

EDDC SERVICE RECOVERY ACTION PLAN - All depts – Updated 07/08/20



Housing Health & Environment

- Countryside & Leisure
- Environmental Health, Private Sector Housing & Car Parks
- Housing
- Streetscene

Finance

- Revenue & Benefits
- Place, Assets & Commercialism

Governance & Licensing

Organisational Development, Equalities & Transformation

Planning Strategy & Development Management

Growth, Development & Prosperity

COUNTRYSIDE & LEISURE

ACTION	BY WHOM	BY WHEN (Example 01/05/20)	COSTS	STATUS / PROGRESS (Red/Amber/Green) (Insert text then colour code to reflect progress with action)	PRIORITY RATING E:Essential I:Important D:Desirable Label each action E, I or D.
THG to investigate putting its shop merchandising online to ensure income streams are "live" on reopening and are COVID compliant.	THG Shop & Gallery Assistant	£3K	To be secured	THG to work with Project Cosmic to set up software for online sales.	I
THG working with Exmouth TC and Countryside team to redesign project plan for Abode of Love to synergise with easing of restrictions to enable work with Exmouth Community College, local artists etc.	THG Manager	Likely delay to Spring 2021	Funding secured	THG Manager skype call with Exmouth Town Clerk to agree project roll out and timelines, agree ETC support and how project fits with their Waterfront working group study.	I
THG to secure Sir Richard Long exhibition & associated outreach programme funding in agreement with the Tate until December 2020.	THG Manager	Ongoing	Funding secured	THG Manager in negotiation currently however there are some complications with the exhibition being planned to exhibit in Moscow this winter.	E
THG operational: <ul style="list-style-type: none"> • Become more organisationally collaborative • Gallery opening: Limit on visitors/controlled visitor flow /time slots • Become more organisationally collaborative • Increase THG Out & About offer – ‘Recovery Roadshow’ • Gallery opening: Limit on visitors/controlled visitor flow /time slots. 	THG Manager	TBD - easing of social distancing restrictions to implement	£9k HLF, £8K Tate, £3k countryside. £8k AONB	THG & Wild East Devon teams are currently discussing collaborative ‘Recovery Roadshow’ project as a funded bid to Arts Council England’s COVID-19 recovery funds. Work on reviewing opening hours and visitor interaction is ongoing and subject to Gov’t easing of social distancing restrictions.	I
THG & Countryside team working on collaborative post COVID project - ‘Creative Cabin’ a planned programme of cultural activities to travel around East Devon bringing ‘culture & nature’ on tour as part of a recovery roadshow.	THG Manager & Countryside Team Leader (People)	Autumn 2020	Secured £12K from Tate & Countryside budget	Tate Gallery have agreed to help fund the project as part of their national recovery programme. Significant PR/Comms opportunities and engagement with multiple east devon communities.	E

THG to plan to reopen early August - 3 days a week. Risk Assessment carried out by Mark Chapman with number of actions required to make gallery COVID compliant.	THG Manager & Property team	01/07/2020	TBD - maybe some compliancy costs to building	Mark Chapman carried out Risk Assessment with follow up by Property Services to implement COVID compliancy checks. Further work required by July to ensure opening can be announced.	E
THG team to come off furloughing scheme June and assist with reopening and relaunch of the programme.	HR	01/06/2020	N/A	HR Business Adviser to notify Gemma Girvan, Fiona Page Turner & Anna Aroussi of return to work.	E
Countryside team reopen all LNRs to ensure COVID compliant - signage and info to ensure social distancing messages clear.	Countryside Team leader (Sites)	01/05/2020	N/A	Engage Mark Chapman to carry out COVID compliancy check focus on Seaton Wetlands with its visitor infrastructure.	E
Countryside team to bring furloughed staff back into operational duties in June and July.	HR Business Adviser	01/06/2020	N/A	Bring Volunteer & Events Co-ordinator back in June and Education Rangers in July and August.	E
Relaunch Wild Exmouth project and agree delays in timetable with Heritage Lottery Fund with series of socially distanced events and promote 'My Patch for Nature' initiative for lockdown family activity.	Countryside Team Leader (People)	01/05/2020	Funding secured	HLF are content to see project delayed due to impacts of virus and so can extend the period of employment for the Project Co-ordinator.	E
Countryside team to develop Wild Honiton project as part of recovery planning with focus on community nature recovery and improving town's greenspaces connecting to AONB. Collaboration with Honiton TC.	Volunteer & Events Officer	01/08/2020	Funding secured	Project brief to be worked up and submitted to Heritage Lottery Fund and Honiton TC for support and linked to a pilot project being led by Blackdown Hills AONB on nature recovery networks.	I
Wild East Devon online activities to be created to encourage nature connections in own gardens also provide learning activities using outdoors to help with home schooling.	Volunteer & Events Officer	01/05/2020	N/A	Develop digital material to put on various platforms - YouTube, Facebook, Instagram, EDDC website etc.	E
Countryside Team Leader (People) to redesign outdoor learning offer to meet "new normal" environment schools and public facing - covering events, volunteering, after school clubs etc. - a reset opportunity.	Countryside Team Leader (People)	01/05/2020	N/A	Prepare "new normal" programme for People focussed activities covering outdoor learning, public events etc that embeds changes for Environment Portfolio Holder to launch.	E

Manor Pavilion theatre to review its opening hours, box office arrangements and likely reopening date following industry guidelines.	Theatre Manager	01/06/2020	N/A	Theatre to consider commercial viability of opening reduced hours/days and potentially 50% seating capacity reduction - impacts on Box Office staffing.	E
Manor Pavilion theatre to engage Mark Chapman to carry out a risk assessment of venue to ensure it can be COVID compliant.	Mark Chapman	01/06/2020	TBD - will be costs	Put in place recommendations from risk assessment to make venue safe for audiences so that a limited opening can occur to re-establish its programme.	E
Manor Pavilion theatre to plan a reopening launch once Gov't guidance enables the reopening of theatres - consider suitable performances eg comedy nights, hiring out of venue for rehearsals & other activities.	Theatre Manager	01/07/2020	N/A	Relaunch of theatre with a programme that adheres to social distancing guidance for artists and audiences - box office splits negotiations important to ensure income to venue and performers.	I
THG following recent Government guidance can reopen Saturday 11th July but will require a booking system, track & trace system, full COVID19 compliance on site.	THG Manager	08/07/2020	PPE costs	All necessary compliance checks carried out following risk assessment, THG team carried out a dummy tour to ensure social distancing can be observed, changes to shop and café area implemented. Go live 11 July now in place.	I
Countryside team reworking events offer to meet "new normal" conditions on social distancing to recover lost income streams this to be bookable private guided tours of Wetlands (family of 5) charged at £50.	Countryside Team	07/07/2020	PPE costs	New bespoke private tours offered via social media campaign with max of 5 persons from one family. Each group to carry out nature themed activities and have specialist info given on all aspects of sites' wildlife and exclusive use of facilities. As of 08/07/2020 all available bookable family tours fully booked for July & August.	I
Wild East Devon outside events providers re-engaged to provide events across LNRs.	Countryside Team	30/07/2020	N/A	Following the Wild East Devon events guide programme gradual reintroduction of appropriate events that meet COVID19 requirements for public engagement.	E
Wild East Devon volunteer programme to be re-set meeting COVID19 compliance that can help support LNR management.	Countryside Team	07/07/2020	N/A	All necessary risk assessments carried out to ensure that volunteer activities are COVID19 complaint and all tasks now are bookable on line to ensure that volunteer numbers can be controlled. Creation of a new Volunteer Visitor Warden role.	E
Reacting to staycation opportunities Countryside Team to develop a series of family friendly trails on all its LNRs.	Countryside Team	01/08/2020	LNR budget	The increase in domestic tourism to area has meant a review of the visitor offer on all LNRs and an opportunity to provide a more experiential offer on all sites that has a focus for friendly and connecting to site's nature.	E

ENVIRONMENTAL HEALTH & CAR PARKS

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Car parks CEO and Admin support team	Andrew Ennis	ongoing		Ongoing continued throughout the entire period of the lockdown in supporting the car parks and the hub in delivering food packages. We delayed the move to Summer rates but we are now delivering as per Summer requirements. Car park manager not replaced at this time. The office functionality of dealing with mail printing off work for the teams and mailing out post can be hampered but a process in place to deal linked into Business support. Advertised 1/2 FTE Business Support Officer.	E
Corporate Health and Safety;	Allison Ferrero	ongoing		Ongoing; have been caught up with delivering Business as usual queries alongside specific advice for COVID 19 interactions and continue to review updates linked with PPE. Currently training is reduced as we are not delivering face to face training due to the Covid 19 implications.	E
Commercial Team	Jody Harding	ongoing		Review of workload; have been doing work with regards to advice educate and enforce around Covid 19 breaches. Currently the sampling regime is at once a month rather than the once a week until reinstated due to test and trace considerations. If there is a requirement around Infectious diseases, this would stretch our capacity is limited. Implications if a request for Test and Trace if there was a local outbreak. We wait for a staff member to return from maternity leave.	E

Environmental Protection Team & ASB	Andrew Ennis	Mid-August 2020		Review of workload ongoing; currently are short of staff to deliver around their Environmental Protection work and ASB delivery. One member of staff to return from Maternity in the middle of August. There has been a significant increase in ASB related work across traditional EPT work and extended ASB activity. Adverts for 1 PEHO & 1 EHO have been sent out and a temporary member of staff is helping with the planning and contaminated land work. Team is currently significantly below strength. This would be red if not for advertised positions and returning staff.	E
Business support	Andrew Ennis	Ongoing		Currently the team is 1 FTE down and currently work load is significantly increased, smarter working was not a consideration of the Business support model prior to Covid 19 but the team have adapted. Levels of work are increased around ASB and EH increase and so the levels for the team to cope with demand above capacity at busy times. Work continues as usual supporting the EPT & Commercial Team. The office functionality of dealing with mail printing off work for the teams and mailing out post can be hampered but a process in place to deal.	I
Private Sector Housing	Andrew Whitby	Ongoing		Ongoing Private Sector Housing have been covering their usual BAU work around HMOs and Private water supplies. Visits have been reduced due to COVID 19 process. Currently have £800k grant for houses to have health related improvements. 1 member of staff providing support to EPT and 1 FTE PEHO role advertised	E
Health & Well Being	Andrew Ennis	Early August 2020		Currently Helen is focusing primarily on support for clinically shielded / extremely vulnerable individuals. Her entire time is spent liaising with County colleagues and EDDC Hub staff, problem-solving issues arising from the support-needs of these vulnerable individuals. No capacity is available to deliver her Health & Wellbeing project work. As shielding winds down in July she is returning to her public health role. However she will continue to work with County colleagues and Team Devon in readiness for a possible local Coronavirus	I

				outbreak, in which event County and local hub teams would set up promptly.	
Business Continuity & Emergency Planning	Andrew Ennis	End of August		Ongoing Business Continuity Planning linked with emergency planning work is the main focus for Dave Whelan, and is busy as we move from Response to Recovery. A concurrent incident in addition to Brexit preparedness would move this from amber to red, recovery work to capture BCP details including smarterworking. There is currently no specific back up for this role. Recovery considerations of capturing EP and BCP issues.	E
Community Safety Partnership & Community Trigger	Andrew Ennis	Ongoing		Community Safety Partnership work and Community trigger multi agency work continues with little or no capacity to deliver bitesize training or additionality other than an occasional light touch. It has increased more recently linked to the ASB associated behaviour seen in Exmouth.	I
Safeguarding	Andrew Ennis	Ongoing		Currently the full safeguarding aspect of Dave's role and the sharing of corporate learning is limited by the capacity to deliver against BCP & EP but the Safeguarding liaison role at a district level is covered with its quarterly meetings.	I

HOUSING

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Homelessness step down plan to reduce no. households in temporary accommodation (TA) - especially B & B. Access support through Government homelessness Task Force (MHCLG)	AM	01/10/2020	£16k costs for specific cases related to Covid-19. (AS OF 15/05/20)	Focus remains on move-on plans for those housed in temporary accommodation with a number who have already successfully secured alternative accommodation with our support. Ongoing priority for team. 07/07/20- Still awaiting details of latest round of funding announced in order to understand how we can apply.	E
Claim for financial assistance from government for cost of accommodating rough sleepers	AM	Will attempt to access Grant funding as and when this becomes available.		Claim made for increased funding due to Covid-19, will hear early June if this has been successful. Decision date 15 June. 16th June- still no decision. AM to update.	E
Prioritise repair and planned works for EDDC properties under offer to homeless households and those in TA	AM/VF	Individual property targets to be agreed.	PPV plus exclusions	Properties now always brought up at weekly void meetings where discussed and decisions made.	E
Source, arrange and support use of EDDC housing stock to be used as TA under a licence agreement	AM/VF/AGJ	As appropriate	Will vary	Sailors Rest being considered as temp accommodation. Matter for urgent decision report being considered. Report now agreed by Cabinet. Other properties to be agreed on individual basis as sensitive lets. Full risk assessment and consultation with Housing Services must be undertaken to determine suitability of placement. Aiming for work to be completed by end June - detail to be confirmed. AM to confirm no of properties where appropriate tenants are available as potentially not all will be needed. 07/07/20- IWL	E

				now completing final phase of works- properties due to be ready to let mid-August- approx.	
Review evictions of EDDC tenants enduring financial difficulties beyond the end of the lockdown restrictions	SB	Ongoing	Arrears amounts will vary.	Legislation to be considered as appropriate. Cases to be discussed with homelessness team prior to eviction, to prevent further contact through Housing Options. In light of Covid-19 critical need for communication between Rental Officers and Homelessness Officers in relation to individual cases.	E
Review "kitting-out" of properties (e.g. furniture and white goods) role that sits under general fund to look at potentially transferring responsibility to HRA	AM	n/a	Needs costing.	This will involve change of policy, will require Committee approval. Business Case needs to be worked up with a view to better understanding of costs and benefits. Making enquiries about cost of having another company do this on our behalf.	D
Review roles and responsibilities within allocations team	AM			Ongoing with procedures and processes being set up currently.	
Planned recruitment to resume to make use of external funding that may be otherwise lost	AM/AG-J	01/06/2020	Budget agreed (external)	Step up of Senior positions remains outstanding. Other posts to be secured (external funding) AM speaking to HR about funding that was about to be utilised at the point of lockdown. Housing Officer Post- interviews Tuesday 23rd June. Reviewing the Private Sector Liaison Officer Post currently (16/06/20)	E
Continue liaison with housing associations to direct match properties to homeless households and hold off on evictions beyond the end of lockdown restrictions	AM	Ongoing	n/a	Pressure to continue on HA's to work with us on this. Other Has are now coming forward offering properties.	E
Continue to manage available TA stock (EDDC properties, Gissage House, PSL leased property) to best accommodate those in need of temporary accommodation and reduce the use of B & B and sheltered accommodation	AM	Ongoing	TA budget already overspent	As above, appropriate level of risk assessing must be undertaken when accommodating TA in own stock. Emphasis on 'move on' plans to reduce the level and reliance of TA in own stock and elsewhere.	E

Preparation for increased levels of demand on allocations team and move requests once lockdown is raised	AM/DH	Likely to happen over next 6-12 months	Increase on resources	Processes to be clear for prioritising requests. Team to be supported with potential increase in workload. Monitoring situation as work seems quite steady currently. 07/07/20- Nat looking at data available that could quantify what this could look like- direct request from SMT+	E
Develop staffing plan to manage return to "normal" given expected increase in demand around ASB, communal area maintenance and repairs and the redistribution of staff (e.g. CD from the community hub)	SB/AM/VF	Through recovery period	Unknown	Potential deployment of CD/other teams that will not be back to full functions. To be considered on a team by team basis across the service. TLO co-ordinating service wide approach. Review of Hub positions to be undertaken with a view to when they will return. 07/07/20- the hub will end at the beginning of August so all Housing Officers will return to posts as normal from this point. Repairs Advisors will cease wellbeing calls on 10th July 2020.	E
Develop procedure for reinstating cluster offices and community centres to cover legionella, cleaning and other H & S factors	SB/VF	Ongoing	Within budget, some enhancement might be required	Consider at what point, Community Centres and District Offices can be re-opened. This will be assessed along Government Guidance and the practical application of social distancing measures. Reassurance has been given over Legionella testing by Compliance Officer, checks on all sites are starting up again. SB checking status of this with CO in relation to role of Mobile Support Officers going forward. At the point we re-open CC's, cleaning regime will need to be reviewed. Separate risk assessments required for each location, also guest bedrooms. Apply longer term timescale to each location. 23/06/20- Changes to 1 metre rule required. 07/07/20. Risk Assessments being considered for Community Centres in line with guidance released 06/07/20.	E

Develop plan for restarting allocations, bearing in mind the expected delay in exiting lockdown for sheltered accommodation	AM/SB	Commence from 12/05/20 following government announcement to restart allocations		Clarity for team from Managers on how this should be handled, we should expect demand to rise and for pressure to come from incoming residents where moves were put on hold prior to lockdown. All staff must have risk assessment to work to for every role that requires working out in the community, 07/07/20- MSOs not attending viewings until further notice.	E
Work with Legal in preparation for courts re-opening	SB	when legislation allows		In line with Guidance	E
Develop plan for the return of tenant participation to identify key priorities and how social engagement can be restarted over time	SB	TBA	TBC	Activities need to be risk assessed in line with social distancing. Alternatives starting to be explored (18/05/20) Skype meeting being set up with tenant representatives to discuss best way forward (26/05/20) Zoom request pending- SB. 07/07/20- SB now looking at Microsoft teams as an option for TP.	I
Develop plan to recommence Tunstall system upgrade	SB	01/07/2020	TBC	Full review required of timeline and project progress to date. Agree best way forward with all parties. (26/05/20)SB asked to set up meeting to understand exactly where we are. SB: Discussions ongoing 16/06/20	E
Develop some pro-active measures for rent arrears/budgeting to support residents with additional financial difficulties associated with lockdown.	SB	01/07/2020	N/A	Consideration of External environment, what additional support can we offer? Pro-active comms plan to be considered to encourage people to get in touch sooner rather than later.	E
Monitor rent collection rates weekly to identify any drop off	SB	Ongoing	N/A	Ongoing- weekly reports for HSMT, Monthly for SMT+	E
Develop tenant communication plan	SB	ASAP	TBC	23/06/20- Housing Matters Magazine- SB now adapting a version of this that is suitable for urgent distribution. TLO working through the website content for tenants reflecting our staged plan.07/07/20 - Timescales to be confirmed. AGJ to nudge Martin Millmow	E

Create remobilisation plan for IAMC including how backlog will be managed. This will align with IW position on un-furloughing staff and returning to business.	VF	01/06/2020	TBC	IW fully unfurloughing and restarting 01/06/20. Draft Plan produced End May 2020, content changing- reflecting on daily discussions. Sophie working her way around all team meetings sharing the comms plan and remobilisation. 6 Stage remobilisation plan developing. 07/07/20- phased plan approach on track against timescales	E
Property and assets Tenant comms plan to manage expectations with backlog.	VF	Completed end May. Will continue to develop	TBC	Critical area of tenant communication to be agreed so we can ensure consistency across the team. All Housing Officers need to be on message so consistent messages are out there. Sophie working her way around all team meetings sharing the plan. 07/07/20- SD forwarded refreshed copy of comms plan	E
Compliance levels to return to 100%, especially focusing on gas safety checks - work with Liberty to achieve this	VF	Ongoing	01/07/2020	Plan to be agreed with Liberty to ensure backlog is addressed as matter of urgency. 2/6/20 - Most shielding ceases 16 June - currently 22 properties out of date to be accessed at that point. 07/07/20- 15 properties remain out of date.	E
Develop new work programme for planned works/surveys for recommencing works	VF	01/07/2020	TBC	Timescales may change but we need to start prioritising planned works budget for 20/21. VF working with Graham and John Syms to get agreement next week for projects going ahead and those being delayed to next year. Comms plan and remobilisation plan to be done to overlay onto Repairs plans. Strategy document required.	E
Work with all contractors to completely review CPP, Health and safety documents and RAMS	VF	Completed for IW and Liberty. Minor contractors RAMS to be agreed before any work commences.	TBC	Contractors now separately reviewing RAMs/Risk Assessments, EDDC to sign off each of these with contractors. IW and Liberty finished theirs, awaiting return of others. Have to be signed off by EDDC before work can commence. VF liaising with residents on previous programme to ensure good communications.	E
Commence Stock condition survey as matter of urgency - consider procuring consultancy support for this	VF	TBC	TBC	Assess the ability to carry out a Stock Condition Survey, being able to apply social distancing. Painting contract will help determine other priority	E

				contracts to be completed this year and next so is being worked up as a priority.	
regarding homelessness - work with districts to focus on exit plan to move away from current "everybody in" approach - aim for consistent approach	AM	Immediate	TBC	Focus on 'move on' personal housing plans for residents in temporary accommodation. MHCLG Taskforce- impact of this? Additional funding? 'Everybody In' virtually ceased - AM in the process of helping formalise this. Re-Opening phase now being considered- discussions across authorities.	E
Aim to re-advertise properties on Devon Homechoice based on workflow from void turnaround	AM/VF	Ongoing	As budgeted	Ongoing now happening	E
resume mutual exchanges when government advice dictates	AM	TBA	As budgeted	To be agreed between when this will recommence. Issue around ensuring the properties are cleaned by outgoing tenant as now required by government guidance. 1st July- TBC for normal operations. 07/07/20- mutual exchanges now commenced.	E
Review property acquisition scheme in relation to what has been achieved since lockdown and what potential penalties there could be for pay-back of receipts - risk of financial impact and also stock levels.	AG-J	TBC	TBC	Awaiting confirmation from Government around payback of receipts. 15/06/2020- briefing note received to conform short extension to timescales for payback.	I
Monitor RP completions to understand the impact on affordable housing delivery in the district	AG-J	Ongoing	n/a	Impact of Covid-19 on HA to be monitored	I
Undertake a review of roles of teams in the scenario of lockdown softening and visits being able to restart - what additional H & S considerations are there to ensure that we protect staff - special consideration in relation to sheltered housing	AM/SB/VF	ASAP	TBC	Risk assessments to be undertaken for each officer with input from Corporate Health and Safety. Senior Managers to consider this for each team. Risk Assessment to be in place for each role ensuring updated based on social distancing/PPE. Each role to be risk assessed where visits are required. Corporate health and safety to guide on generic RA for Housing Officers returning into peoples' homes. Meeting being arranged 16/06/20. 01/07/20- Corporate Health and Safety	E

				attended Recovery meeting to advise Leadership team accordingly.	
Undertake assessment of Home Safeguard as working office	SB	ASAP	TBC	Guidance to be assessed in line with recent good practice guide from Government. Health and Safety Corporate team are undertaking the assessment. Risk Assessment complete, TC is putting recommendations in place- 16/06/20. 07/07/20- SH now working with contact from Estates to complete the actions.	E
Restarting support Service	SB	TBC	TBC	Consideration needs to be given to when and how we restart support to tenants who live in sheltered housing. Include this in the phased return document we are creating with TLO. SB to prepare a discussion document and share with AGJ. 23/06/20- consideration of end of shielding programme to be considered. 07/07/20- SB currently risk assessing options for face to face contact with residents as part of taking steps to recover the support service.	I
Returning of Right To Buy- Applications/visits	AGJ	TBC	TBC	Liaise with MH at appropriate time to restart. 07/07/20- Risk assessment reviewed and GB updating. Intention is to commence RTB process with some amendments to the process.	I
Ability for scanning team to enter ETH and resume	AGJ	TBC	TBC	Scanning team now able to operate in ETH (23/06/20)	I

STREETSCENE – Engineers

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Increased use of parks and gardens may lead to an increase to reactive maintenance. Currently we can sustain this within our smaller than normal team, however the work load may be too great and we may need to bring a team member back from Furlough.	Engineers	Complete		All staff back from Furlough	E
Playparks, outside gyms and skateparks are currently closed. When these are allowed to be open, they will need to be inspected and maintained. We anticipate there to be increased costs once parks are open, due to increased maintenance and rectifying vandalism whilst they have been closed. To get the playparks open across the district, we will need all of our team back from furlough.	Engineers	Complete		All relevant staff back from Furlough	E
Coastal and Asset inspections. For safety, we double staff site visits where we deem the risk to be high (such as beaches) Due to social distancing we can no longer car share, so fuel costs and claims will double.	Engineers	Ongoing	Increased	No Coastal inspections yet done	I
General Construction Costs may increase. Contractors will need to socially distance during works, which may increase their time and therefore cost. Additional welfare may need to be provided which may increase construction costs further.	Engineers	Ongoing	Increased	Some costs have increased for new and existing contracts	

Playparks are being opened in batches, with the first batch now open. Each opening requires an inspection and bespoke risk assessment additional signage, with some equipment still not be able to be openable as they can't be made covid-19 safe (enclosed space) Also equipment has deteriorated by not being used, so each park opening requires significant resource.	Engineers	Ongoing	Increased	Parks once open, require additional cleaning and inspections. Still a lot of work required to open all parks. It's an unusual situation, as we have never opened multiple parks in one day, so learning with each openings.	I
Skate Parks now open.	Engineers	Complete	Increased	Skateparks now open, however they require periodic cleansing	I
General wear and tear reports have returned to pre Covid levels, due to more people out and about breaking/reporting things.	Engineers	Complete	Same	Returning to business as usual, but to the detriment of projects which sometimes have to take the back seat.	D
Large projects have steering and stakeholder groups which feature large meetings. Since lockdown, these have not occurred in person or virtually.	Engineers	Ongoing	Same	Need to consider restarting large steering group meetings	I
Increased amount of difficult emails from the public where the whole council, MP and other organisations are copied in en-masse. This requires much officer time to prep a suitable response. Now the lockdown has been relaxed, the rate of these emails has dropped off, as people are not stuck inside.	Engineers	Complete	Same	Demand has decreased as normal work picks back up	I

STREETSCENE – Operations

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Closure of Parks & Gardens	StreetScene Service Lead / Ops Manager	23/03/2020 - 13/05/20	Zero	All but 7 Parks & Gardens opened on 23/04/20. The remaining Gardens will reopen on 13th May in line with Government Guidelines.	E
Closure of Public Toilets	StreetScene Service Lead / Ops Manager	Ongoing	Zero	All public toilets are currently closed and have been deep cleaned. Planning for opening a select number of priority toilets and making provision for more people using public spaces. Need to factor enhanced cleansing of these facilities as they are a viral hot spot.	I
Reduction of staff working hours	StreetScene Service Lead / Ops Manager	Ongoing - est 18/05/20	Zero	Operation staff are currently working 6 hour days (winter hours) to minimise their exposure to the risks and adapt to the fallen demand on the frontline service whilst people stayed at home. This has been an incremental rise in hours (from 3, 4 now 6) and it is likely that the reopening of all parks and gardens and some public toilets will necessitate the Operations Staff to work their full summer hours; 8.5 hours M-W; 8 hours Thursdays & Fridays.	E
Cessation of outside contract work (mostly Grounds Maintenance, inc Exmouth TC & Woodbury PC)	StreetScene Service Lead / Ops Manager	11/05/2020	Currently Unknown	Talks ongoing with Exmouth & Woodbury to resume the grounds Maintenance contracts. Assessing staffing levels and reinstating other services (Parks & toilets) prior to confirming the continuation of the above contracts.	I

Limited Ground Maintenance Work in Parks, Gardens and Public Spaces	StreetScene Ops & Deputy Ops Manager	11/05/2020	Full Budget	Grounds Maintenance is taking place as near to full capacity as is possible. There are no seasonal staff in place to help with the rounds meaning that the teams are taking longer to complete a full cut. Our rewinding programme is still at the planning stage and this will have an impact on the teams as their rounds will change to reflect this different approach.	I
Cancellation of the Summer Bedding Tender	StreetScene Ops & Deputy Ops Manager	Ongoing	Full Budget (£23,500)	Suppliers informed us that they were unable to fulfil the summer bedding tender due to the closure of nurseries. This has an impact on all our summer bedding plants including the supply of Exmouth Town Council's Grounds Maintenance contract.	I
Machinery Tender cancelled	StreetScene Service Lead / Ops Manager	Ongoing	Full Budget (£55,000)	Due to the limited grounds maintenance work carried out by the teams (closure of parks & gardens) we have not progressed the machinery tender. This has an impact as the teams are currently using older equipment that would otherwise have been replaced.	D
Home working	StreetScene Service Lead / Ops Manager	Ongoing	Zero	In line with Government advice, back office teams have been home working, limiting the ability to service the depots and link up with the rest of the team. Operational Managers are working a rota to cover the depot but to ensure that staff are not overcrowding the depot. Area Officers are combining home working with site visits in assisting their operational teams. Once restrictions are eased, it is possible to reorganise the office to ensure that social distancing can be maintained.	I
Cessation of Seasonal Staff	StreetScene Ops & Deputy Ops Manager	Ongoing	Full Budget (£137,230)	Decision taken to not employ any seasonal staff that cannot be reimbursed (e.g. Town Council Contracts)	E
Cessation of beach hut provision	StreetScene Ops &	Ongoing	Full Budget (£290,000)	Decision taken to cease beach hut occupancy due to not being able to maintain social distancing. As restrictions are lifted we can review the possibility of	I

	Deputy Ops Manager			letting out some sites however this may prove difficult for fairness.	
Closure of Play Parks	StreetScene Ops & Deputy Ops Manager	Ongoing	Zero	Play parks have been closed from the outset, they will need to be safety checked and cut prior to any reopening.	I
Cessation of Sports Pitches	StreetScene Ops & Deputy Ops Manager	Ongoing	£6,000.00	Football season / matches was cancelled by Devon FA at the start of the Government Restrictions. No activity has taken place since and we await further information regarding the start of the proposed new season.	D
Cessation of Events	StreetScene Service Lead / Ops Manager				

STREETSCENE – Operations

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Closure of Parks & Gardens	StreetScene Service Lead / Ops Manager	23/03/2020 - 13/05/20	Zero	All but 7 Parks & Gardens opened on 23/04/20. The remaining Gardens will reopen on 13th May in line with Government Guidelines.	E
Closure of Public Toilets	StreetScene Service Lead / Ops Manager	Ongoing	Zero	All public toilets are currently closed and have been deep cleaned. Planning for opening a select number of priority toilets and making provision for more people using public spaces. Need to factor enhanced cleansing of these facilities as they are a viral hot spot.	I

Reduction of staff working hours	StreetScene Service Lead / Ops Manager	Ongoing - est 18/05/20	Zero	Operation staff are currently working 6 hour days (winter hours) to minimise their exposure to the risks and adapt to the fallen demand on the frontline service whilst people stayed at home. This has been an incremental rise in hours (from 3, 4 now 6) and it is likely that the reopening of all parks and gardens and some public toilets will necessitate the Operations Staff to work their full summer hours; 8.5 hours M-W; 8 hours Thursdays & Fridays.	E
Cessation of outside contract work (mostly Grounds Maintenance, inc Exmouth TC & Woodbury PC)	StreetScene Service Lead / Ops Manager	11/05/2020	Currently Unknown	Talks ongoing with Exmouth & Woodbury to resume the grounds Maintenance contracts. Assessing staffing levels and reinstating other services (Parks & toilets) prior to confirming the continuation of the above contracts.	I
Limited Ground Maintenance Work in Parks, Gardens and Public Spaces	StreetScene Ops & Deputy Ops Manager	11/05/2020	Full Budget	Grounds Maintenance is taking place as near to full capacity as is possible. There are no seasonal staff in place to help with the rounds meaning that the teams are taking longer to complete a full cut. Our rewilding programme is still at the planning stage and this will have an impact on the teams as their rounds will change to reflect this different approach.	I
Cancellation of the Summer Bedding Tender	StreetScene Ops & Deputy Ops Manager	Ongoing	Full Budget (£23,500)	Suppliers informed us that they were unable to fulfil the summer bedding tender due to the closure of nurseries. This has an impact on all our summer bedding plants including the supply of Exmouth Town Council's Grounds Maintenance contract.	I
Machinery Tender cancelled	StreetScene Service Lead / Ops Manager	Ongoing	Full Budget (£55,000)	Due to the limited grounds maintenance work carried out by the teams (closure of parks & gardens) we have not progressed the machinery tender. This has an impact as the teams are currently using older equipment that would otherwise have been replaced.	D

Home working	StreetScene Service Lead / Ops Manager	Ongoing	Zero	In line with Government advice, back office teams have been home working, limiting the ability to service the depots and link up with the rest of the team. Operational Managers are working a rota to cover the depot but to ensure that staff are not overcrowding the depot. Area Officers are combining home working with site visits in assisting their operational teams. Once restrictions are eased, it is possible to reorganise the office to ensure that social distancing can be maintained.	I
Cessation of Seasonal Staff	StreetScene Ops & Deputy Ops Manager	Ongoing	Full Budget (£137,230)	Decision taken to not employ any seasonal staff that cannot be reimbursed (e.g. Town Council Contracts)	E
Cessation of beach hut provision	StreetScene Ops & Deputy Ops Manager	Ongoing	Full Budget (£290,000)	Decision taken to cease beach hut occupancy due to not being able to maintain social distancing. As restrictions are lifted we can review the possibility of letting out some sites however this may prove difficult for fairness.	I
Closure of Play Parks	StreetScene Ops & Deputy Ops Manager	Ongoing	Zero	Play parks have been closed from the outset, they will need to be safety checked and cut prior to any reopening.	I
Cessation of Sports Pitches	StreetScene Ops & Deputy Ops Manager	Ongoing	£6,000.00	Football season / matches was cancelled by Devon FA at the start of the Government Restrictions. No activity has taken place since and we await further information regarding the start of the proposed new season.	D
Cessation of Events	StreetScene Service Lead / Ops Manager				

STREETSCENE – Recycling & Waste

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Recycling & Waste core collection services - recycling/refuse/clinical - no significant interruptions during lockdown period maintained as essential service. No recovery required	Gareth Bourton	In place	Full budget	Collections being made as scheduled. Textiles not collected at kerb-side until further notice due to collapse of market. Latest date for textiles resumption is Sept	E
Green waste collections suspended on 23 March to resume on 11 May	Gareth Bourton	In place	Full budget	GW collections suspended to allow resources to be allocated to core collections. Collections resumed on 11 May with customers being notified direct. New subscriptions to be taken by end of May. Customer base growing due to renewed marketing by door drop w/c 6 July – 13,500 at 15 July	I
Bulky household item collections suspended to be resumed by end of May	Gareth Bourton	In place	Full budget	Bulky h/hold collections as normal. HWRC re-opened 11 May. HWRC taking full range of materials and re-use shops open.	I
Monitor market movements for materials prices - normal monthly review process covers monitoring	Gareth Bourton	On-going	Currently unknown. Volatile market movements	Monthly review process and sales statements already includes monitoring of sales price movements. This is part of normal commercial management. GB comparing sales prices with other Devon LAs	E
Coronavirus/Lockdown behaviour changes have significantly changed the volume and composition of the recycling stream in a very short period. Existing collection, sorting, baling and storage capacity is stretched. Commitment of additional assets and labour is required to	Gareth Bourton	On-going	+£45,000/month	SUEZ itemising additional costs in monthly statements. Monthly costs running at c.£45,000. GB/TD produced calculator to balance increased income against increased costs. Cost significantly exceed income gains. Meeting JG/AH/GB/SUEZ to discuss commercial and operational implications.	E

maintain core recycling collections. Changes show no sign of falling off during June/July meaning additional commitment needs to be on-going to maintain operations. Significant additional contract costs.				Cabinet report required due to budget affects before SUEZ claims can be settled	

FINANCE - REVENUE & BENEFITS

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
<p>Benefits Additional/new funding has been made available and these schemes will need to continue to be administered:</p> <ul style="list-style-type: none"> • Covid Financial Hardship scheme (funding provided by County), • Discretionary Housing Payment scheme (additional £101K funding for 2020/21) • East Devon's Exceptional hardship Scheme (EHF) forms part of our Council Tax Reduction scheme policy • On 11 June DEFRA announced a £63m fund to be distributed to local authorities in England to help those who are struggling to afford food and other essentials due to coronavirus. Guidance was issued on 10 July which showed Devon's allocation of the local authority emergency assistance grant of £757,020.62. Devon County are leading on this and are proposing for a proportion of this funding to be distributed to local authorities to supplement the funding given under the Covid Financial Hardship Scheme. 	Sharon Church	Ongoing	Schemes externally funded or through the collection fund.	<p>Under the Covid-19 financial hardship scheme we have supported 88 cases, providing £18,754 in financial support.</p> <p>We have supported 187 discretionary housing payment claims</p> <p>We have awarded 113 council tax payers additional support under the EHF scheme.</p> <p>We have been proactively working with County on the existing scheme and have been utilising the work we have done on poverty. A report is going to the Devon Chief Executives and Leaders on 5 August where the proposals of how the DEFRA funding should be used will be considered for approval.</p>	I

<p>As we already have a Covid Financial Hardship Fund (which has been put in place for this type of support) it is likely that these will be linked up. With the different types of funding available to low income households we will need to:</p> <ul style="list-style-type: none"> • Work with our internal and external partners on promoting and co-ordinating the various financial support funds available to ensure that residents who are financially struggling are being referred and are accessing the various financial support packages. To not only address immediate need but also helping in rebuilding longer term financial resilience. • Creating welfare experts within the service (using existing resources) to ensure that we are proactively helping and supporting customers effectively as part of rebuilding financial resilience in order to ensure the different financial support if directed effectively. • 				<p>We have started to pull together a plan of the engagement we will be looking to undertake with our external and internal stakeholders. Current work being carried out is identifying relevant agencies and charities in the community. We aim to contact each to raise awareness of the different hardship schemes and how we can better work together to support residents in helping to move people out of repeated financial crisis.</p> <p>We have started the initial stages of building a team of welfare experts that will work across Council Tax and Benefits to identify those residents in financial need. The intention is that the team will work with internal and external stakeholders such as Housing to support the work they are doing with residents.</p>	
<p>Council Tax/Benefits Need to analyse the benefits and council tax data to assess the impact of Covid -19 in order to help inform the work in relation to poverty strategy/ helping to support residents out of repeated financial crisis to become financially resilient.</p>	<p>Sharon Church/Libby Jarrett</p>	<p>Ongoing</p>		<p>Data has been extracted as at end of June in order to start analysing this in order to identify any key themes, etc.</p>	<p>I</p>

<p>Benefits Prepare to deal with potentially higher volumes of ongoing changes in customer circumstances and new claims for Housing Benefit /Council Tax Reduction as customers come off the furlough scheme, changes in self-employment, increases in unemployment all have a direct impact on our workloads</p> <p>New DWP workstream due to commence in October 2020 where a proportion of our Housing Benefit caseload will be subject to full review</p>	Sharon Church/	Ongoing	Additional funding being provided by DWP	<p>We have now brought the main benefit work up to date and are focussing on other areas of work that were paused such as; benefit reviews, overpayment recovery, council tax recovery, etc. 2 Benefit staff are now supporting council tax team.</p> <p>Due to the reduction in HB caseload (due to COVID-19) then we are able to direct resources into this new work stream.</p>	I
<p>Council Tax/Benefits Implement the government's Covid-19 Council Tax Reduction Hardship Scheme. Worth up to £150.00 off their council tax bill for 2020/21. East Devon's allocation is £713.034. Currently have 3,835 working age customer on CTR who will benefit from this scheme</p>	Sharon Church/Michele Retter/Andrew Driver	Ongoing until 31/3/21	Government funded scheme and will also receive new burdens funding for administering this.	Not yet been able to implement this due to delays in system enhancements from our external software provider. This is scheduled to be applied to our test system on 9 August 2020 and subject to satisfactory test will be applied to our live system by mid-August at latest.	E
<p>Benefits Resource planning/work demand going forward. Need to assess the impact the loss of HB caseload will have on workloads going forward. This needs to be done in conjunction with the new council tax reduction scheme (came in 1 April 2020) and the changes in customer contact (more customers now transacting on line/less face to face). Also taking account that workloads have increased in the short term around financial support, rebuilding financial resilience, income collection, etc.</p>	Sharon Church /Libby Jarrett	By 1 st December 2020	Part of Budget setting	<p>Data is currently being extracted from the systems to try and establish the changes this will have on churn rates.</p> <p>Also implementing the new CTR scheme online form (via Firmstep) to streamline the end to end process as well as building in more automation.</p>	I

<p>Council Tax and Business Rates Formulate and implement plans for recommencing recovery action as this was paused in March 2020 whilst resources were diverted to deal with the impact of Covid-19. As at end of June 2020:</p> <ul style="list-style-type: none"> • Council Tax is 1.06% down on same period last year which equates to £1.261m • Business Rates is 8.61% down on same period last year equating to £1.694m <p>Magistrates Courts have been closed since March 2020. Currently we have not been given any indication on when we will be able to book courts to deal with non-payment of Council Tax and Business Rates. As the use of Magistrates Court is part of the legislative framework for the recovery and enforcement of debt then this will have a detrimental impact on our ability to recover unpaid debts and in turn will affect the Council's income.</p> <p>Enforcement Agents – The government suspended any enforcement visits and the earliest these can recommence is end of August 2020. We will need to agree approach and ensure compliance with the required COVID-19 measures in relation to visits.</p> <p>We recognise there will be a significant amount of extra work we will need to do in working with residents and businesses who are struggling to pay. This will include tailored arrangements, identifying access to wider support, working with other agencies etc. Staffing levels are based on our high collection performance and the significant drop we have</p>	<p>Council Tax - Andrew Driver. Business Rates - Andrew Staines</p>	<p>Ongoing–</p>	<p>Currently unknown on how much additional resource it will take to recover to our former high levels of collection performance. Reduction in collection performance also impacts council's income going forward.</p>	<p>Worked with Devon County on producing a co-ordinated plan for a Devon wide approach for recommencing recovery action which was agreed by Devon Chief Executives and Leaders on 17 June 2020.</p> <p>Produced a leaflet and non-statutory notice that is being sent to residents and businesses who are behind with their payments.</p> <p>Since start of July we have issued 3,542 non statutory reminders (value £1.330 m) and 1,607 (value £0.628) statutory reminders to Council Tax payers. 262 non statutory notices (value £371K) and 491 statutory reminders to Business rate payers have been issued (value £1.5m).</p> <p>We are undertaking additional measures to engage with residents and businesses who are in arrears and have created a team of welfare experts in order to ensure that we are proactively identifying residents who need wider support.</p>	<p>E</p>
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<p>experienced means we now have higher volumes of accounts in arrears which increases workloads. The drop in council tax income of £1.261m suggests that we have 3,000 circa more households in arrears with their council tax than this time last year.</p>					
<p>Business Rates Finalise the work in relation to the government’s grant schemes.</p> <ul style="list-style-type: none"> • Ensure that all outstanding queries (including challenges, appeals, etc) have been formally dealt with before the schemes closes on 28 August 2020. • Contact all businesses that are potentially still eligible under scheme 1 and 2 that haven’t yet claimed to advise that schemes are closing. • Ensure that all the discretionary funding from scheme 3 is spent before the scheme closes. • Complete the fraud assurance risk reporting on behalf of BEIS • Complete the required fraud assurance checks as identified in the fraud assurance risk assessment • Recover any fraudulently claimed grants or where paid in error • Complete the reconciliation process as set out by BEIS 	<p>Libby Jarrett/Andy Staines</p>	<p>Scheme close 28 August 2020 but fraud checks & the compliance reconciliations will be by March 2021</p>	<p>New burdens funding received for the administration of grant schemes including post assurance fraud checks.</p>	<p>BEIS announced that the grant schemes are to close on 28 August 2020 and that any unspent funds will need to be returned.</p> <p>We have updated our website and included in the residents newsletter that the scheme is closing.</p> <p>We have written to all potentially eligible businesses under scheme 1 and 2 who have not yet applied for the grant or declined the grant to notify that the scheme is closing.</p> <p>Majority of the discretionary funding is now allocated and a final review is planned before schemes closes.</p> <p>We have completed the fraud assurance risk assessment RAG report and have concluded that overall the Council has a green/amber rating.</p> <p>1,409 checks have been completed on Spotlight (Government tool) and 3,336 checks have been completed via CIFAS (Credit Industry Fraud Avoidance System). This has identified 135 and 34 cases for further investigation respectively. Final batch of cases to run through Spotlight & CIFAS is scheduled on 24 August as schemes will then be closed.</p>	

				<p>Still awaiting guidance on the recovery process to be followed but latest indication is that these may now be passed back to Central Government for recovery and enforcement.</p> <p>The first monthly report has been submitted on 5/8/2020 and are expected to be completed monthly until March 2021.</p>	
<p>Council Tax/Benefits/Business Rates Need to implement additional monitoring data across the income streams to order to better understand the impact of COVID-19 in order to support; Budget monitoring and Medium Term Financial Plan, Economic recovery, Debt Recovery Strategy, Poverty Strategy. This includes: Increases in arrears, enforcement action, increase in insolvencies, premises becoming vacant, reductions in rateable values, slow down of new development, increases in discounts/reliefs, slow down of house builds, irrecoverable debts, etc.</p>	<p>Michele Retter/Andy Staines/ Andrew Driver/Sharon Church</p>	<p>Ongoing</p>	<p>Within existing budget</p>	<p>Have created a Devon wide monitoring spreadsheet that is capturing every month the key collection performance indicators to understand impact.</p> <p>Data extracts are now being carried out monthly in order to track and monitor these so that we can pick up and track the impact along with other published data.</p>	
<p>Sundry Debts Managing and assessing the loss of income, impact of delayed payments, etc that are generated through the debtors system.</p>	<p>Andrew Staines</p>	<p>Ongoing</p>			
<p>Customer Services Update the risk assessments for dealing with face to face enquiries in readiness for when the offices re-open. Work with Estates team to ensure that the public open spaces are Covid-19 compliant.</p>				<p>Meeting scheduled for 5 August to agree screens, signage, layout/use of space for the reception area.</p>	
<p>Fraud & Compliance checks See business rates / business grants section.</p>					

Benefits	Sharon Church			Implement measures identified within the Poverty report – Review Corporate debt policy, review funding and delivery arrangements for Money advice, developing a poverty strategy.	E
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<p>Council Tax</p>	<p>Andrew Driver</p>			<p>Recovery action has been suspended on council tax debts since 25 March whilst we deal with Covid-19 response issues. Significant increase in customer demand for Council Tax Reduction (means tested scheme for low income households) which is causing higher levels of work & likely to result in lower levels of council tax income against tax base. Still implementing 'response Covid-19 measures' (hardship fund) so resources not available to deal with key areas of work.</p> <p>Implement a new banded discount scheme for 2020/21 – majority of this work has been done however there are still areas to be completed – new application form, review of the data that comes via DWP to look at streamlining /automating changes to reduce administration overhead</p> <p>Creating welfare experts within the service (using existing resources) ensuring that we have pulled together all the various financial support available within the district so that we are proactively helping and supporting customers effectively as part of rebuilding financial resilience.</p> <p>We managed over 1,100 council tax customers who had been given changes to their council tax instalments, with further consideration for redundancy once furlough stops we can anticipate a further increase of assessments.</p> <p>Since March 2020 whilst resources were diverted to implement these financial measures. We are £1.26m down on council tax income (end of May 2020). We are 4 months behind with this work.</p>	<p>E</p>
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<p>Corporate Customer Services</p>	<p>Lucy Atkinson</p>			<p>Due to the impact of Covid-19 there are a number of areas of work that were paused in order to focus resources on dealing with response issues. The two immediate priorities are to commence recovery action across all debt types as the majority of this work has been paused since mid-March 2020 and to support the annual renewal of the green waste service which will start mid July 2020</p> <p>Start to replace all our existing online forms onto Firmstep. As part of this work we will be looking to create greater integration with back office systems and more automation to create efficiencies. We will also be working with Exeter with the aim of creating common forms across the two councils. – This was paused due to Covid-19 but we are now moving this forward.</p> <p>Implement e-billing across Council Tax and Business Rates so that customers can elect to have their bill emailed. This will be in addition to the customer portal – this is currently being worked on with Strata colleagues and was paused due to Covid-19 but work has restarted.</p> <p>Review the face to face service delivery (business need/opening times) from both ETH & BDH since the offices have been closed for several weeks and potential savings to be achieved by not reverting to previous levels of service</p> <p>Update risk assessment policy – for reception areas at BDH & ETH for when offices re-open</p>	<p>E</p>
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				439 new Beach Huts invoices being issued this is normal demand which is being restarted and needs to be managed alongside COVID additionality.	
Fraud & Compliance	Andrew Staines			<p>Fraud & Compliance Income generation initiatives (income optimisation) that will generate an additional £100,000 income to the Council for 2021/22 budget – resources have been and still dedicated to Covid-19 measures.</p> <p>Review our Corporate Fraud and Compliance Strategy – we may need to delay this.</p> <p>Recently published government guidance for fraud risk control and assurance measures will require ongoing reporting until March 2021, will be an additional demand</p> <p>Following initial post assurance fraud checks we will need to undertake targeted investigations including a review of Small Business Rate Relief as part of government assurance controls. This will be an additional demand.</p>	
Business rates & Sundry debt	Andrew Staines			<p>Recovery action has been suspended on all business rates since 25 March whilst we deal with Covid-19 response issues. As we will be administering Covid-19 response issues for many more months this will limit resources available to deal with recovery of debts, compliance, reviews, etc.</p> <p>Negative impact to Business Economy - need to assess business rates data to monitor losses in Council income and to provide</p>	E

insight to economic team on the effects this has had on different business sectors – types of business premises becoming empty, businesses becoming insolvent, etc to understand patterns, trends, etc.

Managing and assessing the loss of income and providing data to services regarding non-payment

Still administering and dealing with requests as all schemes still open until August

Recovery and claw back – government will issue guidance in August. However, we have already made a proactive start. Currently 10 cases of which 6 have committed to repay

Monitor business rates data to inform budget monitoring and MTFP. Alongside this utilising intelligence led data for assessing economic impact and recovery. This is an additional demand which will give an insight to inform economic recovery

Start recovery work segmenting Businesses for standard reminders and soft non-standard reminders. Over 500 reminders and letters for circa £1.7m overdue payments, this will impact on our funding streams and is work which needs to be restarted.

FINANCE – PLACE, ASSETS & COMMERCIALISM

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Assessment of impact on rent payments and arrears accrued.	Estates	31/10/20		Not Started	I
Undertake outstanding rent reviews, lease renewals and disposals.	Estates	31/3/21		Ongoing	I
Consideration as to how best to manage any properties which have become vacant and whether these properties are still fit for purpose.	Estates	31/12/20		Not Started	I
Assessment of impact on market and how this may affect income going forward.	Estates	31/3/21		Ongoing	I
Capital projects progressing, although more slowly than normal due to the furloughing of contractor and consultant staff and problems with the supply chain.	Property & FM	06/07/20		Ongoing	I

Review and consideration of how to keep closed buildings operational, secure, and ready for re-opening when required. In particular, extensive liaison has taken place with key tenants (e.g. LED) during lockdown and beyond to maintain contact and to agree access, as necessary.	Property & FM	23/03/20		Ongoing	E
Continue to carry out regular external inspections of closed buildings to identify urgent essential repairs as well as repairs which are non-essential and minor	Property & FM	27/04/20		Ongoing	I
Facility functions at BH, EDBC and ETH have needed to be reassessed and essential actions undertaken to reflect Government Covid precautions and recommendations. This work has enabled buildings remain operational and safe for users. The situation continues to be regularly reviewed in consideration of the Governments advice updates.	Property & FM	27/04/20		Ongoing	E
Requirement to restrict access to council buildings with the exception of limited access to BH, ETH and EDBC during lockdown and continuing during subsequent relaxation.	Property & FM	23/03/20		Ongoing	I

Continue carrying out essential Compliance surveys to properties and following receipt of any recommendations, subsequent necessary works.	Property & FM	23/03/20		Ongoing	E
Consideration of precautions needed in public facing areas at BH, ETH and EDBC such as Reception Desks and interview booths. Precautions to include perspex screens fixed to joinery together with advisory signage	Property & FM	29/06/20		Ongoing	E
Continuation of Planned Maintenance, although the impact of Covid-19 and associated factors has and will continue to cause delays to the original programme expectations. Planned Maintenance is likely to be further frustrated due to the furloughing of contractor and consultant staff and problems with the supply chain.	Property & FM	27/04/20		Ongoing	I
Ongoing contact and liaison with consultants and contractors to ensure works to council properties are prioritised as lockdown is relaxed and industry starts up again.	Property & FM	27//04/20		Ongoing	E

Programming compliance surveys and planned maintenance together with allowance for likely reactive maintenance requirements to ensure best use of resources.	Property & FM	10/08/20		Ongoing	E
Re-opening High Streets Safely Fund	AH/LP	31/03/21	None. externally funded, ERDF		E
Queen's Drive Space – reopening site for free play, F&B traders, seating area.	AH	4/7/20	£18,000 allocated.	Completed	D
East Devon Business Centre Covid- compliant for safety of tenants, staff and visitors.	AH/PC	8/6/20	Minimal - signage	Completed (on-going reviews)	E

GOVERNANCE & LICENSING

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Review potential hybrid approach to meetings (Virtual & Chamber)	Sue Howl / Debbie Meakin / HGL	30/09/2020	Nil	BCR raised with STRATA to assess current chamber capability and potential interaction with Zoom	E
Progress virtual electronic voting	Sue Howl / HGL	31/07/2020	Unknown	Initial discussions with Modern.Gov held - need to chase.	D
Assess resourcing impact of virtual meetings	Sue Howl / HGL	30/08/2020	Nil	Not commenced	I
Assessing impact on elections / canvassing from H&S perspective	Jill Humphreys	01/09/2020	Unknown	Initial work and contingency planning commenced	E
Assessing impact of increased licensing applications / variations	Steve Saunders	31/07/2020	Unknown	Monitoring and reviewing applications underway. Contingency planning in place.	E
Monitoring complaints	HGL	31/07/2020	Nil	Underway	I

ORGANISATIONAL DEVELOPMENT, EQUALITIES & TRANSFORMATION

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Reviewing WorkSmart - office and homeworking provisions as well as IT provision and special equipment.	Karen Simpkin	Ongoing	Circa £3.5k	The offices have been risk assessed and signposting is in place as well as other measures to ensure it is Covid-19 secure. Occupancy levels are being monitored. Requests for equipment for DSE purposes is routed through HR. Requests for IT equipment are being managed currently.	I
Bringing back all furlough staff and ensuring financial incentives are applied for via Payroll Services	KS and HR and Payroll Services	Ongoing	In budget	All furloughed staff are now returning except for those in the Manor Pavilion Theatre.	I
Well-being, motivation and morale of staff during this period particularly where there high workloads, caring responsibilities and home schooling.	KS	Ongoing	In budget	Review of all comments and develop outcomes and actions from July staff survey. Continue to deal with staff issues as they arise and advising staff through policy updates.	
Deliver an accessible website by September 2020.	RA (Richard Amofa) and Service Web Authors	September 2020	In budget	This will ensure PDF's are converted to html where possible.	

Continue to work with training providers to adapt our training and development programme to virtual delivery. This includes courses aimed at well-being.	KS	Ongoing	In budget	33 courses have been delivered aimed at both managers and staff with a total of 275 delegates.
Communications support to support the management of any local outbreaks in accordance with DCC protocol and the LOMP.	Alison Stoneham	As required	In budget	
Refresh Council Plan	KS	By September	In budget	The Council Plan and related priorities will be refreshed for September to support the delivery of Service Plans for 21/22.
Support SMT + in delivery of new roles where required to support the new key priorities and with the S151 Officer if required to review resources.	KS	By September	Unknown budgetary implications but this will be part of the budget setting process for the forthcoming financial year.	The Council Plan and related priorities will be refreshed for September to support the delivery of Service Plans for 21/22.

PLANNING STRATEGY & DEVELOPMENT MANAGEMENT

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
To implement changes arising from the Business and Planning Act 2020 inc. extending planning permissions, construction site hours, hybrid appeals.	Chris Rose	Implementation dates vary but all need to be in place by 01/09/20	Within budget	Working through the implications of the changes and the changes to procedure, on-line guidance, training for staff etc.	E
To implement new regulations introducing new permitted development rights and in some cases new prior notification processes.	Chris Rose	Implementation dates vary but all need to be in place by 01/09/20	Within budget	Working through the implications of the changes and the changes to procedure, on-line guidance, training for staff etc.	E
Deferral of CIL payments further to new government guidance and subsequent regulations.	Chris Rose	Initial changes made in early May but subsequent regulations came into effect in July.	Within budget	Initial deferrals all agreed but subsequent deferrals will mean this work is on-going.	E
To clear a backlog of planning applications that has arisen because of the inefficiencies of home working during lockdown due to the lack of access to office based equipment in particular paper plans or a second screen etc.	Chris Rose	Deadlines vary by application	Within budget	The number of applications in the system is about 20% higher than pre-covid 19 levels putting pressure on the team and extending determination periods. Our ability to address this is currently hampered by staff absences due to holiday but we will need to reduce this again from September.	D
To keep guidance on carrying site inspections and meetings for planning officers and building surveyors up to date and in-line with government guidance.	Chris Rose/ Paul Seager	On-going	Within budget	Guidance issued to officers is up to date and effective.	E

Continue to move towards paperless working across the service to increase the efficiency of remote working.	Nick Wright/ Chris Rose/ Paul Seager	On-going	Within budget	The recent introduction of a new document management system has helped to minimise paper work particularly in planning. Further work is needed in areas such as planning enforcement, land charges and building control.	D
Sending out of site notices to the applicant for them to post.	Nick Wright	Started April 2020	Savings from reduced mileage claims	This was introduced at the start of lockdown to minimise travel by officers posting notices but has proved to be very successful and so has continued despite the easing of travel restrictions.	D
Update database of Section 106 obligations and then go live with public access to this information through the web-site	Sulina Tallack	October 2020	Within budget	Following the redeployment of the Section 106 Monitoring Officer into the community hub data has not been kept up to date and so as she returns to her normal duties there is a need to catch up.	E
Support communities producing Neighbourhood Plans – ensure communities have the best available information, advice and assistance to overcome barriers that Covid-19 restrictions might otherwise place on plan making activities.	Matt Dickins	On-going	Within budget	Work is on-going in supporting neighbourhood planning groups with regard to undertaking consultation and engagement without public gatherings and utilising virtual meetings and electronic communication. This also extends to the examination process with updated systems in place. Referendums have been delayed until after 6th May 2021.	I
Review of Statement of Community Involvement (SCI) to consider how consultation and engagement on planning policy documents will be carried out in future focusing on electronic means of communication.	Matt Dickins	On-going	Within budget	The SCI will be reviewed to ensure it continues to accord with the relevant legislation. This will ensure that plan-making can progress, and effective community engagement can be undertaken, without the need for face-to-face consultation or providing physical documents for inspection in public buildings. In particular, online engagement methods will be extended	E

			whilst ensuring that those who are most affected and/or don't have internet access are able to be involved and are made aware of the consultation.	
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GROWTH, DEVELOPMENT & PROSPERITY

ACTION	BY WHOM	BY WHEN <i>(Example 01/05/20)</i>	COSTS	STATUS / PROGRESS (Red/Amber/Green) <i>(Insert text then colour code to reflect progress with action)</i>	PRIORITY RATING E:Essential I:Important D:Desirable <i>Label each action E, I or D.</i>
Habitat Regulations: bring furloughed staff back into operational duties in June and July	Principal Project Manager in conjunction with Corporate Health & Safety HR Business Adviser	01/06/2020	N/A	Staged return starting with Habitat Mitigation Manager followed by Habitat Mitigation Officers and Devon Loves Dogs Project Officer, including completing updated risk assessments and revised work programme.	E
Habitat Regulations Volunteers	Habitat Mitigation Manager in conjunction with Corporate Health & Safety HR Business Adviser	01/08/2020	N/A	Completion of risk assessment and revised work practices to enable volunteering to resume for land based mitigation activity.	I
Relaunch Roots to Routes project and agree delays in timetable with Heritage Lottery Fund. Bring furloughed members of staff back.	Principal Project Manager in conjunction with Corporate Health &	13/07/2020	Funding secured	HLF are content to see project delayed due to impacts of virus. A revised work programme and updated risk assessments are being completed.	E

	Safety HR Business Adviser				
Reallocation of economic development resources to support deployment of retail/hospitality/leisure, small business and discretionary grant	Economic Development Manager working closely with Revenues and Benefits Colleagues	01/04/2020	To be confirm – additional costs can be reclaimed	Over £40m now deployed to business. Second call for applications under the Discretionary Grant scheme deadlines 17 th July.	E
Redundancy support activity e.g. in relation to Flybe – working with DCC, DWP and the HoTSW LEP to support events and creation of an online jobs dashboard resource	Economic Development Manager	Ongoing	N/A	Events held in relation to Axminster Carpets and Flybe. Online resource now established.	E
Exeter Airport - regular stakeholder engagement including DCC, LEP and BEIS to formulate package of support taking account of impact of collapse of Flybe. .	Service Lead	Ongoing	To be confirmed – there are like to be specific project costs alongside a request for business rate relief	Regular stakeholder meetings being held. Paper to be brought to Cabinet.	E
Launch business support webinars aimed at improving online presence and digital skills.	Economic Development Manager	Complete	£5k	Cosmic commissioned to run webinars	E
Commission and launch enhanced business support programme 'adapt and thrive'	Economic Development Manager	13/07/2020	£40k	Cosmic and BIP now commissioned to provide programme.	E

Increase frequency of business newsletters from quarterly to weekly. Supported by social media, with sharing key messages through various EDDC accounts – including twitter & LinkedIn.	Marcomms officer	Ongoing	N/A	Newsletter has been published weekly with increased circulation. Now being reduced to fortnightly.	I
Business engagement survey – identifying successful adaptations and sharing best practice. Precursor to establishing Business Ambassador programme	Senior Economic Development Officer	Ongoing	N/A	Telephone survey being undertaken. Results are being fed in to wider recovery planning.	I
Support for development of Devon Business and Economic Recovery Plan as part of Team Devon approach –	Service Lead	Ongoing	N/A	Prospectus now launched. Detailed implementation plans being developed. Leadership being provided for Opportunities sub group.	I
Understand impact of Covid-19 outbreak on delivery of Enterprise Zone programme. Likely to be a structural change in quantum of office development alongside	Enterprise Zone Programme Manager	Ongoing	To be confirmed – likely to be project specific impacts	Enterprise Zone Board meeting held. Immediate impact on delivery of Long Lane project. Wider impacts being assessed.	E
Respond to funding announcements/calls for projects to ensure that benefit to District is maximised.	Service Lead	Ongoing	N/A	Funding initiatives continue to be assessed to ensure that projects can be funded.	E
Monitor economic data to understand impact of lockdown/recession on the economy of the District	Service Lead	Ongoing	N/A	Multiple data sources point to the District potentially being particularly vulnerable to rising unemployment	I
Promotion of a green economic recovery	Service Lead	Ongoing	TBC	Potential to bring forward projects which support a green economic recover being explored. This includes in relation to recent announcements re: funding for building retrofit measures.	E

