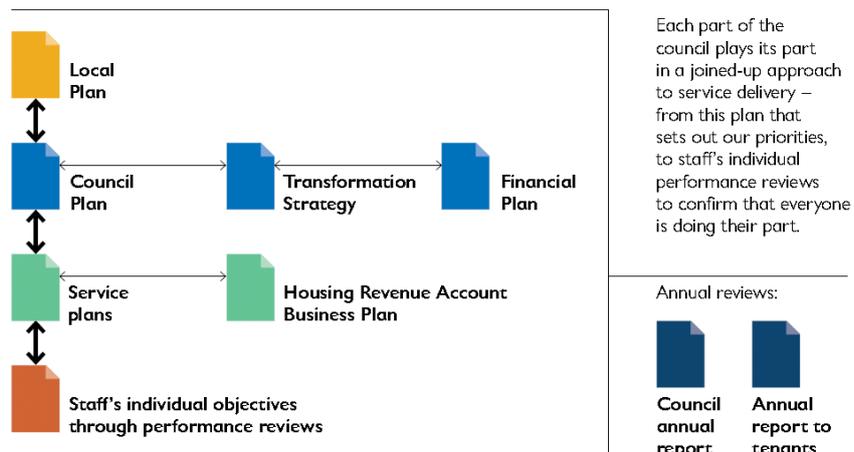


## Service Planning 2020-21

### Environmental Health & Car Parks Service

#### Version 2.0

April 2020 – March 2021



**Strategic Lead:** John Golding, Housing Health & Environment

**Service Lead:** Andrew Ennis, Environmental Health & Car Parks

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## **Service Plan Template 2020-21: Contents Page**

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### **Notes for Strategic Leads and Service Leads:**

\*Certain parts of this form will be pre-populated. This will include your turnover, full time equivalent/headcount and absence rates.

Shaded areas are for guidance.

### **When you have completed your Service Plan:**

- ✓ Save to O:\Service Plans. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

## Section 1 – Brief description of service and purpose(s)

What we do and who we deliver to

### Environmental Health

Our Environmental Health team work across a range of areas to influence decisions and to control a range of behaviours and environmental factors that can affect the health and wellbeing of people in East Devon.

We are routinely consulted on the impact of proposed development set out in planning applications and we work to prevent public nuisance and to protect public safety by working closely with our Licensing team. Our services include the inspection of food businesses and the investigation of complaints about the safety of food, we investigate complaints about workplace health and safety and promote good practice, we assist Public Health England in the investigation of infectious diseases and prevent their spread within the community.

We have a range of environmental pollution prevention and control duties and powers. These include the control of smoke, odours, flies and noise, the promotion and enforcement of public health and pest control legislation. We are consulted on the likely impact of new development and on a variety of licensing matters.

We provide the council with corporate safety advice, we take a lead role in tackling anti-social behaviour and we are active in the East and Mid Devon Community Safety Partnership in delivering a range of initiative and interventions locally. We have a key role in promoting public health and wellbeing and we work with partners to reduce health inequalities across East Devon, at a time when less support for public health is available from Devon County than previously. We provide a pest control service, services for dealing with stray dogs and other dog control issues and work hard to educate communities by promoting responsible dog ownership, we arrange funerals where no other arrangements are being made to dispose of the body of a deceased person in the district.

Whilst the focus of much of our work is now quite properly directed towards business support, promotion of good practice and education, we retain an important regulatory and statutory enforcement role which serves to underline the importance and status of the advice that we give.

Our customers will include everyone who lives in, works in and visits East Devon. More specifically we deliver a number of complaint based investigative and enforcement based regulatory services where the customer is also a person requesting us to provide that service.

### **Parking Services**

We take a strategic view of parking provision within the district and our Officers exercise fair and proportionate enforcement of parking controls in East Devon. We work to achieve improved traffic flow, better road safety, fairer distribution of available parking spaces and a turnover of spaces to facilitate short stay parking by customers of town centre businesses whilst also providing a good service for residents, commuters and visitors who need longer term parking. We own around fifty car parks and we manage our car park property assets to ensure that the Council achieves a fair and reasonable return on these land holdings.

Again all of our residents, workers and visitors will benefit from the fair and proportionate enforcement of parking restrictions applied by our officers. We are also in the business of the provision of parking and we have over 4,500 regular customers who buy car park permits from us along with almost 2 million pay and display customer transactions each year.

### **Corporate Health & Safety**

Our corporate health and safety “purpose” links well with the corporate theme of Happy, Healthy, Here and our health and wellbeing agenda.

#### **What Matters for Health & Safety:**

- Safety matters! A culture that values and respects H&S
- We identify work based risks and plans (safe systems of work) to mitigate those risks
- We prioritise high risk areas of work, managing and reducing the risks we have identified
- We have clear, simple and well publicised procedures to follow

- We operate H&S systems that are part of the job not an add-on to it.
- We all take responsibility for our own and others safety at work
- We target and support frontline (higher risk areas) Services

**Health & Safety priorities:**

- Ensure that we deliver the corporate Health & Safety training programme across all council services, and accurately record training undertaken.
- Ensure that we have full coverage of up to date risk assessments that are effective in mitigating risks.
- Ensure that lone working arrangements are robust and universally applied.
- Ensure that the higher risk activities in frontline services are well managed with a Safety First approach.
- Ensure that all our staff know the H&S essentials and know what to do when driving for work; manual handling; dealing with aggression; fire evacuation; electricity etc.
- Ensure that our staff have a safe place to work.

**Right training, Right time, to keep our people safe at work.**

**Public Health & Wellbeing**

We have a key role in contributing to public health and wellbeing of our local communities in ways not available to other agencies such as NHS bodies. We work to ensure that East Devon is a place where people want to live, work, visit and enjoy life, focusing on where there is greatest need. To achieve this we work with our communities and with many local partners to reduce health inequalities across East Devon. We continue to work with colleagues and existing partners to establish new contacts.

We work hard to find ways of increasing access to and understanding of reliable health information across East Devon, so that individuals can make healthy choices about their lifestyles and for people they care for. We research and create messages that are relevant for our population, and work with our communications team

	<p>and others to share and distribute relevant messages in a range of print and digital formats. We work with other services to ensure that all of the council's activities actively support and promote the health and wellbeing of our communities.</p>
<p><b>How we deliver and ensure equal access</b></p>	<p>The basic parking enforcement and back office service is provided in-house. Contractors provide cash collection, IT systems support and car park maintenance. Staff are recruited and contractors are selected in accordance with corporate policies.</p> <p>In Environmental Health most services are provided by employed staff who hold appropriate qualifications and maintain competence in their area of professional activity through a programme of continuing professional development. Some of the work areas are supplemented by appropriate qualified experts from the private sector.</p> <p>The teams receive business support from our in-house team and service quality and customer satisfaction is monitored by Principal Officers and Managers.</p> <p><b>Public Health &amp; Wellbeing</b> The Public Health Strategic Plan 2019-23 is evidence-based. It identifies priority areas and activities within East Devon so that our service and the other services can tackle inequalities by focusing on communities that experience greatest need and on disadvantaged groups.</p>
<p><b>How we compare</b></p>	<p><b>Environmental Health</b> The Chartered Institute of Environmental Health provides a range of professional and technical support to the profession through publications, training, continuing professional development schemes and other events.</p> <p>The Managers responsible for Environmental Health Services across Devon meet at least eight times per year to discuss professional issues, establish common priorities and discuss business planning to ensure that our services align in key strategic and professional areas.</p> <p>Principal Officers and professional staff from Environmental Health services around the county meet throughout the year to discuss topic based issues in their</p>

respective specialist fields (food safety, workplace health and safety, Licensing and Environmental Protection) again to ensure professional consistency and level playing field conditions for businesses across the county. We are active partners in both the Devon Public Health Officers Group and in the East and Mid Devon Community Safety Partnership. Last year we took part in a useful inter-authority auditing programme comparing the effectiveness of the Food Hygiene Rating Scheme in East Devon with South Hams/West Devon and Mid Devon.

Formal benchmarking exercises are undertaken from time to time to ensure consistency in terms of statutory interpretation, developments in case law and rating standards.

#### **Parking Services**

Our Parking Services team now concentrate on the management of our own car park assets with an emphasis on what matters to our customers. However our Officers continue to operate under Civil Parking Enforcement rules and the service of penalty charge notices remains a small but necessary mechanism that we use to manage parking demand and misuse in a fair and transparent manner. We continue to benchmark our enforcement practices and our charging policies through a Devon wide Parking Managers Group.

#### **Corporate Health & Safety**

We share best practice with our professional safety colleagues from around the county via representation at the Devon Corporate Safety Officers group meetings.

#### **Public Health & Wellbeing**

We contributed to the recent LGA Peer Review, e.g. in a rigorous interview about poverty. We are active partners in local and regional groups such as the WEB [Woodbury Exmouth Budleigh] Community Health & Wellbeing Board hosted at Exmouth Hospital, and the Devon Smokefree Alliance hosted by Devon County Council. We have written our Public Health Strategic Plan and create annual implementation plans and reviews of our work supporting health and wellbeing.

#### **Anti-Social Behaviour & Community Safety**

	<p>We are represented at Board, Executive and Operational Working Group level within the Devon Safety Partnership and the Devon Emergency Planning Partnership.</p>
<p><b>Statutory elements of the service</b></p>	<p><b>Environmental Health</b> A considerable range of Environmental Health legislation imposes duties and confers powers on the Council relating to the purpose of the service. These various powers and duties are discharged by Environmental Health staff under the Council's scheme of delegation.</p> <p><b>Car Parks</b> Although the Council treats its car parks as property assets, we choose to regulate them using civil parking enforcement rules outlined in the Road Traffic Regulation Act 1984. The employment of suitably trained civil enforcement officers and the setting out of parking regulations in a clear and enforceable Parking Places Order is therefore a pre-requisite. Contravention disputes are resolved using an independent adjudication process established by the Parking and Traffic Regulation Outside London Joint Adjudication Committee.</p> <p><b>Corporate Health &amp; Safety</b> The Council has a statutory duty to take reasonable steps to protect the health, safety and welfare of its employees and similar responsibilities for the health and safety of anyone else who might be affected by our work activities.</p>
<p><b>Current net budget (excludes Internal support charges and capital budget)</b></p>	<p>Car parks Environmental Protection Commercial Premises Health and Wellbeing Community Safety, Emergency Planning, Safeguarding and Business Continuity</p>

<b>Section 2 – Key achievements in 2019-20</b>		
	<p><i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i></p>	<p><i>Strategic link to Council Plan priorities</i></p>

1.	<p>This year we have worked hard to support East Devon’s communities to help make East Devon a healthier, more resilient place.</p> <p>We have delivered a range of projects and interventions as set out in the East and Mid Devon Community Safety Partnership Action Plan for 2018-2021. The plan sets out specific activities and outcomes designed to make our communities less vulnerable and more resilient generally, to tackle those at risk of exploitation specifically and to reduce the impact of anti-social behaviour. Specifically we have tackled a number of cases involving antisocial behaviour and this year we have begun to focus on the “youth” element of our communities working with our community development workers to prevent future offending. In Axminster we have secured funding from the Office of the Police and Crime Commissioner to support youth outreach activities via six trained youth workers based around Pippins in the town. In Exmouth we have been tackling a visible issue with homelessness in the town working closely with police and housing officers under the “Safe Streets” banner.</p> <p>The <b>Safer Devon Partnership</b> has developed an online toolkit to tackle the threat of exploitation. And we are now using that to develop in-house training for our own frontline staff to develop the resilience of our own organisation in tackling exploitation in all its forms.</p> <p>We have also been busy with Brexit preparedness working closely with the Devon Emergency Planning Partnership and the Local Resilience Forum to ensure EDDC has been ready to deal with the consequences of a no-deal Brexit.</p> <p>Finally we have this year taken on the corporate lead roles for emergency planning, business continuity and safeguarding. Whilst these fit well with the broader community safety role, there is still substantial work to be done in the coming year to develop our plans in this area.</p>	Encouraging our communities to be outstanding
2.	<p>To help more people to be healthy and stay healthy over the year we have researched and shared health-information including:</p> <ul style="list-style-type: none"> <li>• Ongoing flow of tweets researched &amp; tweeted – c 150 between April and Oct ’19 e.g. responding to national campaigns or local initiatives, ranging from food safety, to measles awareness to fuel poverty campaigns</li> </ul>	Encouraging our communities to be outstanding

	<ul style="list-style-type: none"> <li>• Researched, created, and published spotlight web pages e.g. on stress management, summer health</li> <li>• Written copy for staff, residents, tenants and taxi drivers' newsletters, e.g. new year new you; smoking cessation; climate emergency [pending publication]</li> <li>• Shared advice about health messages with members e.g. smoking</li> <li>• Ordered resources / posters/ leaflets etc. and delivered to groups such as HALFF, Exmouth Open Door, parish and town councils</li> <li>• Liaised with students at Exmouth Community College re children's mental health awareness; provided information re autism, ADHD, general mental health resources</li> <li>• Shared health information with local health forum groups and others</li> <li>• Shared information about funding opportunities to groups such as local charities.</li> </ul>	
3.	<p>We have evaluated and contributed to several national / regional campaigns over the year, choosing ones for their relevance to our local priorities:</p> <ul style="list-style-type: none"> <li>• Sugar Smart / Healthy Weight Declaration: finalised &amp; printed Sugar Smart fliers for EH commercial team to hand out after food inspections. Discussed diet-advice and both schemes with LED contact.</li> <li>• Smokefree Devon Alliance / Stoptober: represented EDDC and contributed to regional Smokefree Alliance meetings. Published webpage; tweeted; distributed posters &amp; text to town &amp; parish councils, members, newsletters.</li> <li>• MECC [making every contact count] training: arranged and evaluated four MECC sessions for community groups across the WEB area; two in Axminster. Facilitated MECC awareness for Members in Oct '19. DCC stated that East Devon has made substantially the most progress leading to most referrals.</li> <li>• "Undefeatables" campaign: sourced and distributed posters, liaised with town &amp; parish councils and LED, helped to promote this physical activity campaign.</li> <li>• Refill drinking water campaign: initiated several contacts, considered options, made recommendations, following up [work in progress].</li> </ul>	Encouraging our communities to be outstanding

4.	<p>The PH Officer has worked throughout the year to enhance self-care and support community resilience by supporting East Devon’s communities and residents:</p> <ul style="list-style-type: none"> <li>• She is an active member of the WEB [Woodbury, Exmouth, Budleigh] Community Health &amp; Wellbeing Board e.g. by organising and evaluating 4 MECC sessions for community representatives in Exmouth plus 2 in Axminster.</li> <li>• Supported head teacher to arrange Littleham Primary School HWB week, and helped to negotiate subsequent support with forest school classes.</li> <li>• Offered support to member of public in Axminster setting up holiday-hunger scheme, summer ’19.</li> <li>• Helped deliver safe hand-washing and 5-a-day messages to primary school children.</li> <li>• Responded for EDDC to consultation on Devon’s Joint Health &amp; Wellbeing Strategy 2020/25.</li> <li>• Contributed to Budleigh Hub business plan consultation.</li> <li>• Contributed to review of Action East Devon’s progress.</li> <li>• Also contributing to work with Housing teams relating to homelessness, mental health strategy, fuel poverty and landlord registration scheme [work in progress].</li> </ul>	Encouraging our communities to be outstanding
5.	<p>We have reviewed our procedures for dealing with complaints about nuisance neighbours and neighbours who are reporting anti-social behaviour. We now ensure that officer time is focused on helping both parties secure resolutions to enable them to co-exist together, thereby reducing the potential for costly and time consuming enforcement action.</p> <p>We have brought in a new regime for animal licensing including development of new processes, forms, introduced a new fee structure and completed an inspection programme.</p> <p>We have introduced a system of formal health impact assessment of significant new housing developments including a validation checklist – working with Liverpool University</p>	Encouraging our communities to be outstanding
6.	<p><b>Commercial premises team achievements</b></p> <p>1 We have continued to deliver 1353 routine statutory food safety interventions including. There are currently 1737 live</p>	

	<p>registered food businesses operating in East Devon and 1628 of these are categorised as “Broadly Compliant”.</p> <p>2 Achieving a high level of mobile working using the technological improvements of the last few years, giving a professional and up to date example to the businesses.</p> <p>3 Providing advice and assistance to the other Devon Councils on the mobile working solutions, including working with Strata to prepare Exeter City Council for their move to uniform and both Exeter and Teignbridge on the Idox mobile solutions.</p> <p>4 Following interventions this year there have been two voluntary closures of food businesses, we have also served two Prohibition notices under the Health and Safety at Work Act and fifty two Hygiene Improvement Notices. There have also been another 494 written warnings issued to food business operators relating to various food safety matters.</p> <p>5 We now have an established for imposing a cost-recovery charge when a food business asks for a re-rating visit following a disappointing inspection outcome. This raised over £3K additional revenue last year.</p> <p>6 We have investigated a fatal accident and attended the Coroners Court to present our findings.</p> <p>7 We have been working to help businesses improve their food hygiene scores and to increase allergen awareness training course for businesses, and more allergy training is already planned.</p> <p>8 We organised and delivered a swimming pool water quality and safety management seminar for Pool Operators in February which has involved creating the course content and training for officers ready for pool inspection.</p> <p>9 We have continued development of the riding establishment licensing scoring and re-inspection regime</p> <p>10 We have maintained zoo licencing across district</p> <p>11 We have taken a total of 234 samples so far this year, responding to 57 failures and discovered a new issue with listeria in dessert factory. There have also been interesting and professionally important projects looking at contamination of the plastic “school dinner trays” and problems with local crab picking industry</p> <p>12 We have been involved in the Classification of a new shellfish bed and we are now in the process of classifying a second in the estuary</p> <p>13 There have been 16 applications for skin piercing licenses that we have processed this year and 11 further complaints and enquiries to investigate.</p>	
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	<p>14 There have been six Safety Advisory Group meetings that have given safety advice to event organisers for a total of 19 planned events.</p> <p>15 We worked in partnership with South West Water on dealing with the celebrated Sidmouth Fatberg issue and have been involved with ongoing work with commercial businesses on dealing with fats oils and grease.</p> <p>16 There have been investigations of several ongoing cases working with our housing and Fire Service colleagues on domestic premises above commercial premises with potential fire safety issues.</p> <p>17 We responded to 189 consultations from Licensing so far this year on street traders</p> <p>18 For the six month period ending 31 July, we responded to 138 infectious disease notifications and 64 accident notifications.</p> <p>19 We also dealt with 628 other enquiries and service requests relating to the work of the commercial premises team,</p> <p>20 We organised the Council’s contribution to the Junior Lifeskills event, and delivered 8 days of presentations at the event itself. The programme engaged with 990 this year along with further hand washing promotion days delivered elsewhere.</p> <p>21 All our of EH staff completed their required 20 hours CPD to enable them to retain their professional competency</p> <p>22 We have also carried out considerable work on Brexit preparations, through Better Business for All and we undertook a complete redraft of our Export Certificate procedures.</p>	
7.	<p>We researched and wrote the evidence-based Public Health Strategic Plan 19/23, which was completed, approved and published along with background evidence in March 2019. To help more people to be healthy and stay healthy, we have used the Strategic Plan widely to inspire suitable programmes across the Council. We have promoted it widely: published online, tweeted, summarised for Team Brief. We created/presented many briefings: Cabinet, Scrutiny, and Council, for external groups e.g. Seaton Health Forum, Arts &amp; Culture Forum, Housing Review Board; News &amp; Views, to the Housing Managers and Private Sector housing team, and to LED. Over summer ’19 we met with service leads for each service, to discuss opportunities to embed SMART health and wellbeing activities into each service plan for 20/21.</p>	Continuously improving to be an outstanding council

8.	<p>We published East Devon’s Public Health Annual Review 2018/19. This recorded and celebrated the Council’s progress in making a positive difference to everyone’s physical health and mental wellbeing across East Devon. For the first time, a video version was also created, celebrating activities by each service. The text and video versions were submitted to Cabinet and Council in October 19 and published: <a href="#">East Devon Public Health Plan</a></p>	Continuously improving to be an outstanding council
9.	<p>We met with service leads for each service over the summer ’19, outlining priorities in the PH Strategic Plan and discussing ideas and opportunities to embed SMART health and wellbeing activities into each service plan for 20/21. When the service plans are available in February ’20, we expect to create East Devon’s Public Health Implementation Plan 2020/21 in March ’20, based on service plan activities.</p>	Continuously improving to be an outstanding council
10.	<p>We coordinated and facilitated a public health steering group of Council managers and officers to monitor progress by each service against their SMART objectives annually. A steering group meeting was held in June ’19, chaired by John Golding, to discuss the PH Strategic Plan, Implement Plan and progress with the Annual Review. Since then, individual meetings have been held with each service other summer ’19. A steering group meeting is scheduled for January ’20.</p>	Continuously improving to be an outstanding council
11.	<p>We have developed our corporate health and safety role and this year we have stepped up our support to streetscene colleagues with a dedicated health and safety professional focussed exclusively on streetscene issues. We have also developed our training matrix and training programme and have worked to complete an up to date review of risk assessments covering all work activities.</p> <p>We are continuing to work on our Lone Worker safety programme and we believe that health and safety is now integrated into Streetscene service and is now developing into a genuine safety culture.</p> <p>We have also worked hard with HR colleagues, customer services staff and our property services team to ensure safe systems of work are embedded in Exmouth Town Hall and Blackdown House this year.</p>	

<b>Section 3 – Looking forward : what we will do in 2020-21 (service objectives)</b>				
<b>Key Service Objectives (please include consultation or procurement activity required)</b>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>				
<b>1) Outstanding place and environment</b>				
<b>PH annual review</b> To liaise with other teams to collate, write and publish East Devon’s Public Health Annual Review 2019/20. This will record and celebrate the council’s progress in making a positive difference to everyone’s physical health and mental wellbeing across East Devon and will aim to offer a short, visual overview.		HW / AE	June 20	Aug 20
<b>PH implementation plan 20/21</b> To liaise with Services in the summer/autumn of 2020, working with teams to help identify suitable activities for service plans. Many of these health/wellbeing actions could logically be aligned with climate change priorities. From the completed service plans when they are available, we will then write and publish East Devon’s Public Health Implementation Plan 2021/22.		HW / AE	July 20	March 21
<b>2) Outstanding homes and communities</b>				
<b>Health messaging</b> We will continue to scope ways of increasing access to and understanding of reliable health information across East Devon. We will work with colleagues and existing partners and continue to establish new contacts.		HW	Ongoing	Ongoing

<ul style="list-style-type: none"> <li>• To use social media e.g. by tweeting at least one health-related message each week.</li> <li>• To maintain our public health internet presence, identifying and creating appropriate material and managing links to explain topical issues.</li> <li>• To explore opportunities for increased use of pictures rather than words.</li> <li>• To work with Comms and other teams e.g. Housing and/or Licensing to share and distribute relevant messages in a range of formats both print and digital, at least three in the year.</li> </ul>				
<p><b>National / regional health &amp; wellbeing campaigns</b></p> <p>To identify, research and evaluate public health initiatives and programmes suitable for our population and support accordingly. Over the year this could include assisting with one or more of:</p> <ul style="list-style-type: none"> <li>• Refill drinking water scheme</li> <li>• Teignbridge’s landlord registration scheme if bid submitted 1<sup>st</sup> Dec ‘19 progresses</li> <li>• MECC</li> <li>• Smokefree Devon Alliance.</li> </ul>		HW	Ongoing	Ongoing
<p><b>Local health/wellbeing issues</b></p> <p>To evaluate appropriate public health issues as they arise and support accordingly. Over the year this could include assisting with one or more of:</p> <ul style="list-style-type: none"> <li>• Poverty [possibly fuel poverty or holiday hunger]</li> <li>• Licensed taxi drivers’ health/wellbeing.</li> </ul>		HW	Ongoing	Ongoing

<p><b>WEB board and health forums as required</b></p> <p>Provide support to the WEB community health &amp; wellbeing board as appropriate within the remits of my role. This will include attending/contributing to their Board meetings throughout the year, facilitating activities e.g. by sharing contacts, identifying relevant evidence to help select suitable activities, and for the foreseeable future maintaining a basic webpage for them. Also attending health forums across the district on an <i>ad hoc</i> basis as requested and contributing to Budleigh Hub’s advisory group as appropriate.</p>		HW	Ongoing	Ongoing
<p><b>3) Outstanding economic growth, productivity and prosperity</b></p>				
<p>We will work with Exmouth Town Council and Devon County Council to review the outcomes of the 2018 and 2019 motorhome and caravan pilot in Exmouth’s Imperial Recreation Ground, Maer Road and Queens Drive Echelon long stay car parks. We will report the outcome of that review with recommendations to our Cabinet in the Spring of 2020.</p>		AE	December 2019	February 2020
<p>Subject to the outcome of the car parks Task and Finish Forum we propose to carry out a public consultation exercise on our car parking fees and charges during 2020. Most of those charges have not been increased since 2010 and we will test public response to proposals to increase the charges in some of our car parks where we know spaces are now hard to find because demand exceeds supply there. Some of our car parks have a charging tariff only between 08:00 and 18:00 daily whilst others charge 24 hours per day. We will also explore the feasibility of introducing more regular evening enforcement patrols of car parks and propose the introduction of 24 hour</p>		AE	December 2019	February 2020

<p>charging in ALL car parks to cover the cost of additional patrols.</p> <p><b>Continuously improving to be an outstanding council</b></p> <p>We will consult on developing our car parks portfolio during 2020/21 by:</p> <p>Increasing the capacity of Manor Road car park in Sidmouth</p> <p>Increasing the capacity of the Ham car parks in Sidmouth</p> <p>Increasing the capacity of Coombe Lane Car Park in Axminster</p> <p>Subject to outcome of the Car Parks TAFF we propose to consult widely on how our customers would like us to manage the following car parks during 2020:</p> <ul style="list-style-type: none"> <li>• The Green (Victory Hall) car park in Broadclyst</li> <li>• School Lane car park in Newton Popleford</li> <li>• Manor Farm Estate Yard car park in Sidbury</li> <li>• Temple Street car park in Sidmouth</li> <li>• Jarvis Close car park in Exmouth</li> <li>• Upper Station car park in Budleigh Salterton</li> <li>• Brook Road car park in Budleigh Salterton</li> <li>• Church Street car park in Sidford</li> <li>• Coach Park in Seaton</li> <li>• Town Hall in Seaton</li> <li>• Cliff Top, Beer</li> </ul>				
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<p><b>Continuously improving to be an outstanding council</b></p> <p>We will work with partners including NHS Property Services, the CCG and Devon County Council to review the way in which our Blackmore Gardens car park is currently managed and make any appropriate recommendations to Members for a new management regime going forward.</p>				
<p><b>4) Outstanding council and council services</b></p>				
<p>We will work with others to develop proposals for purpose built motorcaravan (motorhome and campervan) facilities in East Devon. The proposals will be presented to the Council's Strategic Management Team and the Scrutiny Committee Car Parks' Task and Finish Forum for consideration and the recommendations of Scrutiny Committee will in due course be presented to Cabinet</p>	<p>Capital bid required</p>	<p>AE</p>	<p>March 2020</p>	<p>September 2020</p>
<p>We will encourage officers, Councillors and partners to help determine what is important to people who work with our Environmental Health teams. We will use customer feedback as our principal measure to understand more about the outcomes of our interventions. We will also actively encourage feedback from other stakeholders including food business operators, licensees and developers whose businesses we regulate to better understand what matters to them. We will aim to obtain feedback from 10% of service users this year.</p>		<p>AE</p>	<p>June 2020</p>	<p>September 2020</p>

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**Section 3 a – Looking forward: any Service challenges or pressures for the next three years?  
(Revenue/Capital)**

The Food Standards Agency’s Regulating our Future initiative has stated a commitment to improving the way we deliver regulatory controls for food and creating a modern, risk-based, proportionate, robust and resilient system. It is true that the current system of regulation has been in place for more than 30 years and has served consumers well but the FSA believes that it hasn’t kept pace with technological change in the food industry, and is not flexible enough to adapt to the changing environment.

This means that we face an uncertain future as a local authority regulator and we do not yet know the extent to which our regulatory role will change.

Ongoing budgetary pressures remain a challenge within our core regulatory services. We need to protect these key public services in order to protect our reputation as an outstanding Council and with little or no opportunity to generate income from these services, the challenge remains can we achieve the public health, hygiene, safety and environmental protection outcomes that are expected of us with fewer resources?

We also face a different challenge in maintaining our professional team members’ competence and motivation once we find ourselves working in new and different ways. Our managers are aware and committed to finding ways of working that include appropriate professional discussions and interactions to provide assurance that quality, consistency and customer service standards are monitored and maintained.

With so many other pressures challenging our service managers and team leaders, a major issue for our corporate safety team will be to inspire front line services to stay focussed on those important safeguards that protect the health, safety and wellbeing of our workforce and others who may be affected by our work activities. This will include but is not limited to the discipline of annual reviews of risk assessments, reviewing our safe systems of work to protect our lone workers and identifying resources to ensure that our staff have had up to date suitable and sufficient training in this area.

**Section 3b – Looking forward: options for doing things differently – this section is vital due to the funding gap we face over the next few years.**

**Please outline any opportunities to do things differently using the following key strategic themes:**

**Commercialisation**

**Fit for purpose**

**Careful choices**

**1. Commercialisation**

Although it is and probably always will be first and foremost a statutory regulatory service, there is scope across the range of Environmental Health Services to adopt a more commercial approach to ensuring that the costs of regulation are met by specific sectors (for example through licensing and registration regimes) and that the costs of enforcement are met by offenders and not the public more generally – for example through a regime of fixed penalty fines for environmental offences. There is also scope of charging for additional professional services for those business operators who would like additional professional help, advice and assistance with regulatory compliance including training, coaching and auditing on a one to one or group basis.

We will explore the possibility of expanding our pest control service to new client groups including LED Leisure, Devon County Council and to local businesses.

Within the car parks portfolio we will explore opportunities for further commercialisation including the refinement of our offer for the motorcaravan (campervans and motorhomes) market by working with the Scrutiny Committee and Car Parks' Task and Finish Forum.

## **2. Fit for purpose**

We will review the structure of the teams that deliver our services to consider whether savings are possible whilst maintaining service levels by doing things differently. During 2020 we will evaluate the impact of our new car parks on-line self-service portal, automatic number plate recognition technology and cashless payment solutions on the car parks and business support teams. We will also consider management and staffing costs associated with regulatory inspection and investigation services and explore opportunities for restructuring over the coming year.

## **Careful Choices**

### **Environmental Health**

Applying the principle that if we cannot raise revenue by providing the regulatory services that we are expected to provide, are there other related services that we could provide that could add value, that will pay for themselves and may even generate a small operating profit. Ideas that we would like to examine further this year include:

1. A "handy man" service that we can offer to our communities to help people clear up and better manage their waste in the future. These cases often begin as neighbours complaining about people hoarding items of no apparent value leading to unsightly gardens and could potentially be resolved quickly and recurrences prevented with a timely and appropriate intervention. We will look closely at our Housing Service's existing handyman scheme to identify relevant learning points and to consider the possibility of linking the services.
2. We have identified a possible opportunity for the development of training and education resources that could include on line guidance documents, codes of practice, public information videos etc. that could be used in a variety of situations. The intellectual property or copyright for these resources may

have a commercial value and we could explore the possible market value of our work at the time of production and publication.

### Car Parks

- There is a strong asset management flavour to our car parks portfolio and alongside other important considerations (climate emergency, equalities, communities, regulatory constraints and the impact of any changes on the local economy) there is clear scope to use our car parking assets to generate additional revenue. We will work with the ongoing car parks TAFF and Scrutiny Committee to develop recommendations for a revised car parking strategy that helps the Council realise the potential held within these assets.

<b>Section 3 c – Looking forward: Changes to measures and performance indicators - what we will measure, how often and for whom</b>					
<b>Measure/indicator</b>	<b>How often – monthly, quarterly, bi-annually, annually</b>	<b>For whom? Cabinet, Overview and Scrutiny</b>	<b>Link to Corporate Priorities (listed on page 3 1,2,3 or 4)</b>	<b>Responsible Officer for production of management information</b>	<b>Retain this measure (yes/no) or new</b>
We will measure and report on the number of inspections of local food businesses that we have carried out.	Quarterly	Scrutiny	2 and 4	AE/ALF	No
We will identify the number of those food businesses who may be formally categorised as “broadly compliant”.	Quarterly	Scrutiny	2 and 4	AE/ALF	Yes
We will report on our response and the final outcome for the range of service requests that we have dealt with, including allegations of nuisance neighbours, unfit food, workplace accidents. We will include end-to-end time reports on our interventions.	Annually	Scrutiny	1,2 and 4	AE/ JHW and ALF	Yes

We will provide a report on the work of the pest control service including fee-earning and non-fee-earning work, and income received.	Annually	Scrutiny	1,2,3 and 4	AE/JHW	Yes
We will report on the number of applications for planning consent and Licensing consent upon which we have been consulted and supplied professional advice.	Annually	Scrutiny	1,2 and 4	AE / JHW	Yes
We will report on the number of national assistance funerals we have arranged for people who have died in East Devon with no one else able to make the necessary arrangements.	Annually	Scrutiny	4	AE / JHW	Yes
We will report on visitor numbers, permit and ticket sales along with enforcement activity in our car parks.	Annually	Scrutiny	1,2,3,4	AE	Yes
We will report on public health outcomes as set out in our public health implementation plan.	Annually	Scrutiny	1,2,3,4	AE/HW	Yes
We will work with colleagues in organisational development to develop a suite of measures to enable us to better report on our corporate health and safety work. The measures will include consideration of the following elements:	2 monthly	SMT	4	JG/AE	new

<ul style="list-style-type: none"> <li>workplace accidents, incidents and near-misses,</li> <li>risk assessments completed and reviewed and</li> <li>training needs identified and training completed.</li> </ul>					
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<b>Section 4 – Resources and workforce planning</b>	
<b>Full time equivalents/Headcount as at 01/04/2019</b>	FTE = 27.14 Headcount = 31
<b>Turnover (April 2018 to March 2019)</b>	Voluntary Turnover = 6.4% Voluntary & Non Voluntary Turnover = 6.4%
<b>Absence (April 2018 to March 2019)</b>	Days lost per person: 10.1 days

<b>Section 5 – Training and development</b>			
<b>Team based skills/development required – please identify training required that is not currently available</b>	<b>Who for</b>	<b>Expected outcome</b>	<b>When</b>
Professional Environmental Health Officers require 20 - 30 hrs Continuing Professional Development via approved training and development opportunities	EHOs	Locally and regionally training events organised primarily by CIEH, FSA, EPUK, PHE and others leading to retention of competent officers.	Throughout the year
Technical Officers, Civil Enforcement Officers and other support staff require specific skills and knowledge training from time to time. This will include both technical and professional development alongside skills development such as customer service, workplace safety and dealing with difficult or aggressive customers.	All staff	Locally based and in-house training leading to customer focussed services delivered via safe systems of work by helpful and knowledgeable staff.	Throughout the year

Safeguarding	All Staff	To ensure that all staff coming into contact with the public are familiar with the Council's policy concerning safeguarding adults and safeguarding children.	Ongoing
Leading Safety	All Service Leads and Strategic Leads	In-house training to refresh skills in leading health and safety and embedding a safety culture within the organisation.	Essential for 2020
<i>Making Every Contact Count</i>	<i>Service Lead, EH and CP Strategic Lead for Organisational Development and Transformation</i>	<i>We have already rolled out a programme to support EDDC's front line staff in developing appropriate knowledge and skills to identify opportunities and signpost or nudge people to ways of improving their health, their wellbeing leading to a reduction in health inequalities. In 2020 this may be developed to include a more resilient approach to dealing with the community safety priority or reducing sexual violence, domestic violence and abuse.</i>	<i>Ongoing in 2018</i>
<i>To upskill team's abilities to design corporate style reports, newsletters, web content and educational and</i>	<i>Any staff producing content for</i>	<i>Staff are enabled to produce reports and</i>	<i>As available</i>

<i>promotional materials for us on social media</i>	<i>public consumption</i>	<i>other materials that are visually attractive</i>	
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<b>Section 6 – Risks</b>			
<b>New/emerging risks description – See attached Risk Register for current service risks</b>	<b>Impact [minor, significant, serious, major]</b>	<b>Likely-hood [remote, unlikely, likely, very likely]</b>	<b>How managed/controlled What action will you take to reduce/minimise risk</b>
1. The Council’s use of and reliance on revenue from car parking fees remains an important issue. We will consider alternative scenarios and evaluate the consequences.	Significant	Unlikely	Active discussions with private sector service providers and with local interest groups to consider alternative scenarios for managing parking demand and generating revenue.
2. Car parks’ revenue budgets are dependent upon visitor income. This in turn varies significantly according to the weather in general and, it would appear, specifically according to hours of sunshine (or precipitation) during school holiday and summer weekends resulting in sometimes dramatic increases or decreases in the number and duration of pay and display car park transactions in our coastal towns.	Major	Likely	Encourage sales of annual permits and continue to develop and offer special promotions. Adopt a prudent and realistic approach to budget predictions.
3. There is inevitably a risk of an incident occurring in a sector for which the Council is the enforcing authority resulting in substantial investigation costs, legal costs along with reputational risks. This would include a large food poisoning	Significant	Unlikely	We have an ongoing relationship with our food business operators within a regulated risk-based inspection framework to mitigate the risks and promote responsible conduct and resilience in the industry.

outbreak associated with a locally inspected food business or some other kind of unplanned food related incident.			
4. Lone Worker safety	Significant	Unlikely	The majority of our front line services are delivered by lone-working officers. As we develop Worksmart solutions, the risks associated with lone workers not habitually returning to a fixed place of work will make it more important than ever that Officers and their managers embed a culture of consistently and reliably using our safe lone-working systems. We have now introduced a corporate lone worker safety system using an iPhone based app monitored by Homesafeguard.
5. Corporate Safety Risks	Significant	Likely	We are now following a major work programme designed to improve resilience and compliance across all of our services by developing staff training, reviewing our risk assessments and generally embedding a safety culture that keeps us all safe at work.
6. We will be continuing to manage an East Devon Safety Advisory Group during 2020. Relevant Agencies will come together to provide event organisers with professional advice regarding the safe planning and management of their event. It is conceivable that advice provided by the local authority could be misconstrued as being something more and even detracting from the event organisers own responsibility to hold safe event.	Minor	Unlikely	The terms of reference for our SAG make it clear that the role of regulators remains outside of the SAG. Within the SAG environment all parties pool their expertise to provide the event organiser with the best possible professional advice about running a safe event. The ultimate responsibility remains with the event organiser.

<p>7. With careful choices being made around our future budgets, the role of our Public Health project officer will inevitably need to be considered again. There is a risk that we could see a deterioration of wellbeing locally with the threat of increasing incidence of obesity, cardio vascular, malignant melanoma, self-harm etc. without our interventions.</p>	<p>Major</p>	<p>Unlikely</p>	<p>The work of our front line services is already linked to the health and wellbeing of our communities and we are committed to maintaining a project officer role to maintain this focus and to inspire others.</p>
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**Section 7 – System thinking**

<p><b>Which services have been reviewed</b></p>	<p>The Environmental Protection Team has completed reviews in the following area:</p> <ul style="list-style-type: none"> <li>• Investigation of nuisances</li> <li>• Animal licensing</li> <li>• Anti-Social Behaviour</li> <li>• Investigation and enforcement of fly tipping and littering</li> <li>• Pest Control</li> <li>• Dog related enquiries and complaints</li> </ul>	
<p><b>Future systems to be reviewed</b></p>	<p><b>Service</b></p>	<p><b>Date of review</b></p>
	<ul style="list-style-type: none"> <li>• Business Support arrangements for Environmental Health and Car Parks including development of outcome measured based on customer satisfaction.</li> </ul>	<p>April 2020</p>

**Section 8 - Equalities and safeguarding**

<p><b>New / emerging equalities risks</b></p>	<p><b>Impact Level</b></p>	<p><b>How managed/controlled</b></p>
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	[High, Medium, Low]	
1. Our work on developing health and wellbeing objectives under our public health plan along with our neighbourhood assessment programme and air quality management work will have a medium or high relevance to equalities.	Medium or high	Positive impact designed to address health inequalities.
2. Further changes to car park fees and charges would potentially be of medium to high equalities relevance and should therefore be the subject of a further equalities analysis for each change under consideration.	Medium or high	Carry out an equalities analysis when contemplating any further changes to our charging policy.

## Section 9 – Climate change

**There will be a corporate action plan around climate change but please note here any particular climate change initiatives which will be implemented within your service.**

To work across the Council to identify opportunities to reduce the impact of our activities including reductions in both commuting and business miles travelled by the implementation of our green travel plan.

To work with other public and private sector partners to develop electric vehicle charging infrastructure linked to sustainable generation of electricity and on-site storage.

To continue to explain the links between public health and climate: many activities good for an individual's health are also good for the planet, especially active travel and diet-considerations.

To continue to contribute items for Comms' climate emergency newsletter as requested by Comms and when Comms are ready to proceed with that newsletter.