

Annual review of public health priority actions: 2018-2019



**Improving health and wellbeing for residents
and communities across East Devon**

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East Devon District Council: Public Health Annual Review of Priority Actions 2018-19

Introduction

The following review celebrates work delivered by our frontline services and highlights some of the achievements reported in current service plans for each service.

Definition

Public health is the science and art of preventing disease, prolonging life and promoting health through the organised efforts of society. Throughout our review 'public health' is used to cover physical and mental **health and wellbeing** of everyone in our district.

Why should we care about health and wellbeing?

We believe we have an overarching responsibility to consider health and wellbeing in all our council activities. Everything we do aims 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.

East Devon is an outstanding place, so it can be easy to feel complacent, but although people are living longer, many are often in poorer health. While that is a national trend, there are health inequalities across our district which we should work to address.

Is it our job to support health and wellbeing?

Across our district we can influence health and wellbeing outcomes at a local level in

ways less available to County or NHS colleagues:

- We work closely with our tenants, residents and local businesses
- We work in partnership with local third sector and community groups who are active in our towns
- We manage green spaces that enable us to offer health and wellbeing activities second to none
- We regenerate our towns and develop communities
- We plan our built environment.

East Devon is no different from other local authorities in that we have faced financial pressures as funding reduces and demands for services increase. In this context we prioritised local health and wellbeing activities which we are most able to influence.

We realise that we cannot achieve alone everything that we wish to do, so we are pleased to work in partnership with many other organisations to deliver health and wellbeing across the District.

We are proud of our achievements to increase health and wellbeing across East Devon. Teams across the council have worked together within existing resources to implement the activities summarised in this Review.

Background

When we created our Implementation Plan for 2018/19, we used data from Public Health England, the NHS, and Devon County Council to provide a mechanism for monitoring and prioritising health and wellbeing issues and reducing health inequalities across our district.

The Public Health Outcomes Framework identified four overarching indicators which highlighted differences in life expectancy and healthy life expectancy between communities:

1. Improving the wider determinants of health
2. Health improvement
3. Health protection
4. Healthcare public health and preventing premature mortality.

Devon's Health and Wellbeing Board's strategy focused on living well throughout life, covering five priorities:

1. A focus on children, young people and families
2. Living well
3. Good health and wellbeing in older age
4. Strong, safe and supportive communities
5. Life-long mental health.

Our public health activities for 2018-19 aligned with these evidence-based national and regional indicators and priorities. Our Implementation Plan for 2018-19 was based upon activities stated in service plans [please scroll down webpage for 18/19] [Service plans 2018/19](#).



Active Mums – cycling group, Cranbrook

Countryside and Arts, including LED Community Leisure

Countryside and LED

The Countryside team and LED help to provide a healthier, more beautiful natural environment and to deliver experiences that inspire, educate and involve all those who live in and visit East Devon. They have delivered numerous schemes in 2018/19 that support many aspects of health and wellbeing across all ages. These have ranged from increasing physical activity, benefiting mental wellbeing, combatting loneliness and social isolation, and helping to build strong, safe and supportive communities.

The Countryside outreach work programme was delivered within targeted housing tenanted communities across East Devon, collaborating with EDDC's Community Development Workers on outdoor learning, health & wellbeing outputs:

- Provided 41 activity sessions including activities at each of the community development SWITCH youth clubs in Millwey, Axminster, Honiton and Littleham; supporting and providing activities for the SWITCH Easter camp
- Ran activities at each of the four Community Development festivals and eight fun days
- Supported young families in East Devon in gaining confidence out-of-doors through 14 sessions with children's centres in Littleham, Exmouth, Axminster, Honiton and Seaton.

The Countryside team co-ordinated work with Active Devon, LED and Public Health Project Officer to develop a programme of health walks, green gym projects and GP referral schemes that help to deliver the East Devon Public Health Plan via Sport England's *Connecting Actively to Nature* fund:

- Supported 'Walking for Health' by LED: many groups use our beaches, coastline

and nature reserves as part of the programme

- Seaton Wetlands is used for most of the Axe valley walks
- A new Outdoors Club for over 55s was set up in conjunction with *Connecting Actively to Nature*, an Active Devon led scheme: 6 months' of activities delivered at Seaton Wetlands to contribute to active ageing
- 120 active volunteers have benefited their own health and wellbeing by contributing 5,000 hours of work across our nature reserves

The Countryside team developed phase 2 of the Community Orchard project collaborating with Housing & Streetscene services:

- All four Community Orchards are growing well in Exmouth, Sidmouth, Budleigh and Axminster
- New signage was installed and a series of events delivered for community engagement.

The Countryside team developed and submitted a Wild Exmouth Heritage Lottery Fund bid for supporting volunteering, outdoor learning and public events programme on the town's LNRs and Valley Parks green spaces:

- Awarded £65,000.00 towards this three-year green space project, the project launched in January 2019.

The team worked with Streetscene and local volunteers to develop a revised management plan for one Valley Park in Exmouth, and to manage the Hillcrest woodlands in Exmouth since the formal adoption of the site. Neighbouring residents are closely involved in this work.

Thelma Hulbert Gallery [THG]

The Gallery team have delivered schemes in 2018/19 that support many aspects of health and wellbeing across all ages and which aim to address inequalities. These have included benefiting mental wellbeing, combatting loneliness and social isolation, and helping to build strong, safe and supportive communities.

THG worked with EDDC's Housing tenants to run and deliver their own exhibition showcasing the tenants' art.

A significant part of their work is to apply for funds to support schemes on behalf of communities, e.g.:

- The team delivered Tesco's *bags for life* grant award to support workshops and enhance the THG garden
- A £10,000 funding application to HLF for a partnership project with AONB
- They entered the Family Arts Festival award and Devon Tourism award 2018

- THG entered the 'Big Drawer Awards' which had a December 2018 deadline.

EDDC's Arts & Culture Forum delivered the Culture Plan priorities to support the work of Villages in Action through its new delivery body Carn to Cove - ensuring that East Devon's rural communities benefit from high quality cultural & artistic performances. In 2018 the programme supported:

- 11 East Devon rural communities with a touring programme
- Exmouth's Queen's Drive outdoor events programme with 2 live streaming events
- Secured Arts Council funding for a 'Locomotor' project which ensured funding to develop rural performing arts across Devon
- Continued support for the SW Museums Partnership helping to unlock funding for the district's museums.



Over 200 engaged in arts activities at Gallery garden parties – reaching diverse family and community audiences

Economy and Regeneration Services

The work of the Economy and Regeneration teams support many aspects of health and wellbeing across all ages. They deliver regeneration outcomes by optimising the council's assets, creating new facilities for people to visit or work in and aiming to enhance work-life balance. Activities have included improving local training and employment opportunities, and helping to build strong, safe and supportive communities of which the residents feel proud. The following outlines key activities by the teams in 2018/19.

Their work:

- Transforms places
- Supports and develops businesses; creates partnerships; attracts investment
- Supports new development through the planning process
- Helps to develop skilled work opportunities – critical to health and wellbeing
- Identifies opportunities that help to promote the council's commitments.

Queen's Drive Space, Exmouth

The team led delivery of temporary uses at Queen's Drive Space; involving teams including Streetscene, Property & Estates, Planning, Licensing, Environmental Health, Legal, Finance and Communications. External partners were procured, along with external support and advice for delivery of food, drink and entertainment aspects. A visitor-survey was overwhelmingly positive. Phases 1, 2 and 3 have progressed, including two engagement events and an online survey showing that people are enthusiastic about regenerating Queen's Drive.

Honiton Gate to Plate Event

Economic Development led a team from East Devon District Council, Honiton Town Council and Taste of the West to deliver the first-ever Honiton Gate to Plate event in July. The event celebrated localness by featuring sixty of Devon's finest food, drink and craft producers and was visited by HRH The Prince of Wales and The Duchess of Cornwall.

Examples of business support:

"Enhancing Productivity": an intensive productivity-focussed business-support programme delivering workshops and 1:1 support to existing and pre-start local businesses to enhance productivity and encourage the use of mobile technology and online activity.

East Devon Business Centre: all available offices are let to growing local businesses.

Growth Hub: EDDC Economic Development - funded Heart of the South West Growth Hub dashboard shows activity in East Devon. There were almost 4,000 business engagements provided by the Growth Hub in 2018, with 15% in East Devon. 63% of these engagements have directly supported business planning for growth.

Rural Businesses Support Programme: EDDC funded a free support package for rural businesses which do not qualify for funded business support under other established schemes such as European Regional Development Fund (ERDF) and European Social Fund (ESF). More rural businesses in East Devon can now receive high quality and tailored business support available through the Growth Hub.

Coastal Community Fund Stage 1 application – Access East Devon: EDDC submitted an application for estimated costs to improve connectivity, visibility and accessibility along our coastline.

Business & Economy Bulletin: quarterly bulletin launched to feature relevant stories, events and funding opportunities for East Devon's business community; circulated to over 600 subscribers.

Former Drill Hall, Sidmouth: this opportunity was promoted locally to encourage interest from the local community and allow them a longer period to develop their ideas for a 125 year leasehold.

Making it Local: is a Local Action Group (LAG) working with local people and businesses to develop opportunities for improving the rural economy and quality of life for people living and working in the area through a targeted grants programme. The team has supported *Making it Local* which is the most successful LAG - with a higher proportion of EU funding secured for East Devon organisations and individuals to develop rural economic growth projects.

Going Local Procurement Event: the team facilitated delivery of this annual event in Honiton, which enabled local businesses to learn how to access public sector contract opportunities.

Propeller Exmouth: Economic Development have supported a group of tech-sector entrepreneurs to establish this collaborative workspace. The group will deliver a bespoke support and incubation programme tailored to help develop East Devon's knowledge based businesses.

Planning Engagement:

Blackhill Engineering: the team highlighted the particularly strong local economic impact of the application to expand Blackhill Engineering's workspace at Blackhill Quarry. When operational, it is anticipated that the development will directly provide 63 FTE well-paid jobs and an additional 47 net direct FTE jobs (33 of these within East Devon) with additional indirect supply chain employment.

Huxham Farm Diversity Scheme: the team facilitated provision of new employment units and supported funding bids to bring additional development revenue into the district via a mixed use scheme to convert redundant barn buildings into office / workshop space.

Cat & Fiddle Inn redevelopment: the team supported this planning application which included a two-storey 33 bed hotel. The development will boost the local economy and is anticipated to generate a net addition of 45 staff (32.5 FTE), along with additional construction employment and increased indirect jobs provision.

Axminster: to inform the masterplanning process, a survey of future workspace requirements on Millway Rise Business Park was developed and implemented by the team. Findings will directly shape employment land provision within the emerging masterplan.

Seaton: the team provide ongoing support to initiatives that maintain the momentum of the town's regeneration aspirations.

GESP: the team provided support for the Economic Development Needs Assessment and the Housing and Employment Land Availability Assessment (HELAA) methodology. The team assessed submitted strategic employment sites ahead of HELAA Panel reviews and are supporting GESP policy colleagues in developing policy to support the growth of key sectors.

Building Greater Exeter: the team are founder partners of this Programme - designed to support the construction sector to meet its skilled labour requirements now and in the future.

Environmental Health and Car Parks Services

The teams work in many ways to control environmental factors and influence behaviours and that affect the health and wellbeing of people in East Devon. They believe they have an overarching responsibility to consider health and wellbeing in all activities. The teams deliver a range of services, many of which aim to address health inequalities known to exist across the district:

- Public health
- Environmental health – commercial, and environmental protection
- Community safety

Public Health Projects

Through the Public Health Steering Group we have worked with colleagues in other Council services to influence and agree our commitment to public health activities across our communities. Health and wellbeing is the right thing to do – the Steering Group acts as a ‘reminder’ to the council.

The Public Health Project Officer has continued to seek new ways of engaging and communicating with our communities in 2018/19, helping more people to be healthy and stay healthy, including:

- Researched, wrote and published the Public Health Strategic Plan for 2019-23, which replaced the previous strategy.
 - Liaised with services to guide our evidence-based annual public health implementation plan of priority actions for 19/20, and liaised to report our annual review of progress against the previous year’s implementation plan 17/18. [Plans and reviews are published.](#)
 - Created and maintained a [suite of health and wellbeing webpages](#). These include topical “spotlights” on selected topics e.g. summer health, eye care, *Stoptober*; winter wellbeing suite; new year new you; sugar & *Sugar Smart*, oral health, alcohol awareness.
 - Delivered a steady stream of nearly 300 carefully researched “health messages” encouraging a healthy lifestyle, tweeted using #EDDChealth.
 - Identified national and regional campaigns relevant to our population, and promoted via webpages, tweets, newsletters, posters and Communications team; e.g. NHS *Cover Up Mate* campaign; *Stoptober*; Winter Health/flu campaign and liaised with Public Health England about the wording of flu leaflets.
- Specific communications contributions from this Project Officer in 18/19 have included:
- item on fire home safety visits for the tenants magazine *Housing Matters*
 - items supporting staff and members’ wellbeing e.g. in team brief
 - various items for East Devon’s residents newsletter edited by Comms, to inform residents: e.g. food inspections parts 1 and 2; assisted funerals
- Worked closely with teams at Devon County and other partners to support key campaigns, including *One Small Step*, *Sugar Smart*, Devon Smokefree Alliance, and Devon Healthy Weight Declaration.
 - Contributed, set up contacts, and aimed to influence others to support these campaigns.
 - Provided EDDC’s response to the [Devon Pharmaceutical Needs Assessment](#) and submitted feedback on behalf of East Devon to County’s Joint Strategic Needs Assessment (JSNA) consultation.
 - Became an active member of the WEB [Woodbury, Exmouth, Budleigh] Community Health and Wellbeing Board, providing support, evidence-based information, briefings, set up meetings

with contacts, identifying grant opportunities and presenting ideas to that Board.

- Set up an exploratory meeting at Littleham Primary School with the head teacher and the WEB Board vice-chair to discuss health and wellbeing priorities. Then created a programme for a school health & wellbeing week - secured input from dental outreach team, nutritionist, public library, online safety consultant, EDDC Countryside & Housing teams, and sponsorship from Tesco's.
- Offered tips on safe online health information to parents/PTA/teachers at Littleham Primary School and Cranbrook Education Campus, e.g. by providing pop-up sessions at two parents' evenings in Cranbrook.
- Arranged sponsorship from Waitrose and with colleagues talked to about 500

primary school children in 14 sessions at Junior Life Skills about fruit and veg 5-a-day and recommended portion sizes.

- Introduced MECC [making every contact count] healthy conversation skills to the council: liaising with the STP [sustainability and transformation partnership] and providing support for the training events organised by HR colleagues. Extended the MECC model from our own workforce out to a broader community by arranging three training events in Exmouth [December, February and March]. Monitored the events and published an [overview and feedback](#).
- Contributed to the Council's Green Travel Plan
- Represented the council e.g. at County and STP [Sustainability and Transformation Partnership] events.



MECC training for community representatives in Exmouth

Environmental Health

Environmental Health professionals worked with Licensing and Streetscene teams to develop East Devon protocols for the assessment, inspection and proper regulation of events taking place in East Devon, both on land owned and managed by the Council and on other land. We have worked with Streetscene colleagues to offer customers a single point of contact for arranging to use any Council land for a pre-arranged event or activity: during 2018 car parks hosted a number of charity events and markets, two classic car shows and two funfairs.

This team's work continued to support East Devon's communities and residents in making it a healthier place by tackling environmental and social conditions to promote good health, as summarised:

Ensuring better quality food production leading to less food related illness - performed nearly 700 food inspections. Started to publicise inspection outcomes under the Food Hygiene Rating Scheme on our website, providing another incentive for food business operators to improve their compliance with regulatory standards.



Continued to offer residents a pest control service to prevent and control insect and rodent pest infestations

Developed protocols for investigating complaints about fly tipping and littering, and for issuing and enforcing fixed penalty notices.

Working with Streetscene developed leaflet and poster resources to inform and educate our communities, encouraging members of the public not to use unknown or unproven contractors for waste disposal. Investigated 67 reported cases of alleged fly tipping and littering offences, which resulted in the service of 18 fixed penalty notices on offenders.

Continued to work with Planning colleagues and partners including Public Health England and Devon County Council's Public Health team to develop additional awareness around planning and health:

1. Designed and implemented the first stages of a three-year project to inform planning consultation responses and planning decisions in the A3052/A376 major routes at Clyst St Mary. Air pollution data acquired will be referenced to traffic data throughout the project to enable and inform future decision making.
2. Continued to work in partnership with the Environment Agency to ensure that the public have access to good quality information about swimming in East Devon's classified bathing waters. All of the beaches managed by the council achieved an excellent rating.
3. Monitored and reported on levels of air pollution at relevant locations around East Devon. The recorded and predicted pollution levels were compared to nationally accepted levels and all locations are in full compliance with nationally air quality standards.

Junior Life Skills – safe hand-washing sessions for about 500 children



Environmental health protection - stands at events and venues across East Devon



Community Safety and Anti-social Behaviour

We continued to support community resilience by working to tackle environmental and social conditions to promote good health. In many cases the mental wellbeing of residents was supported and perhaps improved. Procedures for dealing with complaints about nuisance neighbours and neighbours who are reporting anti-social behaviour were kept under review. Officer time focused on helping both parties secure resolutions to enable them to co-exist together. In some cases, the need for this support may arise e.g. from mental illness, alcohol or drug dependency.

The Community Safety and Anti-social Behaviour Co-ordinator supported East Devon’s communities in making it a healthier, more resilient place by continuing to build strong community partnerships. Working across the district, focus was given to ‘priority’ communities identified in partnership with DCC. The post reported directly to the East and Mid Devon Community Safety Partnership. Actions in 2018-19 included:

- Established, coordinated and chaired a series of East Devon Safety Advisory Group meetings in 2018. We invited event organisers to attend along with regulators including the police, fire service, ambulance service and Highways Authority.
- Domestic violence and abuse (DVA) service Splitz completed “train the trainer” events for teachers in our local secondary schools
- Running a 4-week course in primary schools where staff have been able to identify that there may be DVA, helping to increase resilience and self-esteem for children living with DVA
- Youth Genesis commissioned to carry out additional ASB prevention outreach in Cranbrook. 93 contacts with young people were made over a 5-week summer holiday period. Youth Genesis will continue this outreach work for another 12 months
- Outreach work commissioned to deter antisocial behaviour in Connaught Gardens, Sidmouth, in August. 35 contacts

were made with young people. Private uniformed security patrols were funded as a further deterrent.

- Work to increase staff awareness to tackle the threats of extremism and radicalisation
- Dealt with Community Trigger activations following reports of ongoing anti-social behaviour in Axminster and Exmouth
- Local Action Group delivery programme now in Cranbrook alongside regular established groups in Honiton, Axe Valley, Sidmouth & Ottery and Exmouth
- Organised bite-size training sessions for licensed taxi drivers re vulnerable persons

e.g. child sexual exploitation, modern day slavery etc.

- Organised an Internet Safety Awareness session at Littleham Primary School for year groups 3 & 4 (ages 7-9) reaching 48 pupils, 5 & 6 (ages 9-11) reaching 49 pupils, plus 5 parents, 3 staff and 7 more adults who were accompanying the children
- Held an East and Mid Devon Community Safety Partnership Annual Conference for public and professional engagement, attended by over 100 people
- Carried out our successful autumnal and prom school safety communication-campaigns.

Finance, including Revenues and Benefits

The Revenues and Benefits staff have contributed to improving the wider determinants of health and have also helped to create strong, safe and supportive communities.

They have provided means-tested financial support in respect of housing and council tax costs in accordance with prescribed legislation and a locally determined scheme. This equated to approximately £31m in Housing Benefits [HB] each year to 6,761 claimants and £7m to 7,600 claimants.

The team have helped 287 Housing Benefit customers and 93 Universal Credit customers with a Discretionary Housing Payment [DHP] (additional help with their rent). People who claim DHPs are very low income households needing additional support over and above their HB or Universal Credit award. All awards were made to customers in difficulties, whether due to the Benefit Cap, removal of the spare room subsidy, LHA restrictions, in debt, struggling on a low income due to welfare reforms, or a combination of those and other circumstances. Awards have been made to single people, couples, single parents, families, working-age or pensioners, with or without disability, after looking at

each customer's circumstances on an individual basis. They also signpost and refer customers to other agencies for help and support where they identify opportunities to address issues associated with financial hardship, social isolation or vulnerability.

They routinely and promptly processed new benefit claims and changes in circumstances: their combined performance for processing both new benefit claims and changes in circumstances is the quickest of all Devon and Cornwall authorities.

They implemented measures announced by Government in Spring Budget 2017, on funding for local authorities to put in place a local scheme to help businesses impacted by the 2017 Revaluation of Business Rates. They agreed a Devon wide framework for determining entitlement then implemented this within the District, successfully passing on all the additional funding. 269 businesses benefited from this extra help.

Governance and Licensing

The staff in the Governance and Licensing teams assist clients to run their businesses effectively, contribute to the welfare of residents and visitors and promote a vibrant and sustainable community. They help to secure affordable housing and other planning benefit. They support the Strategic Planning Committee in ensuring appropriate strategic policy direction and delivery of CIL to ensure we address health inequalities in our communities. In these ways they have contributed to improving the wider determinants of health and have helped to create strong, safe and supportive communities. Examples of their activities follow:

- Assisted in delivery of affordable housing through negotiating S.106 planning agreements.
- Assisted the Housing Service to purchase 15 properties, to return open-market housing to affordable council housing for council tenants.
- Supported delivery of major projects including Queen's Drive and delivered successful licence outcomes for high profile and major projects during the year including Queens Drive (Temporary Uses) and Honiton Gate to Plate event.
- Recruited co-optee Members for Standards and HRB Committees thereby ensuring wider public / tenant representation in council decision making.
- Supported implementation of the council's Safety Advisory Group (SAG) as a multi-agency partnership offering guidance to event organisers in delivering safely planned events.
- Completed then adopted the tri-annual review of the council's Gambling Policy with increased measures for safeguarding children and vulnerable adults at risk of gambling.
- Prepared Safeguarding Awareness sessions for the taxi trade in line with protecting safeguarding children and vulnerable adults in our communities.

Growth Point Team

This team works across the greater Exeter area concentrating on realising good growth. They work closely with authorities in the Greater Exeter area and with partners such as Homes England and Heart of the South West LEP to promote partnership working and to secure resources.

A particular focus is delivery of major projects in the West End of the district in line with the original vision for the Growth Point - which anticipates large-scale delivery of new homes and jobs supported by infrastructure improvements.

The team works to balance economic growth accommodated within our outstanding natural environment while helping to realise positive environmental benefits. In public health terms, they contributed to improving the wider determinants of health and have also helped to create strong, safe and supportive communities. Their projects are for the whole community; they work closely with a wide range of groups from volunteers through to the business community. All projects and expenditure is subject to an equalities assessment.

Examples include:

- Investment in the first set of projects to unlock and bring development in the Exeter and East Devon Enterprise Zone designation were agreed.
- The number of businesses that secured HM Treasury funded rate relief in the Enterprise Zone continued to grow, helping to support the take-up of new commercial space.
- Furthering Cranbrook Healthy New Town programme work, support was provided to bring forward development in Cranbrook town centre. This included commissioning commercial advice and a business planning exercise for the Town Council building.
- Habitat Regulations and New codes of conduct for the Exe Estuary and for the East Devon Pebblebed Heaths have been launched for a wide range of activities (water sports, dog walking, bait collecting etc.). These were developed with the expertise of local user groups and individuals in partnership, to ensure responsible enjoyment of the area.
- 2,700 trees and shrubs planted by volunteers through the *Great Trees in the Clyst Valley* project - awarded a Pride of Devon award in May 2019, recognising its outstanding community and environmental contribution.
- Fifteen social, guided dog walks by *Devon Loves Dogs*: an excellent free membership scheme which brings together dog lovers and dog walkers as part of the education programme, helping people care for our important wildlife sites. The 'waggy walks' are popular, free to attend, and encourage outdoor activity and socialising.
- A planning application for the stretch of the Clyst Valley Trail between Clyst St Mary and Clyst George was submitted and approved. A further stretch of the Trail between Poltimore House and Park Farm is also being constructed.



Volunteers plant trees and shrubs through the Great Trees in the Clyst Valley project

Housing

The Housing teams' over-riding vision is to deliver a decent home for all residents of East Devon - possibly the single most important determinant of health and wellbeing. They deliver enormous benefits for our tenants and those in privately rented accommodation, via four key responsibilities:

- To provide a housing options service for all who are homeless or threatened with homelessness
- To provide, maintain and manage our own council housing stock
- To work with housing developers and housing associations to deliver more affordable housing
- To regulate and improve other social rented, private rented and owner occupied housing.

In these ways, the work of the Housing teams support fundamental aspects of health and wellbeing across all ages. The following outlines some of the activities by the teams in 2018/19.

Housing Needs and Strategy

This team implemented the new Homelessness Reduction Act 2018 and ensured all changes to legislation are delivered accordingly. In line with changes in Homelessness legislation the Housing Options team was restructured and changes introduced to frontline service delivery such as the recruitment of Housing Triage Officers, a Temporary Accommodation Officer and a Private Sector Liaison Officer.

The team recruited a specialist Devon Home Choice (DHC) Officer to support residents with the DHC application process to ensure a customer-centred approach.

The team prevented 252 homeless cases, relieved a further 66 cases from homeless situations and accepted a total of 13 cases; housed 289 people off EDDC's housing register; purchased 16 properties through *right to buy* receipts including shared housing in Exmouth for temporary accommodation.

The team completed the first year of a three year longitudinal study in partnership with LiveWest (Housing Association) and Birmingham University. The project 'Your home; Your wellbeing' explored links between housing and wellbeing. The first year's survey results have been analysed and an infographic has been produced highlighting key results. 25 interviews were completed with current EDDC and LiveWest tenants and with people on the housing waiting list to explore how differences in housing tenure can affect wellbeing.

Landlord Services

This team actively contributed to health improvement and reducing social isolation and loneliness through a number of community projects including:

- Millwey Memories
- WWI Centenary Celebrations Across the District run by all six District Offices
- Xbox Challenges in Axminster & Exmouth.

Nutrition awareness has been delivered in partnership with local charity HALFF [Health and Local Food for Families]:

- Exmouth's Palmer House sheltered housing scheme benefited from healthy eating classes
- Dunning Court in Honiton had three successful sessions teaching about healthy eating
- Axminster office ran four community lunches per year from Millwey Community Centre, involving school children and elderly tenants, and a six-month 'cooking for one' class.

They worked with the Countryside team to fund outreach work by the Education Ranger with tenants, and introduced discounted rates for tenants to some countryside attractions/events.

With the Countryside team they continued to support Sidmouth Family Adventure Days in partnership with Early Help. Key workers

worked with schools offering outdoor interaction opportunities to families to improve family dynamics. These events are multi-generational and have been held in and themed around woodlands, beaches, rivers and wetlands.

They delivered four community festivals; a number of 'play days' in rural areas; and extended the community development programme to include:

- Rotary Games
- Right Track programme
- Survival programme- outdoor programme
- Greenday recycling
- Fairshare food scheme

They worked closely with tenants during the summer to host two successful tenant conferences, one of which focused on young people.



Youth SWITCH presentation at tenants' conference

They delivered a new electronic buggy storage facility at Dunning Court sheltered housing scheme, encouraging resident independence, and continued to promote a robust approach to fire safety in blocks of flats.

This team delivered support services to 1344 residents in sheltered housing with 95% receiving a visit either weekly, fortnightly or monthly.

527 pendant alarms were installed with private sector residents, to reassure and protect vulnerable people living in the

community. Home Safeguard answered 51,621 alarm calls; a number of these led to emergency support called to potential life-threatening situations.

The team managed 103 ASB cases, assisting residents living in the community to feel safe and secure. Fifteen evictions were prevented through focussed cross-team working.



New mobility scooter storage at Dunning Court

Property and Assets

Housing stock was updated through various refurbishment programmes including delivery of 32 kitchens, 29 bathrooms, 148 boilers and 229 new front doors. In this period there were 272 small scale and larger scale adaptations to stock.

Private Sector Housing

The team served three Housing Act Prohibition Orders, and managed 17 reports of empty homes - five of which have been resolved and brought back into use.

The team maintained discussions with Devon County Council and Devon Authorities regarding *Better Care* Funds to implement the Devon-wide housing assistance policy. They responded to a 66% increase in applications for Disabled Facilities Grants compared to 2017.

They created the EcoFlex statement allowing energy companies/agencies to seek out eligible customers and provide energy efficiency measures; they signposted 93 customers to the service

Private Sector Housing team increased the number of private water supply risk-assessments in the private sector by 31%, with sampling levels up by 5% compared to 2017. There was a reduction in enforcement notices issued, which shows a positive trend – i.e. that failed samples are reducing and therefore indicating that the quality of private water supplies is improving.



This rough block-built well near to livestock was assessed as vulnerable and needing more robust treatment

Organisational Development & Transformation; includes Equalities

The aim to ensure that East Devon is a place where people want to live, work, visit and enjoy life underlies everything the council does. This commitment applies equally to our staff. The Organisational Development and Transformation teams are responsible for encouraging and supporting a healthy workforce, and for ensuring that the council meets its public sector equalities duties. There are a range of ‘Happy, Healthy, Here’ activities and schemes promoting staff health and wellbeing, including lunchtime staff walks and our occupational health service.

[Home](#) > [News](#) > [November 2018 Team Brief](#) > Happy healthy here - staying well this winter

Feature
Happy healthy here - staying well this winter

Here are some tips from Helen Wharam, our Public Health Project Officer, on how to avoid some common winter illnesses, especially flu.

Flu is very infectious and can easily spread to other people by germs from coughs and sneezes. These germs can live on hands and surfaces for 24 hours. To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- use tissues to trap germs when you cough or sneeze
- bin used tissues as quickly as possible

Most people recover from flu within a week or two, but it can be much more serious for vulnerable groups. These people are advised to have a flu vaccine each year, and include older people, pregnant women and people with an underlying health condition.

Screenshot of Team Brief [staff newsletter] featuring seasonal health and wellbeing item

Planning and Planning Policy Service

Planning is a means to deliver good growth, thriving communities and environmental care. It helps to create the places where people want to live, work, invest and visit. It can shape places and stimulate markets. It can have significant positive impacts on the physical and mental health and wellbeing of the community.

Planning policy work to produce overarching guidance and policy, taking a holistic view of matters - with health priorities being a key underlying consideration. The Service works for and with local communities and seeks to fully engage the community in planning decisions. The service looks to deliver well-designed and safe buildings that together create successful places that help to promote strong and vibrant communities.

During this period under review, a further five Neighbourhood Plans have been made, and the team have supported neighbourhood planning groups to progress work on a further 30 plans. A masterplan for the urban extension of Axminster was prepared and consulted on and is helping to steer the preparation of planning applications for over 800 homes, community facilities, employment spaces and green infrastructure. Over £350,000 of Section 106 money was spent on infrastructure to address the impacts of development and meet the needs of residents including over £200,000 on play areas in the district.

Activities are listed here:

- Villages Plan DPD - adopted
- Cranbrook DPD – publication consultation completed
- East Devon Local List SPD – substantial progress made
- East Devon Design Guide SPD – 1st draft nearing completion
- Site Specific Design Guidance and Development Briefs SPD's – Baxter's Farm SPD has made substantial progress
- Affordable Housing SPD – 1st stage of consultation completed
- Heritage Strategy – completed
- Landscape Character Assessment update – completed
- Employment Monitoring Report – completed
- Housing Monitoring Report – completed
- New housing monitoring system – Successfully implemented
- CIL Charging schedule - 1st stage of consultation completed

- Neighbourhood Plans – many more plans completed and new ones started
- Self-Build Register – updating is on-going
- Space Standard at Cranbrook – assessment completed.



Affordable housing in Ottery St Mary



Cranbrook school provision

Property and Estates Service

Property and Estates Service teams manage the Council's land and property asset portfolio, in ways that secure best value, operational efficiency and longevity of assets, and that deliver commercial *and* social value.

They use equalities assessment including accessibility and they carry out engagement with community and other organisations. Using non-financial modelling they add weight to the contribution towards social, economic or environmental wellbeing of a community – all critically important to the overall health and wellbeing of East Devon's residents, to improving the wider determinants of health and to creating strong, safe and supportive communities.

- They supported delivery of Queens Drive Space through planning, procurement, construction and maintenance e.g. of the entertainment area.
- They delivered a much improved customer experience through the procurement, design, refurbishment and remodelling of the reception area and café at the Tennis Centre at Exmouth.
- To improve the customer experience and facilities at Exmouth Leisure Centre, they designed and drew up options and proposals for provision of an on-site café area.
- New external lighting schemes to external multi-use games area [MUGA] sports pitches were designed to improve the lighting and customer experience to users of two sites at Honiton and Ottery St Mary.



New lighting for Ottery St Mary leisure centre

Streetscene

Streetscene activities over the year have provided opportunities for health and wellbeing in East Devon's outstanding environment as well as contributing to public health through provision of sanitation services such as street cleansing, public toilets and the recycling and waste collection.

They maintain all outdoor council assets and spaces; clean most of East Devon's public realm; and look after East Devon's five town beaches and associated cliffs, promenades and accesses to ensure residents can make the most of our natural green and blue spaces.

Streetscene services underpin many of the council's aims and objectives including provision of opportunities for communities to be healthy, to connect with nature and with each other. Some specific examples follow.

- The team contributed to the wider health and wellbeing agenda through support for Park Runs on EDDC land, maintaining high quality free-to-use green spaces for sports and leisure activities and ample green space for relaxation and mental wellbeing.
- Streetscene delivered a range of cultural events by booking park spaces to third-party operators such as fun fairs and outdoor cinema, and they delivered events directly such as Love Parks Week and National Play Day. They supported a successful Tour of Britain starting in Cranbrook and routed through East Devon.
- The team delivered most of the operational elements for the Queens Drive Space – including the physical elements of the project; procurement, construction and maintenance of the new play area; and procurement and construction of the sand-filled pond.
- Streetscene updated planting schemes, making them more sustainable and boosting a sense of wellbeing. This included a wild planting scheme at Beach Gardens, a pick-your-own flower area at Sunken Gardens and a wildlife garden at Blackmore.
- They reviewed beach safety signage, and kept play safe and fun: the team replaced play park at North Street Axminster, replaced the timber skate park at

Exmouth with input from local skaters. Suppliers were appointed for replacement play parks at Sidmouth Manstone, Sidmouth Stowford, Sidbury Furzehill, Honiton St Marks, and Honiton Glen play areas. Annual RoSPA [Royal Society for the Prevention of Accidents] inspections of play areas were completed, and over 2,000 routine play area inspections.



Boosting wellbeing: "pick your own" flowers border, Exmouth

Summary

Communicating our messages

Activities have been implemented by EDDC staff and through partnerships e.g. with LED Leisure, Devon County Council, neighbouring councils, neighbouring NHS trusts, charities and voluntary groups. Working closely with the Communications team, opportunities are taken to share messages with stakeholders via a range of methods and formats, celebrating progress and achievements.

This has included the use of:

- Webpages
- Twitter
- Press releases
- Leaflets, fliers and posters
- Email distribution lists to town and parish councillors
- Email distribution lists to our third-sector contacts
- Partnership groups such as the WEB Board, etc.
- Newsletters: for staff, for residents, for businesses
- Tenants' magazine *Housing Matters*.



Flier created to support Sugar Smart campaign

Next steps

Services are currently working on activities to support health and wellbeing as outlined in the [Implementation Plan 2019-20](#). Progress will be reviewed at officer steering group meetings throughout the year, and formally presented in the annual review for 2019-20.

These activities have been identified to support our new [Public Health Strategic Plan for 2019-23](#) published in March 2019.

Closing thought -

Many activities good for the health of individuals and communities are also good for the planet and would help reduce the impact of climate change.

Author: Helen Wharam – Public Health Project Officer
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