

# Service Planning 2021-22

## Environmental Health, Private Sector Housing & Car Parks Services

### Version 2.0

### April 2021 – March 2022



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- Cllr Megan Armstrong, Portfolio holder for Sustainable Homes & Communities
- Cllr Jess Bailey, Portfolio holder Corporate Services and COVID-19 Response & Recovery

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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

The **Environmental Health** service works 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. In March 2020, the Private Sector Housing team transferred back into the Environmental Health service reflecting the health, wellbeing and regulatory focus of the team's activities that are being delivered by Environmental Health professionals.

#### **Environmental Protection**

We are routinely consulted on the impact of proposed developments set out in planning applications and we work to prevent public nuisance and to protect public safety by working closely with our Licensing team on a variety of licensing matters.

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 and we have a detailed strategy for dealing with land that has been contaminated by its historic uses.

We provide a pest control and treatment service, deal with dog control issues and stray dogs and work hard to educate communities by promoting responsible dog ownership.

We also take a lead across the council in dealing with **Anti-social Behaviour** in its various forms. There are now a range of regulatory tools available to assist officers including Community Protection Notices. We have reviewed and continue to promote several Public Space Protection Orders (PSPO) that set out controls over unacceptable behaviours in terms of irresponsible dog ownership and other matters including street drinking and aggressive begging in certain specified locations.

Officers also work in multi-disciplinary teams to tackle complex social issues including hoarding and accumulations of rubbish in homes and gardens. We also met our statutory duty to arrange funerals where no one else is willing or able to take the steps necessary to deal with the remains of an individual who has died within the district.

#### **Commercial Premises**

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 and during the COVID-19 pandemic the service has become increasingly focussed on supporting businesses helping them to navigate through and comply with the often complex guidance and regulations that have affected their operations. There has also been demand to investigate allegations of non-compliance and in each case Officers have adopted an escalating “engage, educate and encourage” approach that does finally lead to “enforcement” by the service of Notices, fixed penalties and court action if non-compliance is proven and found to be continuing.

### **Community Safety, Emergency Planning, Business Continuity and Safeguarding**

We are active partner in the East and Mid Devon Community Safety Partnership and we deliver a range of initiative and interventions locally. We plan, maintain, review and exercise the Council’s Emergency plans and have a key communication and coordination role during the response and recovery phases of plan activation. We also work across the organisation and externally to coordinate our Business Continuity and disaster recovery plans. We also lead on the coordination and support of the Council’s safeguarding duties by working closely with operational teams.

Our current emergency plan has been reviewed this year and actively used to deliver against concurrent incidents, including COVID 19, EU Exit (transition) and severe weather situations. This service supports both our internal Service Leads and the community in identifying current issues and reviewing our business plans and processes to deal with these issues. We work with our partners as part of Devon Emergency Planning Partnership and the Devon Cornwall and Isles of Scilly Local Resilience Forum to develop our plans to deliver against these emergency and other future incidents.

We have this year reviewed the corporate business continuity plan across the council including inputs from our main contractors to ensure our services can adjust and deliver the best service with the least impact. We prepared the Service Lead’s internal Business Continuity Plans (BCP) ahead of the successful internal audit.

### **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. Our work is evidence based, to ensure that East Devon is a place where people want to live, work, visit and enjoy life, focusing on where there is the 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 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.

### **Private Sector Housing (including Private Water supply regulation)**

The work of our private sector housing team has now transferred back into Environmental Health and the team name will be formally reviewed this year to better describe the range of services the team provides. In this team we deliver our services both reactively and proactively. We focus on improving standards and compliance and we do take enforcement action in line with relevant legislation and policies where that is necessary, proportionate and supported by evidence. This work supports the Council's belief in and commitment to "Better Housing Better Health".

- We inspect and enforce housing standards in owner occupied or private rented accommodation and housing.
- We risk assess; sample and enforce water quality in private water supplies for which fees are charged.
- We license houses in multiple occupation and caravan sites to ensure the safety of residents for which a fee is charged.
- We work with owners to bring empty home into use.
- We provide adaptations to homes under the provision of Better Care Fund including Disabled Facilities Grant so that residents can stay in their own homes.
- We work in partnerships (Cosy Devon/ Lendology) to provide residents with information on funding to improve energy efficiency and tackle fuel poverty.
- We investigation and enforce environmental pollution associated with rural drainage and statutory nuisance.
- We work with residents living in 'filthy and verminous' homes to clear hoarding.
- We have started a Property Agents Rating Scheme to improve standards in private housing management.

**Corporate Health & Safety**

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

We promote a culture that respects health and safety, identify work based risks and plans (safe systems of work) to mitigate those risks and prioritise high risk areas of work, managing and reducing the risks we have identified. We have clear, simple and well publicised procedures to follow and 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 and we target and support frontline (higher risk areas) services.

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 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.

Whilst the focus of much of our work outlined above 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.

	<p>Our customers 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.</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></p> <p>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></p> <p>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 respective specialist fields (food safety, workplace health and safety, Licensing and Environmental Protection; private water Better care funding and housing standards) 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</p>

comparing the effectiveness of the Food Hygiene Rating Scheme in East Devon with South Hams/West Devon and Mid Devon.

Active member of the South West Better Business for All group with the aim of providing consistent business advice and enforcement across Devon and Somerset.

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

#### **Private Sector Housing**

In Private Sector Housing we compare our services within Devon through the Devon Practitioners Group for housing standards and private water supplies. We monitor our service delivery reporting annually to government departments including the Drinking Water Inspectorate and the Ministry of Housing, Communities & Local Government (MHCLG). We work with and report to Devon County Council on the delivery of the Better Care Fund. We deliver some of our Disabled Facilities Grant adaptations through framework agreement with contractors.

#### **Emergency Planning & Business Continuity**

We ensure that we provide similar services to our Devon Colleagues and also nationally through the monitoring and input from the Devon, Cornwall & Isles of Scilly Local Resilience Forum (DCIOS LRF) and the Devon Emergency Planning Partnership (DEPP) board meetings. We are proactive in our approach to ensuring compliance as is evidenced by the exercising and testing we undertook of our plans in February of this year for a pandemic situation and as we are planning for concurrent incident management in November for the wider Senior Management Team.

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

We contributed to a 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 by the NHS 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.

#### **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.

	<p><b>Anti-Social Behaviour &amp; Community Safety</b> 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>Parking Services</b> 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.</p> <p>During 2019 the Council’s Scrutiny Committee formed a Task and Finish Forum to review the Council’s car parking policies. The work of the TAFF continues at the time of writing and recommendations will be considered by Scrutiny Committee, Cabinet and Full Council in due course.</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 officers under the Council’s scheme of delegation.</p> <p>Significantly during 2020 there have been a series of emergency Coronavirus (Restrictions) Regulations that have a number of enforcement powers delegated to the Environmental Health team.</p> <p><b>Private Sector Housing</b> The service has statutory powers and duties to keep local housing conditions under review. And the following are statutory functions:</p> <p><b>Grant funding</b></p> <ul style="list-style-type: none"> <li>● Provision of Better Care Fund including Disabled Facilities Grant</li> <li>● Energy efficiency measures</li> </ul> <p><b>Housing Standards:</b></p> <ul style="list-style-type: none"> <li>● Licensing and inspecting houses in multiple occupation</li> <li>● Housing standards in the private rented sector</li> <li>● Mobile Homes and caravan site licensing</li> <li>● Environmental pollution associated with rural drainage and statutory nuisance, public health and wellbeing.</li> <li>● ‘Filthy and Verminous’ properties</li> <li>● Bringing Empty Homes back into use</li> </ul>

	<p><b>Private Water Supplies</b></p> <p>The service has statutory powers and duties to keep private water supplies to homes and businesses under review and</p> <ul style="list-style-type: none"> <li>• To risk assess; sample and enforce on private water supplies</li> <li>• Sampling officers to be accredited so they can do statutory sampling</li> <li>• Submit an annual return to the Secretary of State (effectively the Drinking Water Inspectorate) every January.</li> </ul> <p><b>Corporate Health &amp; Safety</b></p> <p>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. This duty is set out in the Health and Safety at Work etc. Act 1974 and the detail is contained within a range of regulations, codes of practice and guidance documents.</p> <p><b>Parking Services</b></p> <p>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>Current net budget (excludes Internal support charges and capital budget)</b></p>	<p>Our budget planning for our services is as follows:</p> <ul style="list-style-type: none"> <li>• <b>Environmental Health</b> services (including Environmental Protection, Community Safety, Food Safety, Health and Safety, Public Health, Business Support and Private Sector Housing in total are budgeted to <b>cost £1,338,630</b> this includes internal corporate recharges amounting to <b>£262,680</b></li> <li>• <b>Car Parks</b> are budgeted to produce a <b>surplus</b> of <b>£2,283,125</b> (net income) and internal recharges of <b>£264,330</b>.</li> </ul>

<b>Section 2 – Key achievements in 2020-21</b>		
	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
	<p><b>COVID-19 – RESPONSE &amp; RECOVERY</b></p> <p>It will come as no surprise that the Covid-19 pandemic has had a significant impact on our service delivery this year for a number of reasons. Our own workforce has been largely resilient but service demand has been significant in certain areas including an increase in anti-social behaviour in domestic situations and working with local</p>	<p>Outstanding council and council services</p>

businesses to support compliance with new Coronavirus (Restrictions) Regulations and sometimes confusing guidance documents.

### Community Volunteer Co-ordination

Reassigned Public Health Project Officer to the role of Community Volunteer Co-ordinator:

- Working with volunteer contacts and councillors helping to identify community volunteer response leads for all 8 towns and 70-80 parishes/villages. Published all contact details on EDDC webpage [Community contacts in East Devon](#)
- Helping to brief councillors as requested in March/April.
- Helping to set up support for the community groups, including work with DCC Adult Social Services on DCC's contract for East Devon and Exmouth with Westbank. Liaising with Devon's Local Pharmaceutical Committee on behalf of volunteers.
- Managing the **covid.community** email intray which was promoted across the district, including volunteers, care homes, PPE selling/wanted, supermarket assistance wanted, food/medicines needed, heating /plumbing needed.
- Helping to train and brief East Devon's corona phone hub team.
- Working with County and other District colleagues to develop and manage shielding data – contributing to how the system could work, understanding complex data, spotting then flagging systems issues and training issues, helping to develop the system. Training 3 EDDC staff to use it while keeping on top of the priorities and keeping overall sight of our actions.
- Focussing on support for clinically shielded people, ranging from emergency food distribution to welfare visits. Included prioritising and keeping on top of actions raised by County and logging actions back to County. Keeping on top of County spreadsheets including bidfood deliveries to c700 people. Coordinating diet boxes. Working with Parking Services team to coordinate 150 emergency deliveries and >150 diet boxes and making 4 welfare visits to uncontactable shielded people.
- Providing stats to County and to SMT. Liaising with County to develop the reports. Helping their risk assessment and other evaluation work.
- Flagging potential risks e.g. food supply including our need to buy

Outstanding homes and communities

	<p>emergency supplies and what will happen after shielding ceases on 31 July.</p>	
	<p><b>ENVIRONMENTAL HEALTH – COVID-19 Response &amp; Recovery</b></p> <p><i>Due to a number of unfilled vacancies and ongoing recruitment difficulties coinciding with the first lockdown in April 2020, the services have been affected by staffing capacity issues for most of this year. This has created in turn workload pressures for existing team members and difficulties in delivering a comprehensive service around Environmental Protection demand and antisocial behaviour cases in particular.</i></p> <p><b>Environmental Protection</b></p> <ul style="list-style-type: none"> <li>• Throughout the first six months of the COVID-19 pandemic the team dealt with a significant increase in complaints about: <ul style="list-style-type: none"> <li>– anti-social behaviour</li> <li>– dog related issues – fouling and dog control</li> <li>– neighbourhood disputes / breaches of lockdown restrictions</li> <li>– accumulations of rubbish in gardens and bonfires causing a nuisance</li> </ul> </li> </ul>	<p>Outstanding council and council services</p>
	<p><b>Environmental Protection – Pest Control Service</b></p> <p>Our Pest Control Officer maintained a pest control service during the first six months of the COVID-19 pandemic, single-handedly responding to a high volume of service requests. The service treated an increased number of rat infestations thought to be associated with reduced domestic green waste collections, closure of household waste recycling centres and the closure of food businesses. During the summer and autumn we also saw an increase in the number of fly infestations and wasp nests requiring treatment.</p> <p>Our pest control service is well regarded and at peak times it has simply been unable to meet demand. The service is currently under review and we will be considering an expansion of the service in the coming year and by adding an extra qualified pest control officer to the team we are hoping to demonstrate that the expansion would be self-funded due to increases in treatment revenue income.</p>	<p>Outstanding council and council services</p>
	<p><b>Commercial Premises - COVID-19 Response &amp; Recovery</b></p> <p>Despite the Food Standards Agency (FSA) advising on the suspension of inspections of businesses in the food, hospitality and tourism industry,</p>	<p>Outstanding council and council services</p>

<p>the Commercial Premises team continued to support businesses and the self-employed by:</p> <ul style="list-style-type: none"> <li>– Assisting the Local Enterprise Partnership (LEP) with producing the <b><i>Better Business for All</i></b> (BBFA) business pack for their advisory section on the LEP’s website <u>COVID-19 Support for Business</u> webpage.</li> <li>– Worked with Devon County Council’s public health team and Public Health England assisting with the work of <b>Team Devon</b>.</li> </ul> <p>Mostly reacting to new covid guidance and legislation and advising businesses</p> <p>Supported businesses and self-employed with understanding and complying with COVID-19 government guidelines and restrictions and providing information and guidance.</p> <p>Team Devon – responded to approx. 80 calls/enquiries.</p> <p>Responded to allegations of breaches of COVID-19 restrictions about other businesses</p>	
<p><b>Health &amp; Wellbeing – COVID-19 Response &amp; Recovery</b></p> <ul style="list-style-type: none"> <li>• Public Health Project Officer reassigned to the role of Community Volunteer Co-ordinator to assist with the set up and training of the Community hub team, co-ordinating emergency food distribution and liaising with DCC.</li> <li>• Continued to work with Team Devon and remained focussed on the clinically extremely vulnerable group and preparing for further local and national restrictions.</li> </ul>	Outstanding council and council services
<p><b>Corporate Health &amp; Safety – COVID-19 Response &amp; Recovery</b></p> <ul style="list-style-type: none"> <li>• Assessed requirement for PPE and ordered sufficient stock for all departments / teams.</li> <li>• Produced dynamic risk assessment guidelines for staff.</li> <li>• Developed measures to safely re-open public realm after the first national lockdown.</li> <li>• Delivered COVID-19 training to Streetscene Operations staff.</li> <li>• Supported revised risk assessments arising from new home-working arrangements</li> <li>• Reviewed fire safety and first aid provision in offices based on our new ways of working.</li> </ul>	Outstanding council and council services

<p><b>Anti-social behaviour COVID-19 Response &amp; Recovery</b></p> <ul style="list-style-type: none"> <li>We investigated and dealt with a 50% increase in complaints about neighbours behaving in an anti-social manner. We believe that this increase was associated with lifestyle changes linked to COVID-19 lockdown measures.</li> </ul>	<p>Outstanding council and council services</p>
<p><b>Private Sector Housing - COVID-19 Response &amp; Recovery</b></p> <p>Visits have been reduced due to COVID-19. Private Sector Housing have been covering:</p> <ul style="list-style-type: none"> <li>HMOs licensing and service requests for housing standards.</li> <li>Private water supplies are been sampled and risk assessed.</li> <li>Currently have £800k grant for adaptations to houses.</li> <li>Working with Public Health England and Devon Public Health on outbreaks of Covid-19 in residential properties.</li> <li>Ensuring Covid security in HMOs and caravan sites and giving advice to landlords on Covid 19 security.</li> </ul> <p><i>1 officer providing support to Environmental Protection team. 1 officer stepped into be the interim Private Housing team leader and 1 FTE PEHO role advertised and filled. 1 0.4 FTE Fixed term business support assistant.</i></p> <p>Individual Covid 19 risk assessments and DSE risk assessments completed and reviewed. Face covering and safety equipment issued. Dynamic Covid 19 risk assessments completed before each visit to a residential or business.</p> <p><b>Private Water Supplies</b></p> <ul style="list-style-type: none"> <li>Resumed water sampling and risk assessments in private supplies and commercial to protect the health of residents; to ensure compliance generate cost recovery income and assist with scheduling sample visits next year.</li> </ul> <p>We have a business support officer to assist the private water officers.</p> <p>We have had to stop the mandatory accreditation of technical officers for risk assessment and sampling</p> <p><b>Empty Homes and Filthy and Verminous</b></p> <ul style="list-style-type: none"> <li>Engaged owners of empty homes and taking works in default on long term empty homes.</li> <li>Working to help residents in filthy and verminous homes.</li> </ul>	<p>Outstanding council and council services</p>

	<p><b>Grants</b></p> <ul style="list-style-type: none"> <li>• Resumed the Better Care Fund and our Disabled Facilities Grant (DFG) programme and maintained the Devon wide Housing Assistance Policy offering more variety of grant assistance.</li> <li>• New business support assistant to administer grant applications and processes.</li> <li>• Seen an increase in ECO Flex top ups and loan applications for energy efficiency measures.</li> </ul> <p><b>Licensing visits</b></p> <ul style="list-style-type: none"> <li>• Resumed the caravan and HMO licensing visits to ensure compliance: income generation of fees and ensure the safety of the residents.</li> </ul> <p><b>Advice to resident and businesses</b></p> <ul style="list-style-type: none"> <li>• Maintained our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation.</li> <li>• Provided advice and information to tenants and landlords on changes to harassment and illegal evictions.</li> <li>• Updated policy and procedures and introducing new policies for the enforcement of EPC and MEEC regulations.</li> </ul> <p>We have delayed the Property Agents Accreditation Scheme (PARS) due to Coronavirus. This will resume in February/March 2021. We have reorganised and updated the training programme for staff and agents.</p>	
	<p><b>Parking Services - COVID-19 Response &amp; Recovery</b></p> <ul style="list-style-type: none"> <li>• Supported COVID Community Hub by reassigning Civil Enforcement Officers and their vehicles to deliver food packages to clinically shielded and extremely vulnerable residents.</li> <li>• Provided free parking to NHS and key workers.</li> <li>• Extended winter parking offer (£2 per day) to the end of June 2020 to support the community during the lockdown period and introduced a range of parking concessions for community volunteers to continue to do voluntary unpaid work as the pandemic continues.</li> </ul>	
	<p><b>Business Support - COVID-19 Response &amp; Recovery</b></p> <ul style="list-style-type: none"> <li>• <b>Commercial Premises &amp; Environmental Protection</b> <ul style="list-style-type: none"> <li>– Supported CP and EP teams with COVID-19 related work – see above.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>– Supported the Pest Control Technician with a higher volume of pest inspections and treatment caused by reduced recycling and waste collections and recycling centres closed during lockdown.</li> <li>• <b>Private Sector Housing</b> 0.4 FTE business support administrator recruited to deliver business support for Better Care Fund grants and private water sampling. Providing office cover and business support to the team allowing officers to implement Covid 19 Recovery Plans. Maintained and updated information for residents particularly on illegal evictions. Updating and reviewing procedures.</li> <li>• <b>Car Parks</b> <ul style="list-style-type: none"> <li>– The business support team has struggled to deal with a number of technical problems arising from our new on line self-service system. In addition they have been sympathetic to customers' changed circumstances by suspending (or refunding) annual parking permits this year.</li> </ul> </li> </ul>	
	<p><b>Public Health Annual Review</b></p> <p>Liaised with other teams to collate, write and publish East Devon's Public Health Annual Review. 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.</p> <p>Review of 2020/21 will be done next summer (after year end). Review of 2019/20 would normally have been prepared this summer but is still outstanding due to prioritising work as outlined above pandemic.</p>	Outstanding place and environment
	<p><b>Public Health Implementation Plan 20/21</b></p> <p>Completed and published after liaising with Services in the summer/autumn of 2019 and working with teams to help identify suitable activities for service plans. Highlighted that many of these health/wellbeing actions could logically be aligned with climate change priorities. Prepared the Public Health Implementation Plan from the completed Service Plans.</p>	Outstanding place and environment

	<p><b>Health messaging</b></p> <ul style="list-style-type: none"> <li>• Focus shifted to COVID-19 communications but some social media activity e.g. Tweets have now resumed.</li> <li>• Continued liaising with EDDC's Communications team and groups such as the the Smokefree Devon Alliance.</li> </ul>	Outstanding homes and communities
	<p><b>National / regional health &amp; wellbeing campaigns</b></p> <p>Scheduled work on campaigns were delayed due to prioritising COVID-19 actions, however,</p> <ul style="list-style-type: none"> <li>• Accepted invitation to join the Joint Strategic Needs Assessment (JSNA) stats tool working group.</li> <li>• Supported the Private Sector Housing team in developing an East Devon's Landlord Accreditation Scheme. Launch of the scheme has been delayed due to COVID-19 priorities.</li> <li>• Continued to progress with the Refill project in Exmouth to install a drinking fountain in Exmouth.</li> </ul>	Outstanding homes and communities
1.	<p><b>Local health/wellbeing issues</b></p> <ul style="list-style-type: none"> <li>• Carried out desk research into holiday hunger to feed back to Members.</li> <li>• Facilitated East Devon's first Hygiene Banks [via request from Cllr Dan Ledger] with arrangements for public libraries to host.</li> <li>• Facilitated contacts for fuel poverty schemes with WEB and NHS colleagues; various introductions and meetings.</li> <li>• Presented a paper summarising the Marmot Review to the first meeting of the Poverty Working Panel (12.10.20) and will continue to support this group as required.</li> <li>• Wrote summary papers for councillors, covering Mental Health Champion and Healthy Weight Declaration schemes in Oct '20. Also provided help to Aaron Clark for his Mental Health strategy.</li> <li>• Facilitated NHS staff to deliver drive-through flu vaccines at Maer Road car park over two weekends in October and one in November, liaising with various EDDC staff, events company and NHS teams; also ensuring appropriate comms input for EDDC.</li> </ul>	Outstanding homes and communities
2.	<p><b>WEB board and health forums</b></p> <ul style="list-style-type: none"> <li>• Attended virtual WEB Board meetings throughout COVID-19.</li> <li>• Attended East Devon Community Network meetings chaired by NHS for health forum groups. Contributed and identified issues such as problems with pharmacy deliveries.</li> </ul>	Outstanding homes and communities

	<ul style="list-style-type: none"> <li>• From September 2020, joined the Devon Population Health Management Development Programme PCN Action Learning Set, delivered by CCG, helping to influence decisions with a focus on Littleham, Exmouth.</li> <li>• Attended virtual Population Health Matters meetings. Influencing decisions with a focus on Littleham.</li> </ul>	
3.	<p><b>Car Parks</b></p> <ul style="list-style-type: none"> <li>• We worked with Exmouth Town Council and Devon County Council to review the outcomes of the 2018 – 2020 motorhome and caravan pilot in Exmouth’s Imperial Recreation Ground, Maer Road and Queens Drive Echelon long stay car parks.</li> </ul>	Outstanding economic growth, productivity and prosperity
4.	<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 charging in ALL car parks to cover the cost of additional patrols.</p>	Outstanding economic growth, productivity and prosperity
5.	<p><b>Corporate Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Delivered the corporate Health &amp; Safety training programme across all council services, and accurately recorded training undertaken.</li> <li>• Ensured full coverage of up to date risk assessments that are effective in mitigating risks.</li> <li>• Ensured that lone working arrangements are robust and universally applied.</li> <li>• Ensured higher risk activities in frontline services are well managed with a Safety First approach.</li> <li>• Ensured all our staff know the H&amp;S essentials and know what to do when driving for work; manual handling; dealing with aggression; fire evacuation; electricity etc.</li> <li>• Ensured that-all staff including seasonal and temporary workers have a safe place to work in the office, at home and on-site.</li> </ul>	Outstanding council and council services

6.	<p><b>Private Sector Housing – copied from <a href="#">Housing's Service Plan 2020-21</a> – Achieved objectives below. Others carried forward to 2021-22.</b></p> <ul style="list-style-type: none"> <li>• Implement a property agents rating scheme in East Devon. Will be implemented by March 2021 due to funding provided by MHCLG. Training courses and seminars for property agents will be online.</li> <li>• Deliver an increased range of home improvements and adaptations using the resources through the Better Care Fund. Additional business support resources provided and processes being reviewed to ensure allocated funds are spent. Promoting loans through Lendology for energy efficiency measures. Proving ECO top ups.</li> <li>• Ensure that all Houses in Multiple Occupation and caravan sites are licenced and meet appropriate standards of fire and tenant safety. HMO and caravan licensing visits will be completed by March 2021. Delayed and paused due to Covid-19 restrictions.</li> </ul>	Outstanding homes and communities																
7.	<p><b>Private Sector Housing – Business Support - COVID-19- Response &amp; Recovery</b></p> <p>The business support team provided information to tenants. Additional assistance allowed officers to resume casework.</p>	Outstanding homes and communities																
8.	<p><b>Business Support – Environmental Protection &amp; Commercial Premises</b></p> <p><b>COVID-19 Response &amp; Recovery</b></p> <p>The Business Support team responded pro-actively to a high number of COVID-19 related enquiries and complaints outside the usual service remit providing advice and support to residents, businesses and visitors confused by the rapidly changing COVID guidance and business compliance. Calls during lockdown were emotionally charged as businesses and members of the public tried to make sense of the mixed messages from Government.</p> <p>During lockdown the team received an increased number of anti-social behaviour, noise, bonfire and dog related complaints. DCC's recycling centres closed during lockdown resulting in some residents and commercial businesses disposing of waste on their properties.</p> <p>Breaches of COVID-19 restrictions were also reported by members of the public and business owners for Environmental Health Officers and Technical Officers to investigate.</p> <table border="1" data-bbox="236 1818 1072 1982"> <thead> <tr> <th>Service Requests &amp; Enquiries</th> <th>1<sup>st</sup> Apr to 30<sup>th</sup> Sept 2019</th> <th>1<sup>st</sup> Apr to 30<sup>th</sup> Sept 2020</th> <th>Percentage increase</th> </tr> </thead> <tbody> <tr> <td>Total incoming calls</td> <td></td> <td>5,628</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>COVID-19 related</td> <td></td> <td>528</td> <td></td> </tr> </tbody> </table>	Service Requests & Enquiries	1 <sup>st</sup> Apr to 30 <sup>th</sup> Sept 2019	1 <sup>st</sup> Apr to 30 <sup>th</sup> Sept 2020	Percentage increase	Total incoming calls		5,628						COVID-19 related		528		
Service Requests & Enquiries	1 <sup>st</sup> Apr to 30 <sup>th</sup> Sept 2019	1 <sup>st</sup> Apr to 30 <sup>th</sup> Sept 2020	Percentage increase															
Total incoming calls		5,628																
COVID-19 related		528																

		Total service requests		2,813		
		Total pest treatments		628		
9.	<b>Corporate Safety</b>					
	<ul style="list-style-type: none"> <li>• Risk assessments</li> <li>• PPE</li> <li>• Accident investigations</li> </ul>					
10.	<b>Health &amp; Safety</b>					
11.	<b>Environmental Protection – Pest Control Service</b>					
	<p>We continued to offer our customers a pest control service during the first six months of the COVID-19 pandemic responding to a high volume of service requests. The service saw an increased number of requests for help with domestic rat infestations thought to be due to lifestyle differences during lockdown and beyond and because of reductions in business activity at commercial premises and perhaps the closure of recycling centres during the first lockdown resulting in increases in domestic accumulations of rubbish. The hotter weather during the summer and autumn also resulted in a higher number of fly infestations, wasp and bee nests. Almost all of this work was carried out by just one Pest control technician who continued to provide excellent customer service during this difficult time.</p>					
12.	<b>All services - Web Accessibility Project</b>					
	<p>Checked, reproduced and ensured all PDF documents on Environmental Health and Car Parks services' webpages were made accessible to everyone, including users with vision, hearing, mobility and thinking and understanding impairments, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.</p>					

### Section 3 – Looking forward: what we will do in 2021-22 (service objectives)

Key Service Objectives ( <i>please include consultation or procurement activity required</i> )	Financial/ corporate resource	Lead Officers	Start date	End date
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<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) A greener East Devon (to include any climate change objectives)</b>				
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.		AE		
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.		AE		
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.		AE/HW		
To continue to contribute items for Comms' Climate Emergency newsletter as requested by Comms and when Comms are ready to proceed with that newsletter.		AE	Ongoing	
Environmental Protection work – advice re bonfires				
Fly tipping and litter control				
Poverty				
Fuel poverty and energy efficiency in owner occupied and rented homes.		JSH	Ongoing	
<b>2) Better homes and communities for all</b>				
To engage and work with residents in filthy and verminous properties.		JSH	Ongoing	

PWS To review; risk assess; sample and enforce on private water supplies so that homes are fit for occupation and have a wholesome and safe water supply.		JSH	Ongoing	
PWS To accredit PWS technical Officer for risk assessments sampling and enforcement		JSH	2021	
PWS To complete and return the required data to the DWI in January.		JSH	January 2021/2022	
To deliver an increased in home improvements and adaptations using the Better Care Fund		JSH	Ongoing	
To license and inspect all houses in multiple occupation and residential caravan sites		JSH	Ongoing	
Increase the use of enforcement powers in the private rented sector to improve housing conditions and tenant safety.		JSH	Ongoing as legislation and guidance is updated	
Landlord Forum - Pro-actively raise our profile with local landlords by attending local landlord forums and directly engaging with managing agents to encourage standards to be raised which in turn will improve the living conditions of people residing in the private sector.  Paused in 2020 due to Covid 19 restrictions. Planned in 2021 in partnership with Exeter and Teignbridge and online via EDDC website.  Use social media to target messaging for tenants and landlords.		JSH  JSH	2021  Ongoing	
We will continue to work with the multi-agency Migrant Workers Action Group (MIGWAG) to promote good practice and deal effectively with offences.		ALF	Ongoing	
<b>3) A resilient economy</b>				
We will maintain a level playing field for local businesses by carrying our routine		AE / JSH / ALF	April 2021	

inspections in accordance with risk-based prioritisation.				March 2022
We will participate in the Heart of the Sothwest's Better Business for All (BBfA) programme by supporting business with a comprehensive range of regulatory compliance advice delivered by suitably qualified and experienced Environmental Health professionals.				
Specifically we will provide regulatory advice in the following circumstances:  Landlord liaison in private rented sector/ HMO and caravan sites.  To engage and work with owners of empty homes to bring back houses into use.		JSH	Ongoing	
We will develop our in house and outsourced training offer in the coming year – to include delivery of coaching, mentoring and seminars.  We will develop our local Property Agent Rating Scheme and deliver HHSRS training and seminars.		JSH	Ongoing	
We will review our Environmental Permits to ensure that our permitted installations are being appropriately regulated to minimise environmental pollution.		AE	October 2021	March 2022
We will review and develop our private water supplies sampling offer to business including food businesses/ holiday lets/ and private supplies.		JSH	April 2021	March 2022
We will review our local air quality monitoring data and consider any		AE	April 2021	March 2022

appropriate action in accordance with the statutory local air quality management regime.				
We will continue to assess the likely impact on new planning and licensing applications on local communities to ensure that the Council determines all such applications only after due consideration of all relevant information.		AE	Ongoing	
<b>4) Services that matter to all of us.</b>				
We will continue to work with the LRF, and the Director of Public Health to ensure that the Council continues to respond to and recover from the COVID-19 pandemic. This will include maintaining our Local Outbreak Management Plan (LOMP) preparedness.		AE/ALF/DW/HW	April 2021	ongoing
Emergency Planning & Business Continuity We will continue to work with the Devon Emergency Planning Partnership to maintain, review and exercise our emergency plan and to ensure that we have plans in place to maintain and recover our services in the event of a major incident or disaster.		AE/DW	April 2021	March 2022
Corporate Health and Safety  <ul style="list-style-type: none"> <li>We will plan to deliver a corporate Health &amp; Safety training programme across all council services, and accurately recorded training undertaken.</li> <li>We will oversee an annual review of risk assessment documents to ensure that all work activities are covered by a risk</li> </ul>		AE/ALF	April 2021	March 2022

<p>assessment that is effective in mitigating risks.</p> <ul style="list-style-type: none"> <li>• We will review our arrangements for ensuring lone worker safety arrangements to be sure that they are robust and are being applied consistently throughout the organisation.</li> <li>• We will carry out checks to verify that higher risk activities in frontline services continue to be well managed with a Safety First approach.</li> <li>• We will review staff training needs to identify whether anyone needs update training in our health and safety essentials and that everyone knows what to do when: driving for work; engaged in manual handling; dealing with aggression; participating in a fire evacuation; awareness of electrical safety issues in the workplace etc.</li> <li>• We will ensure that all staff including seasonal and temporary workers have a safe place to work in the office, at home and on-site.</li> </ul>				
<p>We will work with the Member Champion for Mental Health to consider the options around an officer role to support the Council's commitment.</p>	<p>To be identified.</p>	<p>JG / AE</p>	<p>April 2021</p>	<p>September 2021</p>
<p>Apprenticeship Scheme</p> <p>Following difficulties experienced this year in recruiting suitably qualified and experienced Environmental Health Officers and managers, we will explore the option of investing in a new apprentice Environmental Health Officer post.</p>	<p>Budget special item</p>	<p>AE</p>	<p>April 2021</p>	<p>September 2021</p>
<p><b>Public Health</b></p>				

<b>COVID-19 Recovery &amp; Response</b> Continue involvement with DCC & Shielding Devon team in corona recovery response and preparedness for a second wave of infection.		AE/HW	Ongoing	
<b>Public Health Plans</b>				
Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 21/22.		HW	Oct 21	Mar 22
Annual review of public health activities – looking back over highlights from 19/20 and 20/21.		HW	Oct 21	Mar 22
Work on one or more public health projects during recovery phase: could include support for national / regional / local activities such as poverty initiatives and/or climate change mitigation, e.g. fuel poverty.		HW	Ongoing	
<b>Health messaging</b> <ul style="list-style-type: none"> <li>• Continue to scope ways of increasing access to and understanding of reliable health information across East Devon. Worked with colleagues and existing partners and continue to establish new contacts.</li> <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</li> </ul>		HW	Ongoing	

range of formats both print and digital, at least three in the year.				
<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> <li>• Hygiene Banks</li> </ul>				
<p><b>WEB board and health forums</b></p> <ul style="list-style-type: none"> <li>• Attend WEB board and health forums as and when required.</li> <li>• Provide support to the WEB community health &amp; wellbeing board as appropriate within the remits of the Public Health Officer role.</li> <li>• Attend and contribute 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.</li> <li>• Attend health forums across the district on an <i>ad hoc</i> basis as requested and contribute to Budleigh Hub's advisory group as appropriate.</li> </ul>				
<b>Car Parks</b>				
<p>Subject to the outcome of the car parks Task and Finish Forum we propose to increase our car parking fees and charges during 2021. The majority of our charges have not been increased since 2010 and some have been</p>				

<p>reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to 20%).</p>				
<p><b>Car Parks</b></p> <p>We will consult on developing our car parks portfolio during 2021/22 by:</p> <ul style="list-style-type: none"> <li>• Increasing the capacity of Manor Road car park in Sidmouth</li> <li>• Increasing the capacity of the Ham car parks in Sidmouth</li> <li>• Increasing the capacity of Coombe Lane Car Park in Axminster</li> </ul> <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 2021/22:</p> <ul style="list-style-type: none"> <li>• The Green (Victory Hall) car park in Broadclyst</li> <li>• School Lane car park in Newton Poppleford</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>				
<p><b>Car Parks</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, Sidmouth is currently managed and make any appropriate recommendations to Members</p>				

for a new management regime going forward.				
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### Section 3 a – Looking forward: any Service challenges or pressures for the next three years? (Revenue/Capital)

1. We view our ongoing response to the COVID-19 pandemic, the possibility of a third wave, the consequential damage to our communities and the local economy and consideration of how our services might need to adapt in the light of this collectively as the single biggest challenge facing us in the coming year and beyond.
2. It seems clear that one consequence, at least for the coming year will be a growing popularity of the UK – and South West England specifically as a tourist destination. This puts many of our services under pressure and does present a significant challenge for our car parks operation along with possible increases in antisocial behaviour.
3. Our new ways of working – including a presumption that our staff should continue to work from home if they can present us with a range of challenges including the safety and wellbeing of those staff at home, of those who continue to work remotely or in Council premises. It also raises question as to what happens to unoccupied office space in the future and what implications this might have for staff safety and wellbeing.
4. A further challenge will then become how our town centre business premises might be occupied in the future and how this might then impact of other businesses and existing or new residential premises.
5. 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 now yet know the extent to which our regulatory role will change.
6. Ongoing budgetary pressures remain a challenge within our core regulatory services. However, we do need to protect our 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? The reality of a busy tourist economy post-COVID and increases

in ASB and poverty may indicate a need for increased funding to deliver effective EH services for our residents.

7. 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. This is exacerbated by our new Worksmart philosophy or working mainly from home with consequently fewer interactions with our peers and an increasing need for more formal training and education activities.
8. 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 3 b – 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.**

#### **Better homes and communities for all**

To grow the private water team to ensure compliance with statutory powers and duties. Risk assessment sampling and enforcement are subject to fees on a cost recovery basis.

Full use of enforcement powers on rogue and poor performing landlords.

#### **Services that matter to all of us**

We will review the structure of the teams that deliver or 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.

#### **A resilient economy**

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 also seek to establish landlord liaison through Property Agent Rating Scheme and Landlord Forum online or in partnership with Teignbridge and Exeter.

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:

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.

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.

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.

- **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.

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.

Section 3 c – Looking forward: Changes to measures and performance indicators - what we will measure, how often and for whom <b>TO DO - REVISE LINKS TO NEW CORPORATE PRIORITIES / COUNCIL PLAN</b>					
Measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Link to Corporate Priorities (listed on page 3 1,2,3 or 4)	Responsible Officer for production of management information	Retain this measure (yes/no) or new
We will measure and report on the number of interventions with 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/ ?? / 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/??	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 /??	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 progress with 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: <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>	2 monthly	SMT	4	JG/AE	New
<b>Private Water &amp; Housing</b> Private Sector Renewal Plan & Home Energy Conservation Act & Empty Homes Plans.	Annually	Scrutiny	2 & 3	JSH	Yes
Risk assessments of private water supplies.	Quarterly				Yes
Number of licensed houses in multiple occupation	Monthly				Yes

Disabled Facilities Grants (DFG)	?				Yes
Number of empty homes brought back into use	?				Yes

#### Section 4 – Resources and workforce planning

<b>Full time equivalents/Headcount as at 01/04/2020</b>	FTE = 25.7 Headcount = 28
<b>Turnover (April 2019 to March 2020)</b>	Voluntary Turnover = 21% Voluntary & Non Voluntary Turnover = 25%
<b>Absence (April 2019 to March 2020)</b>	Days lost per person: 12 days

#### Section 5 – Training and development

<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

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
Making Every Contact Count	Service Lead, EH and CP Strategic Lead for Organisational Development and Transformation	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.	Ongoing
To upskill team's abilities to design corporate style reports, newsletters, web content and educational and promotional materials for us on social media	Any staff producing content for public consumption	Staff are enabled to produce reports and other materials that are visually attractive	As available
<b>COVID-19</b>			

## Section 6 – Risks

<b>New/emerging risks</b> description – See attached Risk Register for current service risks	<b>Impact</b> [minor, significant serious, major]	<b>Likely-            hood</b> [remote, unlikely, likely, very likely]	<b>How managed/controlled</b> <b>What action will you take to            reduce/minimise risk</b>
<b>1. COVID-19</b>	Serious	Likely	In addition to “corporate” level risk, at a service level this may require a review of our team priorities to ensure we provide sufficient capacity to deal with growing areas including business regulatory compliance advice and dealing with antisocial behaviour over the coming year.
2. 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.
3. 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.
4. 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	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.

include a large food poisoning outbreak associated with a locally inspected food business or some other kind of unplanned food related incident.			
5. 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.
6. 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.
7. 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>8. 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><b>Where are we with Firmstep?</b></p> <p><b>Environmental Health:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><b>Private Water and Housing:</b></p> <ul style="list-style-type: none"> <li>• Grants</li> <li>• HMO licensing</li> <li>• Empty Homes</li> </ul> <p><b>Parking Services:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><b>Business Support:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>											
<p><b>Future systems to be reviewed</b></p>	<table border="1"> <thead> <tr> <th data-bbox="722 1424 1254 1458">Service</th> <th data-bbox="1254 1424 1503 1458">Date of review</th> </tr> </thead> <tbody> <tr> <td data-bbox="722 1458 1254 1559"> <p><b>Environmental Health:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> </td> <td data-bbox="1254 1458 1503 1559"></td> </tr> <tr> <td data-bbox="722 1559 1254 1659"> <p><b>Private Water &amp; Housing:</b></p> <ul style="list-style-type: none"> <li>• Private Water</li> </ul> </td> <td data-bbox="1254 1559 1503 1659"></td> </tr> <tr> <td data-bbox="722 1659 1254 1760"> <p><b>Parking Services:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> </td> <td data-bbox="1254 1659 1503 1760"></td> </tr> <tr> <td data-bbox="722 1760 1254 1883"> <p><b>Business Support:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> </td> <td data-bbox="1254 1760 1503 1883"></td> </tr> </tbody> </table>	Service	Date of review	<p><b>Environmental Health:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>		<p><b>Private Water &amp; Housing:</b></p> <ul style="list-style-type: none"> <li>• Private Water</li> </ul>		<p><b>Parking Services:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>		<p><b>Business Support:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>		
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<b>Section 8 - Equalities and safeguarding</b>		
<b>New / emerging equalities risks</b>	<b>Impact Level</b> <b>[High, Medium, Low]</b>	<b>How managed/controlled</b>
<b>COVID-19</b>		
<b>Implementation of Devon's STP</b>	Medium	There are potentially new safeguarding risks arising from the emerging gap that leaves some of our residents in difficult or even chaotic lives but unable to engage with statutory mental health services because thresholds have not been met. We will work closely with STP partners to ensure that any of our staff expected to make decisions an engage with people are suitably trained and experienced to do so. Until then we will continue to make referrals to the Devon Safeguarding Adults Board or the Devon Children and Families Partnership.
<b>Car Parking Policies</b>	Low	We work hard to ensure that our policies and practices in car parks management does not adversely and disproportionately impact on certain groups with protected characteristics. For example we offer East Devon residents with disabilities who are entitled to participate in the national blue badge scheme to claim a free means-tested East Devon car parking permit.  We also recognise and support the value of community activities and

	<p>events that encourage older residents to be physically and socially more active. We will grant parking concessions that facilitate participation in these events and help to underpin the sustainability of them. For example, this has included modest ongoing subsidies for long standing events at Exmouth Pavilion following the introduction of car parking charges there.</p>
<p><b>Private Water and Housing – Any new / emerging equalities risks?</b></p>	<p>We do not record protected characteristics for the service requests and complaints. Our request for service are based on the public health risks.</p> <p>The Disabled Facilities Grant is based on the Statement of Needs from Devon County Council’s Occupational Health service.</p> <p><b>Equality policy for Housing to be discussed with Andrew Ennis</b></p>

**BREXIT – Any impact to services?**

**Revised Environment Bill - Air quality changes? <https://services.parliament.uk/bills/2019-21/environment.html>**