

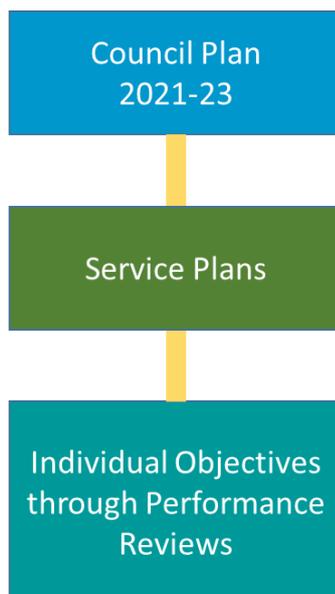


Service Planning 2022-23

Environmental Health, Private Sector Housing & Car Parks

Version 2.0

April 2022 – March 2023



Each part of the council plays its part in a joined-up approach to service delivery- from this plan that sets out our staff priorities, to staff's individual performance reviews to confirm that everyone is doing their part.

Strategic Lead: John Golding – Housing, Health & Environment

Service Lead: Andrew Ennis – Environmental Health & Car Parks

Portfolio holders:

- Cllr Geoff Jung – Coast, Country & Environment
- Cllr Eleanor Rylance - Assistant Portfolio holder, Coast, Country & Environment
- Cllr Paul Hayward – Economy & Assets
- Cllr Megan Armstrong - Sustainable Homes & Communities
- Cllr Marianne Rixson – Climate Action & Emergency Response
- Cllr Nick Hookway – Tourism, Leisure, Sport & Culture

Service Plan Template 2022-23: Contents Page

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Notes for Strategic Leads and Service Leads:

*Certain parts of this form will be pre-populated. 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.

Our areas of professional concern and our operational priorities have evolved over many years and they continue to do so. In the coming year we expect to see a further development of our professional roles into partnership work that recognises and places value on the very strong links that exist between behaviours that are:

- a) good for our personal health and wellbeing
- b) good for our environment and
- c) often inexpensive lifestyle choices that contribute to reducing poverty in our communities.

Whilst engaging in our day-to-day statutory programme of inspections, complaint investigations and professional consultations, our teams will take every possible opportunity to promote good practice in our communities to contribute to all three of these corporate priorities. This may be simple conversations with business operators about energy tariffs, plastic free packaging options, and local and sustainable food sourcing and energy efficiency.

We will also work to identify and tackle fuel poverty in private dwellings and to promote personal wellbeing in one-to-one conversations with householders (where appropriate) addressing mental health, active travel choices and other relevant lifestyle conversations as and when they arise taking full advantage of our unprecedented level of informal one-to-one access to business owners and householders in East Devon.

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 meet 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 includes the registration, inspection and enforcement of legislative standards for food businesses, sampling of foodstuffs and the investigation of complaints about the safety of food.

We investigate workplace accidents and complaints about workplace health and safety and enforce as necessary or advise on and promote good practice.

We register skin-piercing activities to ensure infection control and license riding establishments, zoos and dangerous wild animals to ensure animal welfare standards and public safety criteria are met.

We routinely consult with the Planning and Licensing teams with whom we work with on a variety of issues relating to commercial food businesses to ensure they meet the standards required by legislation and the Councils Byelaws.

We assist Public Health England in the investigation of infectious diseases and prevent their spread within the community and, throughout 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 an 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. We take opportunities to show how activities good for an individual's health are very often good for the planet (e.g. diet and active travel).

Private Sector Housing (including Private Water supply regulation)

In this team, we deliver our services both reactively and proactively. We focus on improving standards and compliance in private housing and water supplies. We give advice and information to owner-occupiers; landlords and tenants in the private rented to improve the housing standards in the district. 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 homes and communities for all' and 'A resilient economy'.

- 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 mobile, caravan and camping sites to ensure the safety of residents for which a fee is charged.
- We work with homeowners to bring empty homes into use.
- We provide adaptations to homes under the provision of the Better Care Fund including the Disabled Facilities Grant and non-means tested stairlift so that residents can stay in their own homes.
- We collaborate with the Financial Resilience and Benefits team, external partners [Exeter ECOE](#) and the social enterprise lender [Lendology CIC](#) to provide residents with information on funding to improve energy efficiency and tackle fuel poverty.
- We investigate 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 a Property Agents Rating Scheme to improve standards in private housing management.
- Housing standards for immigration assessments.
- Historic grants repayments.

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 that 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 fifty-two small car parks and 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.

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Climate Change

Our purpose is to deliver the carbon reduction measures set out in the Council's Climate Change Action Plan with the ultimate aim of becoming a carbon neutral council.

We will Support Service managers in delivering the mitigation and adaptation measures contained in the Council's Climate Change Strategy.

We will also encourage and facilitate Service collaborations that contribute towards the Councils adopted Climate Change Strategy with an initial focus on procurement and reduced energy consumption, improved energy efficiency and a reduction in carbon emissions.

The purpose of the Action Plan is to achieve a carbon neutral position for the Council and use the plan to encourage others to adopt a similar approach. Whilst this is primarily an EDDC plan it recognises the influence we have on others who share our ambitions. We have an ambition to reduce our carbon use at every opportunity and work towards the Think Globally – Act Locally aspiration that is still relevant today.

The themes in this plan where the Council can make meaningful climate change interventions include:

- (1) energy supply and consumption;
- (2) permitting and encouraging low carbon development;
- (3) improving the carbon footprint of existing buildings (public and private sector);
- (4) protecting and enhancing the natural environment
- (5) water supply and flood protection;
- (6) transport and travel;
- (7) purchasing and consumption;

	<p>(8) community resilience; (9) education, communication and influencing behaviour.</p> <p>We need to be brave and bold if we are genuinely committed to reducing our carbon footprint, and ensuring residents and business adopt similar aspirations. We propose undertaking five yearly reviews to update and refresh the plan. This Action Plan is about social and organisational responsibility, lifestyle change and consideration of future generations.</p>
<p>How we deliver and ensure equal access</p>	<p>In Environmental Health (including Private Sector Housing) 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>Our service is primarily based on the district, visiting businesses and residents in their own environments, ensuring that access to an officer is freely available irrespective of the client’s capability to travel for whatever reason. We also have access to a range of resources to assist in providing translation services if required.</p> <p>Public Health & Wellbeing 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 and groups with the greatest need.</p> <p>Parking Services The basic parking enforcement and back office service is provided in-house and recently we have also brought our cash collection service back in house in a temporary basis pending review. Contractors currently provide IT systems support and car park maintenance. Staff are recruited and contractors are selected in accordance with corporate policies.</p> <p>Climate Change We know that delivering our Climate Change Action Plan will involve working across departments within this Council and more broadly by engaging with partner organisation and residents directly. The priorities and targets set out in the plan will be reviewed regularly in line with local and national policy changes.</p>
<p>How we compare</p>	<p>Environmental Health 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>

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.

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

We are an 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 take place from time to time to ensure consistency in terms of statutory interpretation, developments in case law and rating standards.

Commercial Team

We monitor our inspection programme and report annually to the Food Standards Agency (FSA) and the Health and Safety Executive (HSE). We compare service provision through the Devon Food Liaison and Health and Safety Liaison groups, and participate in peer review exercises and training events organised by these.

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 Department for Levelling Up, Housing and Communities. We continue to 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 & operational 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 2020 for a pandemic situation and concurrent incident management in November 2020 for the wider Senior Management Team. Delivery to Housing Feb 2021 around Rest centres in a pandemic. We are not exercising presently but shared regular Environmental Protection updates and considerations at SMT+ due to the pandemic ongoing but looking at a tri council delivery with Strata for IT Business Continuity around Microsoft 365 & Teams delivery in 2021/22

Public Health & Wellbeing

We have written our Public Health Strategic Plan and create annual implementation plans and reviews of our work supporting health and wellbeing. We are active partners in local and regional groups such as:

- Team Devon pandemic workstreams for shielded and self-isolating residents
- WEB (Woodbury Exmouth Budleigh) Community Health & Wellbeing Board hosted by NHS colleagues
- Devon Smokefree Alliance hosted by Devon County Council.

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.

Community Safety & Anti-Social Behaviour

We are represented at Board, Executive and Operational Working Group level within the Devon Safety Partnership and the Devon Emergency Planning Partnership.

Parking Services

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

During 2019, the Council's Scrutiny Committee formed a Task and Finish Forum (TAFF) 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 the Scrutiny Committee, Cabinet and Full Council in due course.

Climate Change

In 2021 we appointed a Climate Change Officer to help the Council deliver against this priority. We are working closely with colleagues in other District Councils, Devon County Council, the University of Exeter and a range of other organisations and community groups. We are seeking to ensure that we tackle not only the

	<p>carbon impact of the activities of this Council but that we also use best practice to inform, encourage and enable appropriate behaviours and choices to become embedded within the lifestyles of our residents and business operators.</p>
<p>Statutory elements of the service</p>	<p>Environmental Health 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 and Technical Officers under the Council’s scheme of delegation.</p> <p>Significantly during 2020 and 2021 there have been a series of emergency Coronavirus (Restrictions) Regulations that have a number of enforcement powers delegated to the Environmental Health team. These typically relate to the regulation of businesses. The Council’s role has been to inspect and offer advice to ensure that businesses have implemented appropriate preventive measures such as COVID-19 passport type controls on admission, management systems to control the wearing of face coverings, ensuring adequate ventilation in indoor venues and managing numbers to facilitate sufficient social distancing to discourage transmission of COVID-19.</p> <p>Private Sector Housing The service has statutory powers and duties to keep local housing conditions under review. The following are statutory functions:</p> <p>Grant funding</p> <ul style="list-style-type: none"> • Provision of Better Care Fund including Disabled Facilities Grant • Energy efficiency measures <p>Housing Standards:</p> <ul style="list-style-type: none"> • Licensing and inspecting houses in multiple occupation • Housing standards in the private rented sector • Mobile homes and caravan site licensing • Environmental pollution associated with rural drainage and statutory nuisance, public health and wellbeing. • ‘Filthy and Verminous’ properties • Bringing Empty Homes back into use • Improving energy efficiency measures <p>Private Sector Housing enforcement including:</p> <ul style="list-style-type: none"> • Empty homes • Houses in multiple occupation and housing standards in the private sector • Private water supply assessment and enforcement • Caravan site licensing • Provision of Disabled Facilities Grant • Environmental pollution associated with rural drainage and statutory nuisance, public health and wellbeing.

	<p>Private Water Supplies 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"> • To risk assess; sample and enforce on private water supplies • Sampling officers to be accredited so they can do statutory sampling • Submit an annual return to the Secretary of State (effectively the Drinking Water Inspectorate) every January. <p>Corporate Health & Safety 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>Parking Services 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>Current net budget (excludes Internal support charges and capital budget)</p>	<p>Our budget planning for our services is as follows:</p> <ul style="list-style-type: none"> • Environmental Health services (including Environmental Protection, Community Safety, Food Safety, Health and Safety, Public Health, Business Support and Private Sector Housing in total are budgeted to cost £1,338,630 this includes internal corporate recharges amounting to £262,680. • Car Parks are budgeted to produce a surplus of £2,283,125 (net income) and internal recharges of £264,330. • We have a Climate Change budget of around £300,000 at present to enable us to start to address some of our local issues but it is widely acknowledged that the cost of tackling the issues effectively will require substantial additional expenditure from a variety of sources in the medium and long term.

Section 2 – Key achievements in 2021-22		
	<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>
		Council Plan Priority 1
1.	<p>COVID-19 – RESPONSE & RECOVERY</p> <p>Service demand has been significant in certain areas including an increase in anti-social behaviour in domestic situations and working with local businesses to support compliance with new Coronavirus (Restrictions) Regulations and sometimes confusing guidance documents.</p> <p>Community Volunteer Co-ordination</p> <ul style="list-style-type: none"> • Worked with County and other District colleagues to develop and manage first shielding then self-isolation data – contributing to how the system could work, understanding complex data, spotting then flagging systems issues and training issues, helping to develop the system. Trained three EDDC CSC staff to use it while keeping on top of the priorities and keeping overall sight of our actions. • Focussed shifted in March 2021 from support for clinically shielded people, to helping residents self-isolate at home. Included prioritising and keeping on top of actions raised by County and logging actions back to County. • Provided management information returns and stats for County and SMT. Liaised with County to develop the reports. Helped their risk assessment and other evaluation work. 	<p>Outstanding council and council services</p> <p>Outstanding homes and communities</p>
2.	<p>ENVIRONMENTAL HEALTH – COVID-19 Recovery</p> <p>Due to a number of unfilled vacancies and continuing recruitment difficulties throughout 2021, the services were affected by staffing capacity issues for most of the year. This 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. However, successful recruitment to two vacant posts within Environmental Protection will improve this situation in 2022/23.</p> <p>Environmental Protection</p> <p>Despite a relaxation in COVID restrictions in 2021, the team dealt with a significant increase in complaints about:</p> <ul style="list-style-type: none"> • anti-social behaviour • dog related issues – fouling and dog control 	<p>Outstanding council and council services</p>

	<ul style="list-style-type: none"> • neighbourhood disputes / breaches of lockdown restrictions • accumulations of rubbish in gardens and bonfires causing a nuisance • an increase in requests for information in dog boarding and dog breeding 	
3.	<p>Environmental Protection – Pest Control Service COVID-19 Recovery</p> <p>Our Pest Control Officer continued to maintain a pest control service, single-handedly responding to a continuing high volume of service requests.</p> <p>Our pest control service is well regarded and at peak times it has simply been unable to meet demand. The service is under review and with 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>	Outstanding council and council services
4.	<p>Commercial Premises - COVID-19 Response & Recovery</p> <p>The Food Standards Agency (FSA) instructed authorities to suspend routine inspections of businesses in the food, hospitality and tourism industry in March 2020, and focus on responding to complaints and continue any enforcement action necessary. The Commercial Premises team supported businesses and the self-employed, dealing with significant numbers of enquiries from businesses about the rapidly changing legislation with guidance and advice, and allegations of breaches of COVID-19 restrictions and complaints about inadequate COVID precautions from other sources.</p> <p>The Team assisted a number of food banks/community larders and food distribution hubs to set up in a safe and compliant fashion during COVID as these services were provided at speed to deal with the sudden need.</p> <p>A number of food businesses used the opportunity during the COVID lockdown period to refurbish their premises, and the Team worked with them to ensure they put in place positive improvements that could be reflected in their compliance scores at their next inspection.</p> <p>The team provided one full time officer to the Community Volunteer team to support the Public Health Officer for 9 months.</p> <p>Since the lifting of restrictions in July 2020 the team have been working to address the backlog of inspection work created by the 17 months of suspension of this service. It is anticipated that by December 2022 all</p>	Outstanding council and council services

	<p>outstanding inspections will be completed in line with the guidance from the Food Standards Agency.</p> <p>The Team have worked extensively with Devon County Council's public health team and Public Health England, contacting positive COVID cases with advice and information, following up suspected outbreaks within workplaces to ensure COVID precautions are understood and complied with and assisting with the work of Team Devon</p> <p>Team Devon – responded to approx. 80 calls/enquiries.</p>	
	<p>Health & Wellbeing – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> Public Health Project Officer continued to assist with the Community hub team and liaising with DCC. Continued to work with Team Devon and focussed on support for self-isolating residents after support for the clinically extremely vulnerable group ceased at the end of March 2021, and continued liaising / preparing for further local and national restrictions. 	<p>Outstanding council and council services</p>
	<p>Corporate Health & Safety – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> Assessed requirement for PPE and ordered sufficient stock for all departments / teams. Produced dynamic risk assessment guidelines for staff. Developed measures to safely re-open public realm after the first national lockdown. Delivered COVID-19 training to all staff. Supported revised risk assessments arising from new home-working arrangements Ensured review of the DSE assessments of staff working from home and assisted in the provision of equipment to improve the working environment. Reviewed fire safety and first aid provision in offices based on our new ways of working. 	<p>Outstanding council and council services</p>
	<p>Anti-social behaviour COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> 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. 	<p>Outstanding council and council services</p>
	<p>Private Water Supplies</p> <ul style="list-style-type: none"> We have undertaken intensive field operations to recover the annual sampling programme for public and commercial supplies. This has satisfied our statutory obligations, following the lifting of COVID restrictions. 	<p>Outstanding council and council services</p>

<ul style="list-style-type: none"> • Our income for this year is now comparable to levels recovered before the pandemic (2019-2020). • We resumed the risk assessment regime in private supplies and commercial premises to protect the health of residents; to ensure compliance generate cost recovery income and assist with scheduling sample visits next year. • We have progressed the mandatory accreditation of technical officers for risk assessment and sampling. Two officers are now accredited to implement the new Regulations. <p>Empty Homes and Filthy and Verminous</p> <ul style="list-style-type: none"> • Engaged owners of empty homes and taking works in default on long-term empty homes. • Working to help residents in filthy and verminous homes. • We have investigated second homes and found several with the incorrect council tax banding. <p>Grants and Loans</p> <ul style="list-style-type: none"> • New business support assistant was appointed to administer grant applications and processes. • There has been a 50% increase in stair lift applications and installations. • Continued administering the Better Care Fund and Disabled Facilities Grant (DFG) programmes and maintained the Devon Wide Housing Assistance Policy, offering more variety of grant assistance. Accessible homes grants have also been offered as an addition to DFGs. • In order to help facilitate public access to statistics on housing assistance work we carry out, we have prepared a series of analytical data tables that cover most aspects of the typical queries we receive. This data includes Disabled Facilities Grants and other types of adaptation, broken down by year and quarter since 2018. • The ECO Statement of Intent has been updated, with an increase in ECO Flex top ups for customers and more ECO installers coming on board for energy efficiency measures. • Continuing to develop and promote Lendology loans, to include home improvements, such as roof repairs, new windows and energy efficiency measures. • Healthy Homes Grants have been provided for hoarding and filthy and verminous cases, improving the condition of their homes. <p>Licensing visits</p> <ul style="list-style-type: none"> • Resumed the caravan and HMO licensing visits to ensure compliance: income generation of fees and ensure the safety of the residents. • We have seen a 50% increase HMO licence applications. 	
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	<ul style="list-style-type: none"> • Housing standards have been applied in greater numbers than previous years. • Working with partner agencies on unlawful premises. • Issued a Temporary Exemption Notice to allow time for the owner to comply with the Regulations. • Served two Emergency Prohibition Orders and a Prohibition Order for unsafe conditions. • One HMO licence was refused for inadequate management arrangements and unsuitability of the property. <p>Advice to residents and Businesses</p> <p>We collaborated with the Financial Resilience and Benefits Team to work with local residents to improve energy efficiency across the district and to tackle fuel poverty</p> <ul style="list-style-type: none"> • Maintained our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation. • Provided advice and information to tenants and landlords on changes to harassment and illegal evictions. • Updated policy and procedures and introducing new policies for the enforcement of EPC and MEES regulations, to improve energy efficiency in rented properties. <p>We have delayed the Property Agents Accreditation Scheme (PARS) due to Coronavirus. This will resume in April 2022. We have reorganised and updated the training programme for staff and agents.</p> <ul style="list-style-type: none"> • Enforcement of Housing Standards. • Housing inspections continued, based on risk assessment of the property and Covid restrictions. • Only cases that required urgent intervention were pursued. • Tenants were encouraged to exercise their rights and contact their landlords • Advised about winter resilience project. This is about co-ordinating fuel poverty, making sure tenants are on the right fuel tariff, have the right benefits and can access energy efficiency measures • Electrical Safety Standards became live in April 2021, requiring landlords to test and certify their electrical installations. • Introduced the Residential Mobile and Park Home Fit and Proper Persons Test, with a registration fee for 'fit and proper person'. 	
	<p>Parking Services - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Supported COVID Community Hub by reassigning Civil Enforcement Officers and their vehicles to deliver food packages to clinically shielded and extremely vulnerable residents. • Provided free parking to NHS and key workers. 	<p>Outstanding council and council services</p>

	<ul style="list-style-type: none"> 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. 	
	<p>Business Support - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> Commercial Premises & Environmental Protection <ul style="list-style-type: none"> Supported CP and EP teams with COVID-19 related work – see above. 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. 	Outstanding council and council services
	<p>COVID Compliance Team</p> <ul style="list-style-type: none"> From February to October 2021, two dedicated Covid Compliance Officers and an admin support member were taken on with fixed term contracts to provide support for local businesses through the Recovering High Streets Safely Fund (RHSFF) and funding from Devon County Council. Officers carried out proactive visits to businesses located in the districts town centres and high streets. Walking through town centres and visiting each open business in Exmouth, Sidmouth, Honiton, Axminster and Seaton, Budleigh Salterton, Ottery St Mary and Colyton for face-to-face information and advice on the rapidly changing legislation and guidance. In addition, sectors with specific safety requirements, such as health and beauty (hairdressers), were contacted to make them aware of the specialist support available. Made contact with the Chamber of Commerce branches in Sidmouth, Exmouth and Honiton to make them aware of the presence of this assistance for businesses, and Sidmouth invited one officer to a breakfast meeting to discuss issues with the local business owners. Developed Public Space Protection Order for Exmouth over the Summer period. Implemented Street Marshalls in Exmouth for the Summer months from Covid enforcement grant and OPCC funding. This was well received. 10 weeks delivery, 186 hrs of external patrolling pair in July - September 21, based on the same area of work in 2020. A focus on Street Drinking, Busking, Over 440 dog control incidents on the beach, youth ASB, vehicle ASB, begging, camper van parking, welfare, e.g. for a male who had been drinking heavily and was presenting as a vulnerable adult passed to the ambulance service, unauthorised overnight camping/encampment, COVID anxiety etc. 	Outstanding council and council services

	<ul style="list-style-type: none"> • Daily liaison with the local police around their patrols via identified direct link, but 10 specific incidents relating to dangerous driving, alcohol anti-social behaviour and missing persons etc. 	
		Council Plan Priority 2
	<p>Climate Emergency Action Plan</p> <ol style="list-style-type: none"> 1. We have introduced a management culture where the climate emergency is the responsibility of every service within the organisation. 2. We have stimulated interest and enthusiasm to progress on the Council's work in this area. 3. We have begun the process of building foundations on which to deliver the next stage of work, as evidenced through the carbon literacy training and re running our organisation's baseline carbon audit. This foundation stage is all about beginning to build networks by understanding what has been completed, what is being planned and who is already undertaking projects to help us deliver our climate action goals. 4. Baseline audit for years 20/21 has been completed. Whilst it showed a significant reduction in EDDC GHG emissions, it should however be read with a note of caution. The drop is reflected in matters outside our control and is not as a result of improvements in our practice and procedures. 5. Carbon literacy training has now concluded and a total of 63 EDDC colleagues have been through the course including 14 councillors. 6. Our Climate Change Officer now regularly contributes to the resident's newsletter and our internal staff newsletters. This is something she will continue to do in 2022. 7. We have created two new films to support our residents in reducing their energy use. These films were made in conjunction with Exeter Community Energy. They showed that there is support to help our residents reduce their energy use and fuel costs. As fuel prices have risen substantially and are expected to rise again, this is especially important and tied into the work we did to promote National Fuel Poverty Day and the support that is available through organisations such as Exeter Community Energy and our own financial resilience team. 	

	<p>8. Food for Thought film: we received funding through SW Energy Hub and Devon County Council to partially fund a film which had food waste prevention as its main theme. It focused on the work undertaken by EDDC Community Worker, Victoria Robinson, in forming a very successful working partnership to bring over 600kg of perfectly useful food that would otherwise be wasted. This was then distributed by eight community organisations to those who may need it. This film was about normalising the food waste prevention message and to remove the stigma from receiving free food. The central message was help us prevent food waste and reduce the environmental impact of such waste.</p> <p>Food for Thought - YouTube</p> <p>9. We have already set up a Facebook group, East Devon Eco Groups, so that we can quickly and easily share information on funding, events and networking opportunities with community groups across the district. To date there are about 30 people representing 25 groups.</p> <p>10. Our Climate Change Officer has given a number of talks to interested groups, to build awareness of our Climate Change Action Plan and strategy. In addition, this also helps us to understand the priorities and concerns of our residents across the district.</p> <p>To date, she have given talks to Exmouth Rotary Club, Glenorchy Church and at THG events. She also has plans to deliver talks to interested groups across the region including Chambers of Commerce and the WI.</p>	
	<p>The car park’s team has worked with other public and private sector partners to develop electric vehicle charging infrastructure linked to sustainable generation of electricity and on-site storage.</p>	<p>A greener East Devon</p>
	<p>Public Health Continued 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.</p>	<p>A greener East Devon</p>
	<p>Environmental Protection We have reviewed our local air quality monitoring data and considered any appropriate action in accordance with the statutory local air quality management regime. Local indicators are that due to the impact of lockdowns throughout 2020, there has been an improvement in local air quality.</p>	<p>A greener East Devon</p>

	Private Sector Housing Fuel poverty and energy efficiency in owner occupied and rented homes.	A greener East Devon
		Council Plan Priority 3
	Private Sector Housing Engaged and worked with residents in filthy and verminous properties.	Better homes and communities for all
	Increase home improvements and adaptations using the Better Care Fund (BCF).	Better homes and communities for all
	Continued to inspect and licence all houses in multiple occupation and residential caravan sites.	Better homes and communities for all
	Increase the use of enforcement powers in the private rented sector to improve housing conditions and tenant safety.	Better homes and communities for all
	Landlord Forum - Pro-actively raised 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.	Better homes and communities for all
	Used social media to target messaging for tenants and landlords.	Better homes and communities for all
	Private Water Supplies 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.	Better homes and communities for all
	Recruited Private Water Supplies Technical Officer for risk assessments sampling and enforcement.	Better homes and communities for all
	Completed and returned the required data to the Drinking Water Inspectorate (DWI) in January 2021.	Better homes and communities for all
		Council Plan Priority 4
	Commercial Premises We will maintain a level playing field for local businesses by carrying our routine inspections in accordance with risk-based prioritisation.	A resilient economy
	We will participate in the Heart of the Southwest's Better Business for All (BBfA) programme by supporting business with a comprehensive	A resilient economy

	range of regulatory compliance advice delivered by suitably qualified and experienced Environmental Health professionals.	
	Specifically we provided regulatory advice: <ul style="list-style-type: none"> - Landlord liaison in private rented sector/ HMO and caravan sites. - Engaged and worked with owners of empty homes to bring back houses into use. 	A resilient economy
	We will develop our in house and outsourced training offer in the coming year – to include delivery of coaching, mentoring and seminars.	A resilient economy
	We will develop our local Property Agent Rating Scheme and deliver HHSRS training and seminars.	A resilient economy
	We reviewed our Environmental Permits to ensure that our permitted installations are being appropriately regulated to minimise environmental pollution and reduce the impact on the health and wellbeing of our residents	A resilient economy
	We will review and develop our private water supplies sampling offer to business including food businesses/ holiday lets / and private supplies.	A resilient economy
	We have continued 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.	A resilient economy
	Continued to work with the Local Resilience Forum (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.	Services that matter to all of us
	Emergency Planning & Business Continuity Continued 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.	Services that matter to all of us
	Community Safety & Anti-Social Behaviour <ul style="list-style-type: none"> • Developed Public Space Protection Order (PSPO) for Exmouth in the summer 2021 • Implemented Street Marshalls for the summer months in Exmouth. • Applied and received funding from the COVID-19 enforcement grant and the Office of Police & Crime Commissioner (OPCC). 	Services that matter to all of us

	<p>Corporate Health and Safety</p> <ul style="list-style-type: none"> • We will plan to deliver a corporate Health & Safety training programme across all council services, and accurately recorded training undertaken. • We will oversee an annual review of risk assessment documents to ensure that all work activities are covered by a risk assessment that is effective in mitigating risks. • 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. • We will carry out checks to verify that higher risk activities in frontline services continue to be well managed with a Safety First approach. • 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. • 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. 	<p>Services that matter to all of us</p>
	<p><u>Mental Health Challenge</u> Recruited a Mental Health Challenge Co-ordinator to support the <u>Member Champion for Mental Health</u> and work with local partners to improve the mental health of everyone in the community.</p>	<p>Services that matter to all of us</p>
	<p>Apprenticeship Scheme Following difficulties experienced this year in recruiting suitably qualified and experienced Environmental Health Officers and managers, we explored the option of investing in a new apprentice Environmental Health Officer post.</p>	<p>Services that matter to all of us</p>
	<p>COVID-19 Recovery & Response Continued involvement with DCC & Shielding Devon team in corona recovery response and preparedness for a second wave of infection. E.g. facilitated NHS staff to deliver COVID vaccines at Exmouth Leisure Centre in October / November / December 2021, liaising with various EDDC staff, the events- company and local NHS teams.</p>	<p>Services that matter to all of us</p>
	<p>Public Health Plans Annual Public Health Implementation Plan – worked with Service Leads to identify public health priorities looking forward to 21/22.</p>	<p>Services that matter to all of us</p>
	<p>Annual review of public health activities – looking back over highlights from 19/20 [published] and 20/21 [work in progress].</p>	<p>Services that matter to all of us</p>

	<p>Worked on public health projects during recovery phase to include support for national / regional / local activities such as poverty initiatives and/or climate change mitigation, e.g. fuel poverty. E.g. presented a paper summarising the Marmot Review to the Panel's first meeting (12.10.20) and presentations at subsequent meetings.</p>	<p>Services that matter to all of us</p>
	<p>Public Health messaging</p> <ul style="list-style-type: none"> • Continued 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. E.g. 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 mental health in Littleham, Exmouth. • Used social media e.g. by tweeting at least one health-related message each week – resumed from August 2020. • Maintained our public health internet presence, identifying and creating appropriate material and managing links to explain topical issues. • Explored opportunities for increased use of pictures rather than words. • Worked with Comms and other teams e.g. Housing and/or Licensing to share and distribute relevant messages in a range of formats both print and digital, at least three in the year. E.g. creating regular weekly mental wellbeing ideas for staff and members, initiated in early 2021. 	<p>Services that matter to all of us</p>
	<p>Local health/wellbeing issues</p> <p>Evaluated appropriate public health issues as they arose and supported accordingly e.g. setting up the Gypsy Roma Traveller COVID support-needs meeting with NHS CCG & DCC partners for EH/PSH in September 2021.</p>	<p>Services that matter to all of us</p>
	<p>WEB board and health forums</p> <ul style="list-style-type: none"> • Attended WEB board and health forums as and when required. • Provided support to the WEB community health & wellbeing board as appropriate within the remits of the Public Health Officer role. • Attended and contributed 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. • Attended health forums across the district on an <i>ad hoc</i> basis as requested and contribute to Budleigh Hub's advisory group as appropriate. 	<p>Services that matter to all of us</p>

	<p>Parking Services</p> <p>Subject to the outcome of the car parks' Task and Finish Forum we recommended that we should increase our car parking fees and charges during 2021. The majority of our charges have not been increased since 2010 and some have been reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to 20%).</p>	<p>Services that matter to all of us</p>
	<p>Parking machines upgrades – solar panels / digital payments RingGo.</p> <p>Two thirds of the machines in EDDC's car parks have been upgraded and now powered by solar energy to reduce electricity consumption.</p>	<p>Services that matter to all of us</p>

Section 3 – Looking forward: what we will do in 2022-23 (service objectives)				
Key Service Objectives (please include consultation or procurement activity required) <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See project guidance document for the definition of a project.</i>	Financial / corporate resource	Lead Officers	Start date	End date
1) Better homes and communities for all				
COVID-19 – RESPONSE & RECOVERY We will maintain our flexible and dynamic response to the pandemic prioritising actions and resources as necessary.		AE	Ongoing	Ongoing
Environmental Protection Continue to conduct a service review to include: <ul style="list-style-type: none"> • Bonfires: advice and communications • Fly tipping • Litter control • Dog boarding and dog breeding • Pest control 				
Continue to assess the likely impact on new planning and licensing applications on local communities to ensure that the Council				

<p>determines all such applications only after due consideration of all relevant information.</p>				
<p>Commercial Premises – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Continue to support businesses and the self-employed, dealing with significant numbers of enquiries from businesses about the rapidly changing legislation with guidance and advice, and allegations of breaches of COVID-19 restrictions and complaints about inadequate COVID precautions from other sources. • Support food businesses refurbishing their during COVID-19 restrictions to ensure they put in place positive improvements that could be reflected in their compliance scores at their next inspection. • Continue to address the backlog of inspection work created by 17 months of suspension of this service during COVID. • Continue to work with Devon County Council’s public health team and Public Health England and assisting with the work of Team Devon. 				
<p>Private Sector Housing</p> <p>Empty Homes and Filthy and Verminous</p> <ul style="list-style-type: none"> • Engage owners of empty homes and taking works in default on long-term empty homes. • Work to help residents in filthy and verminous homes. • Investigate second homes to find any with incorrect council tax banding. <p>Grants and Loans</p> <ul style="list-style-type: none"> • Continue administering the Better Care Fund and Disabled Facilities Grant (DFG) programmes and maintain the Devon Wide Housing Assistance Policy, offering more variety of grant assistance. Accessible homes grants have also been offered as an addition to DFGs. 				

<ul style="list-style-type: none"> • In order to help facilitate public access to statistics on housing assistance work we carry out, we have prepared a series of analytical data tables that cover most aspects of the typical queries we receive. This data includes Disabled Facilities Grants and other types of adaptation, broken down by year and quarter since 2018. • The ECO Statement of Intent has been updated, with an increase in ECO Flex top ups for customers and more ECO installers coming on board for energy efficiency measures. • Continue to develop and promote Lendology Loans, to include home improvements, such as roof repairs, new windows and energy efficiency measures. • Provide Healthy Homes Grants for hoarding and filthy and verminous cases, improving the condition of their homes. <p>Licensing visits</p> <ul style="list-style-type: none"> • Resume the caravan and HMO licensing visits to ensure compliance: income generation of fees and ensure the safety of the residents. • We have seen a 50% increase HMO licence applications. • Housing standards have been applied in greater numbers than previous years. • Work with partner agencies on unlawful premises • Issue Temporary Exemption Notices to allow time owners to comply with the Regulations. • Served two Emergency Prohibition Orders and a Prohibition Order for unsafe conditions. • One HMO licence was refused for inadequate management arrangements and unsuitability of the property <p>Advice to residents and businesses</p> <ul style="list-style-type: none"> • Collaborate with the Financial Resilience and Benefits Team to work with local residents to improve energy efficiency 				
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<p>across the district and to tackle fuel poverty.</p> <ul style="list-style-type: none"> • Maintain our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation. • Provide advice and information to tenants and landlords on changes to harassment and illegal evictions. • Update policy and procedures and introducing new policies for the enforcement of EPC and MEES regulations, to improve energy efficiency in rented properties. <p>The Property Agents Accreditation Scheme (PARS) was delayed due to the Coronavirus. This will resume in April 2022. We have reorganised and updated the training programme for staff and agents.</p> <ul style="list-style-type: none"> • Enforcement of Housing Standards • Housing inspections continued, based on risk assessment of the property and Covid restrictions. • Only cases that required urgent intervention were pursued • Tenants were encouraged to exercise their rights and contact their landlords • Advised about winter resilience project. This is about co-coordinating fuel poverty, making sure tenants are on the right fuel tariff, have the right benefits and can access energy efficiency measures • Electrical Safety Standards became live in April 2021, requiring landlords to test and certify their electrical installations. • The Residential Mobile and Park Home Fit and Proper Persons Test was introduced, with a registration fee for 'fit and proper person' 				
<ul style="list-style-type: none"> • Engage and work with residents in filthy and verminous properties. • Plan to develop a hoarding protocol. • Continue to administer Healthy Homes Grants where possible. 				

<p>Better Care Fund Deliver home improvements and adaptations using the Better Care Fund.</p>				
<p>Licensing License and inspect all houses in multiple occupation and residential caravan and park home sites.</p>				
<p>Enforcement Increase the use of enforcement powers in the private rented sector to improve housing conditions and tenant safety.</p>				
<p>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.</p> <p>Paused in 2020 and 2021, due to Covid 19 restrictions. Planned in 2022 in partnership with Exeter and Teignbridge and online via EDDC website.</p>				
<p>Develop our use of social media to target messaging for tenants and landlords.</p>				
<p>Gypsies/Travellers Continue to work with the Gypsy Liaison Officer to develop better communication with the travelling community.</p>	<p>Better homes and communities for all</p>			
<p>Private Water Supplies</p> <ul style="list-style-type: none"> • Continue to undertake intensive field operations to recover the annual sampling programme for public and commercial supplies. This has satisfied our statutory obligations, following the lifting of COVID restrictions. • Continue with the risk assessment regime in private supplies and commercial premises to protect the health of residents; to ensure compliance generate cost recovery income and assist with scheduling sample visits next year. • Continue to progress with the mandatory accreditation of Technical Officers for risk assessment and sampling. Two officers 				

accredited to implement the new Regulations.				
Public Health <ul style="list-style-type: none"> Continue involvement with Devon County Council & Team Devon colleagues in ongoing COVID-19 recovery response and preparedness as needed. Remain focussed on the clinically extremely vulnerable group and preparing for further local and national restrictions. 		HW	Ongoing	Review March 2023
<ul style="list-style-type: none"> Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 2022/23. 		AE/HW	Ongoing	March 2022
<ul style="list-style-type: none"> Annual review of Public Health activities – looking back over highlights from 2020/21 and from 2021/22. 		HW	April 2022	September 2022
<ul style="list-style-type: none"> 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 and/or food projects. 		HW	April 2022	March 2023
Public Health messaging Continue to scope ways of increasing access to and understanding of reliable health information across East Devon e.g. using social media, our public health internet presence, and working with Comms and other teams to share and distribute relevant messages in a range of formats both print and digital.		HW	Ongoing	March 2023
Work with the Member Champion for Mental Health and Mental Health Challenge Co-ordinator to deliver the Council’s commitment to support the Local Authority Mental Health Challenge.		HW	Jan 2022	Ongoing

<p>Community Safety & Anti-social Behaviour</p> <p>Review all Public Space Protection Orders (PSPO) for public consultation during 2022/23. Deadline: May 2023</p>		DW/SW	2022	May 2023
<p>Parking Services</p> <p>Subject to the outcome of the ongoing review of our car parking strategy, we propose to review our car parking fees and charges during 2022/23 to support corporate priorities including contributions to tackling the climate emergency. The majority of our charges have not been increased since 2010 and some have been reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to 20%).</p>				
<p>We will consult on developing our car parks portfolio during 2021/22 by:</p> <ul style="list-style-type: none"> • Increasing the capacity of Manor Road car park in Sidmouth • Increasing the capacity of the Ham car parks in Sidmouth • Increasing the capacity of Coombe Lane Car Park in Axminster <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"> • The Green (Victory Hall) car park in Broadclyst • School Lane car park in Newton Poppleford • Manor Farm Estate Yard car park in Sidbury • Temple Street car park in Sidmouth • Jarvis Close car park in Exmouth • Upper Station car park in Budleigh Salterton • Brook Road car park in Budleigh Salterton • Church Street car park in Sidford 				

<ul style="list-style-type: none"> • Coach Park in Seaton • Town Hall in Seaton • Cliff Top, Beer 				
<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 for a new management regime going forward.</p>				
<p>Climate Change</p> <p>In the coming year we will be</p> <ul style="list-style-type: none"> A. working internally to reduce our in-house carbon emissions; and B. working with external partners and communities. <p>There is already a great deal of work going on to tackle some of the biggest areas of carbon emission through</p> <ul style="list-style-type: none"> – our vehicle use and the switchover to EVs from traditional internal combustion engines is underway. – Energy use in our tenanted properties contributes substantially to our carbon and GHG emissions. Again, a great deal of work is underway in that sector with the Housing team applying for funding to carry out this work. <p>We are planning a media campaign to encourage our residents / staff to reduce meat and dairy in their diets as this is better for health and the environment.</p> <p>Electric Vehicles (EVs)</p> <p>3 x Co Cars will be installed near to our population centres at Exmouth and Honiton. This will enable staff who need a vehicle as part of their role to use a low carbon form of transport for essential travel. These vehicles will also be available to residents to hire</p>				

<p>outside of work hours at evenings and weekends. This is a year-long trial.</p> <p>Cycling infrastructure</p> <ul style="list-style-type: none"> - Provision of E Cargo bike secure storage in Exmouth - Provision of more cycling infrastructure across the major towns in East Devon. This will be added where it is needed. - Create some additional cycle parking for non standard bikes such as family bikes and cargo bikes. - Add a covered bike storage area for e bikes and look into the potential for charging a small sum for this secure storage option. - Provide bike parking next to dedicated Co Car charging points in public car parks. <p>Carbon calculator</p> <p>This carbon calculator is being created by Exeter University with the aim of using data to make informed decisions. For example:</p> <ul style="list-style-type: none"> - it will contribute reliable and usable data for the baseline audit on staff travel for work. - It can be used by departments to measure and then set targets for reducing their business-related travel and associated carbon emissions. - This tool will also play a part in other decision-making such as where we base offices in future and it will enable us to put a carbon figure on team meetings and full council meetings. <p>Train the trainer</p> <p>There are plans and funding in place to train four staff members to deliver in-house carbon training. Sadly, the latest round of eco training was not as well attended as hoped and there is a need to train new starters and new councillors.</p> <p>E cargo bike delivery service</p> <p>We have been working closely with the community group Transition Exmouth that has</p>				
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<p>just raised over £13,000 through crowdfunding to purchase two e cargo bikes so that a local low carbon delivery service can be set up. We will work with them to collect data and see if the scheme is replicable across the district.</p> <p>Low carbon lifestyle project We will be working with five volunteers to trial a six-month long programme of low carbon actions to get a measure of effectiveness and acceptability. This will provide some fantastic learning opportunities and also social media content. This is in conjunction with Exmouth Rotary Club.</p> <p>Website We want to update our EDDC website to improve the environmental offering. The aim is to showcase simple strategies to help our residents reduce their own carbon footprint.</p> <p>Business project Investigations will be undertaken with Environmental Health to explore the potential to support businesses in the district to reduce their carbon footprint.</p> <p>Refresh of the Climate Change Action Plan In August 2022, after the publication of the Devon Carbon Plan, it will be necessary to refresh and potentially realign some of our actions in the Climate Change Action Plan. This is a document that was always designed to be updated as required.</p> <p>Parish and Town Council project Climate Change Officer will work with Parish and Town Councils to help them create a plan in conjunction with their community to tackle their self-declared climate emergency. However, the majority of Parish and Town Councils are yet to publish plans. She will be running a trial project to work with two Parish Councils and their community. This is a trial project and if successful will be rolled</p>				
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<p>out in 2023. There will be different levels of support and resources will be created.</p> <p>Green Day This is an event that we will host on behalf of EDDC in June 2022 involving the community and community groups to discuss the matters which are important to them. It will primarily be a networking event but it will allow her to bring in speakers and workshops to facilitate learning and showcase what support is available, including partner organisations such as Devon Communities Together. We hope to link this in with a week long eco film festival at Sideshore held in conjunction with Plastic Free Exmouth.</p>				
2) A greener East Devon (to include any climate change objectives)	Financial / corporate resource	Lead Officers	Start date	End date
<p>Public Health To create opportunities 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.</p>		HW	Ongoing	Ongoing
<p>Environmental Protection Local air quality monitoring / data collection Local indicators are that due to the impact of lockdowns throughout 2020/21, there has been an improvement in local air quality.</p>		SW		
<p>Private Sector Housing</p> <ul style="list-style-type: none"> Continue to collaborate with our partners to reduce fuel poverty (Benefits). Continue to refer DFG applications to Exeter Eco as part of the application process and the Financial Resilience Project. ECO top up funding to improve properties, e.g. for new gas boilers 				

<ul style="list-style-type: none"> • Lendology have introduced 'Lendology Lite' loan for small home improvements. • Promote energy efficiency measures and in owner occupied homes. • Enforce energy efficiency Regulations (MEES) in privately rented homes. 				
<p>Private Water Supplies</p> <ul style="list-style-type: none"> • 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. • Monitor and audit according to the accreditation criteria for sampling • Complete and return the required data to the DWI in January. • Continue with recovery of the risk assessment programme in accordance with the Schedules set out in the in the Private Water Supplies Regulations. • Continue to review and develop our private water supplies sampling offer to business including food businesses / holiday lets/ and private supplies. 				
<p>3) A resilient economy</p>	<p>Financial / corporate resource</p>	<p>Lead Officers</p>	<p>Start date</p>	<p>End date</p>
<p>Commercial Premises</p> <p>The Commercial Team will process the backlog of inspection work that has built up during the COVID-19 lockdown periods.</p>		<p>AF</p>	<p>Jan 2021</p>	
<p>Private Sector Housing</p> <p>Specifically we will provide regulatory advice in the following circumstances:</p> <ul style="list-style-type: none"> • Landlord liaison in private rented sector/ HMO and caravan sites. • Tenant rights and how to access support from other agencies, including financial resilience 		<p>JH</p>		

<ul style="list-style-type: none"> To engage and work with owners of empty homes to bring homes back into use. Provide immigration assessments Support businesses to improve private water supplies. Resuming the comprehensive sampling suite (post C19) Where possible, employ local contractors and businesses for the delivery of the Better Care Fund and Work in Default. 				
We will develop our local Property Agent Rating Scheme and deliver HHSRS training and seminars.		JH		
4) Other relevant considerations	Financial / corporate resource	Lead Officers	Start date	End date
EDDC website <ul style="list-style-type: none"> Review and revise as needed the health and wellbeing information published on our website. 		HW	Ongoing	March 2023
<ul style="list-style-type: none"> Produce Climate Change webpages 				

Section 3 a – 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.

Commercial Premises:

The Commercial Team anticipate over the next few years a change in food business operation that will enable the regulator to review business documents and records through Trade Association website with the intention of providing evidence of ongoing management. This will reduce the need to carry out physical visit to compliant premises. This opportunity is part of the Food Standards Agency’s “Regulating Our Future” programme that looks to provide regulatory oversight in a less intrusive way for compliant businesses. It requires the infrastructure to be put in place by Trade Associations so is likely to take some time to become a significant part of the routine work.

Public Health:

Public Health Project Officer has reduced working hours and is working virtually.

Work together with the new Mental Health Challenge Coordinator to identify collaboration opportunities.

Work together with the Community Engagement and Funding Officer to identify post-pandemic “recovery phase” collaboration opportunities.

Poverty We recognise the importance of this issue in our communities and we will look forward to developing ways in which we can engage with partners to signpost and deliver assistance alongside our other professional activities.

Section 3 b – Looking forward: Changes to measures and performance indicators - what we will measure, how often and for whom?

Corporate Priorities

1) Better homes and communities for all 2) A greener East Devon (to include climate change objectives) 3) A resilient economy

Measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Link to Corporate Priorities (1, 2 & 3 – see above)	Responsible Officer for production of management information	Retain this measure (yes/no) or new
COVID-19 Response & Recovery	Annually	Cabinet	1	AE/HW	Yes
Public Health • We will report on progress with our Public Health Implementation Plan.	Annually	Scrutiny	1	AE/HW	Yes
Commercial Premises • We will measure and report on the number of interventions with local food businesses that we have carried out.	Quarterly	Scrutiny	1	AE/ALF	Yes
• We will identify the number of those food businesses who may be formally categorised as “broadly compliant”.	Quarterly	Scrutiny	1	AE/ALF	Yes
• We will report on our response and final outcomes for the range of service requests that we have dealt with, including allegations of nuisance neighbours, unfit food, workplace accidents.	Annually	Scrutiny	1	AE/ ALF/SW	Yes

We will include end-to-end time reports on our interventions.					
Environmental Protection <ul style="list-style-type: none"> 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	AE/SW	Yes
<ul style="list-style-type: none"> 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	AE/SW	Yes
<ul style="list-style-type: none"> 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	1	AE/SW	Yes
Corporate Health & Safety <ul style="list-style-type: none"> Report on our corporate health and safety work. Measures will include consideration of the following elements: <ul style="list-style-type: none"> workplace accidents, incidents and near-misses, 	2 monthly	SMT	1	JG/AE	Yes

<ul style="list-style-type: none"> risk assessments completed and reviewed and training needs identified and training completed. 					
Private Sector Housing <ul style="list-style-type: none"> Private Sector Renewal Plan & Home Energy Conservation Act & Empty Homes Plans 	Annually	Scrutiny	1	JSH	Yes
<ul style="list-style-type: none"> Number of licensed houses in multiple occupation 	Annually		1	JSH	Yes
<ul style="list-style-type: none"> Disabled Facilities Grants (DFG) 	Annually		1	JSH	Yes
<ul style="list-style-type: none"> Number of empty homes brought back into use 	Annually		1	JSH	Yes
Private Water Supplies <ul style="list-style-type: none"> Risk assessments of private water supplies. 	Annually	Scrutiny	1	JSH	Yes
Car Parks We will report on visitor numbers, permit and ticket sales along with enforcement activity in our car parks.	Annually	Cabinet	3	AE	Yes
Climate Change Action Plan	Annually	Cabinet	2	CC	Yes

Section 4 – Resources and workforce planning	
Full time equivalents/Headcount as at 01/04/2021	FTE = 38.49 Headcount = 43
Turnover (April 2020 to March 2021)	Voluntary Turnover = TBC Voluntary & Non Voluntary Turnover = TBC
Absence (April 2020 to March 2021)	Days lost per person: TBC

Section 5 – Training and development			
Team based skills/development required – please identify training required that is not currently available	Who for	Expected outcome	When
Environmental Protection <ul style="list-style-type: none"> Animal Welfare / Licensing 	Environmental Health Officers and Technical Officers who conduct inspections of dog boarding and breeding establishments and carry out enforcement duties.	Statutory requirement	By October 2022
Commercial Premises <ul style="list-style-type: none"> Food Officer training: both Environmental Health Offices and Technical Officers are required to carry out 20 hours of continuing professional development training every year to maintain their competency in the subject. Since COVID, training has become scarce, expensive and sought after so rapidly books up. 	Environmental Health Officers and Technical Officers who carry out food enforcement duties.	Maintenance of competency.	Required annually.
Climate Change / Sustainable energy – receive appropriate training to be able to offer advice to businesses on moving to sustainable energy suppliers.	Commercial Premises team - Environmental Health Officers	Develop expertise	ongoing

Section 6 – Reducing our carbon footprint	
In what ways is your service contributing to our carbon footprint	What can you do to reduce this impact
<p>Primarily, the highest output of carbon and greenhouse emissions for the Environmental Health, Private Sector Housing and Parking Services teams relate to transport and travel.</p> <p>Officers are required to travel significant amounts during the year to visit business and residents' premises across the entire district to:</p> <ul style="list-style-type: none"> • Attend meetings with other councils, agencies, partners, stakeholders and residents. • Carry out premises inspections • Conduct risk assessments • Collect private water samples • Site visits and inspections • Enforcement <p>The majority of these journeys have involved only one person driving.</p>	<p>Officers are already assessing their travel journeys and arranging visits and car sharing to meetings and inspections to minimise travel distances where practical.</p> <p>The Climate Change Officer is currently investigating the provision and use of pool electric vehicles located in easily accessible places that would reduce the amount of fossil fuel used for journeys.</p> <p>Install EV charging points in all EDDC's car parks for staff, residents and visitors.</p> <p>Install Eco-bikes.</p> <p>Provide bike storage.</p> <p>Car sharing</p> <p>Reduce the number of site visits/inspections.</p> <p>Business owners to email photos of completed works.</p> <p>Web based tendering process to reduce the need for visits.</p> <p>Web form that allows upload of images of disrepair.</p>
<p>Energy consumption - Office</p> <p>Flexible working arrangements have allowed staff to work from home prior and during COVID restrictions.</p>	<p>Staff to operate within Worksmart principles and hybrid working.</p> <p>Staff encouraged to refer themselves to Exeter ECOE (energy efficiency savings at home).</p> <p>With the appropriate training, the Commercial Premises Team Officers could offer advice to businesses on moving to sustainable energy suppliers.</p>
<p>Energy consumption – Parking Services</p>	<p>By 2023, all car parking payment machines will be powered by solar energy and operate with digital</p>

Car parking machines use electricity to operate. Two thirds of the machines in EDDC's car parks have been upgraded and are now powered by solar energy to reduce electricity consumption.	payment systems. No cash collection reducing travel and carbon emissions.
Purchasing consumables , e.g. paper, print cartridges, files etc.	Increase the use of IT. Attach letters to emails to reduce posting. Produce on-line forms and roll out Firmstep for all services. Increase ITC training so staff are all proficient in using programmes that reduce paper, print and post and speed up processes. System upgrade to Microsoft 365 due in 2022.
Data Storage	Engage Strata in reviewing current practice with data storage. Staff to reduce the amount of email traffic internally and externally.

Section 7 – Risks			
New/emerging risks description – See attached Risk Register for current service risks	Impact [minor, significant, serious, major]	Likely-hood [remote, unlikely, likely, very likely]	How managed/controlled What action will you take to reduce/minimise risk
COVID-19 – Response & Recovery New variant: Omicron - 4 th wave and lockdown	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.
Commercial Premises • There is inevitably a risk of an incident occurring in a sector for which the Council is the enforcing authority resulting in	Significant	Unlikely	We have an ongoing relationship with our food business operators within a regulated risk-based inspection framework to mitigate the risks and

substantial investigation costs, legal costs along with reputational risks. This would include a large food poisoning outbreak associated with a locally inspected food business or some other kind of unplanned food related incident.			promote responsible conduct and resilience in the industry.
<ul style="list-style-type: none"> 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.
Private Sector Housing <ul style="list-style-type: none"> Availability and cost of materials and contractors affecting all aspects of Private Sector Housing. 	Significant	unlikely	Absorb extra costs. Allow longer periods for compliance with enforcement. Prioritise greatest risk.
<ul style="list-style-type: none"> Impact of inflation on Better Care Fund (BCF) 	Significant	unlikely	Investigate more funding sources.
<ul style="list-style-type: none"> Lack of rental properties 	Significant	unlikely	Work with Housing Needs and letting agents to identify vacant properties
<ul style="list-style-type: none"> Cost of private rentals and landlords evicting tenants to obtain more rent 	Significant	unlikely	
<ul style="list-style-type: none"> Risk of homelessness following enforcement. 	Significant	unlikely	Advice and liaise with Housing Needs before intervention
<ul style="list-style-type: none"> Harassment illegal eviction 	Significant	unlikely	Referral to partner agencies.
<ul style="list-style-type: none"> Emergence of new campsites. 	Significant	unlikely	Partnership working inside the council.
Public Health <ul style="list-style-type: none"> Impact of COVID-19 / Omicron / other future variants. 	Serious	likely	We will continue to liaise with County colleagues and other Districts, and plan and prepare for developing requirements
<ul style="list-style-type: none"> 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. 	Major	Unlikely	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.

Mental health concerns have increased in part due to increased awareness, and in part due to COVID restrictions	Serious	Likely	The new post of mental health challenge coordinator will work with the member champion to support local activities as proposed by the Local Authority Mental Health Challenge delivery team
Corporate Health & Safety • Corporate safety risks	Significant	Likely	Continuing 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.
• Lone Worker safety	Significant	Unlikely Unlikely	Lone-working officers deliver the majority of our front line services. As we develop Worksmart solutions, the risks associated with lone workers habitually not 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 Home Safeguard.
Community Safety & ASB OPCC funding focussed around four principles of the crime plan could limit how funding gets to our voluntary and community sector (VCS).	Significant	Unlikely	CSP working and funding focus whilst the first year of funding blends in.
Parking Services • 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.
• 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	Major	Likely	Encourage sales of annual permits and continue to develop and offer special promotions. Adopt a

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.			prudent and realistic approach to budget predictions.
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Section 8 - Equalities and safeguarding		
New / emerging equalities risks	Impact Level [High, Medium, Low]	How managed/controlled
Implementation of Devon’s Sustainability and Transformation Partnership (STP)	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 and 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.
Car Parking Policies	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

		<p>means-tested East Devon car parking permit.</p> <p>We also recognise and support the value of community activities and 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>
Private Sector Housing		<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>