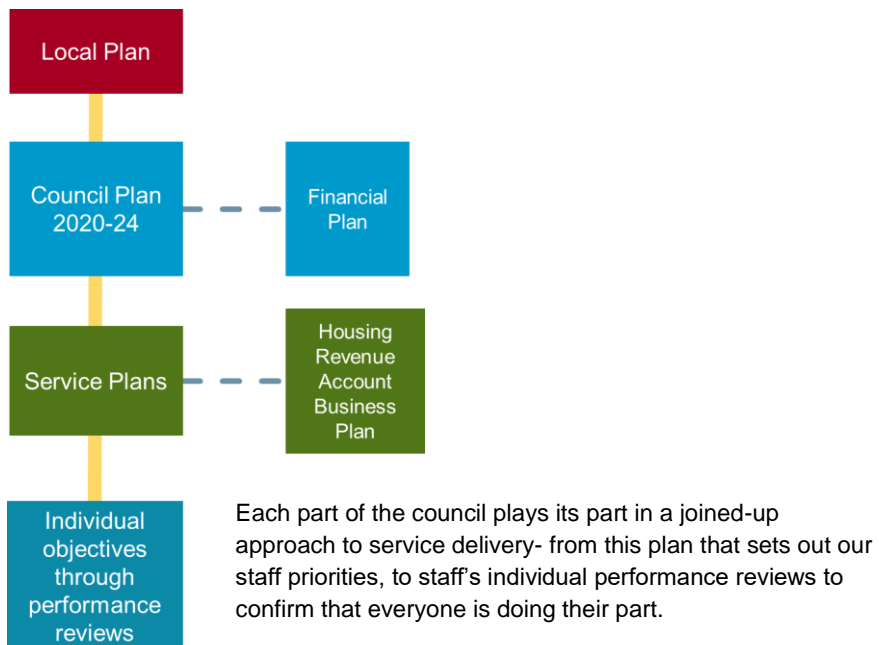
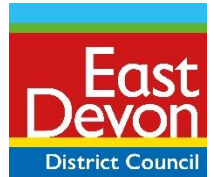


# Environmental Health Service Plan 2023-24

Version 7.4

April 2023 – March 2024



**Director: John Golding**

**Assistant Director: Matthew Blythe**

**Portfolio holders: Cllr G Jung, Cllr E Rylance, Cllr D Ledger, Cllr M Rixon; Cllr D Bickley**

## **Service Plan Template 2023-24: Contents Page**

Section 1	Brief description of service and purpose(s)
Section 2	Key achievements in 2022-23
Section 3	Looking forward: what we will do in 2023-24 Looking forward: what we will measure, how often and for whom
Section 4	Workforce planning
Section 5	Carbon and resource use
Section 6	Service risks: new/emerging
Section 7	Digital / Data Transformation
Appendix	Workforce Plan

### **Notes for Director and Assistant Director/Service Leads:**

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

Shaded areas are for guidance.

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

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

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

### What we do and who we deliver to

The **Environmental Health Service** aims to protect and improve the health and wellbeing of individuals and communities and protect and improve the environment. The Service focuses on improving the quality of life and 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) lifestyle choices that contribute to improving health and 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 and signpost good practice in our communities to contribute to all three of our 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

	<p>Licensing team on a variety of licensing matters, including animal licensing, street trading and alcohol licensing.</p> <p>We have a range of environmental pollution prevention and control duties and powers. These include the control of smoke, odours, fly-tipping and littering offences, fly nuisance and noise nuisance, air quality, environmental permitting and 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.</p> <p>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.</p> <p>We also take a lead across the council in dealing with <b>Anti-social Behaviour</b> 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</p> <p>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 public health 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.</p> <p><b>Commercial Premises</b></p> <p>Our services includes the registration, inspection and enforcement of legislative standards for food businesses, sampling of foodstuffs, allergen management in the none pre-packed sector and the investigation of complaints about the safety of food.</p> <p>We investigate workplace accidents and complaints about workplace health and safety and enforce as necessary or advise on and promote good practice. We ensure relevant workplaces remain smoke-free and provide routine swimming pool sampling to LED Community Leisure.</p>
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	<p>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.</p> <p>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.</p> <p>We assist Public Health England in the investigation of infectious diseases and prevent their spread within the community. COVID-19 has had an enormous impact on workplaces and we continue to support workplaces and businesses to implement the good infection prevention practices that employers and staff can do in everyday life that really do make a difference to everyone's health and wellbeing at work.</p> <p><b>Community Safety and Safeguarding</b></p> <p>We are an active partner in the East and Mid Devon Community Safety Partnership and the CSP Priorities are the basis for a range of initiative and interventions we deliver locally. We are represented at Devon Boards around Prevent, Modern Slavery, Youth Crime Violence Prevention, Trauma, Domestic Abuse &amp; Sexual Violence and key partners in Channel, Domestic Homicide Reviews and Child safeguarding meetings and share information and action back into our own council departments. We arrange and chair Multi agency meetings with our partners to deliver against identified local issues. We develop and maintain a local community network where we share relevant information around best practice or available training and funding opportunities that help to deliver against aspects of poverty and form the basis of our four local Community Safety Groups. We also lead on the coordination and support of the Council's safeguarding duties by working closely with operational teams. Development of training and a Safeguarding Forum to enable a more balanced and corporately focussed safeguarding response.</p> <p><b>Emergency Planning and Business Continuity</b></p> <p>Our current emergency plan has been reviewed this year and actively used to deliver against concurrent incidents, including COVID 19, loss of power and severe weather situations. This service</p>
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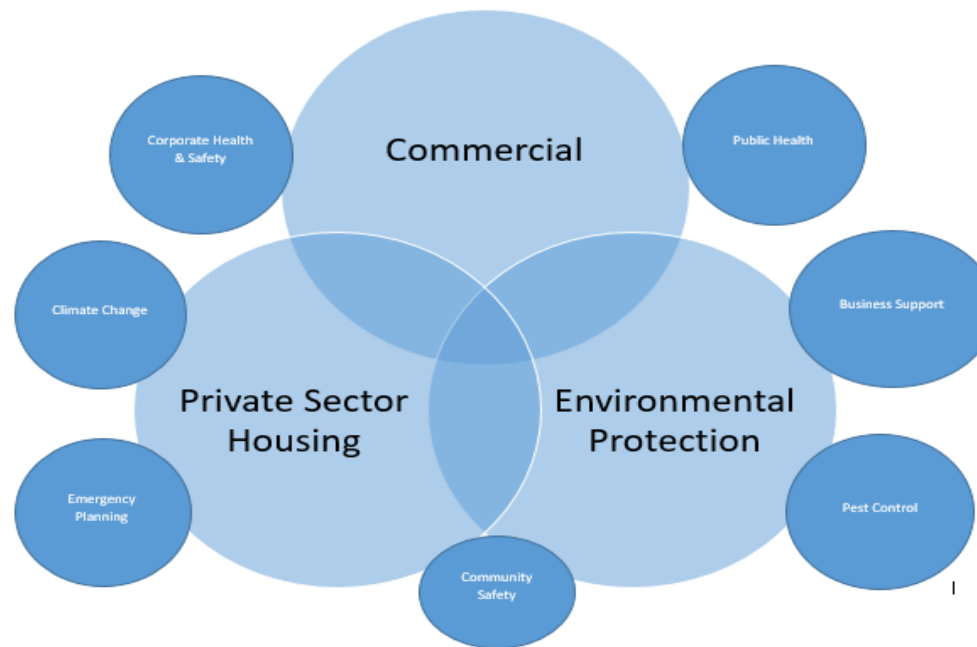
	<p>supports both our internal Service Leads and the community in identifying current issues and reviewing our business plans and processes to deal with these issues. We work with our partners as part of Devon Emergency Planning Partnership and the Devon Cornwall and Isles of Scilly Local Resilience Forum to develop our plans to deliver against these emergency and other future incidents. We 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.</p> <p><b>Public Health &amp; Wellbeing</b></p> <p>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.</p> <p>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 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).</p> <p><b>Private Sector Housing (including Private Water supply regulation)</b></p> <p>We focus on improving standards and compliance in private housing; private water supplies and we provide grant for adaptations and home improvements. 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. In this team we deliver our services both reactively and proactively.</p>
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	<p>This work supports the Council’s belief in and commitment to ‘Better homes and communities for all’ and ‘A resilient economy’.</p> <p><b>Private Water Supplies</b></p> <ul style="list-style-type: none"> <li>• We risk assess; sample and enforce water quality in private water supplies for which fees are charged.</li> <li>• We complete an annual data</li> </ul> <p><b>Housing Standards</b></p> <ul style="list-style-type: none"> <li>• We inspect and enforce housing standards in owner occupied or private rented accommodation and housing.</li> <li>• We license houses in multiple occupation and mobile; caravan and camping sites to ensure the safety of residents for which a fee is charged.</li> <li>• We work with homeowners to bring empty homes into use.</li> <li>• We collaborate with the Financial Resilience and Benefits team, external partners <a href="#">Exeter ECOE</a> and the social enterprise lender <a href="#">Lendology CIC</a> to provide residents with information on funding to improve energy efficiency and tackle fuel poverty.</li> <li>• We investigate and enforce environmental pollution associated with rural drainage and statutory nuisance.</li> <li>• We work with residents living in ‘filthy and verminous’ homes to clear hoarding.</li> <li>• Housing standards for immigration assessments.</li> <li>• We have a Property Agents Rating Scheme to improve standards in private housing management.</li> </ul> <p><b>Disabled Facilities Grant</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Historic grants repayments.</li> </ul> <p><b>Corporate Health &amp; Safety</b></p>
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	<p>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.</p> <p>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&amp;S systems that are part of the job not an add-on to it.</p> <p>We all take responsibility for our own and others safety at work, and we target and support frontline (higher risk areas) services.</p> <p>Whilst the focus of much of our work is now quite properly directed towards business support, promotion of good practice and education, we retain an important regulatory and statutory enforcement role which serves to underline the importance and status of the advice that we give.</p> <p>Our customers include everyone who lives in, works in and visits East Devon. More specifically, we deliver a number of complaint based investigative and enforcement based regulatory services where the customer is also a person requesting us to provide that service.</p> <p><b>Climate Change</b></p> <p>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.</p> <p>We will Support Service managers in delivering the mitigation and adaptation measures contained in the Council’s Climate Change Strategy.</p> <p>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.</p>
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	<p>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.</p> <p>The themes in this plan where the Council can make meaningful climate change interventions include:</p> <ul style="list-style-type: none"> <li>(1) energy supply and consumption;</li> <li>(2) permitting and encouraging low carbon development;</li> <li>(3) improving the carbon footprint of existing buildings (public and private sector);</li> <li>(4) protecting and enhancing the natural environment</li> <li>(5) water supply and flood protection;</li> <li>(6) transport and travel;</li> <li>(7) purchasing and consumption;</li> <li>(8) community resilience;</li> <li>(9) education, communication and influencing behaviour.</li> </ul> <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>
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### **Business Support**

As the single point of contact for customers Business Support is the bridge between members of the public, and Officers in the Commercial and Environmental Protection teams.

We provide an invaluable resource for the community and work hard to put 'People' first offering specialised advice, information and support across wide ranging complaints and queries.

On behalf of the Service we co-ordinate thousands of service requests, emails and phone calls over the course of the year.

<p><b>How we deliver and ensure equal access</b></p>	<p>In <b>Environmental Health</b> (including Commercial; Environmental Protection and 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 have developed a WorkSmart plan to embrace a hybrid way of working to meet customer needs and the best use of modern technology whilst having regard to our carbon footprint.</p> <p><b>Public Health &amp; Wellbeing</b> The <a href="#">Public Health Strategic Plan 2019-23</a> 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><b>Climate Change</b> We know that delivering our <a href="#">Climate Change Action Plan</a> 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><b>How we compare</b></p>	<p><b>Environmental Health</b> The Chartered Institute of Environmental Health provides a range of professional and technical support to the profession through publications, training, continuing professional development schemes and other events.</p>

	<p>The Managers responsible for Environmental Health Services across Devon meet at least eight times per year to discuss professional issues, establish common priorities and discuss business planning to ensure that our services align in key strategic and professional areas.</p> <p>Principal Officers and professional staff from Environmental Health Services around the county meet throughout the year to discuss topic-based issues in their 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.</p> <p>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.</p> <p>Formal benchmarking exercises take place from time to time to ensure consistency in terms of statutory interpretation, developments in case law and rating standards.</p> <p><b>Commercial Team</b> 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.</p> <p><b>Environmental Protection Team</b> We monitor our service delivery reporting annually to Defra providing an annual Air Quality Status Report and completing annual returns in respect of Animal Licensing and Environmental Permitting.</p> <p><b>Private Sector Housing</b> 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</p>
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and Communities. We continue to work with and report to Devon County Council on the delivery of the Better Care Fund.

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

A new dedicated role is now in place for this service as of December 2022, other District Councils are now looking at following our lead to enable them to fulfil their Statutory duties as a Category 1 Responder. We ensure that we provide similar services to our Devon colleagues and 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 and development of our plans. We are not exercising internally presently but will be looking ahead to 2023 to reengage exercising and training around our Emergency and Business Continuity Plans. We have been engaging with our partners to attend and provide training such as DEPP, DCIOS LRF, The Environment Agency and Town/Parish Councils working with of Devon Communities Together.

#### **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 work streams for shielded and self-isolating residents
- WEB (Woodbury Exmouth Budleigh) Community Health & Wellbeing Board hosted by NHS colleagues
- One Devon's Eastern Locality Forum (ELF), which is part of the Integrated Care System
- Devon Smoke free 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.

	<p><b>Community Safety &amp; Anti-Social Behaviour</b></p> <p>We are represented at Board, Executive and Operational Working Group level within the Devon Safety Partnership. Resourcing of this role is like other District Councils with a dedicated role for ASB and Community Safety. We are looking to continue the Community focus we have prioritised historically with four Community Safety Groups previously known as “Local Action Groups” which is a unique deliverable by a district council in Devon. The linked CSP of East &amp; Mid Devon has a functioning Board made up of local partners delivering against a set of priorities taken from the Devon Strategic Assessment. Our Safeguarding operational representative and our lead are both part of at the Devon District Safeguarding Officers Network with links into the Torbay &amp; Devon Safeguarding Adults Partnership and Devon’s Children and Families Partnership the two safeguarding partnerships for Devon.</p> <p><b>Climate Change</b></p> <p>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 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><b>Statutory elements of the service</b></p>	<p><b>Environmental Health</b></p> <p>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><b>Private Sector Housing</b></p> <p>The service has statutory powers and duties to keep local housing conditions under review. The following are statutory functions:</p> <p><b>Grant funding</b></p> <ul style="list-style-type: none"> <li>• Administration of Better Care Fund including mandatory Disabled Facilities Grant</li> </ul>

	<ul style="list-style-type: none"> <li>• Energy efficiency measures and discretionary Grants and loans</li> </ul> <p><b>Housing Standards:</b></p> <ul style="list-style-type: none"> <li>• Licensing and inspecting houses in multiple occupation</li> <li>• Housing standards in the private rented sector</li> <li>• Mobile homes and caravan site licensing</li> <li>• Environmental pollution associated with rural drainage and statutory nuisance, public health and wellbeing.</li> <li>• ‘Filthy and Verminous’ properties</li> <li>• Bringing Empty Homes back into use</li> <li>• Improving energy efficiency measures in private rented and owner-occupied homes</li> </ul> <p>Private Sector Housing enforcement including:</p> <ul style="list-style-type: none"> <li>• Empty homes</li> <li>• Houses in multiple occupation and housing standards in the private sector</li> <li>• Private water supply assessment and enforcement</li> <li>• Caravan site licensing</li> <li>• Environmental pollution associated with rural drainage and statutory nuisance, public health and wellbeing.</li> <li>• ‘Filthy and Verminous’ Properties</li> </ul> <p><b>Private Water Supplies</b></p> <p>The service has statutory powers and duties to keep private water supplies to homes and businesses under review and</p> <ul style="list-style-type: none"> <li>• To risk assess; sample and enforce on private water supplies</li> <li>• Sampling officers must be accredited so they can undertake statutory sampling</li> <li>• Submit an annual return to the Secretary of State (effectively the Drinking Water Inspectorate) every January.</li> </ul>
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### **Environmental Protection**

The service has statutory powers and duties to investigate and determine the existence of statutory nuisance and other environmental offences.

Environmental Protection enforcement/statutory duties include;

- Noise nuisance
- Anti-Social Behaviour
- Environmental pollution associated with water quality and air quality
- Animal Licensing
- Fly-tipping and Littering
- Air quality
- Contaminated land.

### **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.

### [Climate Change Act 2008](#)

### **Food Hygiene**

As a 'Food Authority' the Council has a statutory duty to deliver a programme of risk-based interventions (inspections, surveys, sampling etc.), as required by the Food standards Agency.

### **Health and Safety at Work**

As an enforcing authority under S.18 of the Health and Safety at Work etc. Act 1974, the Council has statutory powers in relation to enforcement. Whilst there is no requirement for proactive inspections, there is an expectation that matters of evident concern, accidents (RIDDORs) and complaints are investigated and appropriate enforcement action taken (as per the Enforcement management Model).



	<p><b>Emergency Planning &amp; Business Continuity</b></p> <p>As a Category 1 responder as defined by the <a href="#">Civil Contingencies Act 2004</a> there are a number of duties across the Council some of these are delivered by the role undertaken within this department:</p> <ul style="list-style-type: none"> <li>• assess the risk of emergencies occurring within their area and use this to inform contingency planning</li> <li>• collaborate with other organisations to compile community, local or national risk registers</li> <li>• ensure emergency plans are in place in order to respond to emergencies linked with relevant risk registers</li> <li>• ensure validation and exercising of emergency plans</li> <li>• ensure appropriate senior level command and decision making 24/7</li> <li>• ensure appropriate Emergency Operations Centre (EOC) facilities to control and coordinate the response to an emergency</li> <li>• ensure relevant response staff are trained to an appropriate level for their role in response</li> <li>• share information with other local responder organisations to enhance coordination both ahead of and during an emergency</li> <li>• for Business Continuity undertake risk management processes to identify risks and take mitigating action where appropriate</li> <li>• provide advice and assistance to businesses and voluntary organisations about business continuity management</li> </ul>
<b>Current net budget (excludes Internal support charges and capital budget)</b>	The Environment budget, less Corporate recharges (Income & Expenditure) £1,230,621 for the current year 2022/23.

## Section 2 – Key achievements in 2022-23

<i><b>Briefly</b> describe key achievements and what outcomes were created. This will contribute to annual reviews of our Poverty Action Plan, Health &amp; Wellbeing and carbon reduction work.</i>	<p><i>Link to Council Plan priorities and other strategic objectives: -</i></p> <ul style="list-style-type: none"> <li>• <i>A greener East Devon</i></li> <li>• <i>Better Homes and communities for all</i></li> </ul>
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## Section 2 – Key achievements in 2022-23

		<ul style="list-style-type: none"> <li>• <i>A resilient economy</i></li> <li>• <i>Poverty action plan</i></li> <li>• <i>Health &amp; wellbeing</i></li> <li>• <i>Carbon reduction</i></li> </ul>
<b>Climate Change</b>		
	Witnessed a significant (22%) reduction in the Council's carbon footprint from the baseline assessment, much of which is due to the Covid effect.	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
	Supported the electrification of more of the Council's white fleet.	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
	Supported the planting of several thousand trees in the district.	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
	Assisted in the production of the <a href="#">Devon Carbon Plan</a> .	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
	Recruited a Climate Change Support Officer to support the Council's ambitions.	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
	<b>Community facing action / Communication campaigns</b> <ul style="list-style-type: none"> <li>• East Devon Together month – 25 activities</li> <li>• Community group networking</li> <li>• Second-hand September – comms</li> <li>• Plastic free week including a competition, 3 webinars, and a week-long social media campaign and factsheets</li> <li>• Transition to a low carbon business – breakfast meeting with partners</li> <li>• Provided information and articles to newsletters, residents update and housing newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>

## Section 2 – Key achievements in 2022-23

	<ul style="list-style-type: none"> <li>Water fountain at Foxholes – community and business partnership</li> </ul>	
	<b>Talks</b> <ul style="list-style-type: none"> <li>Public speaking events – U3A, WI and others</li> <li>Sheltered housing tenants with the MSOs</li> <li>With DCT Community resilience</li> </ul>	<ul style="list-style-type: none"> <li>A greener East Devon</li> <li>Carbon reduction</li> </ul>
	<b>Training</b> <ul style="list-style-type: none"> <li>Delivered bespoke Climate Change Awareness training with the housing team x 3</li> <li>Set up an in-house delivery training group which will deliver carbon literacy training and bespoke training for staff, Councillors and new starters.</li> </ul>	<ul style="list-style-type: none"> <li>A greener East Devon</li> <li>Carbon reduction</li> </ul>
	<b>Supporting other departments</b> <ul style="list-style-type: none"> <li>Sustainable events guide</li> <li>Eco guide for holiday lets</li> <li>Met with Energi Raven project looking into a BMS for our corporate stock</li> <li>Promoted the ECOE 4 scheme</li> </ul>	<ul style="list-style-type: none"> <li>A greener East Devon</li> <li>Carbon reduction</li> </ul>
	<b>Working groups for external projects</b> <ul style="list-style-type: none"> <li>Steering group of the decarbonise Devon project</li> <li>Sidmouth town council environment working group</li> <li>LGA behaviour change project focusing on – homeowner decarbonisation</li> <li>IRF DCC grant fund appraisal group</li> </ul>	<ul style="list-style-type: none"> <li>A greener East Devon</li> <li>Carbon reduction</li> </ul>
	<b>Electric vehicles and active travel work</b> <ul style="list-style-type: none"> <li>E cargo bike trial for Streetscene</li> <li>Co Cars – EV trial</li> </ul>	<ul style="list-style-type: none"> <li>A greener East Devon</li> <li>Carbon reduction</li> </ul>

## Section 2 – Key achievements in 2022-23

	<ul style="list-style-type: none"> <li>• Co Bikes installed at LED – Supported Property and Assets with the installation – dockless station 15 x sites.</li> <li>• EV charging infrastructure project</li> <li>• Exploring the EV charging infrastructure</li> </ul>	
	<p><b>EDDC Carbon Calculator</b></p> <p>Using University of Exeter’s SWEED team (South West Energy &amp; Environment Group), developed a bespoke tool to monitor the reduction in carbon emissions from staff commuting as a result of the hybrid working arrangement within Worksmart+ 2022. This tool was able to demonstrate a 66% reduction in staff based commuting emissions based on pre-pandemic baseline data. This tool will have further uses including identifying the best place to have meetings to manage and reduce grey fleet emissions and make comparisons with difference types.</p>	<ul style="list-style-type: none"> <li>• A greener East Devon</li> <li>• Carbon reduction</li> </ul>
<b>Private Sector Housing</b>		
	Completed home accommodation inspections for the Homes for Ukraine scheme and assessing suitability for Ukrainian guests.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Improve the conditions and standards of housing in the private rented sector	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Improve the energy efficiency of residential premises providing advice, guidance and financial assistance to reduce energy consumption through collaborative working with E.ON Energy to deliver LAD2 and DCC to deliver Sustainable Warmth.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>

## Section 2 – Key achievements in 2022-23

Delivered £1.4 million grants and financial assistance for the Better Care Fund/ Disabled Facilities Grants to support home improvements and adaptation of applicant's homes.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Undertook an external audit of delivery the Better Care Fund/ Disabled Facilities Grant.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Sampled 263 private water supplies to ensure that private water supplies were wholesome and fit for human consumption. Undertook 10 risk assessments and served 21 enforcement Notices to improve the wholesomeness of private water supplies. (Covid 19 restriction reduced delivery of this service)	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Brought 2 long-term empty homes back into use.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Contributed towards the Poverty Strategy by working with the Financial Resilience and Benefits by encouraging and promoting home energy efficiency measures and investigating and enforcement of disrepair in private rented properties.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Licencing of homes in multiple occupation and residential caravans – DATA?	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Winter Resilience project to support tenants in private rented with damp and mould and excess cold in collaboration with Financial Resilience and Benefits and external energy charity.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
Digital transformation through form on Firmstep: <ul style="list-style-type: none"> <li>• Report it form</li> <li>• Eco4 application</li> <li>• HMO licensing and applications</li> </ul>	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>

Section 2 – Key achievements in 2022-23		
	Recruited Technical Officer vacancies in Housing Standards; Grant and Private Water Supplies	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Held a Landlord Forum at Exeter Racecourse to provide advice and information on energy efficiency measures and updates on new legislation for private landlords	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Developed a Hoarder protocol to work with multiple agencies to support residents that hoard.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	<b>Environmental Protection</b>	
	Reviewed Public Space Protection Orders for public consultation.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	<p>The EP team continues to deal with complaints about;</p> <ul style="list-style-type: none"> <li>• anti-social behaviour</li> <li>• dog related issues – fouling and dog control</li> <li>• neighbourhood disputes including noise nuisance</li> <li>• accumulations of rubbish in gardens and bonfires causing a nuisance</li> <li>• an increase in requests for information in dog boarding and dog breeding</li> <li>• an increase in complaints about unlicensed animal breeders and home boarders</li> <li>• an increase in new businesses requiring animal licensing advice and inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	<p>Completed Pest Control Service review. Appointment of 2<sup>nd</sup> Pest Control Technician.</p> <p>Introduction of commercial contracts for non- food businesses and reduced charges for residents on benefits.</p>	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>

## Section 2 – Key achievements in 2022-23

	Responded to 595 requests for pest control service to date.	
	Reviewed local air quality monitoring data and considered any appropriate action in accordance with the statutory local air quality management regime. Local indicators are that local air quality continues to be good.	<ul style="list-style-type: none"> <li>• Greener East Devon</li> </ul>
	Successfully appointed to the posts of Dog Enforcement Officer, Anti-Social Behaviour Officer and Animal Health & Licensing Officer.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Reviewed the Environmental Permits, e.g. permits issued to businesses such as stone crushing or paint sprayers, completing 100% of the inspections due to ensure that the permitted installations are being appropriately regulated to minimise environmental pollution and reduce the impact on the health and wellbeing of East Devon residents.	<ul style="list-style-type: none"> <li>• Greener East Devon</li> </ul>
	Inspected and issued 24 boarding/breeding/pet shops/exhibition initial and renewal licenses under the current Animal Licensing legislation.	<ul style="list-style-type: none"> <li>• A resilient economy</li> </ul>
	Completed a successful “Responsible Dog Owners” campaign during the summer, holding public events and undertaking patrolling of the district’s green spaces and beaches, offering advice and education to dog owners and collating information to help shape and inform the review of the current PSPO’s.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Completed a Public Health Funeral service review to meet good practice guidance and we continue to provide public health funerals for those residents who have no-one able to do this. We have provided 15 PHF’s in 2021/22 and recovered 80% of the costs from the deceased’s estate where appropriate.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	Providing training opportunities to support the professional development & competency of the team, including the successful completion of the first year of an Environmental Health degree programme for one officer, the commencement of the	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>

## Section 2 – Key achievements in 2022-23

	Institute of Acoustics Diploma in Noise Management for another officer and the successful completion of the required OFQUAL Level 3 Animal Licensing training.	
<b>Commercial Premises</b>		
	Due to the COVID-19 pandemic and restrictions in place, there was a reduction in the percentage of planned food interventions achieved. We continue to work towards the Local Authority Recovery Plan with programmes of planned food hygiene interventions being restored, which is good news for consumers.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> <li>• A resilient economy</li> </ul>
	The Recovery Plan also provides a framework for re-starting the delivery system in line with the Code of Practice for new food establishments and for higher risk and/or non-compliant establishments. We provide regular feedback to the Food Standards Agency and continue to meet regular compliance monitoring.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> <li>• A resilient economy</li> </ul>
	Provided regular Safety Advisory Group (SAG) meetings to oversee public safety at major events in the district. Event organisers and others involved in the running of an event, retain the principal legal duties for ensuring public safety.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> <li>• A resilient economy</li> </ul>
	Responded to and investigated, as necessary, Health and Safety RIDDOR reported serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>
	Responded to and/or investigated UKHSA reported notifiable infectious diseases across the district and continued to respond to significant public health events, where necessary, such as COVID-19, Avian Flu and Monkeypox.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>
	Inspected tattooists and body piercing establishments across the district in respect of infection control and health and safety.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>



## Section 2 – Key achievements in 2022-23

	Provided adequate arrangements for the enforcement of health and safety across the district in line with the National Local Authority Enforcement Code. We have an important role in ensuring the effective and proportionate management of risks, supporting business and protecting communities.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> <li>• A resilient economy</li> </ul>
	Inspected horse-riding establishments and licensed zoos as per inspection programme.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>
	Completed monthly sampling of LED Community Leisure swimming pools, routine sampling of shellfish beds for classification purposes and targeted food sampling including UKHSA national surveys.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>
	Successfully appointed to the post of Principal Environmental Health and Safety Officer.	<ul style="list-style-type: none"> <li>• Health and wellbeing</li> </ul>
<b>Public Health</b>		
	Poverty Working Panel: providing ongoing assistance to the Panel, Strategic Lead and Democratic Services; took the lead in substantial project to monitor the council's progress against the poverty action plan.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> <li>• A resilient economy</li> <li>• Poverty action plan</li> <li>• Health &amp; wellbeing</li> </ul>
	Mental Health: a substantial project - devised plan for budget left from MH Challenge Coordinator post – submitted options & business case then put in place one-off grants for two local CICs to expand their services to children and to parents/carers Nov 22-Mar 23. Liaised with both CICs & wrote agreements. Setting up review/monitoring processes with both CICs; Comms work etc. Also arranged for and liaised with HR to use a share of the budget for staff wellbeing.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> <li>• Health &amp; wellbeing</li> </ul>

## Section 2 – Key achievements in 2022-23

	Public Health Annual Review for 21/22: written, published and presented, celebrating and informing actions across the council.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> <li>• Health &amp; wellbeing</li> </ul>
	Health messaging: researching a regular stream of evidence-based health & wellbeing messages for staff, residents, members, &/or tenants; shared by tweeting and by working with Comms.	<ul style="list-style-type: none"> <li>• Better homes and communities</li> <li>• Health &amp; wellbeing</li> <li>• Poverty action plan</li> </ul>
	Contributing to and providing support to NHS organisations e.g. Eastern Locality forum [ELF, part of the Integrated Care System One Devon"] and community health & wellbeing groups e.g. WEB Board and other local health forums as required.	<ul style="list-style-type: none"> <li>• Better homes and communities</li> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> </ul>
	Continuing to monitor covid data for SMT, and ready to work with DCC & colleagues in any covid support work as required.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> <li>• Health &amp; wellbeing</li> </ul>
	Staff-facing health & wellbeing project: proposed and arranged budget-conscious plant-based online cookery sessions, working with HR & climate officer, and local charity Project Food.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Carbon reduction</li> </ul>
<b>Emergency Planning/Community Safety &amp; ASB</b>		
	Updated corporate Emergency Plan and Business Continuity Plan to ensure that plans remain fit for purpose.	Better homes and communities for all
	Champion safeguarding and embedding good safeguarding practice in the organisation. Completing a self-assessment audit and establishing a Safeguarding Forum.	Better homes and communities for all
	A continued response to Covid, monitoring its current status and ensuring internal departments and local partners are sighted on any developments.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Better homes and communities for all</li> </ul>

## Section 2 – Key achievements in 2022-23

	We have co-ordinated responses to a number of Emergency situations concurrent to Covid including the death of the Queen, weather events; Heat wave, storms, severe rain and winds, flooding in all its forms from rivers, tidal and surface water risks, fuel concerns, NHS/Ambulance high demand impacts etc.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Better homes and communities for all</li> </ul>
	We are developing the existing linkages to our Towns and Parish councils for weather and flooding events across the district.	<ul style="list-style-type: none"> <li>• Better homes and communities for all</li> </ul>
	We have monitored national updates to ensure responses for ongoing emergencies such as Avian Bird Flu, Covid, and Monkeypox are consistent across Devon and within National guidelines.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Better homes and communities for all</li> </ul>
	We have been developing our strategic leads around Emergency Response and recovery with external training.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Better homes and communities for all</li> </ul>
	We have developed and attended training Exercises with external partners such as Exeter airport, Devon Emergency Planning Partnership and Town Councils.	<ul style="list-style-type: none"> <li>• A resilient economy</li> <li>• Health &amp; wellbeing</li> <li>• Better homes and communities for all</li> </ul>
<b>Corporate Health &amp; Safety</b>		
	Provided comprehensive Covid guidance, and overseen a range of risk assessments, dynamic risk assessments and safe systems of work.	Health and wellbeing
	Safe systems of work embedded in frontline Services.	Health and wellbeing
	Health & Safety Training Matrix updated.	Health and wellbeing
	Covid-19 precautions and risk assessments limited the spread of infection amongst the workforce and supported business continuity.	Health and wellbeing

## Section 2 – Key achievements in 2022-23

	Successfully appointed to the post of Principal Environmental Health and Safety Officer and temporary cover for the post of Operational Health and Safety Officer.	Health and wellbeing
	Maintained oversight and links with partners in respect of Avian Flu and Covid-19.	Health and wellbeing
<b>Business Support</b>		
	Maintained a first point of contact for Environmental Health enquiries and rolled out Digital transformation / Firmstep forms.	Health and wellbeing
	Maintained Regulatory Information and Management Systems (RIAMS) across whole service.	Health and wellbeing
	<p>Dealt with:</p> <ul style="list-style-type: none"> <li>• Service Requests - 3,358 processed YTD</li> <li>• Pest Service – 763 requests for treatment booked YTD</li> <li>• Value Demand – 54% of calls are resolved on initial contact demonstrating a foundation of knowledge and successful training within the team.</li> <li>• Preventable Demand – 2.5% of calls are transferred to other teams within EDDC as calls are initially directed to Business Support in error.</li> </ul>	Health and wellbeing
	Maintained FHRS database – Food Hygiene Rating Scheme.	Health and wellbeing
	Handled a high volume of emails / service requests / calls.	Health and wellbeing

### Section 3 – Looking forward: what we will do in 2023-24 (service objectives)

This service agrees that it will undertake the work required under the Financial Sustainability Model adopted by Council in its Financial Plan in reviewing the service under the following 6 areas:

- System Thinking
- Digital Transformation
- Customer Access
- Performance Management Data
- Asset Management
- Income Maximisation

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Protect the health of the public and the environment and work to improve healthy lifestyles and reduce health inequalities.	Influence the Council Plan and direction of travel of the Council to focus on public health outcomes	Assistant Director – Environmental Health
Review and make recommendations for the Assure software system with other Devon districts to enhance the Corporate Health & Safety and keep our people safe at work.	Budget and Strata support	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S

Contributions towards delivering the actions in the <a href="#">Poverty Reduction Strategy</a> and Winter Pressures Plan.	Cross Service cooperation and involvement in delivery of the actions agreed	Principal Environmental Health Officer - Private Sector Housing
Assist the work of the Poverty Working Panel, e.g. by continuing to monitor and collate the council's progress against the <a href="#">poverty-strategy-action-plan-v7.pdf (eastdevon.gov.uk)</a> .	Cross Service cooperation and involvement in delivery of the actions agreed	Public Health Project Officer
Reduce the Council's carbon footprint and deliver the actions in the <a href="#">Climate Change Strategy</a> and <a href="#">Devon Carbon Plan</a>	Cross Service cooperation and involvement in delivery of the actions agreed	Climate Change Officer
Introduce new Public Space Protection Orders following consultation on amendments to existing arrangements.	Enforcement resources in place	Principal Environmental Health Officer - Environmental Protection
Be proactive in encouraging improved water quality in private water supplies, rivers, watercourses and sea, using available legal powers to tackle water and land contamination.	Resources in place	Assistant Director – Environmental Health
Support businesses in attaining high standards of food hygiene and safety, health & safety and improve food security through advice and enforcement.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Meet Food Standards Agency expectations on inspections, following the COVID-19 pandemic, through the delivery of the LA Recovery Plan, with the priority on high-risk premises; non-compliant premises; approved premises; and fraudulent food and criminal activities.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S

Develop the officer Safeguarding Forum to oversee organisational safeguarding, share experience and drive improvements in safeguarding practice.	Cross Service cooperation and involvement in delivery of the actions agreed	Assistant Director – Environmental Health
Support improvements in the energy efficiency of homes using a variety of grants, loans, education and advice to reduce fuel poverty and improve energy efficiency. Paying particular attention to the reduction in damp and mould in homes.	Resources in place	Principal Environmental Health Officer - Private Sector Housing
Improve the conditions in owner occupied and private rented homes to reduce risks.	Resources in place	Principal Environmental Health Officer - Private Sector Housing
Reduce the number of empty homes and utilise the tools available to bring empty homes back into use.	Resources in place	Principal Environmental Health Officer – Private Sector Housing
Deliver the Financial Assistance policy to administer the Better Care Fund.	Resources in place	Principal Environmental Health Officer – Private Sector Housing
Be proactive in improving air quality to protect public health, including PM <sub>2.5</sub> pollution using available legislative powers.	Resources in place	Principal Environmental Health Officer - Environmental Protection
Liaise with others including Devon County Council, local NHS organisations and/or community groups to support good physical and mental health of residents. As required could include supporting progress of One Devon [Integrated Care System], and /or supporting local community-led health & wellbeing groups e.g. WEB Board.	Resources in place	Public Health Project Officer

Liaise with others including voluntary/community groups e.g. to support access to healthy food and nutritional awareness. Could include liaising with Devon Food Partnership, championing healthy eating exercises/initiatives, supporting a community garden to grow produce, supporting community larders / food banks to meet anticipated increasing need.	Resources in place	Public Health Project Officer
Research and write a regular stream of evidence-based health & wellbeing messages in line with local, regional or national initiatives, suitable for staff, residents, members, &/or tenants; to share using appropriate social media and by working with the Communications team.	Resources in place	Public Health Project Officer
Produce a programme of Systems Thinking reviews and deliver as agreed, to give clarity of purpose and ensuring that we are doing 'what matters' to the customer, eliminating waste and concentrating on value demand.  We will also embrace the Financial Sustainability Strategy and seek efficiency savings, good value and robust budget management.	Cross Service cooperation and involvement in delivery of the actions agreed	Assistant Director – Environmental Health
Review and refresh the corporate Emergency and Business Continuity Plans to ensure that we have fit for purpose arrangements going forward to mitigate the impacts of service disruption.	Cross Service cooperation and involvement in delivery of the actions agreed	Emergency Planning Officer
Maintain and develop partner engagement with the East & Mid Devon Community Safety Partnership to deliver the Community Safety priorities.	Resources in place	ASB & Community Safety Coordinator
Be proactive in improving animal welfare within licensed premises using programmed inspections, complaint responses and enforcement actions and available legislation.	Resources in place	Principal Environmental Health Officer – Environmental Protection



Excellent service to residents through interaction with customers and business support in the form of information and data supporting the Environmental Health functions.	Resources in place	Assistant Director / Business Support Team Leader / Principal Environmental Health Officer – Private Sector Housing
Promoting a strong H&S focus and compliance in the business community and maintaining good links with the Health & Safety Executive.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Deliver a cost-effective Pest Control service to residents.	Resources in place	Principal Environmental Health Officer – Environmental Protection
Support communities to manage anti-social behaviour through advice, guidance and use of appropriate enforcement tools.	Resources in place	Principal Environmental Health Officer – Environmental Protection/ Community Safety & ASB Officer
Advising on infectious diseases – COVID, Avian flu, Monkeypox and other threats to human and animal health.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
Maintain a safety-first corporate H&S stance protecting our people at work.	Resources in place	Principal Environmental Health & Safety Officer – Commercial Premises & Corporate H&S
<b>Refresh climate change action plan</b> Review and record progress to date Create a dashboard	Support from all service areas	Assistant Director/Climate Change Officer

Embed the DCC climate change plan		
Produce and deliver communications plan (including review of website)		
<b>Project to work with Parish and Town councils</b>  Create a standard presentation about first steps, clarifying the role of the council and signpost measures they can deliver  Community engagement event	Resources in place	Climate Change Officer
<b>In house training (Climate Literacy) delivery</b>	Resources in place	Climate Change Officer
East Devon Together month  Talks for external groups	Resources in place	Climate Change Officer
Business Support to create an information management system, ensuring documents, forms, procedures etc., are organised, current and in one central location.  This work will serve two major areas of improvement for our team: <ul style="list-style-type: none"> <li>• Reduce errors ensuring the correct and most up-to-date documents are used</li> <li>• Provide the groundwork needed to progress with the team training matrix</li> </ul>	Resources in Place	Business Support team Leader

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Climate Change - Create a <b>Green Team</b> with representatives from all Services to oversee, monitor and report on the delivery of the actions in our Climate Change Strategy and Action Plan.	Greater oversight of the implementation of the Climate Change Strategy and Action Plan.	Existing resources supported by the climate change budget
<b>Link to Council Plan priorities</b>	<b>Greener East Devon</b>	

Milestones	Due date	Lead officer
1. Terms of reference and scope agreed	April 2023	Climate Change Officer
2. Service representatives identified	May 2023	Climate Change Officer
3. Carbon literacy training undertaken to raise competency levels	July 2023	Climate Change Officer
4. First meeting	July 2023	Climate Change Officer

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Private Sector Housing - Improve the energy efficiency of owner occupied and private rented homes to reduce fuel poverty and improve SAP rating to deliver affordable warmth for the occupiers and reducing the carbon output of heating systems.	Improved SAP rating across the housing stock with more properties achieving C and above	Staff, partners, external grant funding, strengthened government policy
<b>Link to Council Plan priorities</b>	<b>Better Homes &amp; Communities</b>	
Milestones	Due date	Lead officer
1. Production of an updated homes energy policy note	May 2023	Principal Environmental Health Officer - Private Sector Housing
2. Contributions to the Climate Change action plan and Poverty Strategy	Ongoing	Principal Environmental Health Officer - Private Sector Housing
3. Deliver the Winter Resilience to support tenants and owner occupiers experiencing damp & mould; disrepair and fuel poverty	Ongoing	Principal Environmental Health Officer - Private Sector Housing

4. Work with partners to increase the capacity and advise and promote the energy efficiency of homes.	Ongoing	Principal Environmental Health Officer - Private Sector Housing
<b>3.2 Service development / project *</b> (this will be monitored in SPAR)		<b>Resources required</b>
Environmental Protection - Monitor and seek to improve air, land and water quality in the district concentrating on pollution hot spots. This can be achieved through a combination of lobbying, pressure, influence and use of enforcement powers.	Measurable improvements in air, land and water quality.	Existing resources
<b>Link to Council Plan priorities</b>	<b>A greener East Devon</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Production of an air quality policy statement which will link to the ASR (Annual Status Report) for Air Quality produced for Defra. <a href="#">About Air Pollution - Defra, UK</a>	September 2023	Principal Environmental Health Officer - Environmental Protection
2. Influence Planning Policy - through the application of environmental and health impact studies and statutory consultation on planning applications.	Ongoing	Principal Environmental Health Officer - Environmental Protection
3. Review sewerage discharges and liaise with the Environment Agency and other agencies as appropriate, to address polluting incidents.  Produce a Sewage Discharge Water Quality Strategy in conjunction with the Environment Agency.	Ongoing	Assistant Director – Environmental Health
4. Explore the potential for Community led projects to support the improvement of land, air and water quality.	May 2023	Principal Environmental Health Officer -

		Environmental Protection
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<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Commercial Premises – Improve food quality and food security across the district.	Access to high quality food for all and a reduction in food waste.	Existing resources
<b>Link to Council Plan priorities</b>	<b>Greener East Devon</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Promote the sourcing of local foodstuff, reduced food miles, good dietary habits and food hypersensitivity controls which includes food allergy, intolerance and coeliac disease.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises
2. Promote food hygiene and public health education and the national food hygiene rating system.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises
3. Assess the FSA Strategy 2022-2027 and ensure that our ambitions are complimentary.	August 2023	Principal Environmental Health & Safety Officer – Commercial Premises
4. Ensure that we comply with Local Authority Enforcement Monitoring System (LAEMS) requirements.	Ongoing	Principal Environmental Health & Safety Officer – Commercial Premises

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Community Safety & ASB – Identify and progress safeguarding improvements following the self-assessment audit, good practice and suggestions from the Safeguarding Forum.	Improvements in safeguarding awareness and practices.	Contributions from all Services and partner agencies
<b>Link to Council Plan priorities</b>	<b>Better Homes and Communities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Produce a community safety & ASB programme and policy statement.	June 2023	Community Safety & ASB Officer
2. Implement the improvements from the safeguarding self-assessment audit.	December 2023	Community Safety & ASB Officer
3. Support the Safeguarding Forum and assist in the organisation of meetings, discussion and actions agreed.	Ongoing	Community Safety & ASB Officer
4. Support the Community Safety Partnership and participate in multi-agency activity aimed at improving community resilience and safe places.	Ongoing	Community Safety & ASB Officer

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Public Health – Implement the Public Health Strategy.	Improvements in physical and mental health in individuals and communities	Contributions from all Services and some partner agencies
<b>Link to Council Plan priorities</b>	<b>All Council Plan objectives</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>

1. Looking forward, create and publish the council's Implementation Plan 2023/24 to monitor and track the delivery of commitments against the current Strategy.	March 2023	Public Health Project Officer
2. Looking back, write and publish our Annual Review of Public Health Activities by the council throughout 22/23.	September 2023	Public Health Project Officer
3. Planning ahead, research, draft, share and publish the next version of our Public Health Strategy for 2024 onwards.	January 2024	Public Health Project Officer
4. Looking forward, create and publish our Implementation Plan 24/25 to monitor and track the delivery of commitments against the new Strategy.	March 2024	Public Health Project Officer

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Emergency Planning – Review and refresh the corporate Emergency and Business Continuity Plans to ensure that we have fit for purpose arrangements going forward to mitigate the impacts of service disruption.	Maintaining as near as possible business as usual services	Corporate involvement and 'buy in'
<b>Link to Council Plan priorities</b>	<b>All Council Plan objectives</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Create a scoping document for the review of existing plans to keep them up to date, relevant and fit for purpose	May 2023	Emergency Planning Officer
2. Ensure that staff are aware of responsibilities and actions required in an emergency of service interruption scenario	August 2023	Emergency Planning Officer
3. Align with Devon County Council and district plans as part of the Devon Emergency Planning Partnership and Local Resilience Forum.	May 2023	Emergency Planning Officer

4. Review current plans and processes and incorporate good practice and learning into them	Ongoing	Emergency Planning Officer
5. Community and flood plan development with town and parish councils.	Ongoing	Emergency Planning Officer

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Utilise COMF grant (Contain Outbreak Management Fund) received via DCC on positive health outcomes.	Improvements in health and reduction in health inequalities	Funding from DCC and existing staff resources
<b>Link to Council Plan priorities</b>	<b>Better homes &amp; communities</b>	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Identify projects that meet the funding criteria.	April 2023	Assistant Director
2. Liaise with DCC to draw grant down	April 2023	Assistant Director
3. Further our public health ambitions through funding of projects	June 2023	Assistant Director
4. Link funding use with our Public Health and Poverty Strategies	June 2023	Assistant Director

<b>3.3 Service measure/indicator</b>	<b>How often – monthly, quarterly, bi-annually, annually</b>	<b>For whom? Cabinet, Overview and Scrutiny</b>	<b>Responsible Officer for production of management information</b>	<b>Retain this measure (yes/no) or new</b>
<b>COVID-19 Response &amp; Recovery</b>	Annually	Cabinet	MB/HW	Yes
<b>Public Health</b>	Annually	Scrutiny	MB/HW	Yes



<ul style="list-style-type: none"> <li>We will report on progress with our Public Health Implementation Plan.</li> </ul>				
<b>Commercial Premises</b> <ul style="list-style-type: none"> <li>We will measure and report on the number of interventions with local food businesses that we have carried out.</li> </ul>	Quarterly	Scrutiny	JP	Yes
<ul style="list-style-type: none"> <li>We will identify the number of those food businesses who may be formally categorised as “broadly compliant”.</li> </ul>	Quarterly	Scrutiny	JP	Yes
<ul style="list-style-type: none"> <li>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. We will include end-to-end time reports on our interventions.</li> </ul>	Annually	Scrutiny	JP/SW	Yes
<b>Environmental Protection</b> <ul style="list-style-type: none"> <li>We will provide a report on the work of the pest control service including fee-earning and non-fee-earning work, and income received.</li> </ul>	Annually	Scrutiny	SW	Yes
<ul style="list-style-type: none"> <li>We will report on the number of applications for planning consent and licensing consent upon which we have been consulted and supplied professional advice.</li> </ul>	Annually	Scrutiny	SW	Yes

<ul style="list-style-type: none"> <li>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.</li> </ul>	Annually	Scrutiny	SW	Yes
<b>Corporate Health &amp; Safety</b> <ul style="list-style-type: none"> <li>Report on our corporate health and safety work. Measures will include consideration of the following elements: <ul style="list-style-type: none"> <li>workplace accidents, incidents and near-misses,</li> <li>risk assessments completed and reviewed and</li> <li>training needs identified and training completed.</li> </ul> </li> </ul>	2 monthly	SMT	JP	Yes
<b>Private Sector Housing</b> <ul style="list-style-type: none"> <li>Private Sector Renewal Plan &amp; Home Energy Conservation Act &amp; Empty Homes Plans</li> </ul>	Annually	Scrutiny	JH	Yes
<ul style="list-style-type: none"> <li>Number of licensed houses in multiple occupation</li> </ul>	Annually	Scrutiny	JH	Yes
<ul style="list-style-type: none"> <li>Disabled Facilities Grants (DFG)</li> </ul>	Annually	Scrutiny	JH	Yes
<ul style="list-style-type: none"> <li>Number of empty homes brought back into use</li> </ul>	Annually	Scrutiny	JH	Yes
<b>Private Water Supplies</b>	Annually	Scrutiny	JH	Yes

• Risk assessments of private water supplies.				
<b>Climate Change Action Plan</b>	Annually	Cabinet	MB/CC	Yes

<b>Section 4 – Workforce Planning key findings and actions (see appendix for detailed Workforce Plan)</b>	
<b>Major demands impacting on the workforce have been identified as:</b>	Right People in the Right Job - Having sufficient capacity and resource to meet demand and expectations. Mix of reactive and proactive work. Maintaining and developing competency.
<b>Major issues impacting on workforce supply have been identified as:</b>	Age profile of staff requires succession planning, and the scarcity of suitably qualified officers will present a further challenge. We are aware of an aging workforce and several likely future retirements. Opportunities for career development and progression.
<b>Priority workforce actions that have been agreed by the Service Management Team in liaison with their HR Business Partner are:</b>	Appoint an Environmental Health Apprentice, develop existing staff and ensure training and continuing professional development is up to date.
<b>The service Workforce Plan will be reviewed by the Management Team, in liaison with the HR Business Partner, on the following basis:</b>	Reviewed every six months by the Environmental Health Leadership Team.  See separate Workforce Planning document.

## **Section 5 – Carbon and resource use**

<b>5.1 Short term objective</b>	<b>Expected outcome</b>	<b>Resources required</b>
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Reduce the Council's carbon footprint year on year.	A measurable reduction in carbon emissions	Assistance from the University of Exeter
<b>Link to climate plan action plan</b>	A central theme in the Strategy	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Produce an updated Green Travel Plan.	June 2023	Assistant Director/Climate Change Officer
2. Produce an EV Charging Strategy to increase charging infrastructure across the district.	May 2023	Assistant Director/Climate Change Officer
3. Assist Housing produce a Housing Decarbonisation Plan and implement the actions.	June 2023	Assistant Director/Climate Change Officer
4. Assist Property & Estates produce a Corporate Buildings Decarbonisation Plan and implement the actions.	August 2023	Assistant Director/Climate Change Officer
<b>5.2 Long term objective</b>	<b>Expected outcome</b>	<b>Resources required</b>
Implement the Council's adopted Climate Change Strategy and Action Plan.	Reduction in the Council's carbon footprint	Coordination of resources across all Services
<b>Link to climate plan action plan</b>		
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>

1. Review and update the Council's Climate Change Strategy and Action Plan.	September 2023	Assistant Director
2. Align the Council's Climate Change Strategy with the Devon Carbon Plan.	September 2023	Assistant Director
3. Support Services in the production of individual Service Plans and delivery actions to reduce our carbon footprint.	December 2023	Assistant Director
4. Support partners, contractors and others achieve net zero.	Ongoing	Assistant Director

## Section 6 – Risks

**New/emerging risks consider with your team any new and emerging risks to be reported to the Management Information Officer.**

**Any current risks that are emerging as high risk should also be reported to the Management Information Officer.**

Government currently reviewing European legislation with view to removing later in year. Given status as an enforcement authority and significant amount of European based law it is not clear what impact this could have.

Food Standards Agency currently undertaking 'Achieving Business Compliance' review of enforcement. This may change how we enforce food safety law.

Increased enforcement emphasis on 'higher priority Cat 2' damp and mould hazards in HHSRS could increase resources required.

Lack of engagement with internal and external partners to deliver climate change ambitions.

Failure to successfully recruit to current vacancies.

## Section 7 – Digital / Data Transformation

Digital and data are essential building blocks of a successful organisation. Digital transformation will enable teams to work in a more streamlined and efficient way, reducing duplicated work and automating manual processes, in support of our service plans.

Digital refers to a technology-enabled way of working that uses modern tools, technology and capability.

Data refers to digital information about people, things and systems.

**Aims:** Digital transformation will make accessing and delivering our services to the customer far quicker and simpler. To deliver a better service for our customers we require fast and efficient digital services, high quality data and skilled staff.

## 7.1 Current and ongoing digital/data projects

*Use this section to record current and ongoing digital/data projects within your service relating to systems, software, processes or anything that requires a digital or data solution. Please provide details of the project objective, progress, difficulties and showstoppers currently affecting the project, a record of these will be kept across iterations of the service plan to track their progress. The Digital and Data team will analyse these projects and contact you to discuss potential solutions to the issues you identify.  
(Please use one table per project, copy and paste table as needed)*

### CLIMATE CHANGE

#### Name of project

Climate Change website / webpages

#### Impact on service (low/med/high)

High

#### Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)

Climate Change Officer

#### Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?

Improved website information to increase awareness, provide advice and encourage participation.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
Consider best practice and duplicate/create appropriate content for our website. See Devon Climate Emergency and Leeds City websites.
<b>Project start date (if applicable)</b>
ASAP
<b>Project end date (if applicable)</b>
To be determined

<b>ENVIRONMENTAL HEALTH</b>
<b>Name of project</b>
Environmental Health and Wellbeing Hub page
<b>Impact on service (low/med/high)</b>
High
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Matt Blythe, Helen Wharam, Nathan Sritharan
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
Review of Environmental Health's current webpage structure.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
Umbraco & Siteimprove
<b>Project start date (if applicable)</b>

ASAP
<b>Project end date (if applicable)</b>
30 <sup>th</sup> April 2023

<b>Name of project - CURRENT</b>
Firmstep form – Mandatory Disability Facilities Grant (DFG) means testing form
<b>Impact on service (low/med/high)</b>
High
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Martin Prew / Alex Lester (Strata)
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
Legislative requirement to do a means test with the applicant at home.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
Firmstep form
<b>Project start date (if applicable)</b>
Current project – review start date
<b>Project end date (if applicable)</b>
1 <sup>st</sup> April 2023

## PRIVATE SECTOR HOUSING



<b>Name of project</b>
Private Sector Housing webpages
<b>Impact on service (low/med/high)</b>
Medium
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jody Harding
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
Improved information on the powers, priorities and role of the team dealing with private sector housing
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
An improved website presence
<b>Project start date (if applicable)</b>
N/A
<b>Project end date (if applicable)</b>
N/A

<b>Name of project</b>
Firmstep forms – list for all teams <ul style="list-style-type: none"> <li>• Food registration</li> <li>• Safeguarding Referral form</li> </ul>

<b>Impact on service (low/med/high)</b>
Medium
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jeremy Pritchard, David Whelan
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
Ability to utilise Firmstep forms
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
EH forms available on Firmstep system
<b>Project start date (if applicable)</b>
N/A
<b>Project end date (if applicable)</b>
N/A

<b>PRIVATE SECTOR HOUSING</b>
<b>Name of project</b>
A Better Care Fund Power BI reports
<b>Impact on service (low/med/high)</b>
High
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jody Harding / Louise Sepou / David Martin (Strata)

<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
To accurately report in real-time the Better Care Fund.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
Power BI
<b>Project start date (if applicable)</b>
1 <sup>st</sup> April 2023
<b>Project end date (if applicable)</b>
30 <sup>th</sup> June 2023

<b>COMMERCIAL PREMISES</b>
<b>Name of project</b>
IDOX and mobile working – linking with ECC and TDC.
<b>Impact on service (low/med/high)</b>
High
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jeremy Pritchard / John Dunn / Paul Nicholls (TDC)
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
Digitize all the current paper forms.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
IDOX mobile App. Currently use PDF inspection report form. Review hardware/iPads.

<b>Project start date (if applicable)</b>
1 <sup>st</sup> April 2023
<b>Project end date (if applicable)</b>
30 <sup>th</sup> June 2023

<b>CORPORATE &amp; OPERATIONAL HEALTH &amp; SAFETY</b>
<b>Name of project</b>
Health & Safety management system - Assure
<b>Impact on service (low/med/high)</b>
High
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jeremy Pritchard / Mark Chapman / Operational H&S Officer
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
On-line health and safety management system for both corporate H&S and recording and inspection reports.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
Assure software
<b>Project start date (if applicable)</b>
1 <sup>st</sup> April 2023
<b>Project end date (if applicable)</b>
30 <sup>th</sup> June 2023

<b>PRIVATE WATER SUPPLIES</b>
<b>Name of project</b>
Text and SMS messaging / alerts – Private Water Supplies appointments
<b>Impact on service (low/med/high)</b>
Medium
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Jody Harding
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
To deliver water sampling appointment notifications by text / SMS to landowners in East Devon.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
<b>Project start date (if applicable)</b>
1 <sup>st</sup> April 2023
<b>Project end date (if applicable)</b>
30 <sup>th</sup> June 2023

<b>ENVIRONMENTAL PROTECTION</b>
<b>Name of project</b>
Text and SMS messaging / alerts – Pest Control appointments

<b>Impact on service (low/med/high)</b>
Medium
<b>Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)</b>
Sally Webster
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
To deliver pest control inspection notifications by text / SMS to residents, businesses and partners in East Devon.
<b>Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project</b>
<b>Project start date (if applicable)</b>
1 <sup>st</sup> April 2023
<b>Project end date (if applicable)</b>
30 <sup>th</sup> June 2023

<b>7.2 Potential future digital/data transformation projects</b>
<p><i>Use this section to identify potential new digital/data transformation projects, this may be changes to systems, software, processes or the procurement of new products that may increase the digital capabilities, efficiency of your service and income generation for the council. The Digital and Data team will analyse these projects and contact you to discuss potential solutions to the issues you identify.</i></p> <p><i>(Please use one table per project, copy and paste table as needed)</i></p>
<b>Proposed name of project</b>
Improved web presence, social media profile and ability to transact online. Search engine optimisation (SEO).

<b>Impact on service (low/med/high)</b>
Medium
<b>Key member/s of staff that you can commit to the project (EDDC only)</b>
Team managers
<b>Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?</b>
More information on the website about the Service which may reduce demand
<b>Description of project, system/software used, transformational action/training needed for project to succeed</b>
Digital presence
<b>Is your service currently able to commit a staff resource to this project? - please specify details</b>
Yes, team managers will support the initiative