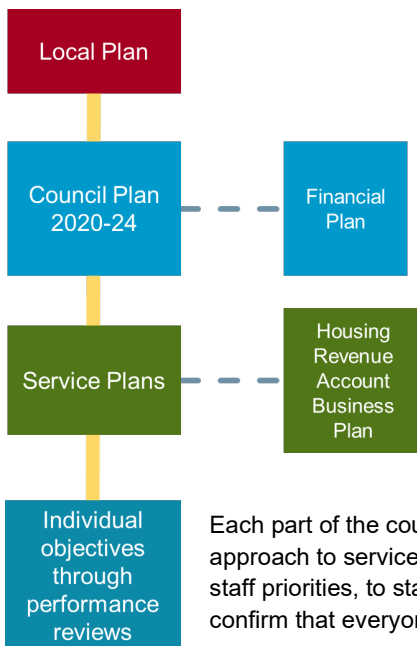


# Environmental Health

## Service Plan 2024-25

### Version 0.2

April 2024 – March 2025



**Director:** Tracy Hendren, Housing, Health & Environment

**Portfolio holders:**

- Cllr Geoff Jung, Coast, Country & Environment
- Cllr Marianne Rixson, Climate Action & Emergencies
- Cllr Dan Ledger, Sustainable Homes and Communities
- Cllr John Loudoun, Council and Corporate Co-ordination

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

### What we do and who we deliver to

The **Environmental Health Service** encompasses a wider variety of work streams, both internally and externally focussed, statutory and non-statutory that all aim to protect and improve the health, safety and wellbeing of individuals and communities and protect and improve the environment.

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 and signpost relevant services to our communities, to contribute to all four of our corporate priorities.

#### Service Wide Actions

- Carry out annual Performance Excellence Reviews and regular one to ones.
- Ensure Risk Assessments are up to date and accurate.
- Keep Team Green Travel Plans/WorkSmart Agreements up to date.
- Review fees and charges across the service
- Review Environmental Health webpages

#### Private Sector Housing

- Inspect and enforce housing standards in owner occupied or private rented housing.
- License houses in multiple occupation and mobile, caravan and camping sites to ensure the safety of residents.
- Work with owner and take enforcement action to return empty homes back into use.
- Inspect homes for immigration and resettlement programmes.
- Inspect properties and take enforcement action on enforce homeowners and landlords to prevent environmental pollution associated with rural and misconnected drainage.
- Work with homeowners; tenants living in ‘Filthy and Verminous’ and hoarded properties to prevent statutory nuisance; protect and collaborate with internal Council services and external partners and enforcement agencies to protect public health and wellbeing.
- Deliver home improvements and adaptations through the EDDC Financial Assistance Policy [EH Doc template \(eastdevon.gov.uk\)](http://eastdevon.gov.uk) using the Better Care Fund mandatory and discretionary grants.
- Promote energy efficiency measures and provide discretionary grants and loans to support residents experiencing fuel poverty and Cost of Living crisis.

- Deliver the Better Care Fund through the Financial Assistance Policy to provide loans and grants for home improvements and adaptations to residents' homes in the private sector.
- Work with internal services including Financial Resilience and Climate Change and external partners to deliver grants and cost-of-living funds to residents in most need of financial support for improvements to properties.
- Work in collaboration and partnership to deliver projects and share intelligence with a wide range of internal Council services; external partners and enforcement agencies to improve housing and water quality in East Devon.
- Participate and support Gypsy and Traveller liaison.

#### **Private Water Supplies**

- Undertake statutory risk assessments and samples of private water supplies in homes and businesses.
- Provide advice and recommendation and take enforcement as necessary through serving statutory Notices to improve private water quality.
- Submit an annual data return to the Secretary of State (the Drinking Water Inspectorate) every January.

#### **Environmental Protection**

- Consultee on the environmental impact of proposed developments set out in planning applications.
- Licensing matters, including animal licensing, street trading, scrap metal, alcohol, and regulated entertainment licensing.
- 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.
- Strategy for dealing with land that has been contaminated by its historic uses.
- Dog control issues, dog fouling and stray dogs.
- Complex social issues including hoarding and accumulations of rubbish in homes and gardens.
- Public health funerals.
- Public Space Protection Orders (PSPO) for irresponsible dog ownership and other matters including street drinking and aggressive begging in certain specified locations
- To deliver a cost-effective Pest Control service for residents.

- To deliver the required statutory returns including the Annual Status Return for Air Quality, the Pollution Prevention Control return, Stray Dogs and Animal Licensing.

### **Commercial Premises**

- To produce the Council’s Food Service Plan for 2024-25.
- Develop and implement a risk-based food sampling programme. Prioritise and deliver planned interventions for high-risk category and non-compliant establishments.
- Registration, inspection, and enforcement of legislative food safety standards for food businesses including the sampling of foodstuffs and allergen management in the none pre-packed sector.
- Receive and investigate appropriately all requests for service, food incidents and complaints about the safety of food and the hygiene of premises.
- Maintain support for the National Food Hygiene Rating Scheme (FHRS).
- Investigate workplace accidents and complaints about workplace health and safety and enforce as necessary or advise on and promote good practice.
- Registration and inspection of skin-piercing activities to ensure infection control.
- Licensing and inspection of riding establishments, zoos, and dangerous wild animals to ensure animal welfare standards and public safety criteria are met.
- Receive and investigate appropriately infectious disease notifications and outbreaks of infectious disease and other threats to human health within the community.
- Work in partnership and share intelligence with a wide range of external partners and enforcement agencies for the purposes to protect human health, prevent fraudulent activities and to detect crime.
- Lead the East Devon Safety Advisory Group (SAG) to advise on and help promote risk management/good practice with event organisers.
- To deliver the required statutory returns to the Food Standards Agency (LAEMS) and HSE (LAE1).

### **Corporate & Operational 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.

- Carrying out proactive inspections/audits of services to ensure compliance with Council policies and procedures.

- Carrying out investigations into accidents and incidents, providing recommendations to management, as necessary.
- Provide data/reports to Senior Management with recommendations.
- Provide training on health and safety matters to staff as required.

### **Public Health and Wellbeing**

- To write and publish our Annual Review looking back at Public Health activities achieved by the council throughout 23/24
- To liaise with others including Devon County Council, other districts, local NHS organisations and/or community groups e.g. health forums, community health & wellbeing boards, to support good physical and mental health of residents. Could include partnership working with Devon Smokefree Alliance.
- To research and create a regular stream of evidence-based health messages for staff, residents, members, &/or tenants, to share via appropriate media.
- Support and work with communities and local partners including NHS to reduce health inequalities.
- Work with council services to ensure that activities all support our communities' health and wellbeing.
- Find ways of increasing access to and understanding of reliable health information, helping individuals to make healthy lifestyle choices e.g., diet, smoking.
- Research and create messages that are relevant for our population, and work with Communications and others to share messages in a range of formats.
- Take opportunities to show how activities good for an individual's health are often good for the planet e.g., active travel.
- Maintain an evidence-based strategy identifying priority activities. by focusing on greatest need.
- Publish annual implementation plans and reviews.
- Support other key council strategies such as poverty reduction and climate emergency.

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

- Active role in the Community Safety Partnership (CSP - joint with Mid-Devon DC) and groups associated with Community Safety.
- Council lead service on dealing with Anti-social Behaviour.
- Manage the operational ASB/Vulnerability Forum.
- Contribute to and co-ordinate the production of the CSP's Annual Strategic Assessment and Annual Partnership Plan.

- Lead and manage specific Community Safety projects and initiatives on behalf of the Council or the CSP.
- Respond to requests for information on a broad range of community safety issues.
- Help deliver the Partnership's Strategy and priorities for the prevention and reduction of anti-social behaviour and crime and disorder in the district.
- Work with partners to develop effective solutions to community safety and anti-social behaviour issues.
- Manage and respond to ASB case review activations.
- Develop, deliver, and participate in awareness campaigns and work programmes locally to support the priorities identified and approved by the Safer Devon Partnership and the CSP.

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

As a Category 1 responder as defined by the Civil Contingencies Act 2004 there are a number of duties across the Council, some of these are delivered by the role undertaken within this department:

- Maintain Corporate Emergency Plans and Business Continuity Plans.
- Provide and support command of Emergencies and incidents affecting EDDC and ensure appropriate senior level command and decision making 24/7.
- Monitor Emerging Threats to our communities and services and assess the risk of emergencies occurring within their area and use this to inform contingency planning.
- Develop a Risk based approach to Emergency planning working with the LRF to develop the Community Risk Register based on the National Risk Register
- Develop our working relationship with Devon Emergency Planning Partnership and the partners of the Devon & Cornwall, Isles of Scilly local resilience forum.
- Develop Partnership working with our local Emergency responders as part of the Exeter East & Mid Devon Emergency Responders Forum
- Develop our community network with Towns and Parish Councils and collaborate with other organisations to compile community, local or national risk registers.
- Share information with other local responder organisations to enhance coordination both ahead of and during an emergency.
- Develop a community Resilience Network with other partners including Voluntary organisations

- Develop and take part in Emergency Exercising and training to maintain and improve our emergency response capability alongside our partners.
- Ensure appropriate Emergency Operations Centre (EOC) facilities to control and coordinate the response to an emergency.
- Ensure relevant response staff are trained to an appropriate level for their role in response.
- For Business Continuity undertake risk management processes to identify risks and take mitigating action where appropriate.
- Provide advice and assistance to businesses and voluntary organisations about business continuity management.

### **Safeguarding**

- Champion Safeguarding, promote the Corporate Safeguarding Policy and embed good safeguarding practice throughout the organisation.
- Support Safeguarding Lead in management and delivery of the Safeguarding Forum
- Annual report to Scrutiny Committee
- Administer the Internal Safeguarding Forum
- Maintain our link to the Devon Districts Safeguarding Network and the two safeguarding boards for adults and Children.
- Maintain our Safeguarding Intranet information pages and our external Safeguarding Web pages.
- Identify and develop appropriate Safeguarding Training reinforcing the “safeguarding is everybody’s responsibility and Think Family messaging.”
- Maintain a record of District Safeguarding submissions.
- Produce Senior Leadership information with regards to Safeguarding submissions
- Monitor external Safeguarding feeds to identify Emerging Safeguarding threats.
- Identify opportunities for Safeguarding learning to be shared.
- Work with departments to improve safeguarding reporting across the council.

### **Climate Action**

The Council has committed to be ‘Net Zero’ by 2040. The Environmental Health service is responsible for leading and overseeing the implementation and delivery of the Council’s Climate Change Strategy and Action Plan. This means building relationships with all services, in part through the Council’s Green Team and ensuring that targets are being monitored and met.

- Monitor the implementation of the Council's Climate Change Strategy and progress with the Climate Change Action Plan.
- Annual update report to Scrutiny Committee
- Administer and lead the Corporate Green Team.
- Provide leadership, advice, and support to other services on how to reduce carbon emissions.
- Carry out annual corporate carbon footprint.
- Lead and develop the Climate Action Training Team and deliver a training programme for staff and members.
- Share information to Community resilience network around Climate change mitigation and adaptation messaging.
- Ensure that the Environmental Health Service considers carbon impact through its business activities and takes action to reduce as far as possible.

#### **Business Support**

- Provide advice, information, and support across a wide range of environmental health issues to residents and various organisations / agencies.
- Act as a first point of contact for the public, signposting, and triaging requests for service members of the public, and officers in the Commercial and Environmental Protection teams.
- Manage the Pest Control Booking Service for EDDC.
- Manage the Stray Dog Contract on behalf of Environmental Protection and maintain the Register of seized dogs in line with statutory regulations.
- Liaise with Strata as first point of contact to process IT queries, New Starters, act as a 'Super User' to test Global Desktop, Firmstep and new software and upgrades to Uniform.
- Develop customer engagement.
- Work to improve Web presence and access to online transactions.
- Promote sustainable procurement.
- Provide Business Support resources to the whole department to assist in meeting regulatory and statutory deadlines, Management Reports, purchasing, contracts, payment of accounts.
- Compile data for customers in accordance with the Freedom of Information Act 2000.



**Staff structure**

**Environmental Health Team –**



<b>Section 2 – Looking forward: what we will do in 2024-25 (service objectives)</b>			
<b>2.1 Service level priorities we will deliver in 2024/25 which support the Council Plan Priorities: Better homes &amp; communities, A greener East Devon, A resilient economy and Quality services</b>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Due Date</b>
<b>2.1.1 Whole Service</b>			
<ul style="list-style-type: none"> <li>Review Service Structure to ensure that it is efficient and effective.</li> <li>Design and deliver out a programme of ‘Systems Thinking’ Reviews.</li> <li>Review Performance Indicators, recording and presentation of data.</li> <li>Review Service Enforcement Policies.</li> <li>Review service fees and charges.</li> <li>Ensure services minimise carbon emissions (Green Travel &amp; procurement)</li> </ul>	HR, Finance  Strata  Legal Services  Finance/Legal	Assistant Director  Assistant Director  Assistant Director  Assistant Director/ Principal EHOs (Environmental Health Officer)	31/3/25  31/3/25  31/3/25  31/3/25
<b>2.1.2 Private Sector Housing:</b>			
<ul style="list-style-type: none"> <li>Review of strategies, policies, and procedures – particularly the Private Sector Housing Enforcement Policy.</li> <li>Support the Council in developing an Empty Homes Strategy</li> <li>Bring Empty Homes Back into Use. As of 2 October 2023, there were 312 (properties that have been empty for more than 6 months and a key priority of the council is to bring empty homes back into use and reduce the turnaround time on voids.)</li> <li>To work with Council Tax on long term empty properties (more than 2 years) to bring back into use. We will work collaboratively to use appropriate</li> </ul>	Legal, Finance, Revenue and Benefits, Housing, Strata	Principal EHO (Environmental Health Officer)	31/3/25

<p>enforcement measures. As of 2 October 2023, there were 57 properties which have been empty for more than 2 years.</p> <ul style="list-style-type: none"> <li>• Review and evaluate the Household Support Fund/ Economic Vulnerability Fund pilot project running from January to March 2024; assess and report on the learning outcomes to consider whether there is scope to scale up this project. The aim of the pilot project is to proactively work with residents experiencing vulnerabilities who are already identified as requiring support to improve the quality of their homes; whilst address fuel poverty and helping build financial resilience.</li> <li>• Licence houses in multiple occupation and caravans.</li> <li>• Review and update fees and charges relating to Private Sector Housing including licencing; fit and proper person tests; private water supply sampling and risk assessments.</li> <li>• Work with Devon County Council to establish a suitable budget for the Better Care Fund to deliver the Private Sector Housing Financial Assistance policy.</li> <li>• Develop a PowerBI tool to provide data on the delivery of the Better Care Fund grants.</li> <li>• Review and update data on Private Water Supplies in single domestic supplies; complete risk assessments and sampling as needed.</li> <li>• To revoke statutory Private Water Supply notices and follow up private water supply risk assessment actions. Take appropriate advisory and enforcement action as needed.</li> <li>• Implement any new legislative changes in relation to specified accommodation and Renters Reform Bill in collaboration with Council services such as Revenue and Benefits; Housing and Legal.</li> </ul>	<p>Revenue and Benefits/ Finance</p> <p>Finance/ HR and Payroll</p> <p>Interim Chief Executives</p> <p>Communications</p> <p>Legal</p> <p>Legal; Housing and Revenue and Benefits</p> <p>Legal</p>		
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<ul style="list-style-type: none"> <li>Undertake investigations, visits and enforcement regarding housing conditions targeting damp and mould and excess cold in the private rented sectors.</li> </ul>			
<b>2.1.3 Environmental Protection</b>			
<ul style="list-style-type: none"> <li>To review the Council’s Contaminated Land Strategy.</li> <li>To produce an East Devon Air Quality Strategy.</li> <li>To produce and publish East Devon Animal Licensing Policy.</li> <li>To produce and publish an East Devon Scrap Metal Licensing Policy.</li> <li>To monitor sewage spills to land, sea and rivers and work with South West Water and the Environment Agency to reduce numbers and amount.</li> <li>To prioritise, review and update the current Environmental Protection webpages.</li> <li>To prioritise, systems thinking review and update the current Environmental Protection procedures.</li> <li>To complete a review of Fees &amp; Charges relevant to Environmental Protection.</li> <li>To complete a ‘Systems Thinking’ review of Fly-tipping Investigation and Enforcement in conjunction with other Council departments.</li> <li>Review pest control service.</li> </ul>	Finance, Legal, Strata	Principal EHO	31/3/25
<b>2.1.4 Commercial Premises</b>			
<ul style="list-style-type: none"> <li>Application of Digital Technologies</li> <li>Transition to the revised FSA (Food Standard s Agency) food hygiene model</li> <li>To complete a review of the Fees &amp; Charges relevant to Commercial Premises team</li> </ul>	Strata	Principal EHSO	31/3/25

<ul style="list-style-type: none"> <li>Lead the Safety Advisory and review TOR to ensure that it delivers appropriate support for events.</li> </ul>			
<b>2.1.5 Corporate Safety Management</b>			
<ul style="list-style-type: none"> <li>Procurement and Introduction of new Corporate Safety Management System</li> <li>Develop a pro-active corporate health and safety management system that controls corporate health and safety risks</li> <li>Produce and deliver a programme of policy reviews as part of the corporate health and safety action plan</li> </ul>	Strata	Principal EHSO	31/3/25
<b>2.1.6 Public Health</b>			
<ul style="list-style-type: none"> <li>Corporate Strategy Review and Publication and to gain Council approval publish our Public Health Strategy for 24/25</li> <li>Create and publish the council's Public Health Implementation Plan for 2024/25</li> <li>Focus on at least one of our public health priorities</li> <li>Streamline and develop the suite of health and wellbeing webpages.</li> </ul>	All services, Strata	Public Health Project Officer	31/3/25
<b>2.1.7 Anti-Social Behaviour &amp; Community Safety</b>			
<ul style="list-style-type: none"> <li>Review of Anti-Social Behaviour Strategies, Policies, Procedures and Training</li> <li>Create an Anti-Social Behaviour procedure and case checklist.</li> <li>Embed Serious Violence duty strategy into organisation.</li> <li>Design and deliver Anti-Social Behaviour and Safeguarding training to Housing Officers.</li> </ul>	CSP, Strata	Assistant Director/Community Safety Officer	31/3/25

<ul style="list-style-type: none"> <li>• Identify and deliver target interventions to prevent and reduce serious violence.</li> <li>• Create a package of training to support and build confidence in front-line Officers who encounter victims of domestic abuse.</li> <li>• Review, update and refresh Community Safety and Anti-Social Behaviour webpages.</li> <li>• Review Anti-Social Behaviour escalation procedure.</li> <li>• Create a recording system to encompass requirements of PCC and ASB action plan.</li> </ul>			
<b>2.1.8 Emergency Planning and Business Continuity</b>			
<ul style="list-style-type: none"> <li>• Service wide Business Impact Analysis.</li> <li>• New service Level Business Continuity plans.</li> <li>• Support the LRF/DEPP/COEB and support any Devon focussed exercises.</li> <li>• Support the Out of Hours rota</li> <li>• Ensure the Council is compliant with Prevent/Martyn's Law</li> </ul>	All Legal, Street Scene	Emergency Planning Officer	31/3/25
<b>2.1.9 Safeguarding</b>			
<ul style="list-style-type: none"> <li>• Develop Quality Assurance process for Safeguarding submissions.</li> <li>• Promote the use of the Safeguarding Firmstep form for submitting Safeguarding referrals all staff.</li> <li>• Set up Power BI data capture from Firmstep Safeguarding form.</li> <li>• Analyse submitted Safeguarding forms.</li> <li>• Feedback findings to Safeguarding Forum for interventions.</li> </ul>	Legal, Strata	Emergency Planning Officer	31/3/25

<ul style="list-style-type: none"> <li>Annual review to Scrutiny</li> </ul>			
<b>2.1.10 Climate Change</b>			
<ul style="list-style-type: none"> <li>Finalise and publish the new Climate Change Strategy and Action Plan.</li> <li>Promote and embed the work of the Green Team in Services.</li> <li>Individual 'climate action' service plans agreed.</li> <li>Power BI Dashboard for Climate Change data.</li> <li>Produce a programme of training of staff/members.</li> <li>Develop; publish and promote the Town and Parish council support pack.</li> </ul>	Legal services, Strata	Assistant Director – Environmental Health	31/3/25
<b>2.1.11 Environmental Health Business Support</b>			
<ul style="list-style-type: none"> <li>Review of online information and self-service</li> <li>Co-ordinate the Environmental Health Communication Plan.</li> <li>Deliver a programme of regular customer consultations providing feedback on service outcomes for our dashboard of performance measures.</li> <li>'Green' procedure for procurement as we change to sustainable office products. Track the cost of products / sustainable alternatives and monitor any positive or negative feedback to support Climate Change Action Plan.</li> <li>Review Eyecare Voucher Scheme ensuring that the provider is cost effective alternative and least carbon impactful.</li> </ul>	Strata, HR, Finance	Business Support Team Leader	31/3/25

<b>Key Project 2.1.1 Whole Service</b>		
<b>Service development / project supporting strategic objectives</b>	Service Structure and Procedures	
<b>Expected outcome</b>	More efficient and effective services, rationalised management responsibilities	
<b>Link to Council Plan priorities</b>	Quality Services	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Power BI tool required, and review of Uniform will need Strata support (Digital Transformation)  Staffing likely to be required in some areas.	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review Service Structure to ensure that it can deliver the range of Environmental Health services efficiently and effectively. Focus on: <ul style="list-style-type: none"> <li>• Adequate resourcing of key/developing areas</li> <li>• Giving resilience/avoiding single points of failure.</li> </ul> Recruitment to key roles	April 2024  Sept 2024	Assistant Director – Env Health
Design a programme of ‘Systems Thinking’ Reviews across the Service.  Deliver a programme of ‘Systems Thinking’ Reviews across the Service.	April 2024  Throughout 24/25	Assistant Director – Env Health
Review Performance Indicators, recording and presentation of data. To include: <ul style="list-style-type: none"> <li>• Audit of ‘Uniform’ system.</li> </ul>	Throughout 24/25	Assistant Director – Env Health



<ul style="list-style-type: none"> <li>• Use of PowerBI to present data.</li> </ul>		
Review Service Enforcement Policy	June 2024	Assistant Director – Env Health
Review Team/Subject Enforcement Policies	September 2024	Principal EHOs
Officer Authorisations	Dec 2024	Assistant Director – Env Health

<b>Key Project 2.1.2 Private Sector Housing</b>		
<b>Service development / project supporting strategic objectives</b>	Empty Homes Strategy and Action Plan	
<b>Expected outcome</b>	A corporate strategy and action plan to bring empty homes back into use.	
<b>Link to Council Plan priorities</b>	Better Housing and Communities for All	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Key managers to contribute to the Strategy and Action Plan Scheduled meetings with key managers/ lead officers from each service to develop; implement and report actions. Revenue and Benefits; Legal; Planning policy, enforcement, and Conservation; Building Control. Communications.	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Establish Task and Finish Group with key managers. Draft Empty Homes Strategy and Action Plan	July 2024	Principal Environmental Health Officer
Consult with Council Services and SLT/ELT	July 2024	Principal Environmental Health Officer
Report to SLT (Senior Leadership Team)/ ELT (Executive Leadership Team) and Cabinet/ Council	September 2024	Principal Environmental Health Officer
Establish Empty Homes Strategy and Action plan review meetings	Throughout 24/25	Principal Environmental Health Officer

<b>Key Project 2.1.3 Environmental Protection</b>		
<b>Service development / project supporting strategic objectives</b>	<b>Air Quality Strategy</b>	
<b>Expected outcome</b>	Approved Strategy published	
<b>Link to Council Plan priorities</b>	Greener East Devon	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Strata, Planning, Legal Services, Climate Change	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review legislation, guidance, evidence, and technical information.	30 April 2024	Principal EHO
Consult relevant parties and partners	30 June 2024	Principal EHO
Approve and publish the final Strategy	30 Sept 2024	Principal EHO

<b>Key Project 2.1.4 Commercial Premises</b>		
<b>Service development / project supporting strategic objectives</b>	<b>Application of Digital Technologies</b>	
<b>Expected outcome</b>	Improved food hygiene compliance and reduced food safety risks by focusing activity where non-compliance is identified and by undertaking appropriate follow-up and enforcement action.	
<b>Link to Council Plan priorities</b>	Quality Services, A Resilient Economy	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Strata	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review the application of digital technologies in official food safety control inspection with a focus on: <ul style="list-style-type: none"> <li>• Standardisation of documentation procedures for inspection data</li> <li>• Ensuring accessibility of all data for inspection preparation</li> <li>• Avoiding duplicate work for officers during inspections</li> </ul>	December 2024	Principal Environmental Health and Safety Officer
Manage any transition to the revised FSA food hygiene model	Throughout 24/25	Principal Environmental Health and Safety Officer

<b>Key Project 2.1.5 Corporate Health and Safety</b>		
<b>Service development / project supporting strategic objectives</b>	<b>Safety Management System</b>	
<b>Expected outcome</b>	Improved recording of and better access to documentation and information relating to safety management.	
<b>Link to Council Plan priorities</b>	Quality Services	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Strata	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review Assure system and possibility of benefitting from Torbay relationship	April 2024	Principal Environmental Health and Safety Officer
Go through procurement process	June 2024	Principal Environmental Health and Safety Officer
Install system and ensure that EDDC policies, procedures and documentation are transferred.	September 2025	Principal Environmental Health and Safety Officer
Communicate and train officers on use of system.	Mar 2025	Principal Environmental Health and Safety Officer

<b>Key Project 2.1.6 – Public Health</b>		
<b>Service development / project supporting strategic objectives</b>	Working to tackle priorities identified in Public Health Strategy	
<b>Expected outcome</b>	Helping to improve health and wellbeing of residents	
<b>Link to Council Plan priorities</b>	Better homes & communities for all; a resilient economy	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Strata	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
To gain Council approval publish our Public Health Strategy for 24/25	May 24	Public Health Project Officer
To create and publish the council’s Public Health Implementation Plan for 2024/25	April 24	Public Health Project Officer
To focus on at least one of our public health priorities; e.g. to support access to healthy food and nutritional awareness and/or to support the work of the member champion for mental health; and report progress	Throughout 24/25	Public Health Project Officer
To streamline and develop the suite of health and wellbeing webpages, ensuring that each of our Public Health Strategy’s key priorities has an information page. <a href="#">Health and Wellbeing - East Devon</a>	July 24	Public Health Project Officer

### 2.1.7. Anti-Social Behaviour and Community Safety

<b>Service development / project supporting strategic objectives</b>	Review of ASB policies and procedures	
<b>Expected outcome</b>	More effective, 'joined-up' service	
<b>Link to Council Plan priorities</b>	Better homes & communities for all	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Additional ASB officer post, Strata	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review ASB escalation procedure.	April 2024	ASB & CSP Coordinator.
Create ASB procedure and case checklist.	April 2024	ASB & CSP Coordinator.
Review and publish ASB policy.	Sept 2024	ASB & CSP Coordinator.
Design and deliver ASB/Safeguarding training to Housing Officers.	Sept 2024	ASB & CSP Coordinator.
Review, update, and refresh Community Safety and ASB webpages.	April 2025	ASB & CSP Coordinator.
Create a recording system to encompass requirements of PCC and ASB action plan.	April 2025	ASB & CSP Coordinator.

<b>Key Project 2.1.8 – Emergency Planning &amp; Business Continuity</b>		
<b>Service development / project supporting strategic objectives</b>	Service wide Business Impact Analysis	
<b>Expected outcome</b>	Review Council priority service areas and critical areas of business delivery and inform business continuity interventions	
<b>Link to Council Plan priorities</b>	Quality Services	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	No additional budget but scheduled meetings with Key managers from each dept to develop an understanding of the business Continuity and priorities for each section	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Set up meetings with key managers from all services	April 2024	EP & BC Officer
Pilot with Environmental Health	April 2024	EP & BC Officer
Review data from Key Managers to identify the key returns	June 2024	EP & BC Officer
Update New service Level Business Continuity plans	July 2024	EP & BC Officer
Review	April 2025	EP & BC Officer



<b>Key Project 2.1.9 – Safeguarding</b>		
<b>Service development / project supporting strategic objectives</b>	Develop QA Process for Safeguarding submission	
<b>Expected outcome</b>	Identify internal learning and enable us to manage related corporate risks	
<b>Link to Council Plan priorities</b>	Quality Services	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Digital data support to create Power BI dashboard of submitted adult safeguarding forms via Firm step. Staff capacity to develop	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Promotion of Firm step form to submit Adult safeguarding form to all staff	April 2024	EP & BC Officer
Request set up of Power BI data capture from Firm step safeguarding form	June 2024	EP & BC Officer
Interrogate submitted forms	August 2024	EP & BC Officer
Feedback findings to Safeguarding Forum for interventions	September 2024	EP & BC Officer

<b>Key Project 2.2.10 Climate Change Strategy/Action Plan review</b>		
<b>Service development / project supporting strategic objectives including the council plan.</b>	Climate Change Strategy and Action Plan 2024	
<b>Expected outcome</b>	Council approved strategy and action plans	
<b>Link to Council Plan priorities</b>	Greener East Devon	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Additional staffing resource, Strata, Legal Services, SWEEG	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Council agrees updated Strategy and Action Plan	1/6/24	Assistant Director
Individual 'climate action' service plans agreed	1/1/25	Assistant Director
Power BI Dashboard	1/9/24	Climate Change Officer
Produce a programme of training of staff/members – induction, carbon literacy and Bespoke	31/3/25	Climate Change Officer
Town and Parish council support pack	30/9/24	Climate Change Officer

<b>Key Project 2.2.11 Environmental Health Business Support</b>		
<b>Service development / project supporting strategic objectives</b>	Review Eyecare Voucher Scheme ensuring that the provider is cost effective and least carbon impactful.	
<b>Expected Outcome</b>	Business Support Communication Plan High quality digital resources	
<b>Link to Council Plan priorities</b>	Quality Services, EDDC Digital Strategy.	
<b>Resources required including additional budget, staffing or Digital / Data Transformation</b>	Advanced Excel training, Strata, HR, Finance	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
Review procurement procedures	April 2024	Business Support Team Leader
Check current contract restrictions	April 2024	Business Support Team Leader
Award contract	June 2024	Business Support Team Leader
Ensure that policies are updated, and new procedures are communicated	Sept 2024	Business Support Team Leader

### Section 3 – What we will measure in 2024-25: Performance targets

3.1 Service performance indicators/management information	Target	How often – monthly, quarterly, bi-annually, annually?	Responsible Officer for production of management information
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Private Sector Housing			
Number of inspections; visits and actions including Notices served. First contact to 100% of these requests within 5 working days	100%	Annually	Principal Environmental Health Officer - PSH
Number of licensed houses in multiple occupation and caravans and income from licence fees.	14 HMOs 5 Caravan sites	Annually	Principal Environmental Health Officer - PSH
The amount of loans and grants spent from the Better Care Fund through the Financial Assistance policy in line with statutory data returns for Devon County Council and Central Government.	£800,000	Annually	Principal Environmental Health Officer - PSH
Number of long-term empty homes brought back into use within the year.	Number	Annually in October	Principal Environmental Health Officer - PSH

Number of cases dealt with by Financial Resilience Team and Private Sector Housing.	100	Quarterly	Principal Environmental Health Officer - PSH
Number of formal notices served (including civil penalties).	Number	Quarterly	Principal Environmental Health Officer – PSH

<b>Private Water Supplies</b>			
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Complete the annual statutory Private Water Supplies data return to the Secretary of State (Drinking Water Inspectorate) January 2024/25		Annually in January	Principal Environmental Health Officer - PSH
Complete private water supply risk assessments.	75	Quarterly	Principal Environmental Health Officer - PSH
Report the number of Private water supply risk assessments; sampling completed with cost recovery and expenditure. (January to December).		Quarterly	Principal Environmental Health Officer - PSH

<b>Environmental Protection</b>			
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Number of pest control service requests received including fee-earning and non-fee-earning work, income received and enforcement actions that have been taken.	Income Budget	Annually	Principal Environmental Health Officer - EP
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Number of applications for planning consent and licensing consent consultations. Respond to 100 % of applications within 21 days.	Number  100%	Quarterly	Principal Environmental Health Officer - EP
Number of Public Health funerals provided. Cost recovery v. cost of service.	N/A	Annually	Principal Environmental Health Officer - EP
Number of Animal Licensing inspections completed. All new businesses inspected and licensed with 12 weeks of the application being received.	Number  100%	Quarterly	Principal Environmental Health Officer - EP
Number of service requests received, including noise nuisance, light nuisance, nuisance dogs, dog fouling, odour complaints, littering and fly tipping. First contact to 100% of these requests within 5 working days.	Number  100%	Quarterly	Principal Environmental Health Officer - EP
Number of formal notices served (including civil penalties).	Number	Quarterly	Principal Environmental Health Officer - EP
Number of PPC inspections and will ensure 100% of inspections due in year are completed.	100%	Quarterly	Principal Environmental Health Officer - EP

<b>Commercial Premises</b>			
Number of high-risk category A & B interventions with local food businesses that we have carried out. % of interventions carried out within due date	100%	Quarterly	Principal Environmental Health & Safety Officer
Number of those food businesses who may be formally categorised as “broadly compliant.”	90%	Quarterly	Principal Environmental Health & Safety Officer
Performance and resources report submitted to the Food Standards Agency for external auditing and monitoring	Various performance criteria	6 monthly	Principal Environmental Health & Safety Officer
Number of formal notices served (including civil penalties).	Number	Quarterly	Principal Environmental Health and Safety Officer
Number of service requests received including workplace accidents, incidents, and near-misses, food complaints and infectious disease notifications First contact to 100% of these requests within 5 working days.	100%	Quarterly	Principal Environmental Health and Safety Officer
Performance and resources report submitted to the Health and Safety Executive for external auditing and monitoring	Various performance criteria	Annual	Principal Environmental Health & Safety Officer

<b>Corporate Health &amp; Safety</b>			
<p>Report on our <b>corporate</b> health and safety work. Measures will include consideration of the following elements:</p> <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>	Management Information	Quarterly to SLT	Principal Environmental Health & Safety Officer

<b>Public Health</b>			
We will report on the council's progress towards our public health strategy, via our Public Health Implementation Plan and Annual Review.		Annually	Assistant Director & Public Health Project Officer
To monitor & report on our COMF projects, by liaising with the local charities / CICs commissioned by us to deliver services for East Devon and sharing progress and outcomes of their work.	Project Specific	To align with varying project periods	Public Health Project Officer
Numbers of tweets (or other social media), aiming for on average one health and wellbeing message per week.	52pa	Quarterly	Public Health Project Officer
Numbers of health/wellbeing messages shared in staff/residents' newsletters, aiming to create on average one message per month.	12pa	Quarterly	Public Health Project Officer



Numbers of health-related partnership meetings with County, other districts, NHS and other healthcare providers, and community groups such as health forums and community health & wellbeing boards.	As required	Bi-annually	Public Health Project Officer
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<b>Anti-social Behaviour &amp; Community Safety</b>			
Number of ASB service requests received. First contact to 100% of these requests within 5 working days	100%	Annually.	ASB & CSP Co-ordinator.
Report on all ASB case reviews.	100%	Annually.	ASB & CSP Coordinator.
ASB cases resolved at first intervention.	80%	Quarterly.	ASB & CSP Coordinator.
Number of Community Protection Warnings/Notices served	Number	Quarterly	ASB & CSP Co-ordinator.
Number of Anti-Social Behaviour interventions in reducing the percentage of high-risk victims to a lower risk.	TBC	Quarterly.	ASB & CSP Coordinator.

<b>Emergency Planning &amp; Business Continuity</b>			
Attendance at DEPP LRF meetings training	100%	Annually.	EP & BCP Officer
Maintain an Emergency Duty Officer Process which delivers Command for Emergency Response and Recovery	100%	Annually.	EP & BCP Officer

Increase Network of Community Resilience plans with East Devon Parish & Town Councils, measured by number of community plans on Resilience Direct (currently 17)	Increase in Community plans on RD to 25	Annually.	EP & BCP Officer
Increase in Exeter East & Mid Devon responder's forum membership	10%	Annually.	EP & BCP Officer

<b>Safeguarding</b>			
Baseline Safeguarding mandatory training compliance %	Baseline figures	Annually	
Baseline the number of Safeguarding submissions which result in a safeguarding concern being raised	Baseline figures	Annually	

<b>Climate Change</b>			
Climate Change Action Plan	TBC – currently a qualitative assessment	Annual review to Scrutiny Quarterly update to Green Team	Assistant Director & Climate Change Officer
Take up of staff training	25% per year	Annual review to Scrutiny Quarterly update to Green Team	AD and Climate Change Officer

Induction training	100% of all new starters within 6 months	Annual review to Scrutiny Quarterly update to Green Team	HR and Climate Change Officer
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<b>Environmental Health Business Support</b>			
Number of phone calls handled	Number	Quarterly	BS Team Leader
Number of e-mails received	Number	Quarterly	BS Team Leader
Number of contacts dealt with at first contact by business support	Number	Quarterly	BS Team Leader
Customer service responses 'Good' or better	80%	Quarterly	BS Team Leader