

Agenda for Overview & Scrutiny Committee

Thursday, 11 September 2014; 6.30pm



[Members of the Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

Contact: Debbie Meakin, 01395 517540 (or group number 01395 517546): Issued Tuesday 2 September 2014

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- 1 [Public speaking](#)
- 2 Minutes for 14 August 2014 (pages 3 - 6)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There are **no** items that officers recommend should be dealt with in this way.
- 7 Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview Procedure Rules. There are **no** items identified.
- 8 **Business Information Point presentation** (pages 7 - 9)
BIP West Devon Limited provides business advice to small businesses on behalf of the council under a service level agreement. This presentation will set out what this service covers for the district to help strengthen the district's business base.
- 9 **Annual Report of the Council** (pages 10 - 60)
The annual report is a publication introduced, following an external review of the council's communications, as a tool for informing residents about progress against the council plan and to highlight good news stories. The report is based on the annual performance report presented to the committee in June 2014. In the agenda papers are the current year and previous year's reports for comparison.
- 10 **Council Members IT policy** (pages 61 - 70)
Revised policy for debate and recommendation to Cabinet, who consider the policy at their October meeting.
- 11 **Performance monitoring for first quarter 2014/15** (pages 71 - 84)
- 12 **Overview and Scrutiny Forward Plan** (pages 85 - 86)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Overview and Scrutiny Committee held at Knowle, Sidmouth on 14 August 2014

Attendance list at end of document

The meeting started at 6.30pm and ended at 8.30pm.

***18 Public Speaking**

Jacqueline Green, a Sidmouth resident, asked the Leader how many candidates were considered for the appointment of Monitoring Officer and how the selection was made. The Leader responded that the appointment was the responsibility of the Chief Executive; as an interim measure, the monitoring officer function was now being provided by the South Somerset District Council.

***19 Minutes**

The minutes of the Overview and Scrutiny Committee meeting held on 12 June 2014 were confirmed and signed as a true record.

Councillor Roger Giles made reference to the Clinical Commissioning Group (CCG) visit to the last meeting, and the reference in the minutes to consultation documentation being available in late July to early August. This documentation was still not available, and a response to a question relating to bed cost comparison had yet to be provided to the Committee.

The Chairman noted the comments and the committee were advised that the answer to Councillor David Chapman's question at the last meeting was being pursued.

***20 Declarations**

No declarations were stated.

***21 Sustainable Homes and Communities Portfolio Update**

The Chairman welcomed Councillor Jill Elson, Portfolio Holder for Sustainable Homes and Communities, to the meeting.

She outlined some major achievements by the housing service in recent months, including:

- 311 new affordable homes completed during 2013/14, including completion of homes at Cranbrook, and purchase of existing properties;
- Housing Revenue Account is in strong position, including a rent collection rate of 99.8%. A Debt Repayment Volatility Fund has been created to protect against any downturn in finances in the future;
- Key work by repairs and asset & property teams in maintaining housing stock, including dealing with additional work caused by water damage in the past winter months. A new Partnering Charter has been signed with two responsive repairs contractors, including a trial of agreement between tenant and contractor based on when the work is undertaken, not arbitrarily set by an officer timescale;
- Continued upgrading programmes of kitchens, boilers, bathrooms, electrical wiring and door upgrades
- High profile evictions for anti-social behaviour
- Leading the Honiton Together initiative attracting some resource and community involvement for the benefit of the town;
- New Home Safeguard rota to provide more staffing at peak call times;

***21 Sustainable Homes and Communities Portfolio Update (continued)**

- Homelessness prevention work resulting in less budget spent on emergency accommodation;
- Successful open day held by tenants at East Budleigh in June.

The committee received a number of statistics relating to the performance of the service and an update on the work of the Housing Review Board. A new panel has also been established entitled the Designated Tenant Complaints Panel, leading to an amended formal complaints process to reflect the role of tenants in the complaint resolution.

Key challenges for the future for the service included:

- Loss of DCC Supporting People Grant from 2015
- Implementation of new software, which will provide the service with the ability of improved customer care and tenant and contractor reporting.

In response to a question about affordable housing policy, Councillor Elson reminded the committee of the decision by the Development Management Committee to have a policy in place to help protect the element of affordable housing in larger developments using an overage clause.

Questions for the Portfolio Holder included:

- What work was being undertaken to tackle houses of multiple occupation where quality issues of housing were questioned.? In response, councillors were reminded of the importance of reporting of any concerns over multiple occupation buildings so that those concerns could be investigated;
- Why had 19 houses been sold from the stock in the past year? The committee were reminded about the right to buy legislation which permitted a tenant to apply to purchase the property they lived in, subject to conditions relating to tenancy and discount terms;
- The target of affordable homes of 100 was set to be exceeded again, with an expected total of 300, due largely to the Cranbrook building phase progressing. The considerable increase in available homes, compared with previous years, plus the positive work in preventing homelessness, had led to a significant reduction in the housing waiting list.

The Chairman thanked the Portfolio Holder, the Head of Housing and related teams for the continued valued work in the service area.

***22 Review of format of full council meetings**

The Chairman welcomed the Portfolio Holder for Corporate Business to the meeting. Recently two think tanks, held jointly with the Portfolio Holder for Corporate Services, had discussed whether the Council was making best use of full council meetings. The committee had before them some possible recommendations raised to date, but the Portfolio Holder was keen to stress that debate should continue, with at least one further think tank planned before he approached the committee again with firmed up recommendations for consideration.

Debate by the committee covered:

- Evening meetings convenient for those working during the day, but may still be too much for people to undertake after long working hours;

***22 Review of format of full council meetings (continued)**

- Allowances could be reviewed to see if an increase would attract more people to stand as local councillors;
- Presentations to full council were mostly unnecessary, and a criteria would be helpful to determine what presentations should be made to which committee;
- Reminder on employer right to give 24 times per year off to attend council meetings, unpaid and at employer's discretion;
- Portfolio Holders should be held to account at full council meetings and give regular reports (currently undertaken by the committee);
- Support for specific key decisions being listed as an agenda item rather than being contained within a set of minutes for a decision and/or ratification;
- Review overall committee structure so more portfolio holder work undertaken at committee level;
- Look for best practice from other authorities;
- Ensure that the overview and scrutiny committee functions (including Audit and Governance and Housing Review Board) are strong and consider that some recommendations go directly to Council as a means of holding Cabinet to account, rather than all being referred to Cabinet in the first instance;
- Respect between councillors at full council meetings.

The Portfolio Holder for Council Business thanked the committee for their debate, and would bring a further report back to the committee with fully drafted recommendations, following further work of the joint think tank.

RECOMMENDED:

that Council receive no presentations at their full meetings unless there is a compelling reason to do so.

***23 Budget scrutiny notes**

The committee noted the recent budget scrutiny notes. The next meeting is scheduled for 22 September 2014.

***24 Overview and Scrutiny Forward Plan**

Since publication, some changes had been made to the plan, including the item on playing pitch strategy moving to the October meeting; and a presentation from Business Information Point at the September meeting.

Councillor Claire Wright requested that the CCG attend the September meeting to bring their consultation documentation for debate to the committee. Councillor Jill Elson, Portfolio Holder for Sustainable Homes and Communities, had sought agreement from the Leader for her to chair special full council meetings over the coming months to debate the CCG consultation in full, involving all members.

The Chairman highlighted that the October meeting would include, subject to availability, an update from Honiton Town Council and the Beehive group on the new community hall, but stressed that this was an opportunity for the committee to question in relation to the capital investment made by this Council, not to question related finances of other councils or bodies.

Attendance list

Present:

Tim Wood (Chairman)
Graham Troman (Vice Chairman)

Peter Bowden
Vivien Duval Steer
Roger Giles
Peter Halse
John Humphreys
Frances Newth
Brenda Taylor
Eileen Wragg
Clare Wright

Debbie Meakin, Democratic Services Officer
Henry Gordon Lennox, Principal Solicitor

Ray Bloxham
Iain Chubb
Alan Dent
Christine Drew
Paul Diviani
Jill Elson
Stephanie Jones
Helen Parr
Pauline Stott
Ian Thomas
Phil Twiss
Tom Wright

Apologies:

Mike Allen
David Chapman
Maddy Chapman
Deborah Custance Baker
David Key
Tony Howard
Chris Wale
Steve Wragg
David Cox
Andrew Moulding
Peter Sullivan

Chairman

Date.....

Report to: **Overview and Scrutiny Committee**

Date of Meeting: Thursday 11 September 2014

Public Document: Yes

Exemption: None



Agenda item: 8

Subject: **Advisory Services to small businesses delivered on the Council's behalf by Business Information Point (Bip) West Devon Ltd.**

Purpose of report: To provide Members with a fuller understanding of the support and advisory services available to small businesses across the District, under the terms of the Service Level agreement in place between the Council and Bip.

Recommendation: **That the availability and delivery of independent and impartial development advice to small and emerging businesses throughout East Devon continues to be regarded as a priority use of the funding resources available within the Council's economic development budget.**

Reason for recommendation: To inform the preparation of the 2015/16 Economic Development Budget (Code 23)

Officer: Nigel Harrison, Economic Development Manager, (01404) 41719

Financial implications: The report details the services obtained for the annual fee of £25,000. As any reduction to the provision of this service needs 3 months notice, a decision on any changes must be made before 31/12/2014.

Legal implications: The Council is under a general Duty of Best Value to "*make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.*" Authorities should consider overall value, including economic, environmental and social value, when reviewing service provision.

As a concept, social value is about seeking to maximise the additional benefit that can be created by procuring or commissioning goods and services, above and beyond the benefit of merely the goods and services themselves.

Section 3 of the Local Government Act 1999 includes a duty to consult council and NNDR tax payer representatives, representatives of service users and other interested persons before commissioning or decommissioning services: if members recommend a reduction in the current agreement with Bip, consultation should take place and its responses be considered before any decision to reduce/increase funding is made.

The statutory guidance, which members should have regard to, is available here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5945/1976926.pdf

Guidance includes the following:

Actively engaging the organisation and service users as early as possible before making a decision on: the future of the service; any knock-on effect on assets used to provide this service; and the wider impact on the local community.

Making provision for the organisation, service users, and wider community to put forward options on how to reshape the service or project.

Equalities impact: The services available through Bip are available to anyone considering self employment and to those who have already chosen this course of action and become owners of their own small business. Bip's interventions take place in response to requests from small business clients and as a result of presentations to groups and local business organisations. Their work is designed to strengthen local employment opportunity throughout the District.

Risk: Low Risk; The services available through Bip are well established and widely respected. Bip's advisors are accredited through a nationally agreed framework

Links to background information:

- [Service Level Agreement 2014/15](#)

Link to Council Plan: Working in this Outstanding Place

Report in full

Throughout its history, the Council has supported the provision of independent and impartial development advice to local small businesses. First through the East Devon Small Industries Group (EDSIG), then via the East Devon Enterprise Agency Ltd and more recently through the Heart of Devon Enterprise Agency Ltd (EHoD).

Since the closure of EHoD in 2007/08 (the Government's Business Link service also closed in 2010), the Council commitment to the provision and delivery of business support services has been expressed through a Service Level Agreement agreed annually with Business Information Point (Bip) West Devon Ltd.

There are just over 5,000 small businesses trading from within the boundaries of East Devon (Office of National Statistics date for enterprises employing 0 – 9 people at the end of 2013). The funding available in 2014/15 (£25,000) is used to sustain the delivery support services as required under the terms of the agreement attached to this report.

BIP are targeted to deliver 250 interventions in the period April 2014 – March 2015. An intervention is any interaction with an East Devon business / client. These interventions will consist of one to one visits, attendance at workshops or clinics, attendance to Enterprise Clubs and advice from BIP advisers via email and telephone. During the course of this first quarter, there have been a total of 50 interventions.

There have been a number of opportunities for BIP to offer support to EDDC in assisting businesses in the district. Support has been offered to a shed manufacturing business to facilitate the resubmission of a planning application to enable the business to relocate which, it is hoped, will allow for expansion and increased employment.

BIP have also received referrals from EDDC for those businesses which are seeking advice on the Flood Resilience Policy to make applications under the Repair and Renew Grant.

The one to one visits incorporate the use of a diagnostic tool to determine strengths and weaknesses within the business, identifying specific actions to be implemented to improve business performance.

Examples of interventions this quarter are as follows:

- A local Insurance broker looking to diversify into becoming an artisan bread producer.
- A bed and breakfast owner offering alternative therapies, looking to market themselves more effectively.
- A local successful musician seeking support in setting up a recording studio.
- A niche educational business seeking advice on marketing strategies.

BIP provide additional business support services in the form of various workshops and events that are run throughout the district. These comprise of the monthly Enterprise Club that is currently run in Honiton, with a second to be launched in Axminster with effect from January 2015. The support is also delivered by way of specific workshops that take place, covering topics such as book keeping, marketing and a generic Starting in Business.

BIP also deliver a programme that is managed and marketed by Peninsular Enterprise and funded through ERDF. The purpose of the programme is for businesses to be aware of, and make use of technologies available as a result of the increased broadband speeds which superfast fibre optic broadband can deliver. This provides specialist support and workshops to businesses seeking to grow their business through the use of IT based technology.

7 Businesses in East Devon have benefited from the free support this project offers.

BIP continues to maintain strong partnerships with organisations such as the Blackdown Hills Business Association, the Federation of Small Businesses and Cosmic Ethical IT, whilst also looking to increase their attendance at meetings of each of the district's local chambers of commerce.

Bip's Contracts Delivery Director and Contracts Manager will describe their work with local small businesses and those considering self-employment at your meeting and will be pleased to respond to your questions and comments.

The Annual report for 2013/14 was designed as a helpful communication tool to inform our residents and other interested parties of some of the work that we have been progressing through the year. The table below sets out the items found in the 2012/13 report and our response in the 2013/14 report.

The full in-depth Year End Performance Report for 2013/14 was presented to Overview and Scrutiny on the 12 June. The first Quarter Performance Report for 2014/15 is being presented to Overview and Scrutiny on the 11 September.

Promises listed in the Annual Report for 2012/13	Response in the Annual Report for 2013/14
Living in this outstanding place	
Build at least 100 affordable new homes a year	Included in the Annual Report 14 see page 9
Bring at least ten private sector empty homes back into use	Included in the Annual Report 14 see page 9
Undertake a district-wide survey to help us track satisfaction over time and make plans to address key issues for residents	Mentioned through the report as part of residents feedback sections
Have some of the lowest waste to landfill and highest recycling levels nationally	This data for 2013/14 is not yet available
Set a baseline and improve the thermal efficiency of homes in the district	Still ongoing and contained within the Q4 performance report as on track, also reported in Q1 2014/15 report
Finalise the Strand redevelopment and the blueprint for the regeneration of Exmouth	Included in the Annual Report 14 see page 9
Help Seaton achieve its visitor Centre	Included in the Annual Report 14 see page 9
Working in this outstanding place	
Increase job opportunities throughout the district	Included in the Annual Report 14 see page 11
Continue to explore regeneration opportunities	Included in the Annual Report 14 see page 11
Enhance the visitor and tourism economy	Included in the Annual Report 14 see page 11
Provide business support, innovation ideas, networking opportunities and training for small- and medium-sized businesses	Support for SME's from environmental health and procurement see page 11
Progress the delivery of the projects in the Exmouth vision	Included in the Annual Report 14 in page 9, didn't want to repeat ourselves
Enjoying this outstanding place	
Complete the delivery of new inter tidal habitat scheme on Sheep's Marsh on Axe Wetlands.	This is work ongoing and will be reported on through 2014/15 included in the Q1 2014/15 report
Deliver a comprehensive Axe Estuary Wetlands Interpretation programme that provides information on the unique wildlife and 'story of the wetlands' for visitors.	This is work ongoing and will be reported on through 2014/15 included in the Q1 2014/15 report
Continue our funding to LED Leisure.	Included in the Annual Report 14 see page 13

Keep creative art workshops and international art exhibitions available and accessible in our district.	Included in the Annual Report 14 see page 13
Review our green and open spaces and plan to ensure we are delivering best value and community access.	At quarter one this was removed as a Council Promise and not reported on for the rest of the year as the resource was not in place to complete this. There is now a Council promise for 2014-16 to deliver an open space strategy will be reported on through 2014/15 included in the Q1 2014/15 report
Outstanding Council	
Take forward the Council Accommodation review	This is work ongoing and will be reported on through 2014/15 included in the Q1 2014/15 report
Be one of the lead councils in developing the shared ICT service in Devon	Included in the Annual Report 14 see page 15
Continue our successful programme of integrated mobile working in new areas of the council	Not mentioned but contained within the Q4 performance report as on track – it felt like we had reported on this lots through the year
Select and implement a new content management system for our website to improve the customer experience	Included in the Annual Report 14 see page 13
Undertake surveys with our residents, town and parish councils, businesses and equality partners	This is ongoing work and the results from these will be contained within each following Annual Report.

Annual report

2013/14



East Devon – an outstanding place





Photos on the cover and this page: opening of the new play park at Elizabeth Road in Seaton

ABOUT THIS DOCUMENT

This is the council's annual report 2014. In this report we look back at our performance for the financial year 2013/14 and forward to our plans for the future.

MORE INFORMATION

Our year-end performance report at www.eastdevon.gov.uk/performance contains more in-depth information. If you have any questions about this report, please contact:

Communications team
01395 516551
communications@eastdevon.gov.uk

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FOREWORDS



Mark R Williams
Chief Executive

I'M pleased to report that over the past year we've been able to keep good quality front line services running despite major cuts in government funding. It's been a difficult challenge and it's not looking any easier this year as the government slice another 14 per cent (around £794,000) from the grant they provide us – with even deeper cuts to come further down the line.

In future years we'll have to redouble our efforts and be even more imaginative to protect services in the face of rising costs and falling income. We will not shy away from the challenge of not only continuing to provide good service but also planning ambitiously for the future.

As you'll see in this report, the services you care about such as waste collection, street cleaning and providing top quality parks and open spaces, have continued to perform well in 2014/15. At the same time we've made a lot of progress on our draft Local Plan, the district's planning blueprint for the next 15 years, while also progressing major projects such as the new community of Cranbrook.

We have streamlined our management team to make us more efficient and better set up to deliver the results we want to see in coming months and years. I'm looking forward to continuing success over a broad range of service delivery.



Cllr. Paul Diviani
Leader of the Council

PEOPLE will judge us by how well we continue to provide the services they care about and by how we plan for the future health, safety and prosperity of the people who live and work in our outstanding district.

The job of the politicians is to strike the right balance between keeping our charges low, laying the foundations for a vibrant economy, and conserving and enhancing the wonderful landscapes that make our environment so special.

Some of these are policy decisions – like freezing Council Tax for the fifth year in a row and focusing attention on the places that need a special boost – for example our regeneration towns of Exmouth and Seaton or special parking offers in inland town centres. These decisions are already bearing fruit – as witness the new developments in Exmouth and the Seaton Jurassic discovery centre at the eastern end of our coastline.

Another example is taking shape right in front of our eyes in the form of Cranbrook, our award-winning, exciting new carbon-friendly and people-friendly community at the western end of the district. Cranbrook is a prime example of successful working with the private sector.

Some decisions are operational – like the proposal to vacate our old and expensive offices in Sidmouth and move to a modern building designed for our future needs. This will ensure we have the working practices and the funds to continue delivering our promises.

But all decisions are carefully weighed and are part of a joined-up strategy aimed at enabling us to provide the services you want at a price you can afford despite the many challenges and hurdles we encounter along the way.

We have also improved our two-way communication with residents through engagement and project voting events, our new e-newsletter, the East Devon App and social media.

This annual report is testament to how successful we have been in the past 12 months at keeping our promises. I'm delighted with the progress we have made and I look forward to reporting still more advances next year.

HIGHLIGHTS FOR 2013/14



APRIL

Improvements to the Manor Pavilion Theatre, Sidmouth

Sidmouth's thriving Manor Pavilion theatre re-opened in April in time for the summer season having undergone major improvements to the box office area and back stage.



MAY

Revamp of the Jubilee Gardens

The new Jubilee Gardens in Seaton was officially opened in May following an eagerly anticipated £35,000 revamp paid for and led by East Devon District Council working together with local people.



APRIL

Re-opening of the Elizabeth Road Play Park in Seaton

Hundreds of local children and parents came along to the official re-opening of Elizabeth Road Play Park in Seaton which had undergone £42,000 of improvements to its play equipment.



JUNE

New bus services to Cranbrook

June saw the start of new bus services linking to Cranbrook with Exeter, Clyst Honiton, Ottery St. Mary, Honiton and Axminster.



AUGUST

Improvements to our sports facilities

Over £220,000 was spent in the summer 2013 on improving and upgrading two of the district's key leisure facilities Exmouth Tennis and fitness centre and Sidmouth Leisure centre.



MAY

New outdoor gym at Beer

Beer's new seafront gym was officially opened in May. This outdoor gym was proposed and chosen by the local community and probably has one of the best views of any gym in the county!

FOR THE LATEST ...

Follow us on Twitter



AUGUST

High demand for business premises

High demand for premises from small firms saw us let all our available business units in August. In response to the high levels of demand for workshop units we now have plans in the pipeline to create more units.



NOVEMBER

Seagull summit

In October we held a successful 'seagull summit' in Sidmouth with a range of interested parties such as local traders and hoteliers and a number of residents to discuss what action can be taken to curb the problems associated with the gulls nesting in the town.



FEBRUARY

Operation winter storm

Our staff were out and about across the district dealing with the challenges posed by the storms through the winter. They were working hard dishing out sandbags for flood prevention to clearing sand and shingle from seafronts, dealing with damaged beach huts and even stopping an ice cream parlour being washed out to sea!



Publication prepared for the seagull summit

SEPTEMBER

Tour of Britain

Sir Bradley Wiggins and Mark Cavendish were among the top cyclists to be seen in Sidmouth when the the Tour of Britain cycle race came to East Devon this year with Stage 6 starting in the town.

MARCH

Council Plan 2014 refresh

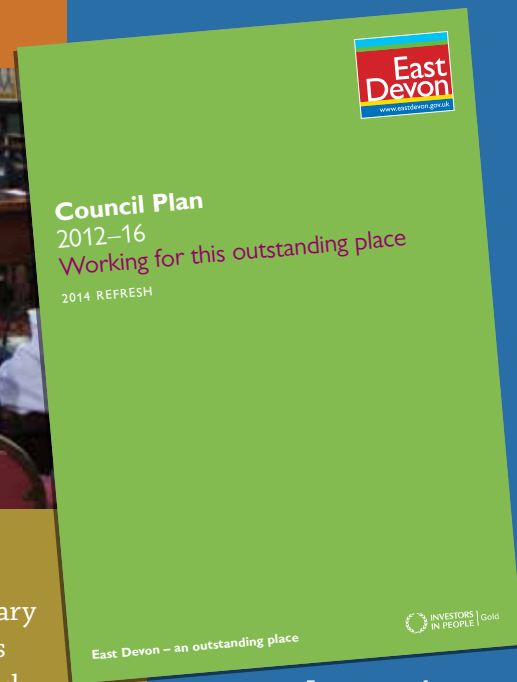
We published our Council Plan mid-term refresh setting out all of the work that we want to achieve by 2016.



NOVEMBER

Take over day

Forty pupils from some of our local primary schools visited the council's headquarters as part of the National Takeover Day which aims to help young people learn more about local government and its services.



Front cover of our Council Plan refresh document



Twelve new affordable flats
in Mill Street in Sidmouth

PRIORITY ONE LIVING IN THIS OUTSTANDING PLACE

At a glance

How are we doing with the promises we made
in our council plan 2012–16?



Seven achieved



Three on track

YOU HAVE TOLD US that by far the most important issue you want us to tackle is to help deliver more local homes for local people so that young families and people on low incomes can afford to live here. Balanced communities are key to a sustainable future, which is why we are investing in this area. We recognise that to meet the needs of young people in the district, we need to provide sites for affordable housing and improve job opportunities.

You have also asked us to invest in our main towns to make sure they remain attractive places to live and visit, to retain our excellent council housing service and to continue the good work we do in keeping the place beautiful, safe, clean and tidy.

Residents' feedback

From our regular viewpoint survey sent to a
random selection of East Devon residents

83% Are satisfied with the green box
recycling collection

96% Feel safe when outside in your
local area in the day

84% Feel safe when outside in your
local area after dark

Focus on performance

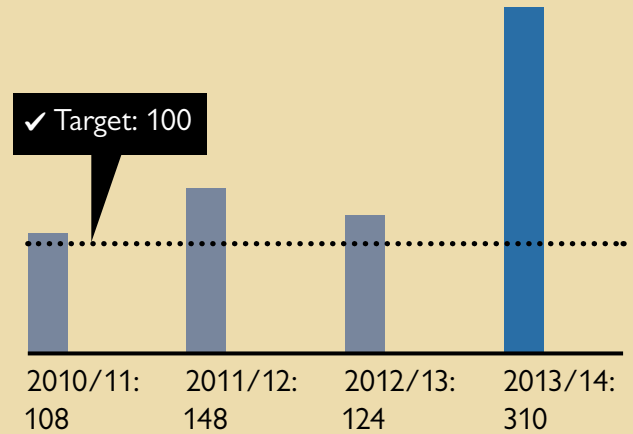
In 2013/14 we said we would build at least 100 affordable new homes. We managed to achieve 310 new homes built. We also helped to provide three rural affordable home schemes at Chardstock, Whimble and Uplyme.

We have helped bring back more than ten long term empty properties into use or sold in order to be renovated. We have also been successful with our first Enforced Sale Procedure, with housing, Council Tax and our legal departments working together to achieve this. We are endeavouring to continue this enforcement approach over the next 12 months.

In Cranbrook more homes were built and being occupied with the addition of a new community building, the Younghayes Centre, which opened in October just in time for a community Halloween pumpkin party to be held there. The planning application for a new train station for the town was also given permission in 2013/14. The E.ON combined heat and power plant to service Cranbrook and Skypark Business Park became fully operational in the autumn.

As part of our promise to progress regeneration projects in Exmouth and Seaton the new Premier Inn hotel is moving to building works on site in Exmouth. In Seaton the project to construct the New Seaton Jurassic Centre received a boost with £300,000 of funding being secured from the Coast Communities Fund. Work on phase two of the Heritage Lottery Fund application has now started.

Affordable homes delivered



Recycling

In 2013/14 as a district we recycled:

- ✓ 4,200 tonnes of glass which saved 1.3m kgs of CO₂
- ✓ 4,700 tonnes of paper which saved 78,880 trees
- ✓ 650 tonnes of plastic bottles which equates to 2.4m bottles
- ✓ 670 tonnes of cans which equates to 3.5m cans
- ✓ 140 tonnes of textiles

OTHER ACHIEVEMENTS IN 2013/14

- 99.81 per cent of rent due on council owned homes was collected in 2013/14
- We undertook a full programme of estate walkabouts reviewing the condition of our housing properties identifying where improvements are required particularly to the communal areas. Estate walkabouts took place in Beer, Ottery St Mary, Exmouth, Colyton, Kilmington, Dalwood, Axmouth, Uplyme, Combepeyne, Rousden and Membury.
- Following our walkabouts and fire risk assessments we have made a series of improvements to communal areas within our housing stock such as in Powell Close, Seaton, which has seen new storage facilities, new communal fire doors, buggy store and charging facility.
- The SWITCH project continues to be a great success and well supported by young people in Littleham, Exmouth and Millwey Rise, Axminster. Young people gain more formal skills in various areas including IT, seeking employment, music and film making as well as the more physical circus skills.
- Home Safeguard continued this winter to provide an excellent service to residents of East Devon and Teignbridge – whose emergency out-of-hours calls we also handle over the festive period and during times of extreme weather.



SOME OF OUR PROMISES FOR 2014-16

- Continue to deliver on our housing promise to build at least 100 affordable new homes a year and produce at least one rural affordable housing scheme each year.
- Make sure that new developments are supported with the right level of investment in infrastructure to benefit the community.
- Continue to deliver street cleansing and grounds maintenance services that meet residents' expectations and keep satisfaction high.
- Work with our partners to improve public health and wellbeing across the district.



Site of the new ambulance special operations centre at Skypark

PRIORITY TWO

WORKING

IN THIS OUTSTANDING PLACE

At a glance

How are we doing with the promises we made in our council plan 2012–16?



Five on track

YOU HAVE TOLD US that you want East Devon to be a thriving, competitive local economy. East Devon had 6,535 registered businesses in 2013 and around one in ten people in East Devon run their own business. Through our business centre, business parks, our planning and regeneration role and through specific projects and services, the council is here to accommodate, guide and work with the local business community across the district.

The delivery of the developments at the western end of the district is a vital part of our Local Plan strategy to help create investment and well-paid jobs for the benefit of people across the district. For the last few years, we have also concentrated resources, time and effort on helping Exmouth and Seaton maximise their potential and we will continue to look for opportunities in all our towns.

Residents' feedback

From our regular viewpoint survey sent to a random selection of East Devon residents

72% Agreed that we are using East Devon's natural landscape and countryside to encourage more visitors and tourists to come here

50% Agreed we are increasing job opportunities in the west of the district by encouraging businesses to be based near the new town of Cranbrook

58% Agree that we are making our towns better places to live by regenerating them

In 2013/14 we said we would work to increase job opportunities by developing the employment site in the western end of the district. The first business occupier is now on-site at Skypark business park with further planning applications expected in 2014/15. At the new Exeter Science Park the first building, Eagle House, opened in December and has been occupied by the blur Group, a global technology company. The blur Group has since announced plans to lease a further building. Construction of the Exeter Science Park Centre has also started and is due to open in April 2015 – this will extend to approximately 30,000 square feet offering bespoke office and laboratory facilities and fully resilient internet connectivity.

We also promised to explore regeneration opportunities through the district. In Honiton, the new Beehive Community Centre is now complete. In Axminster, the Webster's Garage site development has been given approval and work should start here in 2014/15. In Sidmouth, discussions have taken place with Sidmouth Town Council about the use of Fort Field and opportunities for investment of money from new developments.

Another objective was to use the natural assets of the district to enhance the visitor and tourism economy. We are working hard to ensure the development of the Seaton Jurassic Centre in Seaton, a multi-million pound visitor centre telling the story of the Jurassic Coast, and the rich landscape, geology and geomorphology around Seaton. Our countryside team continued to provide high quality spaces such as the Axe Estuary Wetlands and our nature reserves across the district.

Skypark and Exeter Science Park will bring new job opportunities to the district

We are exploring regeneration opportunities in Honiton, Axminster and Sidmouth

OTHER ACHIEVEMENTS IN 2013/14

- Part of our new procurement strategy is to increase the proportion of our spend with small- and medium-sized business and local suppliers. Through 2013/14, 29 per cent of our purchases were with East Devon suppliers and 60 per cent with small- and medium-sized businesses.
- The environmental health commercial team visited 101 small and medium sized businesses at Heathpark, Honiton to offer them a qualified health and safety officer visit and give advice. All businesses were also offered free training sessions on a range of health and safety topics. Twenty businesses took up the invitation of a focused health and safety visit aimed at reducing costs and improving safety at their businesses. Many other businesses have also arranged to attend the training.
- During the summer there were more press enquiries than ever before, and 35 enquiries from the public, about the alleged menace caused by seagulls and the perceived danger to the public. The team decided to hold a 'Seagull Summit' in the autumn and over 60 businesses and town councils were represented. We plan to follow this up with a campaign on the seafronts in summer 2014.
- Following the summit copies of the information pack *The Gull Gazette* and an information poster were distributed to over 350 seaside commercial premises.



SOME OF OUR PROMISES FOR 2014-16

- Invest in further regeneration in our priority towns and look for opportunities in all our towns to invest in their economies and make best use of our assets.
- Increase job opportunities by encouraging the strategic employment site development in the west of the district.
- Work with partners to improve and diversify the skills on offer to the district's workforce.
- Find ways to promote inward investment and new business growth.



Left: receiving the Green Flag Award for Connaught Gardens in Sidmouth for the tenth year in a row
 Right: one of our countryside rangers at a 'wet and wild' countryside event

PRIORITY THREE

ENJOYING THIS OUTSTANDING PLACE

At a glance

How are we doing with the promises we made in our council plan 2012–16?



One achieved



Three on track

THE COUNCIL'S ROLE is to help residents and businesses make best use of this outstanding environment and to bring in investment that enhances the natural assets of the district. We also make sure that new developments do not cause significant harm to the natural environment, its habitats and wildlife.

We want to encourage cultural and leisure activities that cater for different age ranges and interests. Our towns and parishes, as well as local community schools and voluntary organisations, are all partners in helping us deliver community events and celebrations that promote East Devon and create a rich cultural environment for us all to enjoy.

Residents' feedback

From our regular viewpoint survey sent to a random selection of East Devon residents

79% Of people were satisfied with parks, public garden, play areas and open spaces

84% Were satisfied with the food hygiene service feeling confident about eating in cafes and restaurants in the district

In 2013/14 we said we would provide a range of facilities and activities to help support healthy lifestyles including organised events and outdoor gyms and play parks. Over £220,000 was spent in 2013 on improving and upgrading two of the district's key leisure facilities. In Exmouth the tennis and fitness centre received a £180,000 revamp including replacing the surface of the tennis courts and improved lighting. The leisure centre in Sidmouth also had a £40,000 plus refit with improvements in the sports hall and squash courts. Another of our promises was to continue to fund Leisure East Devon who received £1 million to provide leisure facilities across the district, supporting our ambitions for health, sport and leisure.

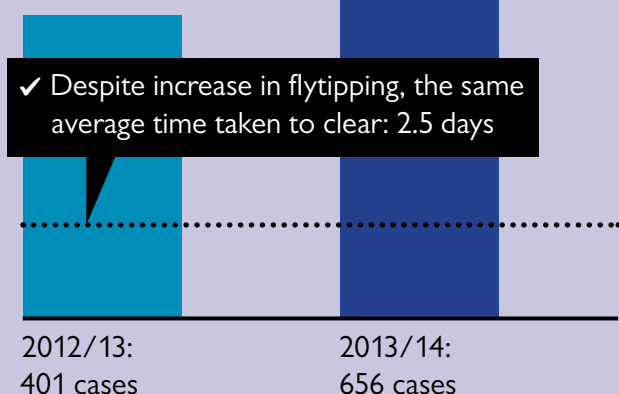
Connaught Gardens in Sidmouth and Manor Gardens in Exmouth have both again received the prestigious Green Flag Award, a sign to visitors that the park is a well-maintained and well-managed high quality green space, with excellent facilities. It's the tenth year in a row for Sidmouth, while Exmouth has now won the award nine times consecutively.

There has been a full programme of art events at the Thelma Hulbert Gallery through 2013/14 including the successful 'Art and Mind' exhibition and the 'intoLACE' exhibition which saw 1,272 visitors to the gallery – the second most visited exhibition in the gallery's history.

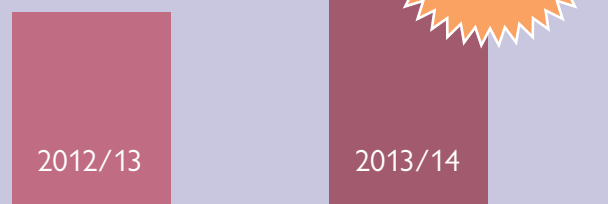
Our countryside volunteers clocked up 4,755 hours of work for the countryside team through 2013/14. Their enthusiasm and hard work is, as always, invaluable to us. The volunteering programme in the countryside team is now underpinned by a new adopted volunteer handbook.

Focus on performance

Flytipping: cases and time to clear



Flytipping: enforcement action



OTHER ACHIEVEMENTS IN 2013/14

- Our planning team have had great success in defending the council's planning decisions at appeal with planning inspectors agreeing with our decisions in 73 per cent of cases (compared with 65 per cent nationally). Major successes have included our defence of Feniton village from large scale housing development.
- The environmental protection team continue to monitor the water quality results provided by the Environment Agency (EA). Officers have worked with the EA trying to find sources of pollution and to improve water quality at some of our beaches, particularly Budleigh Salterton and Ladram Bay.
- Sidmouth's thriving Manor Pavilion theatre re-opened in April after undergoing £90,000 of improvements, with a new box office, upgraded heating and air conditioning systems, new disabled toilets, new windows and doors and new lighting, as well as improvements back stage.
- Our countryside team launched a curriculum pack to all primary schools across East Devon and they are actively being used by schools visiting the wetlands.
- Our countryside team has held a wide range of activities and events across our nature reserves. See www.eastdevon.gov.uk/countryside for information on upcoming events.



SOME OF OUR PROMISES FOR 2014-16

- Develop ideas and income-generating projects to keep creative art workshops and international art exhibitions available and accessible in our district.
- Deliver an open space strategy which will provide a robust plan to make sure East Devon's open spaces are used to their full potential.
- Complete and promote the Axe Estuary Wetlands as a regionally important wildlife destination.
- Establish a monitoring programme for key habitats and species across all our nature reserves.



We are developing a new website that will work on various mobile devices

PRIORITY FOUR AN OUTSTANDING COUNCIL

At a glance

How are we doing with the promises we made in our council plan 2012–16?



One achieved



Eight on track

OUR AIM continues to be to design both our service delivery and forward strategy around what matters to our residents and customers. Decisions are evidence-based and the measures we use tell us whether we've achieved what you said was important. We have achieved unprecedented improvement in our ability to deliver what you told us was important and as a result, customer satisfaction with our frontline services is at the highest it has ever been.

Thanks to our 'systems thinking' approach and the endeavours of a member working group which helped identify efficiencies, savings and ways of creating additional income for the council, we are in a stronger position to cope with the major reductions in the government's funding of public services.

Residents' feedback

From our regular viewpoint survey sent to a random selection of East Devon residents

72% Were satisfied with the way we run things

70% Said that we provide value for money

84% Felt that they were kept informed by us

49% Agree that we respond quickly when asked for help

Focus on performance

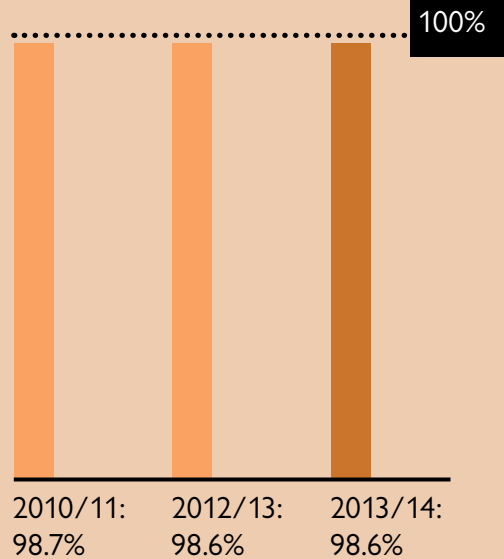
In 2013/14 we said we would work to improve our website through our Open for Business project. We have made great strides in developing a clean and simple website which is based on the principles of the GOV.UK website. The web content refresh has gone really well and it is hoped that most pages will have been updated for all services by the autumn. The new online services part of the project is significant as there are some 109 existing processes which need to be reviewed and 230 new processes that need to be turned into online services.

We know that from feedback in our viewpoint survey that 72 per cent of our customers are satisfied with our services but we want to improve this figure by offering our services where and when our customers want them and the Open for Business project will help us to achieve this. We are consulting with our East Devon Editors and Equalities Partners group to help with the look and feel of the site.

We have now delivered all of key strategic projects from the communications plan. This has included the creation of a new e-newsletter, connectED, the *Knowing East Devon* population and place report, this annual report and customer and stakeholder surveys.

Our shared ICT service project working with Exeter and Teignbridge councils has progressed well this year and the programme is now working on producing a detailed business plan for each council to review in 2014/15. The project to deliver paper-light committees and improve councillors' IT has moved on through the year with the Microsoft Office 365 roll-out nearly complete, which allows councillors to use smartphones and their own computers to access council documents. This is the springboard to move as many agendas as possible to an electronic format by May 2015.

Council Tax collected



OTHER ACHIEVEMENTS IN 2013/14

- Developed a new East Devon App allowing smartphone users to access a range of council services such as the planning service and 'report it' forms to advise of fly-tipping or a missed bin collection, view times of waste and recycling collections and sign up for weekly reminders, find useful places like recycling banks, car parks and public toilets and check local food hygiene ratings.
- We have successfully implemented a new business rates system which has helped to streamline our rates collection. We have a collection rate of just over 98 per cent.
- Our asset management plan has been agreed which aims to maximise or use and sale of our assets to fund our priorities for East Devon.



SOME OF OUR PROMISES FOR 2014-16

- Deliver a 2020 vision transformation strategy that will prepare us for continued reductions in government funding. This will outline the criteria that we will use to direct our financial and other resources so that we can continue to be an outstanding council despite the financial constraints.
- Implement new technology giving customers the option to access more of our services directly over our website whenever they wish whilst reducing costs for the council.
- Complete the implementation plan for a new ICT shared service with Exeter and Teignbridge councils and set this up during 2014.
- Make sure that we provide the right technology for officers to be able to work in a mobile and flexible way across the district for the benefit of our customers.



Download the East Devon App to access council services on your smartphone:
www.eastdevon.gov.uk/app





Artists' impression of future improvements to Mamhead slipway in Exmouth. Emergency spending on the slipway was required to ensure public safety.

FINANCIAL OVERVIEW

We account and budget for our finance in three separate areas and our year end financial position is set out under the following three headings:

1. GENERAL FUND SERVICES

These are the day-to-day costs of running all of our various services including recycling and waste collection, street cleaning, the provision of parks and gardens, leisure centres, swimming pools and nature reserves and covers items such as employing staff, putting fuel in vehicles and paying contractors to carry out works. The only area of daily expenditure excluded from the general fund is where we are acting as a landlord for our 4,274 council homes.

General fund service costs are funded through Council Tax, government funding, direct fees and charges (raised from areas such as car parking, planning fees, rents charged on industrial sites)

2. HOUSING REVENUE ACCOUNT (HRA)

This is day-to-day costs to our council homes for which we act as landlord including expenditure on maintenance and management of the housing stock.

HRA expenditure is funded solely from the rents collected from tenants

3. CAPITAL

This is expenditure on purchasing or enhancement of an asset. In the main, the expenditure will benefit us for greater than one year – for example, buying a new road sweeper or replacing a roof on a building.

Capital expenditure is funded from the sale of an asset or land, sometimes direct government funding for certain schemes, a contribution can be made from revenue budgets or we can borrow to fund such expenditure

We were able to deliver a balanced budget despite a reduction in government grant and a freeze on Council Tax

1. GENERAL FUND SERVICES

We set a gross general fund budget of £55.9m for 2013/14 in order to run all of our services. The budget was set with expenditure greater than income by £0.210m. In order to balance the budget, this deficit would be met from reserves (from the balance of our general fund). This was acceptable due to the level of reserves and councillors agreeing key expenditure items to be included in the budget.

During the course of 2013/14 councillors agreed to additional spending by approving supplementary items, relating mainly to emergency spending on Mamhead slipway in Exmouth and a beach management study in Exmouth totalling £0.148m. This increased the budgeted deficit required from the balance of the general fund to £0.358m. This still left our reserves in a position which did not cause financial concern.

USING SURPLUS EFFECTIVELY

The financial year end position resulted in a surplus of £0.903m, this being £1.261m better off than the budgeted £0.358m deficit. Of this surplus £0.397m was transferred into the our transformation fund which is used to meet one off costs associated with projects that will bring us future savings and £0.454m was transferred to our business rates volatility fund to mitigate against possible reductions in business rate income in future years.

Staff savings from the management team and an increase in what we get for recycling meant we were able to put some of these savings into the transformation fund, which will help us find new ways of working to help us meet future challenges

MAKING SAVINGS

A sizeable part of the variation against budget was additional income received for recycling materials and savings from vacant posts. Other variation between budget areas is detailed in our 2013/14 outturn report to Cabinet. Our general fund is divided into portfolios, with a member responsible for each area. The budget set for each portfolio against the actual year end position is shown below.

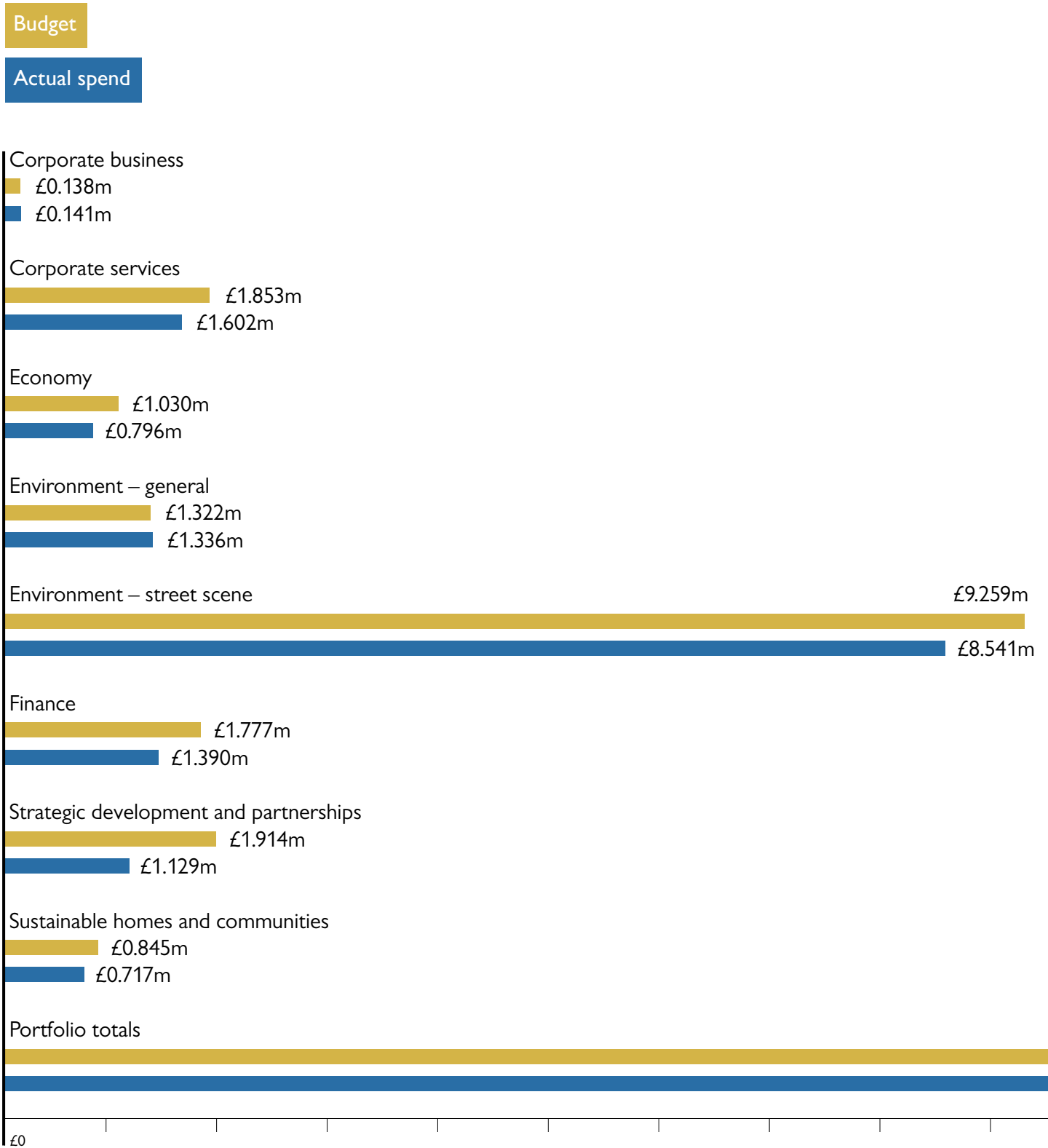
This left a balance of £3.925m in the general fund at year end (reserve held to deal with unforeseen circumstances). This position is considered healthy and after allowing for £0.325m of the fund to be used as planned in 2014/15 – this leaves a balance of £3.6m which is within the adopted range determined by councillors to be held in this fund (£2.8m to £3.6m).

As stated the 2014/15 budget has been set with the need to use £0.325m of the balance from the general fund, however this money is not being used to support day to day expenditure as the budget has been set with our service expenditure met by available income.

CHALLENGES AHEAD

There are challenges facing us in setting future year budgets with a gap of £2.8m to find in order to balance our books up to 2020/21 – this is mainly attributable to continuing increases in service delivery costs and the reduction in central government funding. We are taking steps now to meet these deficits and set balanced budgets in the future. This work is being managed by a councillor group, the Budget Working Party.

**Net expenditure 2012/13:
budget compared to actual spend**



2. HOUSING REVENUE ACCOUNT

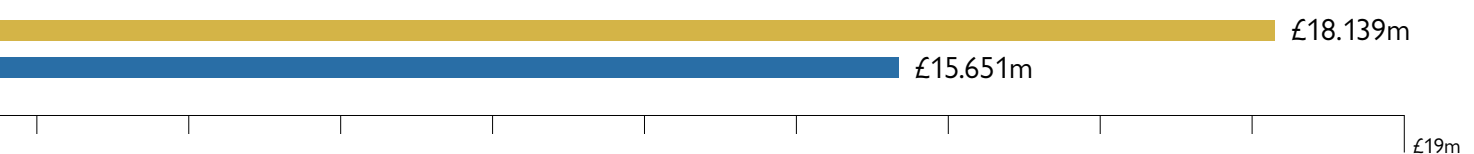
REVENUE EXPENDITURE ON COUNCIL HOUSES ONLY

The Housing Revenue Account (HRA) had a gross budget set for 2013/14 of £18.8m to achieve an estimated surplus of £1.696m for the year. The final position for the year was a surplus of £1.692m. It has been agreed to transfer £1.190m to a debt repayment volatility fund to mitigate the risk of the HRA business plan under performing in a particular year.

The remaining surplus achieved in 2013/14 has raised the HRA balance to an acceptable level at year end to £3.891m. Details of spending on the HRA during the year and variations against the budget set can also be found in our outturn report to Cabinet.

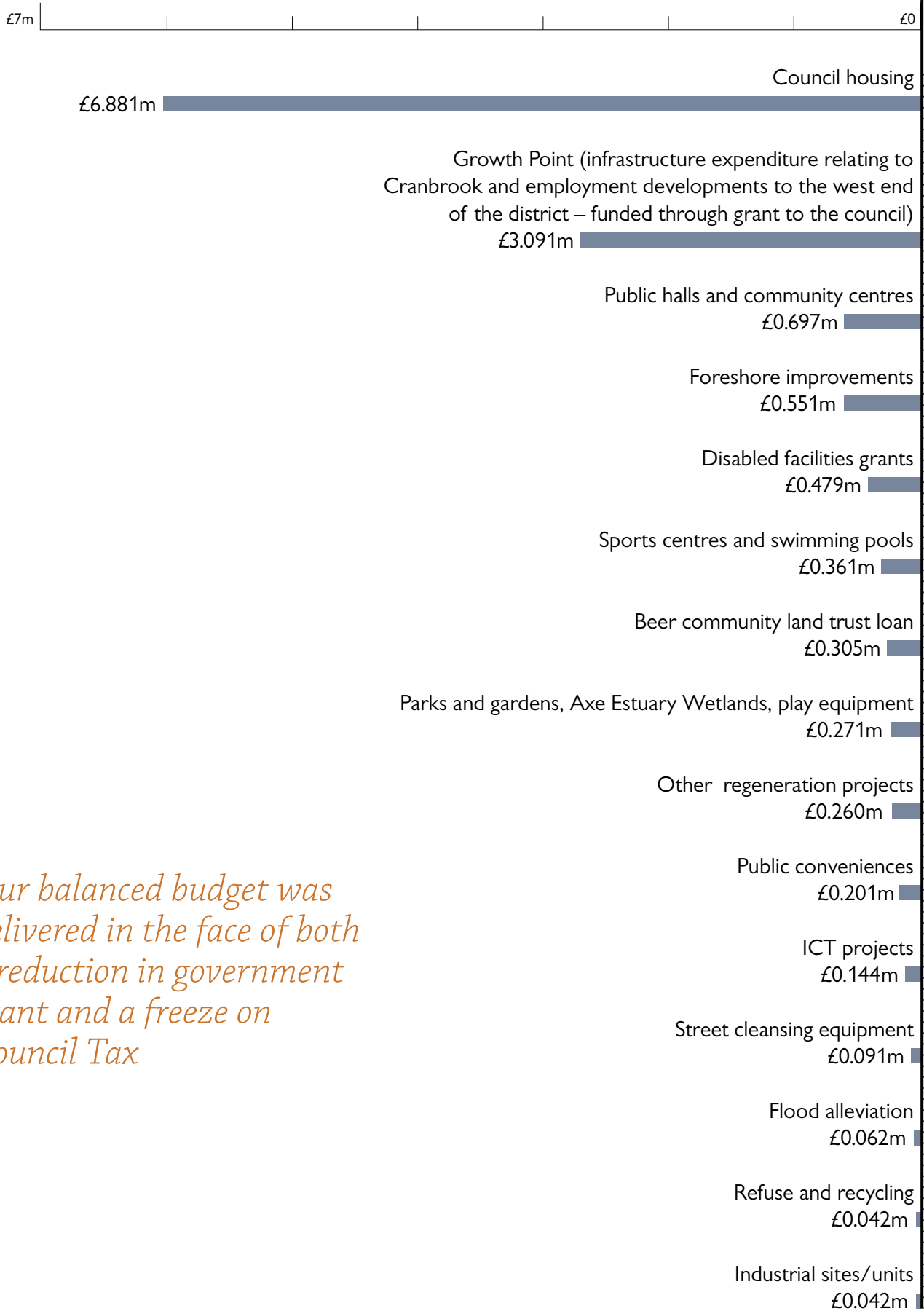
3. CAPITAL EXPENDITURE AND FUNDING

The expenditure for capital items in the year was £13.477m and £6.9m of this was spent on council housing. This and the other main areas of spending are shown on the next page.



**Money out:
capital expenditure 2013/14**

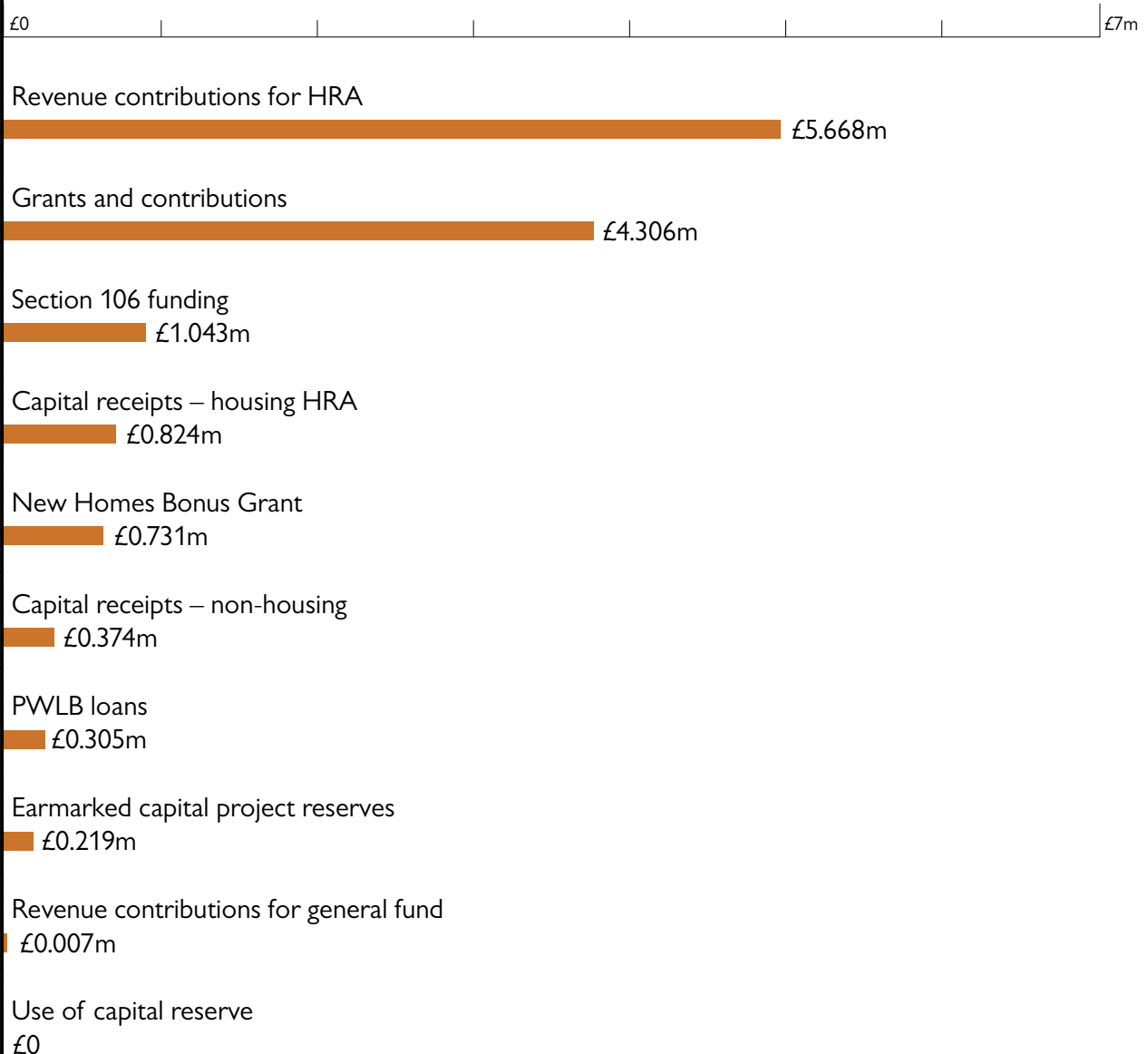
Total: £13.477m



Our balanced budget was delivered in the face of both a reduction in government grant and a freeze on Council Tax

Money in: capital funding 2013/14

Total: £13.477m



Details of spending and variations against budget are contained in the outturn report to Cabinet.

The balance on the capital reserve at the end of 2013/14 is £2.509m. This reserve will be sufficient to take into 2016/17 based on the current capital budget, but this will depend on further scheme approvals and how they are funded.

Work continues in the medium to long term to ensure affordability of our capital programme by reviewing the assets we own to ensure appropriate funds are available to maintain them – investments are made which return a surplus in the future and to review requirements to retain assets.

LOOKING AHEAD



Our challenge will be to deliver cost effective services whilst looking forward with realistic and resilient plans. We have included your views in our priorities and promises and the results are set out in our Council Plan Refresh 2014. This is available to view at www.eastdevon.gov.uk/your-council. The Council Plan will be updated regularly as we make progress in achieving our outcomes.

Some of the major and most immediate issues for us include:

- Adopt the Local Plan after central government inspection
- Continue the work to move our main office move to a more sustainable building
- Work to ensure that we provide the right technology for officers to be able to work in a mobile and flexible way across the district for the benefit of our customers
- Progress our ICT shared service project with Exeter and Teignbridge councils
- Making better, more effective use of the council's assets
- Better serving our customers and in particular respond to those who access our services through the internet
- Starting work on the visitor centre in Seaton
- Improve our recycling rates to 60 per cent by including cardboard and plastics in our recycling offer

Our drive, focus, and ambition will be towards working through these challenges and delivering on our promises to keep East Devon an outstanding place.

Our plan only includes work and projects that are achievable and funded. You can view all of our plans for 2014/15 at www.eastdevon.gov.uk/council.

If you want to find out more about our performance in 2013/14 visit www.eastdevon.gov.uk/performance. You'll also be able to view the appendix to this report giving more data on our performance against key measures.

Our annual report 2013





Introduction

We have designed this report to let you know how we performed against the promises we made last year (2012/13). We've had lots of highlights in the last year – from the first homes being occupied at Cranbrook to dealing with flood events and being awarded Gold in Investors in People.

- ▶ See the page 6 for more of our highlights.
- ▶ To keep up to date with what we're currently doing, visit www.eastdevon.gov.uk. You can also subscribe to connectED, our e-newsletter, at www.eastdevon.gov.uk/enews.



www.eastdevon.gov.uk



www.eastdevon.gov.uk/enews

More information

The appendix to this report outlines our performance against our key service objectives and performance measures for the last quarter of the financial year 2012/13.

Our Council Plan sets out what we want to achieve in the coming years and each year we will let you know what progress we make through an annual report like this one.

- ▶ See page 26 for more information.



To request this information in an alternative format or language please phone 01395 516551 or email csc@eastdevon.gov.uk. We consider requests on an individual basis.

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Forewords



Mark R Williams
Chief Executive

Over the past year we've been delighted to keep good quality front line services running despite major cuts in government funding. It's been a big challenge and it's not looking any brighter this year as the government slice another 9.4% (around £491,000) from the grant they provide us. Going forwards we'll have to redouble our efforts to protect services in the face of rising costs and falling income.

Importantly all the financial doom and gloom hasn't stopped us getting on with the day job and nor has it stopped us planning ambitiously for the future. As you'll see in this report, the services you care about such as waste collection, street cleaning and providing top quality parks and open spaces, have continued to perform well in 2012/13. At the same time we've made a lot of progress on our draft Local Plan, the district's blueprint for the next 15 years, while also moving forwards with major projects such as the new community of Cranbrook.

Continuing to balance the books and providing well managed services in the face of funding cuts will be a major focus over the next year, and we'll be doing all of it with our residents, visitors and businesses in mind.



Cllr. Paul Diviani
Leader of the Council

We have a simple vision for East Devon: to be an outstanding place to live and work. We also want that to happen at the lowest cost to taxpayers, which is why we've frozen our portion of the Council Tax bill for the fourth year running and are now the lowest-cost district in Devon.

Over the past year we've seen a fascinating mix of real life results and ideas for the future. The flagship development of Cranbrook is now providing an ongoing source of eco-friendly homes, excellent employment opportunities and a good quality of life, showing what happens when 'vision' becomes reality. The towns of Exmouth and Seaton are also benefitting from widespread regeneration work to help boost their economies and make the future brighter for residents. Meanwhile we've consulted widely on the ways in which the rest of East Devon can develop to provide the homes and jobs we need.

Make no mistake – East Devon is on the up. Our unique mix of country living, bustling towns and exciting future plans make us a great place to live, work and play. It's a sensitive balance to maintain, but we've proved before and we'll prove again that we really can turn ambitious visions in to a great reality.

Some of our highlights 2012/13



MAY

First show homes in Cranbrook open

The first show homes at Cranbrook were opened to the public in May, and the first weekend of opening saw unprecedented demand with over 1,000 people coming to look round the new homes.



JUNE

Jubilee Sculpture Competition

As part of the Jubilee Celebrations our Chairman, Councillor Peter Halse, asked young people to draw their ideas for a sculpture to celebrate young people in the year of the Queen's Diamond Jubilee. Look out for the winning design on the side of the leisure centre in Honiton.

JUNE

Opening of Exmouth skate park

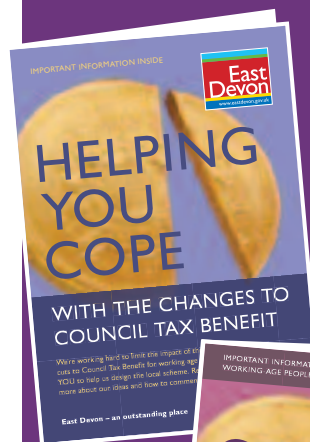
June saw the opening of the new and improved Phear Park Skate Park in Exmouth with about 400 people coming to the opening event. The overwhelming view of everyone who took part, either in the free skating and riding or the skate and BMX jam competitions, was that it was the best skate park in East Devon and rivalled any of those in Exeter.



AUGUST

Start of Council Tax Consultation

August saw the start of an eight-week consultation with local people on the changes to Council Tax Benefit.



AUGUST

Electric van

We took delivery of our first ever electric vehicle in August. The new Renault Kangoo ZE is being used around Sidmouth by the Council's mobile Street Scene team. This is the first step in moving the Council's fleet over to the greener and more cost effective electric range.



SEPTEMBER

New play equipment at the Maer

September saw the opening of the new play equipment at the Maer in Exmouth. Local school children chose the winning design for the equipment funded through Section 106 money.

AUGUST

Apprentices

In August we advertised four apprenticeship schemes within the Council which were snapped up by local students.



SEPTEMBER

Opening school at Cranbrook

The first new school at Cranbrook, St Martin's C of E Primary opened its doors at the start of term in September.



DECEMBER

IIP Gold

December saw us gaining the top Investors in People award following a recent review, one of only two district councils in the South West to achieve the Gold standard. The accolade is official recognition that EDDC is among the best employers in the region.



NOVEMBER

11 homes bought in Axminster

In November we bought 11 new homes from a developer in Axminster. The purchase was part of our promise to deliver much needed affordable housing for local residents.

MARCH

Wetlands on BBC Countryfile

BBC One programme *Countryfile* came to the Axe Estuary Wetland in March to film a series of stories about the area. *Countryfile* presenters Matt Baker and Julia Bradbury met with volunteers, members of EDDC's Countryside team and year six children from Exmouth's Exeter Road Primary School who were attending the Wetlands on an educational visit.

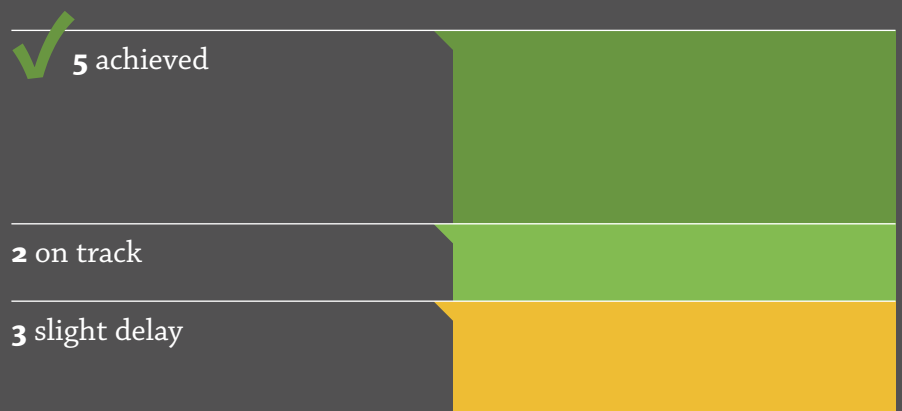


PRIORITY ONE

Living in this outstanding place

At a glance

How are we doing with the promises we made last year?



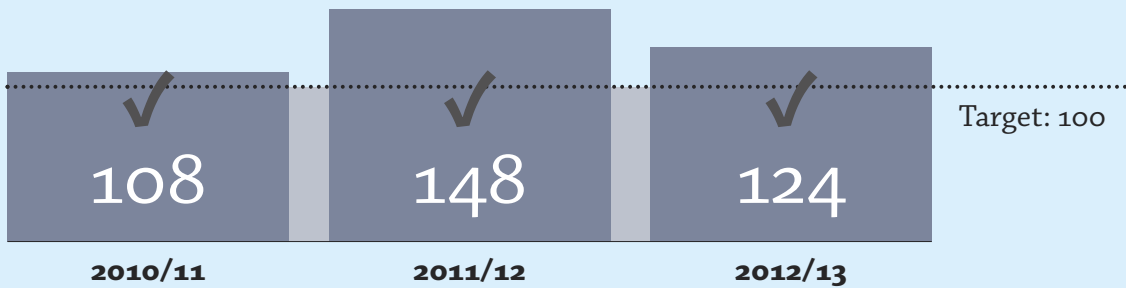
YOU told us that the most important issue you wanted us to tackle is to help provide affordable housing so that young families and people with low incomes can still afford to live in this outstanding place.

We know that balanced communities are essential for a sustainable future which is why we are driving forward key pieces of work to support this important priority. We are also working to maintain residents' high satisfaction with their area and home as places to live.

In 2012/13 we said we would build at least 100 affordable new homes and we managed to achieve 124 new homes built. This figure includes the 73 new homes built at Cranbrook made up of 32 social rented homes, 19 shared ownership homes, 17 FirstBuy and five affordable by design homes.

Focus on performance

Number of affordable homes delivered



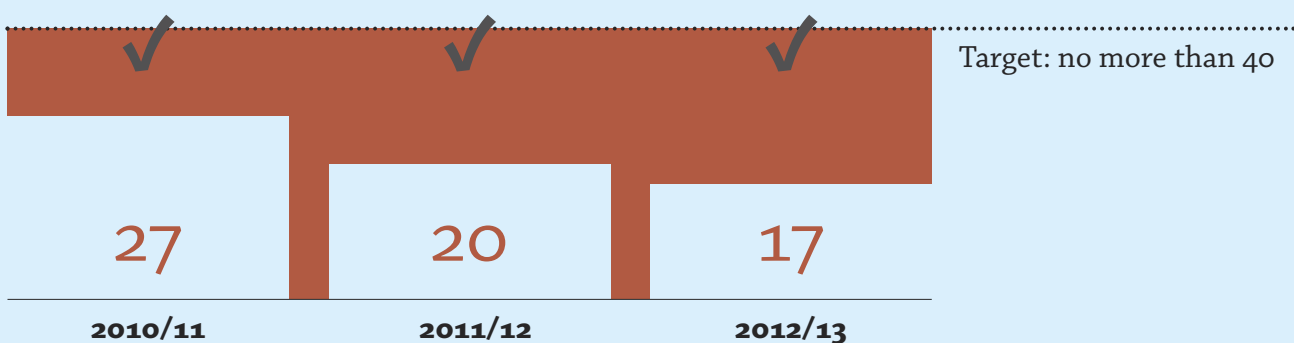
Another promise we made to you was to ensure all the infrastructure was in place for the new homes at Cranbrook. This was achieved and new homes have been built and are starting to be occupied. A new primary school has been built and opened its doors to its first pupils in September. The new energy centre was also completed in September which will provide low carbon heating to the homes and business in Cranbrook.

We also promised to bring more empty homes back into use. This past year has seen five long standing empty homes sold and brought back into use. One of the homes that the Housing team successfully brought back into use was a derelict terraced property in Charles Street in Exmouth which has now been fully renovated and is a home once more.

This past year has seen five long standing empty homes sold and brought back into use

Focus on performance

Number of households living in temporary accommodation



Some other achievements in 2012/13

- ✓ The latest tenant satisfaction survey has revealed improved levels of satisfaction of our tenants, building on past high levels of satisfaction. The survey showed 89% satisfaction with the housing service from tenants in general-purpose properties and 96% satisfaction amongst tenants in sheltered housing.

Priority one continued ►

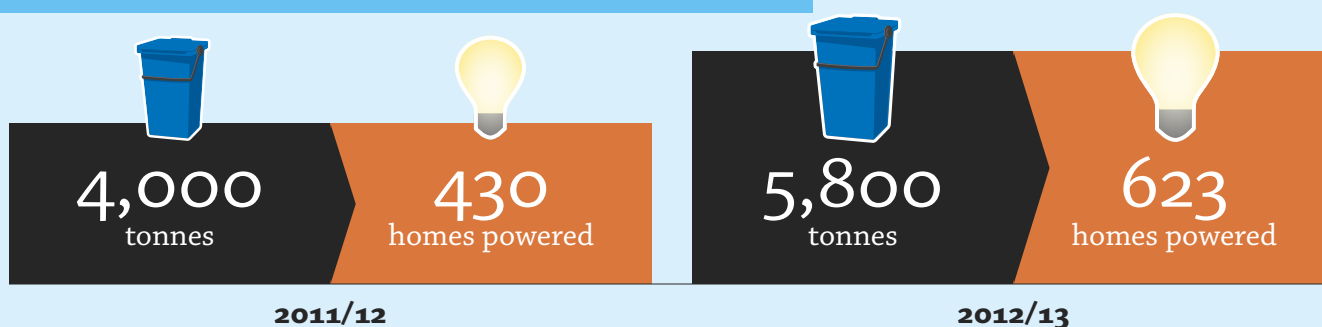
- ✓ We have made improvements to the cleaning service in communal areas within council properties.
- ✓ We have undertaken a series of estate walkabouts and blitz days with improvements made to estates and property in Sidford, Otterton, Hawkchurch, Wilmington, Offwell, Cotleigh, Lymstone, Woodbury and Beer.
- ✓ The SWITCH project continues with its youth and family programme, featuring community festivals, games and music workshops.
- ✓ We have expanded the use of Home Safeguard which has achieved continued accreditation with the Telecare Services Association. We are now working on a new contract for the upgrade of all community alarm equipment on sheltered schemes, enabling our customers to enjoy telecare services appropriate to their support needs.
- ✓ For 2011/12, the food waste that we collected and sent to anaerobic digestion generated enough electricity to power 430 homes for a whole year and saved 4,000 tonnes from going to landfill. In 2012/13 we collected and sent 5,800 tonnes of food waste enough to power 623 homes for a whole year!
- ✓ 99.72% of rent due on council owned homes was collected – our best ever collection rate!



New homes being built at Cranbrook

Focus on performance

Household food waste sent to anaerobic digestion



Our promises for 2013/14

- Build at least 100 affordable new homes a year
- Bring at least ten private sector empty homes back into use
- Undertake a district-wide survey to help us track satisfaction over time and make plans to address key issues for residents
- Have some of the lowest waste to landfill and highest recycling levels nationally
- Set a baseline and improve the thermal efficiency of homes in the district
- Finalise the Strand redevelopment and the blueprint for the regeneration of Exmouth
- Help Seaton achieve its Visitor Centre

PRIORITY TWO

Working in this outstanding place

At a glance

How are we doing with the promises we made last year?

 5 on track

WE know how important it is to keep supporting our local economy. The delivery of the developments at the west end of our district is a critical part of our strategy to help create investment and well paid jobs. This will help balance the predominantly low-paid work available in our district which mainly comes from the tourism and agricultural industries.

In 2012/13 we said we would work to increase job opportunities by developing the employment site in the West End of the district. Skypark is a new sustainable business park that includes office, industrial and manufacturing space, with the potential to create 6,500 jobs. The first Skypark planning applications are expected in 2013/14 and construction at the new Exeter Science Park is expected soon.

We also promised to explore regeneration opportunities throughout the district. In Honiton the new Beehive Community Centre is under construction, with completion date of March 2014. In Axminster discussions are underway with landowner's reference developments in the town centre.

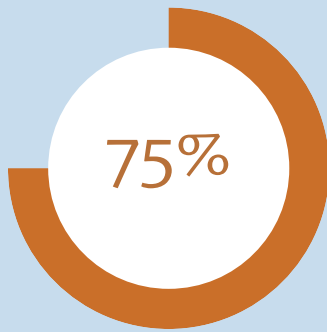
We promised to explore regeneration opportunities throughout the district

Priority two continued ►

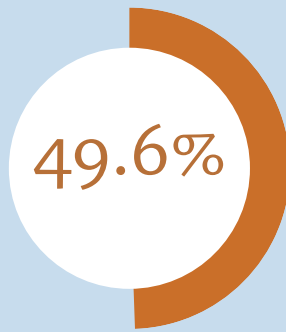
Focus on performance
Our suppliers

Small- or medium-sized businesses

Suppliers we used:

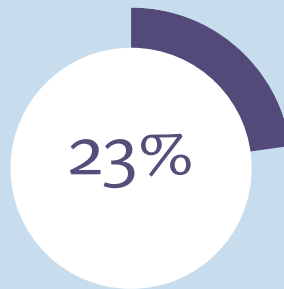


Our spend with them:



Spend with local suppliers

In East Devon:



In the South West:



Another objective was to use the natural assets of the district to enhance the visitor and tourism economy. We have been improving the facilities at the Axe Wetland Centre to progress this objective. We are working on the development of the Seaton Discovery Centre, drawing together multiple attractions into a 'Natural Seaton' brand.

We have also been working hard on the Exmouth Vision, a major regeneration project benefiting residents and businesses and encouraging visitors to the town. Throughout 2012/13 we have been developing and consulting on proposals for the Queen's Drive Leisure Area on the seafront and protecting the foreshore of the River Exe.

We have been working hard on the Exmouth Vision, a major regeneration project benefiting residents and businesses and encouraging visitors to the town

Focus on performance

Percentage of invoices for commercial goods and services paid **within 30 days**



2010/11

2011/12

2012/13

50%

100%

Some other achievements in 2012/13

- ✓ We took on four new modern apprentices working in the ICT, Housing, Communications and Elections teams.
- ✓ We have new procurement pages on our website including links to *winning the contract*, an online course aimed at small- and medium-sized businesses.
- ✓ The Exeter and East Devon Growth Point team has been working hard throughout 2012/13 to promote and encourage business development in the area.
- ✓ We have continued our support to the Seaton Small Business Advisor.

Artist's impression of Exeter Science Park, a world-class science park to provide services for knowledge-intensive firms, with the potential to create 3,000 jobs



Our promises for 2013/14

- Increase job opportunities throughout the district
- Continue to explore regeneration opportunities
- Enhance the visitor and tourism economy
- Provide business support, innovation ideas, networking opportunities and training for small- and medium-sized businesses
- Progress the delivery of the projects in the Exmouth Vision

PRIORITY THREE

Enjoying this outstanding place

At a glance

How are we doing with the promises we made last year?

 2 achieved

2 on track

2 slight delay

WE are fortunate to live in such a beautiful part of the country. Our role is to help residents make the most of this outstanding environment and encourage investment which will enhance our natural assets. We also want to encourage cultural and leisure activities to cater for different age ranges and interests.

In 2012/13 we said we would work to encourage healthy lifestyles through our play provision, beaches, cycle routes and footpaths. One project supporting this was lead by the Countryside team who worked with LED Leisure, NHS Devon and Consortium of Seaton GPs to develop a series of health walks around the Axe Wetlands that are part of a GP referral scheme. Using Section 106 money and in consultation with local children we have updated play equipment in Littleham and the Mear in Exmouth and in Seaton at the Elizabeth Road park.

Another of our promises was to continue to fund LED Leisure, which received £1 million to provide leisure facilities across the district,

We continue to fund LED Leisure, who received £1 million to provide leisure facilities across the district

supporting our ambitions for health, sport and leisure. We also promised to deliver an environmental education programme to involve all local schools in East Devon. Through 2012/13 we ran an annual programme with all local primary and secondary schools. Numbers of school children are up on last year in Secondary Schools by 54% and Primary by 18%. The new outdoor classroom at the Axe Wetlands is proving a significant factor in drawing schools to the site.

We also said we would complete and promote the Axe Estuary Wetlands as a regionally important wildlife destination and a considerable amount of progress is being made in upgrading the infrastructure and visitor facilities to the Wetlands. New facilities are being planned which will make the site fully compliant with the Disability Discrimination Act and will also accommodate the growth in visitor numbers.

In our promotion of the Wetlands it has featured on BBC Countryfile, BBC Spotlight, BBC Radio Devon and in all the local media outlets. Meetings have been held with all the local Tourist Information Centres and accommodation providers to link the site to their business. Visitor numbers are up significantly in last three months year on year.

Our countryside volunteers clocked up 298 hours of work for the Countryside team from January to March 2013 – equivalent to £7,136 in monetary terms. Their enthusiasm and hard work is, as always, invaluable to us.

A considerable amount of progress is being made in upgrading the infrastructure and visitor facilities to the Axe Estuary Wetlands

Visitors enjoying the
Axe Estuary Wetlands

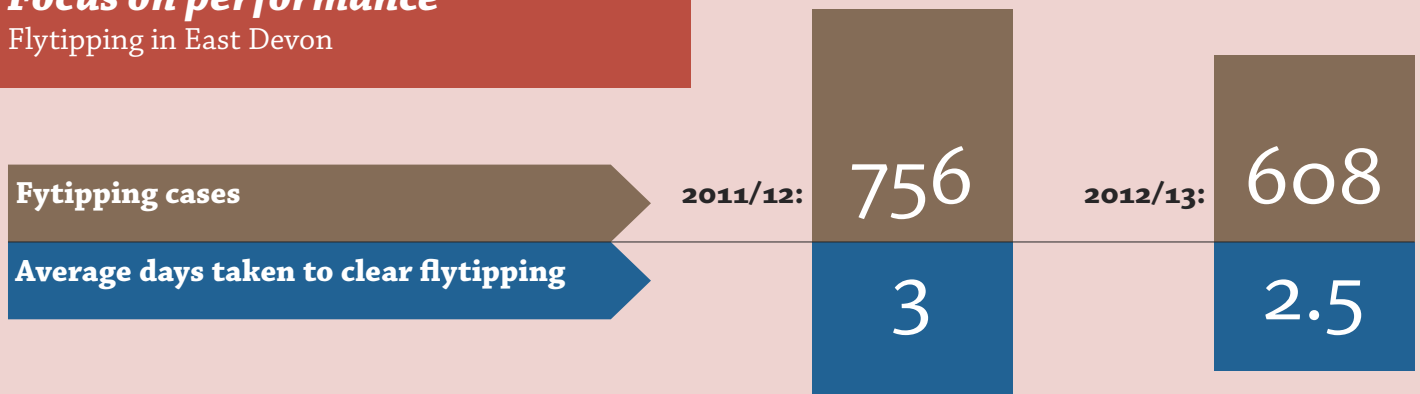


Priority three continued ►

Some other achievements in 2012/13

- ✓ We have introduced a new sustainable procurement strategy to ensure that we are buying products that are produced, delivered, used, and disposed of, in ways which avoid or minimise negative effects on the environment and society.
- ✓ We have completed flood risk modelling for the Environment Agency to progress the creation of a new inter tidal habitat scheme on Sheep's Marsh on the Axe Wetlands.
- ✓ Both Sidmouth's Connaught Gardens and Exmouth's Manor Gardens were given the thumbs up from users. In the autumn survey users gave the gardens a 100% and 99% satisfaction rating respectively. Respondents felt the following aspects were good or very good, cleanliness, seating and benches, floral displays and signage and interpretation. People were also extremely positive about the Council's parks staff.
- ✓ Our Countryside team have held a wide range of activities and events throughout 2012/13 across our nature reserves, from bird walks to making homes for bees. 2013/14 will also be a busy year for the team with a full schedule of events and activities for year. See www.eastdevon.gov.uk/countryside for more details.

🔍 *Focus on performance* Flytipping in East Devon



Our promises for 2013/14

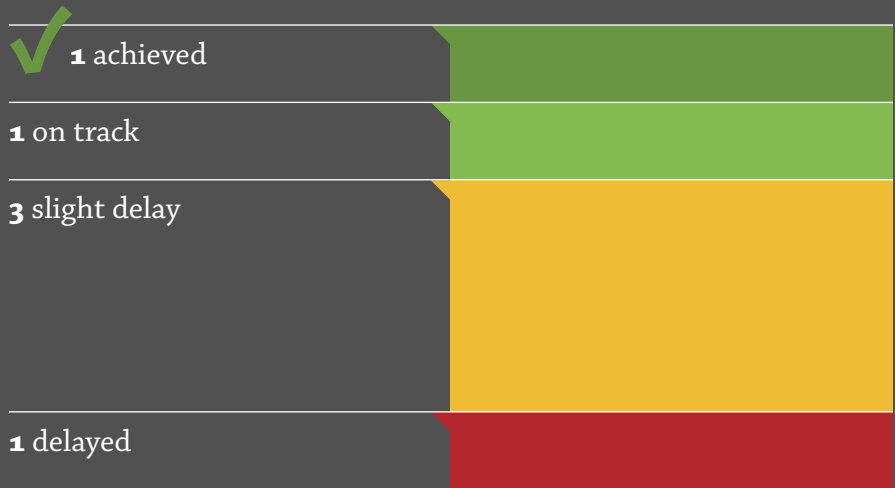
- Complete the delivery of new inter tidal habitat scheme on Sheep's Marsh on Axe Wetlands.
- Deliver a comprehensive Axe Estuary Wetlands Interpretation programme that provides information on the unique wildlife and 'story of the wetlands' for visitors.
- Continue our funding to LED Leisure.
- Develop ideas and income generating projects to keep creative art workshops and international art exhibitions available and accessible in our district.
- Review our green and open spaces and plan to ensure we are delivering best value and community access.

PRIORITY FOUR

An outstanding council

At a glance

How are we doing with the promises we made last year?



OUR aim has been to design both our service delivery and forward plans around what matters to our residents and customers. The decisions we make are evidence based and the measures we use tell us whether we've achieved what you said was important.

In 2012/13 we said we would complete the first phase of introducing mobile technology to officers and members. The integrated mobile working programme has delivered mobile working solutions to Street Scene that have improved efficiency, customer service, health and safety and reporting capabilities. We will look to expand this to other services in 2013/14.

We also said that we would explore sharing or outsourcing our support services. Our ICT service has been working with other local

Our promise to redesign front-line services to be even more responsive to customer needs: this project has been partially completed and the remaining elements are on hold whilst robust testing takes place.

Our ICT service has been working with other local councils to investigate setting up a shared service company

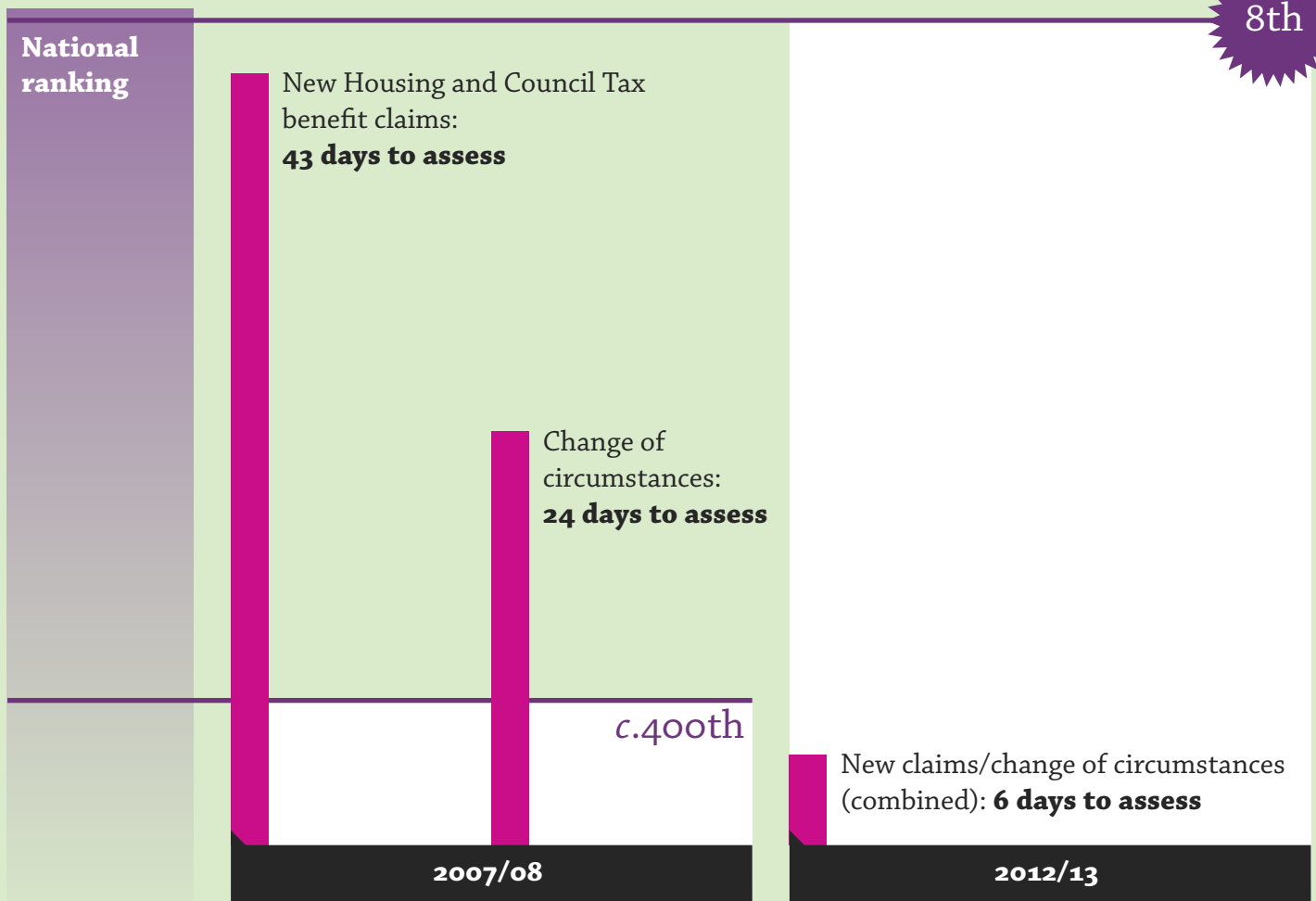
Priority four continued ►

councils to investigate setting up a shared service company. A detailed business case has been written and will be reviewed in 2013/14.

In 2007/8 new Housing and Council Tax benefit claims took on average 43 days to assess. Change of circumstances took 24 days to assess. In 2012/13, assessing new claims and changes of circumstances took six days on average. Our ranking has gone from around 400th in the country to 8th place.

Focus on performance

Housing and Council Tax benefit claims

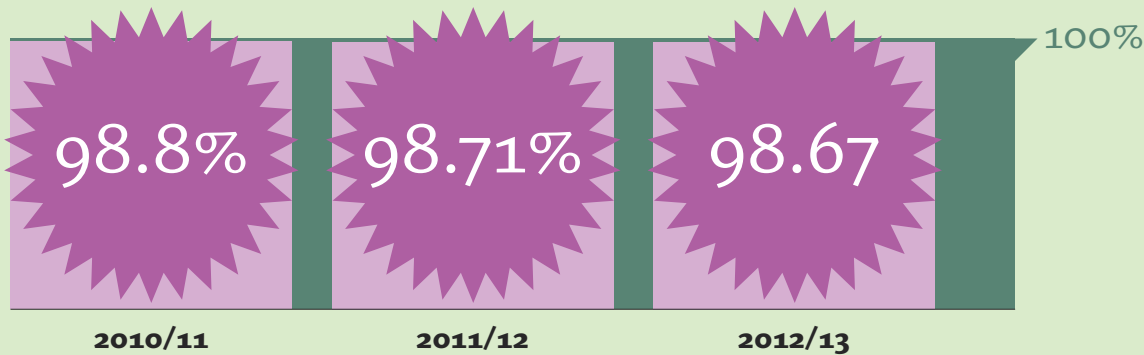


Another objective for 2012/13 was to implement the changes to the Local Council Tax discount scheme before they came into effect from April 2013. The changes made to Council Tax Benefit as part of the government’s welfare reforms also passed the responsibility of running the scheme to local councils. We undertook an eight-week consultation on the new scheme with local people before it was implemented in time for 1 April.

We undertook an eight-week consultation on the new Council Tax discount scheme

Focus on performance

Percentage of Council Tax collected



We promised to achieve our equality objectives for the year and through 2012/13 we updated our Equalities Policy and Equalities Objectives, set up a new Equalities Group including members from a range of community groups and ran additional training sessions.

Through 2012/13 we worked to improve communications and our knowledge of our customers' needs through the completion of our Communications Action Plan. In doing this we have promoted communications as a responsibility for all managers, and increased our use of social media as a tool for communication. We have also developed a profile of the district, its people and economy to support decision making and have improved our performance reporting to make it clearer.

We set up a new Equalities Group including members from a range of community groups

Some other achievements in 2012/13

- ✓ Achieved Investors In People Gold award.
- ✓ Completed a review of our car parks and a six month trial of various initiatives will be undertaken in 2013/14.
- ✓ Work has been ongoing with our electronic document management system and is on schedule to make all transactional systems paperless within a few months.

Our promises for 2013/14

- Take forward the Council Accommodation Review
- Be one of the lead councils in developing the shared ICT service in Devon
- Continue our successful programme of integrated mobile working in new areas of the council
- Select and implement a new content management system for our website to improve the customer experience
- Undertake surveys with our residents, town and parish councils, businesses and equality partners



FINANCIAL OVERVIEW

The Council has to account and budget for its finance into three separate areas:

■ **General Fund services:** these are the day-to-day costs of running the various services of the Council such as employing staff, putting fuel in vehicles, paying contractors to carry out works and a host of other items. This covers all the services of the Council including recycling and waste collection, street cleaning, the provision of parks and gardens, leisure centres and swimming pool and nature reserves. The only area of daily expenditure excluded from the General Fund is where the Council is acting as a landlord for 4,295 council homes.

£ General Fund service costs are funded through direct fees and charges (raised from areas such as car parking, planning fees, rents charged on industrial sites), government funding and Council Tax.

■ **Housing Revenue Account (HRA):** this is day-to-day cost relating to the Council acting as landlord for its council homes, expenditure on maintenance and management of the housing stock.

£ HRA expenditure is funded solely from the rents raised from tenants.

■ **Capital:** this is expenditure on purchasing or enhancement of an asset. In the main, the expenditure will benefit the Council for greater than one year – for example, buying a new road sweeper or replacing a roof on a building.

£ Capital expenditure is funded from the sale of an asset or land, sometimes direct government funding or certain schemes, a contribution can be made from revenue budgets or the Council can borrow to fund such expenditure.

► The year end financial position of the Council is considered under the following three headings.

General Fund services

The Council set a gross General Fund budget of £74.4m (million) for 2012/13 in order to run all its services. The budget was set with expenditure greater than income by £0.178m, requiring this deficit to be met from reserves (General Fund balance) in order to balance the budget. This was acceptable due to the level of the General Fund Balance and members requirement for certain expenditure items to be included in the budget.

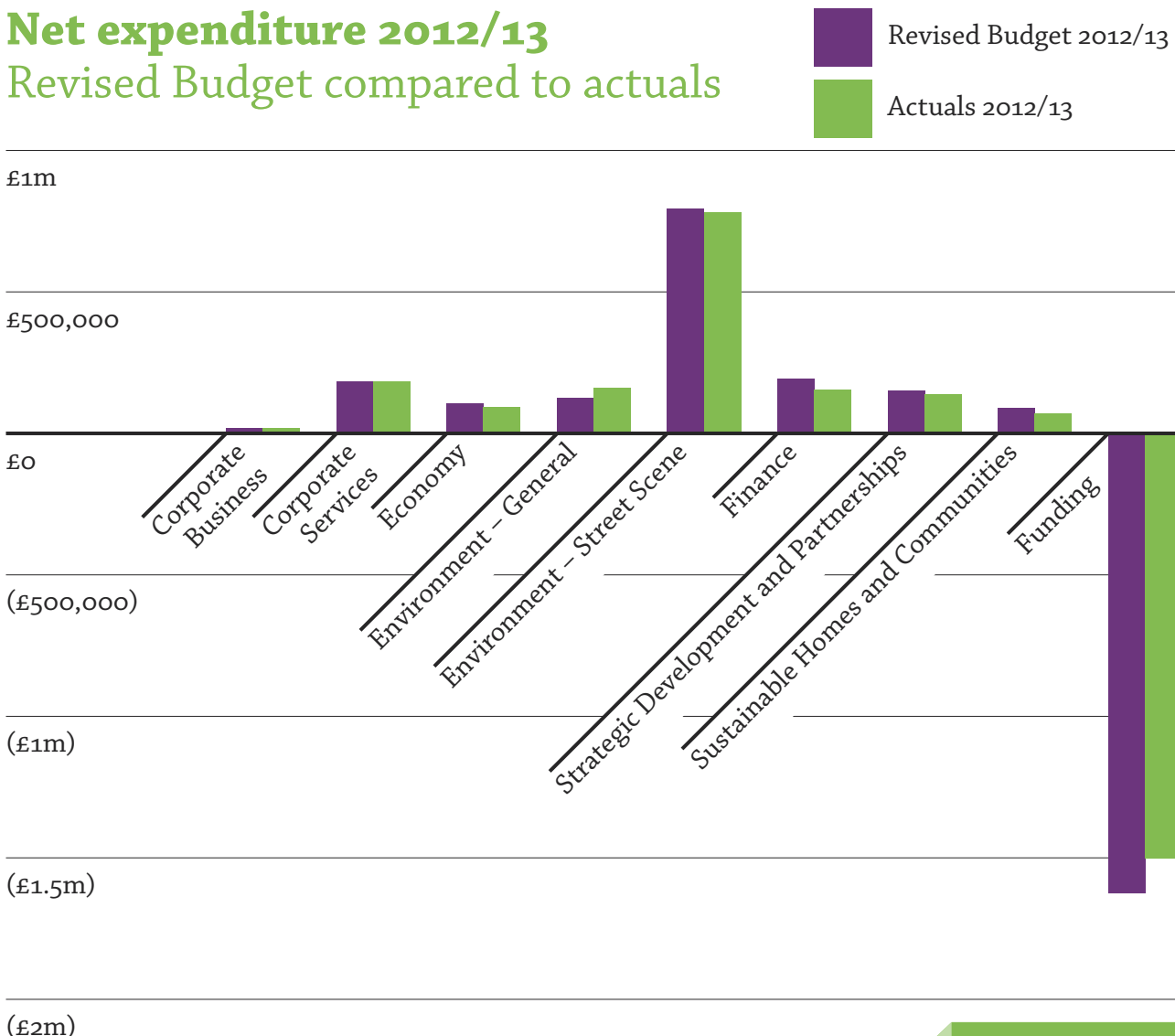
During the course of 2012/13 councillors agreed to additional spending by approving supplementary estimates, relating mainly to emergency spending on Mamhead Slipway in Exmouth totalling £0.126m – this increased the budgeted deficit required from the General Fund balance to £0.304m. This still left the

General Fund Balance in a position which did not cause financial concern.

The financial year end position resulted in a deficit of £0.248m, this being £0.056m better off than the budgeted £0.304m deficit.

Overall this is an extremely minor variation against the budget set for the year. There was however variation between budget areas and these are detailed in the Council’s 2012/13 outturn report to its Cabinet Committee. The Council’s General Fund services are divided into portfolios, with a member responsible for each area. The budget set for each portfolio against the actual year end position is shown below.

Net expenditure 2012/13 Revised Budget compared to actuals



This leaves £4.084m in the year General Fund balance at year end (reserve held to deal with unforeseen circumstances). This position is considered healthy and after allowing for £0.210m of the fund to be used as planned in 2013/14 to balance that year's budget – this still left £0.273m above the higher limit adopted by members to be held in this fund.

It has been agreed to transfer this excess sum into a New Home Bonus (NHB) Volatility Fund to aid the strategy adopted for balancing the 2014/15 and onwards budgets, with the Volatility Fund being used to mitigate the risk of fluctuations in NHB grant monies received for new housing growth.

The 2013/14 budget has been set with the need to use £0.210m of the General Fund Balance, but for the 2014/15 and future year budgets there are challenges facing the finances of the Council.

There is a projected deficit totalling £1.5m to be found in order for the Council to prepare balanced budgets up to and including 2016/17 – this is mainly attributable to continuing increases in service delivery

costs and the reduction in central government funding. The Council is taking steps now in the early part of 2013/14 to meet these deficits and set balanced budgets in the future. This work is being managed by a councillor group, the Budget Working Party.

The background and details to our strategy can be found in a recent report to the Council's Cabinet on 3 April 2013:

www.eastdevon.gov.uk/cabinet_agenda_combined_030413_public_version.pdf



Progress from these meetings will be presented to the Council's Cabinet with recommendations on service / budget changes for 2014/15 onwards being approved by Council.

Housing Revenue Account (Revenue expenditure on council houses only)

The Housing Revenue Account (HRA) had a gross budget set for 2013/14 of £14.7m to achieve an estimated surplus of £1.734m for the year. A surplus was required as the HRA balance (reserve held for unexpected circumstances) was considered too low at the beginning of 2012/13.

The final position for the year was a surplus of £4.056m. Due to the uncertainty relating to the HRA self-funding regime and the need in future years to meet a debt repayment figure of £84.4m incurred in making a one off payment to government, it has been agreed to transfer £1.710m to a Debt Repayment Volatility Fund to mitigate the risk of the HRA business plan under performing in a particular year and with the Fund mitigating the debt liability without having to radically amend the annual budget.

The remaining surplus achieved in 2012/13 has raised the HRA balance to an acceptable level at year end to £2.970m.

The 2012/13 HRA budget was the first year under a new self financing regime which brought with it additional financial risks and benefits for the Council. The 30-year business plan established for 2012/13 onwards shows a healthy financial position under the current conditions.

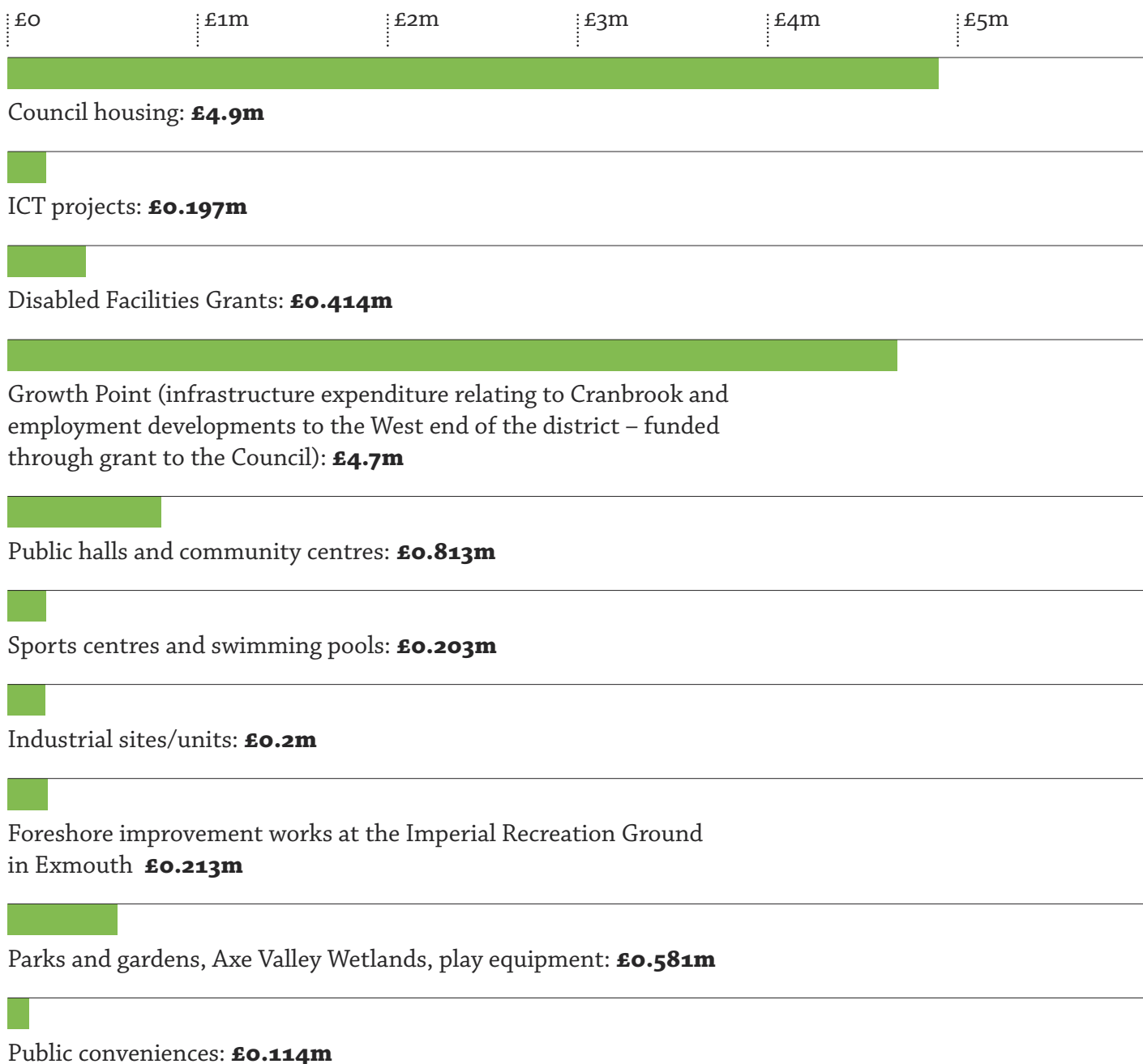
Further details of spending on the HRA during the year and variations against the budget set can also be found in the Council's Outturn report to Cabinet.

Capital expenditure

The expenditure for capital items in the year was £12.448m and £4.9m of this was spent on council housing. This and the other main areas of spending are shown below.

Capital items

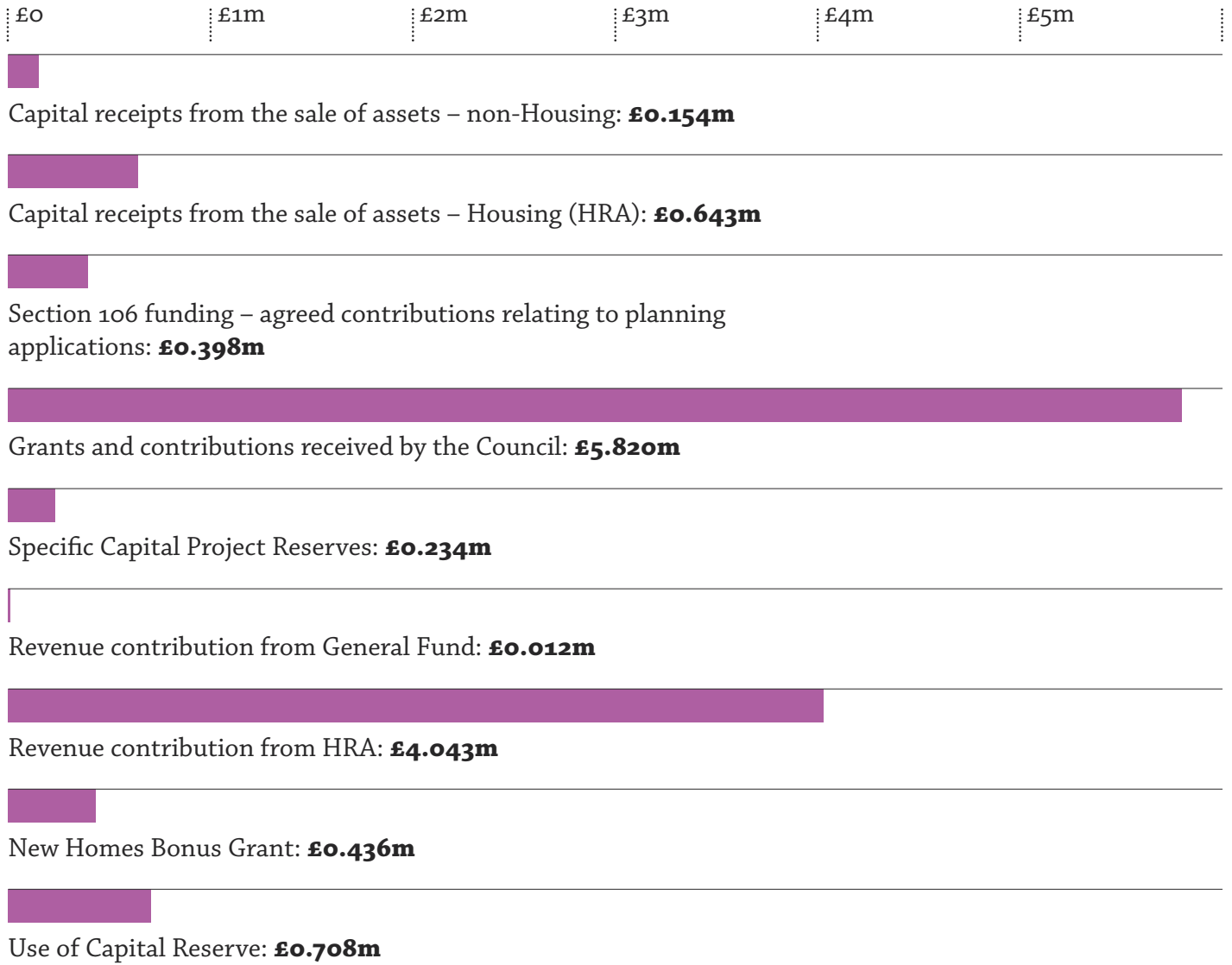
Total: £12.448m



Financial overview continued ►

Funding

Total: £12.448m



Details of spending and variations against budget are contained in the Outturn Report to Cabinet.

The balance on the Capital Reserve at the end of 2012/13 is £2.594m. This reserve will be sufficient to take into 2016/17 based on the current capital budget, but this will depend on further scheme approvals and how they are funded. Work continues in the medium to long term to ensure affordability of the Council's Capital Programme by reviewing the assets the Council owns to ensure appropriate funds are available to maintain assets – investments are made which return a surplus in the future and to review requirements to retain assets.

Further details of variations against the set budget for the General Fund, HRA and Capital expenditure can be found in the Council's Outturn report to its Cabinet Committee on 12 June 2013:

[www.eastdevon.gov.uk/
cabinet_agenda_120613_public_version.pdf](http://www.eastdevon.gov.uk/cabinet_agenda_120613_public_version.pdf)



The Council also publishes its annual accounts and the 2012/13 draft set:

[www.eastdevon.gov.uk/
statement_of_accounts_2012-13.pdf](http://www.eastdevon.gov.uk/statement_of_accounts_2012-13.pdf)



Eleven new two-bedroom council homes at Morton Way, Axminster, purchased by the Council from a developer in October 2012 for £870,000

LOOKING AHEAD



We've overcome many hurdles in achieving the successes recorded in this report. But there are many more hurdles ahead.

Our challenge will be to deliver cost effective services whilst looking forward with realistic and resilient plans. We have included your views in our priorities and promises and the results are set out in our Council Plan 2012–16 available to view at www.eastdevon.gov.uk/your_council. The Council Plan will be updated regularly as we make progress in achieving the objectives we have set.

Some of the major and most immediate issues for us include:

- Adopting the Local Plan after central government inspection
- Establishing the financial viability of an office move to a more sustainable building
- Keeping our residents informed about the new universal credit in 2013 whilst preventing homelessness and debt problems
- Dealing with the issues arising from the localisation of Council Tax Benefit
- Take forward the review of the Council's office accommodation
- Making better, more effective use of the Council's assets
- Better serving our customers and in particular respond to those who access our services through the Internet
- Starting work on the visitor centre in Seaton
- Reaching agreement on regeneration in Exmouth
- Improving our recycling rates to 60% by including cardboard and plastics

Our drive, focus and ambition will be towards working through these challenges and delivering on our promises to keep East Devon an outstanding place.

Report to: **Cabinet**
Date of Meeting: Overview and Scrutiny 11 September for debate before presenting to Cabinet
Public Document: Yes
Exemption: None



Agenda item: **10**

Subject: Update of member IT Policy

Purpose of report: This report updates the policy “ICT Equipment and Services for Members” into “Member IT Policy” and describes the changes being introduced since its initial adoption in 2008 to take into account the current IT environment. The main changes are:

- New “cloud” system, Microsoft Office O365, for members to carry out council business
- Members to access O365 from their own computing equipment
- O365 enabling email connection to mobile devices
- Greater emphasis on members being responsible for the security and use of their data

Recommendation: **That Cabinet recommends approval of the updated policy**

Reason for recommendation: The policy describes the provision of IT services to members. The current policy is five years old and many changes have occurred with regard to Information Security, Cloud computing and provision of IT services which the council needs to take into account.

Office 365 provides access to a sufficiently secure email system for members to carry out council business. The system is capable of taking advantage of modern computing devices including smartphone technology.

Office 365 is a “cloud” provision which means that it is not directly connected to the council’s network. This means that many of the Public Sector Network security rules do not apply which makes for greater usability of the system. However, members will always be subject to the Data Protection Act and must pay due attention to the management of their emails and data stored on their personal devices

Officer: Chris Powell

Financial implications: To follow

Legal implications: The relevant legislation, guidance and member protocols have been referred to in the report. No further comment is required.

Equalities impact: Low Impact

This policy is designed to help all members make use of IT to carry out their EDDC business efficiently and effectively.

Risk: Low Risk

The use of Office 365 for councils has been approved to a certain level of information security by CESG but only if certain conditions are met. One of these is that users of the system must have had specific and relevant training on the information security risks and their responsibilities under the Data Protection Act.

Links to background information: Item 23 Cabinet Agenda November 2013 Members' Paperlight Project

http://www.eastdevon.gov.uk/cabinet_combined_agenda_271113_-_public_version.pdf

Link to Council Plan: Part of being an "Outstanding Council"

Member IT Policy

Reviewed

Reviewed April 2014 (replaces May 2008 version, "ICT Equipment and Services for Members").

1. Purpose and scope of policy

This policy describes the IT services provided by the council for elected members to enable them to carry out their role efficiently and with due regard to information security. It sets out the extent of supply, conditions of use and allowances for ICT equipment, software and services.

Use of electronic services has provided significant benefits for the council and members including saving money through reduced paper usage and postage and improving engagement with citizens through use of the council's website and social media. This policy encourages members to use technology to help move the council towards a paper-light operation.

Private and secure email, electronic file storage, member information services and connectivity to smartphones is provided for each member through the council's Microsoft's Office 365 system. This is a "cloud-based" system tailored for East Devon's use.

Office 365 can be accessed from the browser of most computers, including tablets such as iPads, with a reasonable connection to the internet. It also enables voice and video calls between users of the council's system if they are using suitable equipment.

Members are required to provide their own internet access; provision for this has been made in the members' allowances since 2008.

Members are required to have a suitable personal computer to access the council's Office 365 system.

One of the main reasons for members to own their device is that it enables much greater flexibility of use for members. If the council provided the equipment, the device would need to be securely managed; locked down to particular software; and use constrained to council business and software only.

To ensure safe use of email, internet and the proper management of information each member is required to abide by the council's Information Security Policy. This policy reflects the requirements of the government's information security regime and the Data Protection Act. Attendance at training and awareness sessions on this policy is mandatory prior to use of the council's IT systems.

Terms Explained

Broadband	A fast internet connection
Wi-fi	This is a play on the old “hi-fi” term that was used for high fidelity sound and wi-fi describes a high bandwidth wireless local area network. It is useful if two or more computers need to share the internet access or if network wiring to a PC poses problems.
Router	A device used to connect computers to the internet through the broadband
Cloud-based	This is shorthand for a service delivered over the internet from a supplier running software on remote servers.
ICO	Information Commissioner’s Office

2. Specific Policy Areas

2.1 Equipment and Consumables

- 2.1.1 The Office 365 system is accessible from any computer with a browser and internet connection. It is also possible to synchronise the system to mobile and tablet devices.
- 2.1.2 With the internet being used routinely by many people it is expected that members will have access to computing equipment.
- 2.1.3 To assist purchase of computer equipment where necessary, the council has set up a scheme for members to purchase IT equipment and to pay over an agreed period through deductions that will be made directly from their monthly allowances. The details of the scheme are given in Appendix 1.
- 2.1.4 In exceptional circumstances, at the discretion of the Portfolio Holder, a laptop with limited capability can be provided to a member for a period of time in order for the member to continue to conduct EDDC business.
- 2.1.5 In circumstances where members require specialist IT equipment, software or services to enable them to use the O365 service (or a system with similar functionality) due to disability the council will provide and support the systems.

2.2 Broadband , phones and wi-fi

- 2.2.1 Microsoft state that the minimum broadband speed required to run the council O365 service is around 200KB. This minimum service is now widely available across East Devon, including through 3G.
- 2.2.2 A sum was included in members’ allowances from June 1 2008 to contribute towards broadband use to access council systems.
- 2.2.3 Wi-fi access...advice on ensuring this is set up for a reasonable level of security can be sought from the ICT Support and Operations team on 01395 517433 if required.
- 2.2.4 Mobile phones...costs of use of mobile phones and land-line phones for Council business is covered in the members’ allowance scheme.

2.3 Allowed use of Council IT Systems

- 2.3.1 Members are reminded that they are bound by the Code of Conduct for Members and that the general principles contained within the Code also apply to specific instances, such as the use of the Internet or email. Members should ensure that their conduct accords with the requirements of the Code.
- 2.3.2 Specifically, the Code provides [Paragraph 1.3(g) that when using the council's that such resources are not used improperly for political purposes (including party political purposes). The Code says you should also have regard to the Local Authority Code for Publicity, which may be viewed on the Communities and Local Government website at: <http://www.communities.gov.uk/publications/localgovernment/coderecommended>
- (This policy, taken with the relevant part of the Protocol for relationships between Members and Officers [see part 5 of the Constitution are this council's requirements).
- 2.3.3 The council has to comply with all UK legislation affecting IT, including the following Acts:
- Data Protection Act 1998
 - Copyright Designs and Patents Act 1988
 - Computer Misuse Act 1990
 - Obscene Publications Act 1959
 - Health and Safety Act 1974 – advice on this is outlined in appendix 3

2.4 Training and Support for O365 and Information security

- 2.4.1 Introductory training will be provided for each member on how to access and use O365. Further training will be provided as requested to best suit each member's needs.
- 2.4.2 Members can bring their computers, smartphones etc into the Knowle for ICT Support and Operations to assist with setting up for O365 use and for other support issues. Home visits will not be made other than in exceptional circumstances, for example, specialist visual IT systems that are difficult to transport.
- 2.4.3 Information Security Policy training and awareness is mandatory for all members for the safe use of the ICT systems, services and equipment.
- 2.4.4 The O365 system holds information and useful items that was previously held on the members' section on the council's intranet.
- 2.4.5 The O365 system can be accessed in two different ways, each has a particular security consideration:
- a) Simple web access...everything is accessed via a web browser, including email, No downloads are carried out and all data is stored in the cloud. This is the most secure method.
 - b) Using email clients such as those available on iPads and android devices...this method downloads emails directly onto the device and stores them. A member can do this on multiple devices such as an iPad and an iPhone
- 2.4.6 The use of email and the internet should only be carried out in accordance with the council's Email and Internet Policy, which is included within the Information Security Policy.

- 2.4.7 First point for help is the ICT Support and Operations help desk on 01395 517433. This support is available Monday – Friday, 8.30 am to 5:30 pm (5pm on Friday) and a voicemail can be left outside these times.
- 2.4.8 The ICT team will assist over the phone initially. If this proves ineffectual then you have the option, if you request it, to bring your equipment into the council where ICT will use best endeavours to get your equipment running to the state of being able to access the council's systems. Note that ICT will not take responsibility for loading your personal software or recovering personal data but will assist as far as possible.
- 2.4.9 If, for whatever reason, your personal computer cannot be made usable a temporary machine can be loaned to enable you to carry on with council business
- 2.4.10 Once trained, members will be expected to sign a declaration similar to that shown in Appendix 2.

2.5 Data Protection Act

- 2.5.1 Members are subject to the Data Protection Act. The Act regulates the holding and processing of personal information that relates to living individuals and which is held on computer or, in some cases, paper. The ICO have issued a "Data Protection Good Practice Guide" for members on their website at:
http://www.ico.org.uk/~media/documents/library/Data_Protection/Practical_application/advice_elected_and_prospective_members_local_authorities.ashx
- 2.5.2 Members are covered by the council's registration with the ICO when carrying out council duties.
- 2.5.3 It is recommended that members also have individual registration to cover them for dealing with personal data from their ward residents. The council's Data Protection Officer will arrange this as a matter of course (unless a member elects not to do so). The registration fee is paid by the council.
- 2.5.4 The main principle is that each member is responsible for the security and use of the data in their possession.

2.6 Anti-virus and Firewall Software

- 2.6.1 Members should run up-to-date and regularly updated anti-virus and firewall software on their computing devices. ICT Support and Operations can offer advice on how to obtain and set up software.
- 2.6.2 If a virus is detected that cannot be 'cleaned' by the anti-virus software, members can contact the ICT Support and Operations Team who will use best endeavours to assist. The computer, though (if not loaned by the council) is the member's personal property and ICT cannot take responsibility for its maintenance.

2.7 If borrowing Council Equipment

- 2.7.1 The council's insurance cover requires that all reasonable care and precaution is taken to try and prevent loss of, or damage to, the equipment, and therefore all items must be secured from theft or unauthorised use as far as is practical.

2.7.2 Members are reminded that personal data relating to council work should never be left unattended in a car. In cases of loss of data relating to individuals the ICO can levy fines up to £500,000

2.7.3 Any loss of, or damage to, the equipment should be reported as soon as possible to the ICT Support and Operations in the first instance and any criminal damage should be reported to the Police.

3 Outcomes

- Effective use of council resources while taking into account the preferences of members for running their own computer equipment.
- Assist with moving towards “paperlight”
- Members having suitable IT to assist with carrying out their EDDC business.
- Members running the required computer systems in a safe and effective manner.

4 Who is responsible for delivery?

- Members are responsible for following this policy
- ICT Support and Operations are responsible for delivering and supporting the O365 services for members’ use.
- ICT Support and Operations are responsible for proving the relevant training and awareness sessions
- Payroll services are responsible for handling members’ allowances claims and managing the loan scheme.

5 Performance Monitoring

Success of this policy will be monitored by the number of security incidents with members and the number of requests for IT support for members.

6 Policy Consultation

- Member Development Working Party
- Corporate Services Portfolio Holder
- SMT
- ICT staff

7 Equality Impact Assessment

This policy is designed to help all members make use of IT to carry out their EDDC business efficiently and effectively

8 Policy Review

This policy will be reviewed in line with significant changes in information technology and changes to legislation.

9 Related Acts Policies and Strategies

- Information Security Policy
- Data Protection Act
- Code of Conduct for Members
- Health and Safety Act 1974
- Data Protection Act 1998
- Copyright Designs and Patents Act 1988
- Computer Misuse Act 1990
- Obscene Publications Act 1959

Appendix 1 Loan scheme for Members' IT Equipment

The council is implementing a loan facility of up to £1000 from June 2014. This is being made available to help with the purchase of IT equipment so that you can access online documents and minutes and help the council reduce its printing costs. The loan facility will be administered by Payroll Services.

How do I request a loan?

1. Contact Payroll Services at payroll@eastdevon.gov.uk who will send you details of the scheme and a form to complete.
2. Ensure you complete the details of the IT equipment and any accessories that you are purchasing.
3. Return the form signed to Payroll Services either as an original or we will accept a scanned copy.
4. Complete the credit agreement form also sent to you and return as above.

Scheme rules in brief:

1. Limit of loan is £1,000 and only one loan at a time.
2. Only a single item may be purchased + accessories such as i-pad or tablet + applicable case.
3. The interest rate for the loan will be 3.25% (HMRC official rate of interest) and fixed for duration of loan.
4. Capital and interest deductions will be shown separately on your pay advice.

If you should have any queries regarding the administration of the scheme please contact Terry Wilson at twilson@eastdevon.gov.uk

For all other queries please contact Democratic Services.

Appendix 3 Health and Safety Conditions for Using Computers at Home

In the interests of health and safety, you are advised to adhere to the following recommendations for the safe use of a standard PC desktop system:

- ❑ **Sit in a chair that gives you good back support to avoid backache**
- ❑ **Position the screen in front of you to avoid twisting**
- ❑ **Regularly look away from the screen to reduce eye strain**

If you use a laptop, you should avoid using it on a low table or on your lap, ironically, as both of these positions will increase strain on your neck and lower back. If you use a docking station, you should follow the above advice relating to a PC desktop system.

Members who use their PCs or laptops consistently for an hour or more at a session each day qualify for a free eye test under the council's Health and Safety rules. Vouchers for the eye test can be obtained from Stephen Cross, the council's Health and Safety Advisor. Steve can be contacted on 01395 571592 or SCross@eastdevon.gov.uk.

Report to: Overview and Scrutiny Committee
Date of Meeting: 11 September 2014
Public Document: Yes
Exemption: None



Agenda item: 11

Subject: Quarterly monitoring of performance – 1st quarter 2014/15 April to June 2014

Purpose of report: This report provides performance information and progress against our promises and priorities as outlined in the Council Plan. This cumulative quarterly information will be used to provide an annual review of our performance against the Council Plan in the Annual Report.

Recommendation: It is recommended that Members consider performance against delivery of the promises/priorities in the Council Plan, key service objectives from service plans and performance measures for the 1st quarter of 2014/15 so that issues can be addressed in a timely way.

Reason for recommendation: So that Members can gain a clear view of progress against what we said we would deliver in the Council Plan and deal with performance issues arising.

Officer: Karen Jenkins, Corporate Organisational Development Manager
kjenkins@eastdevon.gov.uk
ext 2762

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact

Risk: Low Risk

A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information:

- [Appendix A – Performance against Council Plan and our key performance indicators](#)
- [Appendix B – Performance against Service Plans and their objectives](#)
- [Appendix C - Explanations and definitions.](#)

Link to Council Plan: Living, working, enjoying and outstanding Council

Report in full

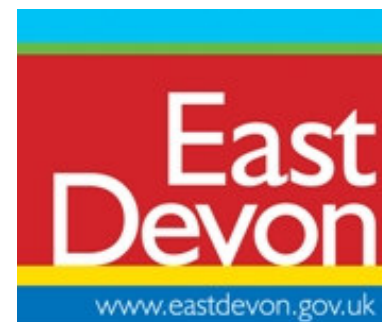
1. Appendix A gives an overview of the performance against measures in the form of gauge charts for the council promises taken from the Council Plan 2014 Refresh, key performance indicators and objectives from the service plans. The report also provides detailed information on the status of the council promises and key performance indicators.

2. Appendix B shows progress against service plan objectives linked to the council aims in the form of gauge charts with the reports from SPAR.net detailing the progress of all objectives from the service plans.

3. Most of the council promises for 2013/14 are showing as achieved or on track although there are four reporting variation.

4. Detailed progress of all of the council promises can be found at appendix A

5. There are no service objectives showing a status of concern although there are 3 showing variation the detail of which can be found in appendix B.



Quarter 1 Performance Report 2014-15

Performance Overview, Council Promises and Key Performance Indicators

July 2014

Document Key

Promise Status classification

- Red (Concern) highlights targets with serious problems or significant delays.
- Amber (Variation) indicates actions with mild concerns or minor setbacks.
- Green (Achieved) displays special achievements or early completions.

Performance Indicators (PI)

- The 'Previous Year End' column reports performance at the end of 2011/12, if that information is available.
- The 'Current Target' column represents the annual target some measures no longer have targets or are not suitable for targets.
- The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The key for the colours is as follows:
 - Red (Concern) – if the PI is 10% or more below the target.
 - Yellow (Variation) – if the PI is between 10% and 0.1% below the target.
 - Green (Achieved) – if the PI and the target match exactly or the PI is above the target.
- The Direction of Travel column shows if the PI has improved since the same period last year. An up arrow showing improvement, a down arrow showing deterioration and a level arrow showing a static trend.

Overview of our performance – Quarter one 2014/15

Chart a. Performance against our Council Plan 2014-16 – for more detail see the following pages

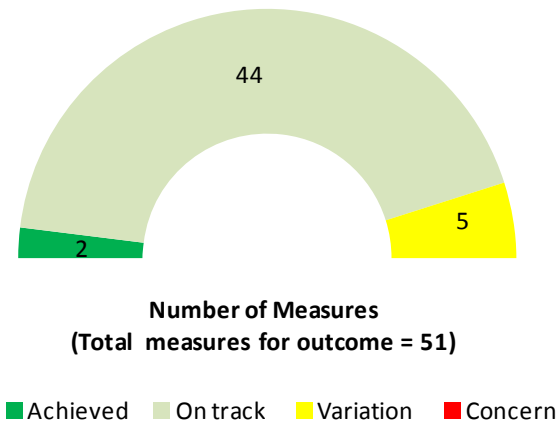


Chart c. Performance against Key Performance Indicators - for more detail see the following pages

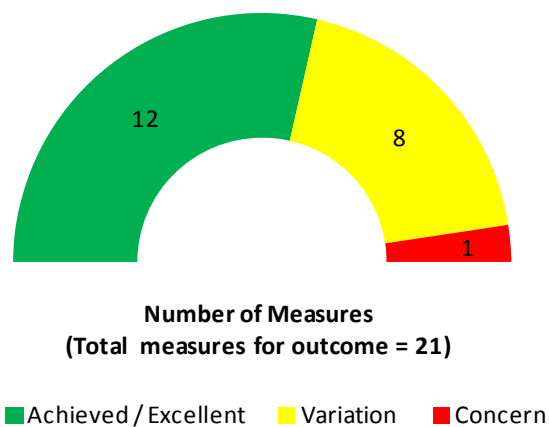
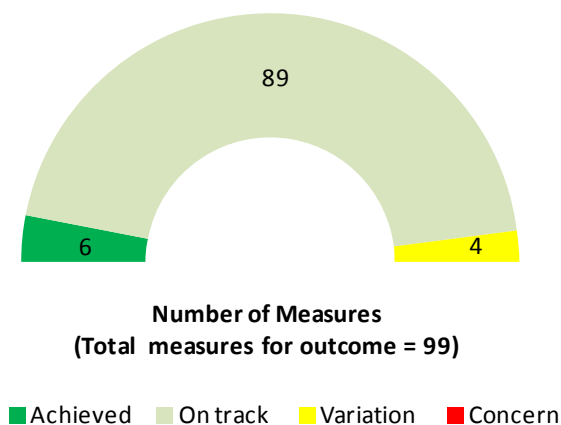


Chart b. Performance against our Service Plan Objectives – for more detail see appendix B



Council Promise - Living in an outstanding place

Outcome - Make more affordable, good quality homes available for our residents

Council Promise 2014-16	Status	Comments
Build at least 100 affordable new homes each year.	On track	
Deliver a new local plan which meets the district's aspirations and needs in terms of housing and employment provision whilst protecting the natural environment.	On track	The Local Plan has been considered by the Planning Inspector who has asked us to do more work regarding understanding housing needs. In the autumn of 2014 the intent is to provide additional evidence which may necessitate changes to planning policy which will be considered by the Planning Inspector.
Invest in excess of £7 million each year in maintaining and improving the council's housing stock.	On track	HRA budget for the year contains provision for £7 million to be spent on tenant's homes.
Invest in supporting communities to plan their future by helping them create neighbourhood plans and by continuing to develop our neighbourhood initiatives.	On track	21 local communities are in the process of preparing local plans and the Policy Team is taking a lead in providing support through the process and are to appoint a Neighbourhood Planning Officer.
Produce at least one rural affordable housing scheme each year.	On track	
Work in partnership to deliver a second primary school and secondary school at Cranbrook.	On track	Education campus started construction January 2014. On track to open for 2015/16 academic year. DCC currently procuring an operator.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of affordable homes delivered	310	25 (1/4)	60				↑	

Outcome - Maintain residents' high satisfaction with their area and home as places to live

Council Promise 2014-16	Status	Comments
Continue development at Cranbrook and elsewhere to ensure best quality of build and design of homes, high street and public spaces.	Variation	Development at Cranbrook continues apace and as such there are no concerns regarding the pace of delivery. There are ongoing negotiations with the consortium regarding the implementation of the permissions and concurrent compliance with HCA funding requirements.
Continue to be in the top ten areas in the country for producing the lowest amount of waste that goes to landfill and aim to have a recycling rate of at least 50 percent.	On track	
Continue with our acclaimed participatory budgetary work allowing communities to decide and develop play and leisure facilities.	On track	We continue to allocate funding for open space provision following in-depth consultation and voting by the community to ensure that provision is made that meets the community's needs and aspirations.

Deliver the new waste and recycling contract to expand the recyclable materials we collect including cardboard and mixed plastics and negotiate a new contract that represents best value for the residents of East Devon.	On track	Progress to timetable, cabinet reports completed and agreed. Recycling and Refuse board meeting 25/07/14 for progress report.
Continue to deliver street cleansing and grounds maintenance services that meet residents' expectations and keep satisfaction high.	On track	We continue to prioritise our operations as we recognise the importance of this work to the people who live and visit East Devon. Monthly performance monitoring is carried out to track numbers of service issues in the cornerstone areas of; request to clear litter, fly tipping, overdue or long grass and toilet cleaning requests.
Make sure that new developments are supported with the right level of investment in infrastructure to benefit the community.	Variation	Wherever possible negotiations on Section 106 agreements for developments are ensuring that adequate infrastructure is provided to meet the needs of the development in accordance with the policies of the Local Plan. It has however been the case for some time that a number of sites are not viable and cannot meet all of the identified infrastructure needs arising from the development. Where this is the case the viability of the scheme is fully tested and independently assessed, however where the development is proven to be unviable the council is required under government guidance to reduce its requirements accordingly and therefore there is little that can be done to address this situation. Overage clauses are being included in S106 agreements in accordance with the policy adopted by DM Committee.
Monitor bathing water quality and work closely with other agencies and local landowners to reach long term and sustainable solutions to the issues arising.	On track	The team are working proactively and closely with the Environment Agency already this bathing season, particularly concentrating on Budleigh Salterton. An information leaflet is soon to be sent out to all homes and businesses in the River Otter catchment requesting that people keep their drains clean and report pollution incidents.
Undertake more detailed planning across the district in partnership with Devon County Council to enable us to deal with extreme flooding events and ensure that the appropriate flood defences are delivered such as the scheme at Feniton.	On track	Last month we participated in a DCC Flood and Waters Act audit. The objective of this was to ensure districts were working with County Council in the best possible way to plan and prepare for flooding and deliver flood defence schemes. The outcome of this was positive. Agreed actions included using an existing drainage board multi district meeting as a forum to plan multi agency flood defence work to ensure money is directed to places of most need. We have already begun a fact finding mission with Parishes, seeking responses on flood affected areas. These responses will feed into a prioritisation and plan which will become part of a DCC plan (as Lead Local Flood Authority). We will then begin working up schemes for the worst affected areas and delivering in conjunction with DCC.
Update our plan for best use of the council's portfolio of assets so that we achieve best value for money and community benefit.	On track	
Work with our partners to improve public health and well being across the district.	On track	Public Health Plan adopted. Local PH Steering Group established. Advertised for PH Projects Officer.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of households living in temporary accommodation	8	10 (1/4)	6				↑	
Percentage of Household waste sent for reuse, recycling and composting	45		47					Estimated figure - not yet verified by audit
Residual household waste in kg per household	289		290					Estimated figure - not yet verified by audit
Percentage of Municipal waste land filled (LAA)	53						↓	Waste now sent for incineration - estimated figure to be updated
Improved street and environmental cleanliness – fly tipping	3	3 (1/4)	2				↔	

Council Promise - Working in an outstanding place

Outcome - Deliver a thriving, competitive local economy

Council Promise 2014-16	Status	Comments
Campaign with our partners to secure improved infrastructure especially road and rail to improve the overall accessibility to and through the district.	On track	Devon and Somerset County Council's are leading a study into ways of improving the A30/A303 between Honiton and Broadway. The results will be fed into a strategic review of options for the whole route, from the M3 to the M5 at Exeter, which will be considered by Ministers in the autumn. The Council also has participated in consultation on the future of the Great Western Rail Franchise.
Continue consultation with the East Devon chambers of commerce to keep the present regime of parking and charges in East Devon under review.	On track	
Continue to successfully pursue future funding opportunities to support incoming housing and commercial development in the district.	On track	Provision of support to LEP growth funding bids has continued, outcome of bids to be informed in Qrt 2. Bid to GCLG submitted for funding of Cranbrook area action plan. Ongoing discussions with interested investors regarding commercial development on Exmouth seafront.
Continue to work in partnership with Devon County Council on the roll-out of super-fast broadband internet connections so that East Devon gets the benefit.	On track	Discussions continue on ways of facilitating access for hard to reach rural properties.
Explore the construction of new business units around the district to cater for the high level of demand.	On track	The Council has commissioned a district wide assessment of the demand for and ways of encouraging the delivery of serviced workspace for small and medium sized businesses. This will be presented to cabinet in the autumn.
Facilitate strategic and practical workshops with town and parish councils to work together in understanding budgetary issues for 2015/16 onwards.	Variation	We are currently working on 2020 strategy looking to balance the Council's budgets up to 2020/21, this includes how the Council will engage with Town and Parish Council's. Once this has been completed and approved by members (Jan/Feb 2015) then actions will be progressed, it is likely this focus on 2016/17 budget process.
Find ways to promote inward investment and new business growth.	On track	Shared service strategy discussions underway with Exeter and Teignbridge Councils. Business promotion, marketing and inwards investment feature strongly. We have a close working relationship with major commercial site developers directly and via the Growth Point Team.
Increase job opportunities by encouraging the strategic employment site development in the west of the district.	On track	Active promotion by us of the West End sites. GeoPost and Skypark development approved, Science Park Centre under construction. Discussions underway with the Met Office re their super computer. Action to promote IMFT site development promotion.
Invest in further regeneration in our priority towns and look for opportunities in all our towns to invest in their economies and make best use of our assets.	On track	Exmouth regeneration programme continues with the Premier Inn under construction. Seaton Jurassic Centre funding confirmed and tramway redevelopment in discussion. Honiton Premier Inn development approved and new supermarket contract in negotiation.
Work with partners to improve and diversify the skills on offer	On track	Ongoing discussion with Bicton Collage re the future of the collage and provision. Construction skills and apprenticeships

to the district's workforce.		agreements in development including Honiton supermarket development and GeoPost. Joint working with Exeter, Teignbridge and LEP to identify ways of promoting higher skills and local workforce growth.
Work with the Heart of the south West local Enterprise Partnership to deliver economic growth.	On track	Our Leader is now a board member of LEP representing the district's interests. Officer engagement to assist LEP policy funding management.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Creditor days - % of invoices paid within 10 working days	New measure		97					
Creditor days - % of invoices paid within 30 days	99	99 (3/12)	99				↑	

Council Promise – Enjoying this outstanding place

Outcome - Provide cultural and leisure activities accessible to all residents and visitors

Council Promise 2014-16	Status	Comments
Appoint a part-time arts development officer to underpin the work of the arts and culture forum.	On track	The appointment is subject to immediate decisions being made on the future of the THG and progressing the post.
Complete a programme of visitor infrastructure improvement at the Axe Estuary Wetlands to coincide with the opening of the Stop Line Way cycle routes.	On track	Progress has been made with securing the water easement for the new toilets, planning application to be submitted for Sheep's Marsh and a programme for interpretation and info panels been developed to action 2014/15.
Develop ideas and income-generating projects to keep creative art workshops and international art exhibitions available and accessible in our district.	Variation	This is linked to the future of the THG - a decision will be made on its long term viability shortly.
Develop the business case and governance arrangements for setting up a trust for the Thelma Hulbert Gallery.	Variation	The viability of setting up a single trust status for the THG was considered by the Deputy Chief Exec Denise Lyons and deemed unsustainable in terms of its future viability. A proposal was then made to LED to assimilate the THG into its portfolio of assets however this was rejected by its Board of trustees at their July meeting. Therefore at this time there is no certainty on the ability to set up a Trust and therefore other options are being considered."
Implement a new policy relating to motor homes to welcome day visitors to East Devon's towns.	On track	
Work with Exmouth Town Council to bring back the land train for the enjoyment of our residents and visitors.	Achieved	The land train is now in operation.

Outcome - Protect and enhance East Devon's natural environment and its habitats and wildlife

Council Promise 2014-16	Status	Comments
Appoint a Cranbrook Country Park ranger engaging with the local community and schools to establish events, projects and volunteering initiatives.	Achieved	Appointment successfully made and Ranger is now in post and helping to deliver the Country Park scheme.
Complete a beach management plan for Sidmouth to assess what future sea defences or beach replenishment may be required.	On track	Phase one, data gathering, nearing completion. Putting together baselines for next Steering Group meeting.
Complete a programme of habitat creation works to 10 hectares of newly acquired land at sheep's marsh.	On track	About to submit planning application for the work to go ahead following completion of adapted design and Flood Risk Assessment. Work to be carried out autumn/winter 2014/15 and finished by April 2015 to meet Environment Agency target.

Complete and promote the Axe Estuary Wetlands as a regionally important wildlife destination.	On track	Linked to the strategic objective in improving the visitor facilities and also linking up with the new Seaton Jurassic which is due to open Autumn 2015.
Take part in a multi agency study of the Exe Estuary, Dawlish Warren and Exmouth beach to plan for future delivery of sea defence and beach replenishment that may be required over the coming years.	On track	Public Exhibition complete. Options drawn up. Draft Cabinet report to be sent to SMT setting out options and possible alternatives.
Deliver an open space strategy which will provide a robust plan to make sure East Devon's open spaces are used to their full potential.	On track	On track a report is going to SMT 16th July outlining rationale for the Strategy and need for implementation.
Establish a monitoring programme for key habitats and species across all our nature reserves.	On track	Monitoring has started on four nature reserves, but across all sites has been delayed due to team restructure – looking to establish full programme over winter period ready for summer 2015
Work with partners to help make sure we protect the Exe Estuary and Pebblebed Heaths from the impacts of new development.	On track	Work ongoing in many areas, with continued support of Exe Estuary Partnership, and Green Infrastructure work related to Cranbrook and Growth Point.

Council Promise – Outstanding Council

Outcome - Efficiencies: financial and time-saving

Council Promise 2014-16	Status	Comments
Creation of a shared ICT service for East Devon, Exeter and Teignbridge. If approved, implementation will begin in July 2014.	On track	Teignbridge Council have voted to implement a shared ICT service with Exeter and East Devon. This is the last of the 9 committee meetings and the end of the approvals phase of the project. This is the green light for the shared ICT service, Strata. The next stage of the implementation process is the plans and preparation where we develop policies, processes and the governance structure.
Deliver a 2020 vision transformation strategy that will prepare us for continued reductions in government funding. This will outline the criteria that we will use to direct our financial and other resources so that we can continue to be an outstanding council despite the financial constraints.	On track	
Implement new technology giving customers the option to access more of our services directly over our website whenever they wish whilst reducing costs for the council.	On track	
Plan carefully the office relocation so that we minimise any potential service disruption and issues for customers and officers.	On track	Office relocation project include opportunities for service provision in locations across the district as well as a transition to more effective mobile working and transfer of files to IT. Some service disruption is a potential and managed risk in the project.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Percentage of Council Tax collected	98.60	30.48 (3/12)	30.84				↑	
Percentage of Non-domestic rates collected	98.4	32.19 (3/12)	30.89				↓	The collection rate is still down. This is in part due to, * Deferred payment dates on a large charge * A large charge being under dispute * An increased number of ratepayers now paying over 12 months rather than 10.
Proportion of outstanding debt that is more than 90 days old from date of invoice	30		15				↑	
Working days lost due to sickness absence	8.44	2.13 (3/12)	2.31				↓	

Total average headcount (quarterly total)	518	N/A	504.33				↓	
Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)	6.4	N/A	1.79				↓	
Employee Satisfaction	89		N/A					Yearly figure due Q3/4
Number of Level 2 complaints (year to date)	18	N/A	9				↑	
Number of Freedom of Information Requests (year to date)	563	N/A	107				↓	
Percentage of planning appeal decisions allowed against the authority's decision to refuse	26.3	30.0 (3/12)	30.0				↓	
Number of random general licence checks	214	46 (1/4)	46				↑	
Number of random vehicle licence checks	112	38 (1/4)	15				↓	The team have been through a busy time with licensing renewals but it is expected to catch up during the summer months.
Percentage of councillors accessing electronic information		100	94					56 out of 59 councillors have undertaken transfer to Office 365 with relevant training and security briefing. Follow up training on 365 is being planned with ICT based on Councillor needs.
Proportion of Councillors trained in regulatory functions	100	100	96					There were minor changes of committee membership at annual council meeting in May. Additional training now being undertaken
Missed bin collections per 1000 households	New measure		0.05					50 missed collections in 100,000

Outcome - Improved service through understanding our customers and making good use of web & mobile technology

Council Promise 2014-16	Status	Comments
Make sure that people are supported in making the culture change to mobile working, paperless environment and new ways of working.	On track	
Continue to ask our customers what they think of the services we provide through the viewpoint survey and act on what they tell us.	On track	
Deliver a new system for our	On track	The housing and tax systems have been purchased and are

council tenants, business rate payers and council tax payers to make sure that our services are more easily available online for our customers who prefer to use the internet to do business with us		in the process of being implemented. Both projects are on track.
Identify office spaces that officers can use to meet customers across the district or to 'touchdown' without the need to come back to the office creating a more efficient way of working.	On track	
Use systems thinking principles to redesign processes where service improvements are required as agreed by SMT.	On track	
Make sure that we provide the right technology for officers to be able to work in a mobile and flexible way across the district for the benefit of our customers.	On track	This already complex project has been combined with the Windows 7 upgrade project to ensure that we make the most out of the equipment we are buying. Trials of equipment and connectivity are taking place and we are on schedule to meet the Dec 2015 target for all staff.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Percentage of minor planning applications determined within 8 weeks	46.62	16.25 (1/4)	50				↑	
Percentage of other planning applications determined within 8 weeks	79.01	80.0 (1/4)	80.77				↓	
Days taken to process Housing Benefit/Council Tax Benefit new claims and change events	5.61	7.73 (3/12)	5.78				↑	
% of residents who pay their Council Tax by Direct Debit	74		75				↑	

Performance Indicator not linked to any aims	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of redundancies (year to date)	4	N/A	4				↓	

Agenda Item 12**Overview and Scrutiny Committee****14 August 2014****Overview and Scrutiny Committee Forward Plan 2014/15**

Date of Committee	Report	Lead
16 Oct 2014	<p>Consultation on Playing Pitch Strategy National Parks proposal and Member Champion for Tourism update</p> <p>Office relocation project progress update Finance Portfolio Holder update</p> <p>Joint broadband TaFF report</p> <p>Environment Portfolio Holder update on Streetscene including waste and recycling contract</p>	<p>Graeme Thompson Councillor Sheila Kerridge/Debbie Meakin</p> <p>Richard Cohen Councillor David Cox/Simon Davey</p> <p>Emily McGuinness (SSDC Scrutiny officer)</p> <p>Councillor Iain Chubb/Andrew Hancock/Paul McHenry</p>
13 Nov 2014	<p>Police and Crime Commissioner for Devon Devon & Cornwall Constabulary representatives Community Safety Partnership update Full Council meetings review</p> <p>Environment Portfolio Holder update (excluding Streetscene)</p>	<p>Councillor Ray Bloxham</p> <p>Councillor Iain Chubb/Andrew Ennis/Charlie Plowden/Andrew Hancock</p>
14 Jan 2015	Draft budget and service plans for 2015/16	Simon Davey
22 Jan 2015		
26 Feb 2015		
26 Mar 2015	Draft Overview and Scrutiny Annual Report	Debbie Meakin

Work for scoping and allocation to the Forward Plan:

Proposed date	Topic
Pending	Commissioning and governance of new Waste Contract
As and when available	Updates from Portfolio Holders.
Oct/Nov (tbc)	Review of production process of Local Plan

When available	NHS England to discuss the provision of GP services
pending	Honiton Town Council update on the Beehive Centre
On completion of TaFF	Business Task and Finish Forum final report
ongoing	Budget Task and Finish Forum reports
pending	Trees Task and Finish Forum