

# QUARTERLY MONITORING OF SERVICE PLAN IMPROVEMENTS PLANNED FOR 2008/11

## ENVIRONMENTAL HEALTH

Fourth Quarter 2008/09 (January-March)

Portfolio Holder: Jill Elson

Head of Service: Simon Smale/John Collins

GREEN					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Strive towards becoming one of the first organisations in the Country to obtain the 'New' Charter Mark Award for Excellence in Service.	April 2008		Jan 2009		Achieved Customer Service Excellence Award as one of the first Environmental Health Services in the Country

AMBER					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
To declare an Air Quality Action Area in a part of Honiton to secure environmental improvements.	May 2008		March 2009		Completed the annual statutory report to Department for Environment Food and Rural Affairs (DEFRA). Declaration of mangement area delayed by long term absence of officer. Measures being put in place to move the project forward using external resources

Local Area Agreement issues (not mentioned above)					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Build on the success of the neighbourhood assessments pilot project to engage with residents in rural areas on issues that they see as important in terms of anti social behaviour and the environment. (LAA16)	April 2008		On- going		First round of rural assessments now complete
Following the successful Community Energy Efficiency Fund bid we will establish a Warm Neighbourhood to focus energy efficiency efforts on fuel poor households. (LAA33)	April 2008		March 2009		High profile launch very successful and uptake of advice and grant assistance through the Warm Zone scheme good and currently greater than expected

## HOUSING

Fourth Quarter 2008/09 (January-March)

Portfolio Holder: Jill Elson

Head of Service: John Golding

GREEN					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Reduce the use of temporary accommodation by 50% by 2010 and avoid the use of temporary accommodation.	April 2005	April 2005	March 2010	April 2008	We are maintaining a level of temporary accommodation below our target.
Continue to reduce void periods below the 30 day target.	July 2007	July 2007	April 2008	On-going Monthly review	Achieved an average of 21 days for the period. Systems Thinking redesign will produce further improvements.

AMBER					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Deliver more affordable homes. (LAA26)	April 2008	April 2008	March 2011	On-going Quarterly review	Discussion paper and reports to the Strategic Management Team on proposals to increase affordable housing delivery. Meeting with the Homes and Communities Agency & Government Office South West to increase support.
Improve rent collection and debt management performance.	April 2008	April 2008	March 2009	On-going Quarterly review	Our 'stretch target' for rent collection is proving hard to achieve in the current economic climate. Achieved fractionally under 98% collection rate for the year.
Improve on targets for responsive repairs (96%) and getting it 'right first time'.	April 2008	April 2008	March 2009	On-going Monthly review	Achieved an average of 21 days for the period. Systems Thinking redesign will produce further improvements.

Local Area Agreement issues (not mentioned above)					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Assist tenants organise an annual Residents Conference. (LAA16)	Jan. 2008	Jan. 2008	July 2008	July 2008	Arrangements well advanced for a June conference. This is a tenant led activity.

Devise and implement community development and social inclusion initiatives. (LAA26)	April 2008	June 2008	On-going	June 2008	A number of housing based initiatives have actioned during the year.
Undertake a warranted stock condition survey. (LAA33)	April 2008	April 2008	Sept. 2009	On-going Quarterly review	Put on hold pending the outcome of Local Government Review.
Undertake community development and consultation work, targeting children and young people. (LAA16)	April 2008	April 2008	On-going	On-going Quarterly review	A number of initiatives have been actioned during the year.

**PLANNING AND COUNRTYSIDE**

**Fourth Quarter 2008/09 (January-March)**

**Portfolio Holder:** Ray Franklin/Graham Liverton

**Head of Service:** Kate Little

**NOTHING QUALIFIES FOR EITHER RED, AMBER OR GREEN IN THIS QUARTER'S ASSESSMENT**

<b>Local Area Agreement issues (not mentioned above)</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
We will require 40% affordable housing on all qualifying developments and test vigorously any un-viability arguments put forward by developers. (LAA26)	Ongoing	July 2006 (adoption of Local Plan)	Ongoing	Review Dec/Jan 2009	The ongoing credit crunch has meant that the viability of schemes and their affordable housing provision has made the delivery of any housing now a very difficult prospect. Developers are beginning to come back to us seeking to re-negotiate their affordable housing percentage. Section 106 Agreements which required no public subsidy input are now clearly leaving schemes unviable.
We will continue talking to the Housing Corporation about grant support for large scale housing development alongside the Head of Housing and Social Inclusion. (LAA23)	2005		Ongoing	Reviewed annually	Section 106 on Cranbrook relating to affordable housing causing substantial difficulty now. Homes & Communities Agency (former Housing Corporation) only willing to grant aid over the next 2/3 years with no commitment beyond. Having to look at cascade arrangements at present, in the event that no grant is forthcoming in later years. HCA would expect not to put in public subsidy funding if the market improves.

We will be recommending and lobbying for changes in policy to permit Exception Sites for affordable housing on the edge of settlements of over 3,000 population. (LAA26)	Jan 2008		Dec 2008		Now looking at a potential cross subsidisation policy for affordable housing. Virtual Housing Team working on early draft.
In Seaton we have been working alongside the Economic Development Team to secure a quality development delivering the best deal for the Council in respect of the re-development of the Regeneration site, 400 new homes, a visitor centre and the replacement of the employment land to the north of the town. (LAA19)	Ongoing 2006		Dec 2008		Have now received Sainsburys application on the regeneration site and validated at last the Axe Riverside Company's application. Assisting on the employment land at Harepath Hill.
On major housing developments designing out crime and putting people ahead of cars is a high priority. (LAA34)	Ongoing			April 2009	On-going
We will examine the travel arrangements for site visits to see if fuel economies can be achieved. (LAA5)	March 2008		Sept 2008		New teams of Officers partially organised around where officers live to reduce mileage. Site visits also rationalised to be more efficient. There has been a particular emphasis on enforcement mileage this quarter.
Alternative transport options to the private car will be encouraged in all major developments through the use of Green Travel Plans. (LAA5)	Ongoing			Annual Review	Ongoing
Any consultation exercise undertaken in respect of any part of the Service will include seeking the views of local children. (LAA16)	Ongoing			Annual Review	The Maer Nature Reserve Project example of involving young children this quarter.
Facilities such as play spaces, recreation grounds, sports fields, skate-board parks and youth centre facilities will be secured where appropriate in development. (LAA13)	Ongoing			Annual Review	First participatory budgeting site achieved this quarter.

**STREETSCENE**

**Fourth Quarter 2008/09 (January-March)**

**Portfolio Holder:** David Cox

**Head of Service:** Mark Reilly

<b>GREEN</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
To conclude successfully all outstanding elements of the contracting process for the delivery of Refuse Collection and Recycling.	Work ongoing	April 2007	June 2008	November 2009	Completed
<p>The main improvements in Cleaning Services to be introduced in 2008/11 are:</p> <ul style="list-style-type: none"> <li>• Increase in enforcement of environment legislation.</li> <li>• Containerisation of household waste</li> </ul>	Work ongoing	Sept 2007	Dec 2010		<p>Respond Enforce and Clean Team (REACT) continue to carry out enforcement.</p> <p>Although this has reduced due to increased pressures on the team with other cleansing duties. Between January and March 2009 42 fixed penalty notices (FPN) have been issued;. Additionally 59 general warning letters and 92 "duty of care letters" (to commercial properties) have been sent.</p> <p>Containerisation of household waste continues; with the second phase of the new recycling and refuse service.</p>
Pollution prevention scheme at Imperial Recreation Ground, Exmouth	Work ongoing	April 2007	March 2009		Meeting scheduled for 8 June with Environmental Agency (EA), Natural England, EDDC (Environmental Health and Planners) and consultant to discuss scheme details and programme
Coast Protection – Exe Estuary Coastal Management Study (LAA8)	Work ongoing	March 2007	March 2009	March 2009	Completed.
Coastal Defence	April 2008	June 2008	March 2009	October 2008	Completed.
<ul style="list-style-type: none"> <li>• Repair to Beer Pier</li> </ul>					
Coastal Defence	April 2008	April 2008	March 2009	April 2009	Completed
<ul style="list-style-type: none"> <li>• Water diversion at Steamer Steps,</li> </ul>					

<b>GREEN</b>					
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Budleigh Salterton					
Feasibility on Surface Water Drainage, Dowell Street Car Park, Honiton*	January 2008	Sept 2006	April 2008	April 2009	The drainage of the car park is currently monitored on a regular basis. Drains are cleared frequently.  No further action is planned as the current initiatives have seemed to resolve the issues.
Promotions and New Initiatives in Street Cleaning Services to increase public awareness. This includes the development of the REACT team.	April 2007	April 2007	March 2008	February 2008	Completed.
Shared service with Devon County Council for the delivery of on-street and off – street car parking enforcement.	April 2008	January 2008	March 2010	October 2008	Completed.
Integration of Property Services with Street Scene Services to improve service delivery and seek service efficiencies.	April 2008	Nov 2008	March 2010	October 2008	Completed

<b>AMBER</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Flood alleviation schemes <ul style="list-style-type: none"> <li>Dewdney's Court, Upton Pyne</li> </ul>	April 2007	April 2007	March 2008		New Submissions for financial support are to be made to the EA in May/June.
Flood alleviation schemes <ul style="list-style-type: none"> <li>Budleigh Salterton – trunk drain outfall</li> </ul>	April 2008	April 2008	March 2009		New Submissions for financial support are to be made to the EA in May/June.  There is regular clearance of outfall and a short section of the stream. There is an inspection of the outfall three times a week.  A meeting is planned at the end of April with the land owners Clinton Devon Estates to discuss the condition of the stream to the north of EDDC's land.

Flood alleviation • Budleigh Salterton – Western Outfall	April 2008		March 2009		New Submissions for financial support are to be made to the EA in May/June.
Flood alleviation schemes • Farway, Woodbridge • Gittisham • Pencepool, Plymtree	April 2009	April 2007	March 2010		New Submissions for financial support are to be made to the EA in May/June.
Axmouth Harbour repairs to Road and Sea Wall	Work ongoing		March 2009		EDDC's Environmental Health have held a meeting with South West Water (SWW) to discuss the way forward and will now pass this information on to the property owners. We are awaiting their response.
Bridges – Specifications and Plans for Repairs Capel Lane Railway Bridge	January 2008	April 2007	June 2008		Tenders returned middle of April. Work to start on site early May 09.
Waste Management Licensing in Camperdown and Manstone Depots	April 2006	April 2006	March 2008		In general the Depots comply 95% with Waste Licensing legislation. There is an expectation that amended legislation will be shortly issued that will change licensing requirements. We are still awaiting further details.

<b>Local Area Agreement issues (not mentioned above)</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
To manage successfully the delivery of the Refuse Collection and Recycling services under new contractual arrangements.	Work ongoing	April 2006	March 2010		The second phased new recycling and composting initiative has commenced with container deliveries in April / May 2009 and the scheme due to commence in June 2009. The area of the district it will cover will be Sidmouth, Ottery St Mary, Newton Poppleford and surrounding areas. This phase will consist of approximately 13,000 properties.

**ECONOMIC DEVELOPMENT**

**Fourth Quarter 2008/09 (January-March)**

**Portfolio Holders:** Peter Halse

**Corporate Director:** Karime Hassan

<b>GREEN</b>						
<b>IMPROVEMENT</b>		<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Resolution of the way forward for delivering the Phase 2 access solution to the M5 junction 29/A30 improvements. (LAA9)	Regional Fund allocation of £12 million secured; Regional Infrastructure Funding committed by the South West Regional Development Agency; Major Scheme bid approved for access and design. Section 274 Agreement signed by Devon County Council	2008		2011		On course: Major Scheme Bid for Regional Fund Allocation of £12m submitted and a decision expected shortly. Gap funding addressed by Regional Infrastructure Funding approval of £6.5m.
Develop a Local Area Agreement with Devon County Council and the South West Regional Development Agency for delivery of employment sites. (LAA22)	Provision of employment elsewhere in the district through delivery of identified employment sites outside the west end of the district	2008				The Devon Employment Space Strategy final draft considered by Devon Economic Partnership (DEP) 6 <sup>th</sup> Oct 08 and performance monitoring framework approved by DEP. Delivery vehicles for each of East Devon sites needs to be developed.
Support schemes promoted by DCC and Exmouth Town	Work with DCC on the feasibility studies and design	2008		2011		DCC has launched consultation exercise on The Strand enhancement. Preferred design unveiled on 24 <sup>th</sup> April. DCC has committed £2m

<b>GREEN</b>						
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Council for the enhancement of the town centre	for a major enhancement scheme for the Strand area of the town centre					and EDDC identified £1m from the capital programme.
Develop the learning and skills agenda with the support of SWRDA and the Learning and Skills Council	To assist access to better skilled jobs and better paying jobs	2008		2011		Employment and Skills Board for Exeter and east Devon now established and Councillor Florey represented on the Board. The learning and skills agenda is a key plank of the Devon Economic Development Strategy and issues feed into many of the major projects such as the science park, Flybe Academy has now received planning permission and the Council is still actively supporting DCC bid to secure the future of Rolle College campus Exmouth.
Facilitate delivery of a new railway station at Cranbrook with public transport provision to all major development sites. (LAA9)	Cranbrook has a railway station by 2009	On going		2009		Successful bid to Communities and Local Government (CLG) for Growth Funding. Station design proceeding to final design stage. Estimated time of delivery Spring 2010. Joint working with Devon County Council who are procuring the station.

<b>AMBER</b>						
<b>IMPROVEMENT</b>		<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Lead the Seaton regeneration programme (LAA22)	Housing, retail, new employment site, 200 jobs by 2011, visitor facilities, enhanced youth facilities, expanded wetland nature reserve	On going				Governance structure for Seaton regeneration programme in place. Programme Board established and meeting quarterly. Planning applications for Tesco's proposals to be considered in June by Development Control Committee. Sainsbury's have also lodged planning application for supermarket and visitor centres; Development Control Committee to consider

AMBER						
IMPROVEMENT		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
						<p>application in June.</p> <p>Outline planning application submitted by Axe Riverside Co. for residential development along the river. Therefore planning position should be clarified by the summer.</p>
<p>Transform the visitor economy of Seaton to generate at least 200,000 additional visits a year</p>	<p>Deliver Gateway visitor centre and expanded wetlands reserve and Sustrans cycle hub funded and in place by 2011</p>	<p>On going</p>		<p>2011</p>		<p>The Visitor centre project received major set back early in the year with the withdrawal of funding by SWRDA. However, in spite of this the visitor centre proposals have made good progress. Board established and Tesco and Sainsbury's are in close contact with Tracey Guiry, project manager, on design and specification. Quantity surveyors have been engaged to look at revising costings.</p> <p>The Wetlands project is making good progress in accordance with the approved phasing of the project.</p> <p>Sainsbury's planning application includes provision for Sustrans hub and expanded Tram Co. Tesco's outline application also provides the opportunity to secure expanded Tram Co and Sustrans hub.</p>
<p>Support the Jurassic Coast Visitor Centre projects at Seaton.</p>	<p>Delivered and open by 2011</p>	<p>On going</p>		<p>2011</p>		<p>As above. However, it is appropriate to identify the contract for the project manager will come to an end in September of this year – less than 6 months away!</p>
<p>Lead the regeneration programme for Exmouth and work with our partners at Devon County Council and Exmouth Town</p>	<p>Bring forward the implementation of key development sites identified in the Local Plan; securing investment in the town centre and sea front</p>	<p>On going</p>		<p>2011</p>		<p>Exmouth Regeneration Programme is every 6 weeks.</p> <p>Partnership working embedded in the programme, officers from three councils meet every two weeks.</p> <p>Strand enhancement scheme example of this</p>

<b>AMBER</b>						
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Council to successfully secure public and private sector investment in Exmouth (LAA22)	through management of the Council's assets.					partnership work.  Three councils have now agreed to a strategic investment framework that will also embrace Seaton.
Provide 400 new homes in Seaton (LAA23)	New homes delivered by 2013	On going				The collapse of the housing market has virtually dried up the supply of new volume house building in the District. Tescos are still advancing their proposals for redeveloping the regeneration site which includes the provision of 300 plus units. However, there is little prospect of a house building partner being identified in the short term. It is still realistic to complete 400 dwellings by 2013 but it clearly depends on Tesco achieving planning permission and a resolution being found to the raising of the ground levels.

<b>RED</b>						
<b>IMPROVEMENT</b>		<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Work with developers to enable them to bring forward the redevelopment of the Bus station site for the purpose of a supermarket, integrated public transport facility, new sport centre and swimming pool, and new library. (LAA22)	Creation of 2-300 new jobs to help reduce the 23% of people travelling from Exmouth to Exeter for work, improved shopping offer for the town centre and new amenities	On going		2011		Asda has withdrawn from this project. The Programme Board now wishes to produce a development brief before progressing further.

<b>RED</b>						
<b>IMPROVEMENT</b>		<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Support development of a strategically important business park (Sky Park) providing business accommodation and knowledge based jobs. (LAA22)	The first building is built on site by 2011	On going				Skypark – Section 106 Agreement outstanding and planning permission not issued. Delays relating to appointment of Joint Venture Partner and other legal issues. Joint Venture Partner now appointed. Devon County Council owns the land.

<b>Local Area Agreement issues (not mentioned above)</b>						
<b>IMPROVEMENT</b>		<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Delivery of employment growth in accordance with Growth Delivery Plan. (LA22)	by 2011: 240 jobs at the new town; 1,000 jobs at Skypark; 300 jobs at the science park; 150 jobs at the IMFF [11,000 jobs by 2019]	On going				Start of New Community delayed due to the current housing market conditions. Additional Regional Infrastructure Funding pending. Skypark – Section 106 Agreement outstanding and planning permission not issued. Delays relating to appointment of Joint Venture Partner and other legal issues. Science Park – ongoing preparation of outline planning application due for submission June 2009. Still on target. Intermodal Facility and Freight Distribution Centre – planning consent in place but delays due to the current market conditions.

Delivery of first phase of science park: Prepare master plan, Set up science park company, Achieve outline planning permission for science park and detailed approval for first phase (LAA19)	First building of 30,000 sq ft	On going		2011		Ongoing preparation of outline planning application due for submission June 2009. Still on target.
Ensure the provision of sustainable forms of transport, walking, cycling and buses. (LAA5)	Transport Strategy for the new employment sites in the West of the District is delivered	On going				Study completed and developing strategy.

**INTERNAL AUDIT AND RISK MANAGEMENT**

**Fourth Quarter 2008/09 (January-March)**

**Portfolio Holder:** Andrew Moulding

**Head of Service:** Tanith Clark

<b>AMBER</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
To deliver the new Strategic Audit Plan over the next 5 years incorporating any new areas for review within the contingency allowed within the plan.	April 2008	April 2008	March 2009	Ongoing	The audit section is now reduced to one trainee auditor and the Audit & Governance Manager. The team is supplemented by two short term contractors. The previous years' audit plan 2008/09 is being finalized, but progress is slow. Very little of the current years' plan has commenced and it is very likely that this will not be completed in the year.

**ICT**

**Fourth Quarter 2008/09 (January-March)**

**Portfolio Holder:** Stuart Hughes

**Head of Service:** Chris Powell

<b>GREEN</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Deliver ICT projects and programmes according to the processes and priorities determined by the Programme Board	Ongoing		Ongoing	31 March 2009	Process continues to evolve and be tuned to the business processes as needed. Can be considered as closed for this plan.
Measure and improve IT literacy within the Council through courses, on-line testing and ECDL	April 08	April 08	Ongoing	April 09	On line test released in April 2009 for all network users and is producing a basic measure of IT literacy.
Review ICT organisation to ensure fit-for-purpose to meet Corporate plans combat increasing risks to Information Security	April 08	April 08	Dec 08	May 2009	ICT Customer Support now merged with ICT Infrastructure teams. Also new Design and Compliance Team created.
Update the Information Security Policy to manage latest risks, including mobile and organise and deliver training to all computer users.	May 08	Jan 08	May 09	April 2009	Government Connect (GC is a recognised, accredited and trusted secure government network for all LAs in England and Wales) was achieved in April 2009.  There are still a number of security workstreams that we are obliged to complete but we had made sufficient progress to allow the service to be switched on.
Create, deliver and run a pragmatic ITIL-based (documentation of best practice for IT Service Management) change control system for ICT changes	Aug 08	July 08	May 09	March 2009	In place and operational
Deliver connectivity to Government Connect ensuring that we comply with the CoCo (Code of Connection) and CSI (Customer Information Service) arrangements	April 08	April 08	Mar 09	April 2009	Completed
Investigate running Print and Post service in-house	ongoing	Jan 08	April 08	April 08 but changes to scope	Tender process completed and service has been brought in –house.

<b>AMBER</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Update and release the ICT Service Level Agreement	April 08	July 08	Aug 08		Re-draft being written in line with new security requirements, services and organisation. Loss of ICT Customer Support Manager will delay this even further.
Achieve Chartermark within ICT with support from all ICT areas.	Sept 08	-	April 2010	-	Customer Support Manager has resigned. Currently Head of Service is covering until outcome of Local Government Review is known. Chartermark processes have stopped.
Deliver an optimised Virtual server environment complete with full management capability and processes.	ongoing	Jan 09	Mar 09		Now have 21 virtual servers and 4 old servers have been removed. This process is continuing as opportunities to migrate present themselves.
Review back-up processes to deliver a robust data security solution that provides optimal user access to core systems.	Feb 08	April 08	Dec 08		This will now be part of the re-design of the new Disaster Recovery systems.

<b>RED</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Deliver a fully transactional and accessible website that scores in the top 10% of the Better Connected website survey. (LAA9)	April 08	June 08	July 09		Did not improve in the Dec 08 survey. Transactional web site changes on-hold until Environmental Health project has been completed.

<b>Local Area Agreement issues (not mentioned above)</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Test Microsoft Communications Solution with Exmouth Town Hall to provide better connectivity (LAA9)	April 08	April 08	July 08		Voice over IP to be available for this office by July.
Develop the telephone and voicemail solution across the Council to assist managers in meeting the Customer Service standards	April 08	April 08	Ongoing	May 2004.	Responding as required to assist with Vanguard designs. This action considered closed.
Investigate providing email services to Towns and Parishes (LAA9)	May 08	Feb 08	Aug 08		Manager has resigned.  Email will be reviewed again after elections in June.

Deliver Devon Unlimited youth web site, managed by a group of young people from across the district, such that it receives a growing number of visits each year (LAA16)	Jan 08	Jan 08	Jan 2010		The youth developer has completed his exams and is now working on the new website with the webmaster for launch in September.
Implement the LDF consultation through the website (LAA16)	Feb 08	Feb 08	May 08	May 08	
Manage a Customer Data Integration programme that enables a single view of the customer through the Customer Relationship Management (CRM) system using a single index which links all data about customers in one place. (LAA9)	Sept 08		Mar 2010		CRM system set up to begin collecting names as part of the overall "single customer database". This is linked closely to the "transactional website" work.

### LEGAL, LICENSING & DEMOCRATIC SERVICES

Fourth Quarter 2008/09 (January-March)

Portfolio Holder: Andrew Moulding

Head of Service: Rachel Pocock

GREEN					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Continue to provide an effective in-house service in a broad range of contentious and non-contentious legal matters, in providing the administration of the Council's committees and support to councillors, organising a substantial number of regulatory hearings and attending external courts, and in providing a range of licensing services.	Ongoing		2011		The Court of Appeal largely supported this Council's judicial review of the Boundary Committee and a partial costs order was secured against it.

AMBER					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Introduce a Taxi Licensing Policy for the District following consultation with all stake holders including the public.	April 2008		March 2009		The government has updated its Best Practice Guide, so consultation on the policy will be slightly delayed to consider this.

<b>RED</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Successful implementation of an effective case management system	January 2008		April 2008		ICT Programme Board has decided there are insufficient resources to complete this project in house. The options available will need to be reviewed by the Board in consultation with the Head of LLDS
Retain Lexcel Quality Mark and gain Chartermark for Licensing	Ongoing		April 2009		Lexcel Quality Mark was retained in 08/09. In line with the service plan, further work on these quality marks is under review because of resource issues (linked to case management; above) and Local Government Review.

<b>Local Area Agreement issues (not mentioned above)</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Maintain the popularity and usefulness of the Knowledge as a communication/information resource. Continue to raise profile of the Council within the community through the Knowledge and Local Democracy Week activities, particularly amongst the young. (LAA16)	April 2008		2011		The Knowledge now includes a focus on information helpful to readers in the current recession including finance and other help available through partners and the third sector.
Provide effective enforcement mechanisms, through court or otherwise, for breaches of planning control, combating anti-social behaviour, and dealing with regulatory breaches, subject to resources being available for any changes in service provision (LAA 34)	Ongoing		2011	Review September 2008	The new regime of Dog Control Orders will consolidate existing controls and enable the use of fixed penalty notices to deter irresponsible dog owners in a more effective manner than court action, which can be lengthy and expensive.
Support to delivery of affordable housing through advice to services about what is achievable through the planning process and otherwise. (LAA26)	Ongoing		2011		The service continues to work with other services in delivering agreements which support affordable housing.
Continue to develop effective working relationships with parish councils and provide at least one event each year for them. (LAA16)	Ongoing		2011		This commitment has been met.

Continue to raise profile of the Council within the community, in particular the Council's licensing role by providing presentations to Parish and Town Councils within the District. (LAA16)	February 2008		December 2008		There proved to be limited demand from parish councils for these presentations. Plans are in hand for alternatives to this outreach work.
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## ORGANISATIONAL DEVELOPMENT

Fourth Quarter 2008/09 (January-March)

**Portfolio Holder:** Andrew Moulding/Stuart Hughes

**Head of Service:** Karen Jenkins

<b>AMBER</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Work with ICT to introduce workflow to automate key HR and Payroll forms for starters and leavers, staff requisitions, sickness certificates (including on line authorisation processes).	April 2008		April 2009	April 2009	ICT have agreed to look at using Sharepoint to develop electronic forms. Awaiting feedback from ICT on presenting a draft electronic version of existing forms.
Work with ICT and OD to deliver a more accessible intranet site for OD branded as 'EDDC and me'	April 2008		Nov 2008	Ongoing	This project continues. ICT own this project.
Maximise development of SPAR (Service Performance and Risk) database reporting tool and establish use of the Customer Protocol recommended by IDEA.	April 2008	April 2008	April 2009	Not complete	Report on SPAR reporting tool made to Scrutiny Committee on 11 <sup>th</sup> February. Work on Customer Protocol held over to 2009/10 because of the significant time that had to be spent on SPAR and new NIs.

<b>RED</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Lead on Equalities to ensure the Council reaches Level 2 of the Equality Standard.	April 2008	April 2008	April 2009		Not on target. Equality Impact Assessments behind target and EDDC not yet at level 2.

<b>Local Area Agreement issues (not mentioned above)</b>					
<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>
Increase benefits take up of cycle and health cash plan schemes through effective marketing including Payroll Services Week. (LAA13)	April 2008	June 2008	December 2008	April 2009	Salary sacrifice schemes are well promoted and well subscribed with the exception of the bus scheme which has not proved particularly popular.
Ensure that Consultation Champions and Communication Reps are engaged and work proactively across the Council. (LAA16)	April 2008	April 2008	April 2009	April 2009	Reps and Champions now fully established in working groups.

## Key



= Projects which contribute to Local Area Agreement priorities below

Code	Priority
LAA1	Reduce quantities of municipal waste arising and landfilled.
LAA2	Improve the quality of public spaces and accessibility of green (including play and leisure) infrastructure as part of new developments.
LAA5	Reduce carbon dioxide emissions.
LAA8	Targeted conservation and enhancement of Devon's biodiversity and geology
LAA9	Improve access to services and facilities through co-ordination of transport services and access to information technology, ensuring dignity and respect for all.
LAA13	Maintain and increase levels of physical activity and sport
LAA16	Promote active, empowered and influential communities
LAA19	Develop an innovation strategy and delivery network across Devon to achieve an economic uplift and increased GVA.
LAA22	Ensure that Devon has an appropriate range of employment space