

## APPENDIX C

### Feedback from West Devon Corporate Strategy Member Workshop 5 February 2019

#### Councillors Present (18)

Annabel Roberts, Bill Cann, Brian Lamb, Caroline Mott, Chris Edmonds, Debo Sellis, Diana Moyse, Graham Parker, Jess Evans, Julie Yelland, Kevin Ball, Lois Samuel, Neil Jory, Patrick Kimber, Robert Oxborough, Robert Sampson, Robin Musgrave, Terry Pearce

**Apologies:** John Sheldon, Philip Sanders, Ric Cheadle, Tony Leech

#### Have we captured everything under each theme? Feedback as follows:

<b>Communities</b>
Add DCC and MPs under the partnership section for this theme.
<b>Council</b>
Under scene setting for this theme should we include Economic? So Efficient, Effective and Economic.
Under service offering include Localities as they offer a 1 day a week service at the Ockment Centre. Also we need to be clear how vulnerable people engage with us – what about those that can't use the web and struggle with the phone
Under projects add: <ul style="list-style-type: none"><li>• Add in plans for Member ongoing development – can we look to roll out e-learning to Members like we do to staff? Include importance of messaging – clear with Members what they can/can't say at different points of projects – commercial property a prime example</li><li>• Review of the Planning Portal needs to be a clear project – frustrating when a planning application has lots of documents and you can't download all of them – this has a big impact on Parish Council meetings</li><li>• Should look to work with Parish Councils more and use them to publish key Council messages through Parish newsletters</li><li>• Modern.gov needs to be a part of the ICT review – causes Members issues in participating in debate when they can only access half the papers due to regular system issues.</li></ul>
Under stakeholder add: <ul style="list-style-type: none"><li>• Town and Parish Councils – they should be key to giving us feedback and for us to get messages to about the Council</li><li>• VCS as key stakeholders helping us deliver our services (as a collective as individual organisations will sit under relevant other theme)</li></ul>
<b>Environment</b>
Should car parking appear under this theme? At present it is listed under the Community theme under community led parking tariffs.
Pest control? This is included under the wellbeing theme.
Funding of organisations that support environment.
<b>Homes</b>
Empty homes work no explicit.
<b>Wellbeing</b>
Partnership working and alignment of local and county strategy through regular dialogue.
Education in schools about young people's housing options

## If resources allowed what else would you like to do under this theme?

### Feedback as follows:

<b>Communities</b>
Trial Member surgeries in different locations with support of localities team. Consider schools, pubs and village halls as venues.
Importance of partnership working to deliver to communities. Members play a key role in identifying need. Develop partnership register further DCC pinpoint, single point of contact for communities to go to.
Encourage younger people to be more engaged at parish level.
Strengthen relationship between localities and members. Action to ensure MLO patches are promoted to members.
Closer working with DNPA over Neighbourhood Plans.
Stronger support for Neighbourhood Plan groups to help write policies. Also the presence of a local WD Neighbourhood Plan officer to keep groups moving.
Ability to mobilise staff to troubleshoot in communities when high profile undesirable issues arise.
Capacity building in communities for communities to help themselves.
Promotion and communication with communities to advise how they can get involved in shaping and empowering their communities.
Consultation with parish/town councils and local Members on S106 contributions prior to agreements being signed.
Signposting to other community funding opportunities.

<b>Council</b>
A "My Services" portal – allowing public and members to track a case from beginning to end – saves customers having to phone up to check the status of something. People should have automated responses when submitting a service request setting out approximate resolution timescales.
Rotation of localities at remote areas so that people can engage with the Council where they can't through other means (online /phone etc.)
Improve call centre answering times.
How do we engage with our most vulnerable residents, how do we identify them and provide facilities to help them?
We need to have a clear mission statement for the Council – the ones we've got are too long and not snappy enough

<b>Enterprise</b>
Ensure asset development is separate from a dedicated economic development function in collaboration with other authorities.
Identifying and resolving infrastructure issues in the main towns in order to remove obstacles to investment and economic development.
Identify employment sites in principal towns and publish information as part of the Employment Land Review.
Buy land and develop with partners in order to improve the commercial environment and to generate income for the Council.
Understand rural economy and identify appropriate interventions in order to direct requirements to delivery agencies including West Devon.
Reinstate Business Voice type dialogue.
Engage direct with GD LEAF funding opportunities to relevant rural economy projects.

## Enterprise continued

Work closer with Devon County with regard to future land allocation in Devon County control with respect to potential incoming businesses.

Horizon scanning – knowing which commercial organisations are looking for bases and working with them to bring them to West Devon.

Enable dialogue with businesses going through growth/change e.g. Ambrosia.

Better research and intelligence than presently undertaken – need to identify the best most cost effective way to do this i.e. partnership working.

Providing relevant services to business community for income i.e. planning pre app model for enterprise.

Encourage ideas as to effective use of available land such as Wonnacotts in Okehampton.

Talk to universities re research and aspirations

Better notification of available funds such as High Street Fund to Town Councils and stakeholder groups.

Measure business success by sector – how many new, deceased and sold and the reasons why.

Link to CCG to develop enhanced medical services in principal towns.

Look for new business opportunities and enable their development.

Review use of properties – Members are aware of many that submit planning application to convert barns that are then used for holiday lets but not paying business rates

## Environment

Engagement on community composting and recycling.

More education on waste, recycling, renewable energy.

Recycling banks are they cost effective with the parking spaces.

Pollution.

Reduce littering/dog fouling, establish if there.

Planning enforcement.

Communicate with schools.

Educate communities.

Increase recycling rates 60-65% target.

Greater cooperation with Dartmoor National Park.

Should services pay for themselves?

## Homes

We need to be doing a review of empty properties (one been empty for 19 years but still empty)

Empty homes, publicise service to parish and town councils and offer options.

Do more homeless prevention.

Scrutiny of Devon Homes Choice performance, are we securing the right people in the right place.

Strategic view, join up the pieces on homes and provide a coherent view including priorities.

Local need, with JLP being adopted how do we define local need – town/village, West Devon housing market area?

Promote and support customer/self-build.

Delivery of more actual affordable housing, feeling this has been diluted through other initiatives.

Ensure we balance commercial opportunities with wider community benefits.

Condition of public/private sector housing – closer links with parish councils.

Quality of new housing, need a design guide, build, landscaping, car parking etc.

KPIs, can we add something re quality of service outcomes for individuals rather than just numbers, preventions and savings.

## Wellbeing

Publicity and raising awareness of housing land lords responsibilities and tenants' education.

Assist parish councils with emergency planning.

More training of MLOs e.g. dementia awareness