

# South Hams Overview and Scrutiny Panel



|  |  |             |            |            |              |               |          |           |                 |            |              |              |  |
|--|--|-------------|------------|------------|--------------|---------------|----------|-----------|-----------------|------------|--------------|--------------|--|
| <b>Title:</b>  | <b>Agenda</b>  |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Date:</b>   | <b>Thursday, 28th June, 2018</b>   |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Time:</b>   | <b>10.00 am</b>  |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Venue:</b>  | <b>Cary Room - Follaton House</b>  |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Full Members:</b>   | <p style="text-align: center;"><b>Chairman</b> Cllr Saltern<br/><b>Vice Chairman</b> Cllr Smerdon</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldry</td> <td>Cllr Hicks</td> </tr> <tr> <td>Cllr Birch</td> <td>Cllr Huntley</td> </tr> <tr> <td>Cllr Blackler</td> <td>Cllr May</td> </tr> <tr> <td>Cllr Cane</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Green</td> <td>Cllr Pringle</td> </tr> <tr> <td>Cllr Hawkins</td> <td></td> </tr> </table> | Cllr Baldry | Cllr Hicks | Cllr Birch | Cllr Huntley | Cllr Blackler | Cllr May | Cllr Cane | Cllr Pennington | Cllr Green | Cllr Pringle | Cllr Hawkins |  |
| Cllr Baldry  | Cllr Hicks   |             |            |            |              |               |          |           |                 |            |              |              |  |
| Cllr Birch   | Cllr Huntley   |             |            |            |              |               |          |           |                 |            |              |              |  |
| Cllr Blackler  | Cllr May   |             |            |            |              |               |          |           |                 |            |              |              |  |
| Cllr Cane  | Cllr Pennington  |             |            |            |              |               |          |           |                 |            |              |              |  |
| Cllr Green   | Cllr Pringle   |             |            |            |              |               |          |           |                 |            |              |              |  |
| Cllr Hawkins   |  |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Interests – Declaration and Restriction on Participation:</b> | Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.  |             |            |            |              |               |          |           |                 |            |              |              |  |
| <b>Committee administrator:</b>                                  | Member.Services@swdevon.gov.uk   |             |            |            |              |               |          |           |                 |            |              |              |  |

- 1. Apologies for Absence**
- 2. Minutes** **1 - 12**

to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 3 May 2018;
- 3. Urgent Business**

brought forward at the discretion of the Chairman;
- 4. Division of Agenda**

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;
- 5. Declarations of Interest**

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 6. Public Forum** **13 - 14**

A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Draft Executive Forward Plan** **15 - 40**

**Note:** If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Member Services before **5.00pm on Monday 25 June 2018** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.

(NB. the Panel has already requested the following item to be raised at this meeting):

(a) Homelessness Strategy Action Plan 2018/19
- 8. Civica/IT: Lessons Learnt** **41 - 48**
- 9. ICT Resilience Update** **49 - 52**
- 10. Neighbourhood Planning: Support to Groups - Verbal Update**
- 11. Review and Effectiveness of Car Parking Equipment - Verbal Update**

|  |                  |
|--|------------------|
| <b>12. Update Report on Food Safety Audit Action Plan</b>  | <b>53 - 98</b>   |
| <b>13. Overview and Scrutiny: Draft Annual Report 2017/18</b>  | <b>99 - 126</b>  |
| <b>14. Task and Finish Group Updates (if any):</b>   |                  |
| (a) Drug and Alcohol Abuse; and  |                  |
| (b) Review of Approach to Partnership Support – Proposal.  |                  |
| <b>15. Actions Arising / Decisions Log</b>   | <b>127 - 130</b> |
| <b>16. Draft Annual Work Programme</b>   | <b>131 - 132</b> |
| to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community. |                  |

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**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL  
HELD AT FOLLATON HOUSE, TOTNES ON  
THURSDAY, 3 MAY 2018**

| <b>Panel Members in attendance:</b> |                     |                               |                                  |
|-------------------------------------|---------------------|-------------------------------|----------------------------------|
| * Denotes attendance                |                     | ∅ Denotes apology for absence |                                  |
| *                                   | Cllr K J Baldry     | *                             | Cllr E D Huntley                 |
| *                                   | Cllr J P Birch      | *                             | Cllr D W May                     |
| *                                   | Cllr J I G Blackler | *                             | Cllr J T Pennington              |
| *                                   | Cllr B F Cane       | ∅                             | Cllr K Pringle                   |
| *                                   | Cllr J P Green      | *                             | Cllr M F Saltern (Chairman)      |
| *                                   | Cllr J D Hawkins    | *                             | Cllr P C Smerdon (Vice Chairman) |
| *                                   | Cllr M J Hicks      |                               |                                  |

| <b>Other Members also in attendance:</b>   |
|--|
| Cllrs H D Bastone, I Bramble, J Brazil, P K Cuthbert, R D Gilbert, N A Hopwood, J A Pearce, R Rowe R C Steer, K R H Wingate and S A E Wright |

| Item No | Minute Ref No<br>below refers | Officers in attendance and participating   |
|---------|-------------------------------|--|
| All     |                               | Group Manager – Commercial Services; and Senior Specialist – Democratic Services |
| 3       | O&S.110/17                    | IT Community Of Practice Lead  |
| 7(a)    | O&S.112/17(a)                 | Assets Community Of Practice Lead  |
| 7(c)    | O&S.112/17(c)                 | Section 151 Officer  |
| 8       | O&S.113/17                    | Urban Fringe Delivery Team Leader and Planning Senior Specialist                 |
| 9       | O&S.114/17                    | Assets Community Of Practice Lead  |
| 10      | O&S.115/17                    | Specialist – Performance and Intelligence  |
| 11      | O&S.116/17                    | Group Manager – Business Development and Principal Consultant, Altair            |

**O&S.108/17 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 22 March 2018 were confirmed as a correct record and signed by the Chairman.

**O&S.109/17 DECLARATIONS OF INTEREST**

Members and officers were invited to declare any interests in the items of business to be considered during the course of the meeting. These were recorded as follows:-

Cllr M F Saltern declared a personal interest in Item 8: '*Update on the Urban Fringe Delivery Team and Sherford Strategic Review*' (Minute O&S.113/17 below refers) by virtue of being a Director of the Westcountry Schools Trust and remained in the meeting and took part in the debate on this matter.

**O&S.110/17 URGENT BUSINESS**

The Chairman informed that he had agreed for one item of urgent business to be raised at this meeting. The item related to the recent IT issues that had been experienced by the Council and the IT Community Of Practice Lead was in attendance to provide an update.

**(a) Recent IT Issues**

The Panel was informed that the first issue had been attributed to a domain name failing. Whilst the Council had paid (and received an acknowledgement of payment) to renew its licence on 31 March 2018, officers had noticed on 19 April 2018 that it had still expired. Despite many attempts to contact the host company, these had proven to be unsuccessful. To mitigate against this issue, the Council had now moved its host to a different organisation.

With regard to the email outage on the weekend of 28 and 29 April, officers had wished to undertake some systems maintenance. However, these works did not materialise as intended and had resulted in there being a need to restore the original systems.

In the ensuing discussion, the following points were raised:-

- (i) The Panel wished to record its thanks to those officers who had worked throughout the weekend to restore the email systems;
- (ii) A Member was of the view that such IT issues appeared to be occurring more frequently. As a consequence, the Panel requested that a more detailed update (entitled: 'IT Resilience and Continuity') be presented to its next meeting on 28 June 2018;
- (iii) The lead Executive Member highlighted the upcoming IT Procurement Process and reminded those present that the Panel had requested consideration of this matter at its meeting on 2 August 2018 before its onward presentation to the Executive.

It was then:

**RESOLVED**

That the Panel Work Programme for 2018/19 be updated to include an item entitled: 'IT Resilience and Continuity' to be considered at the next Panel meeting on 28 June 2018.

**O&S.111/17 PUBLIC FORUM**

In accordance with the Public Forum Procedure Rules, there were no issues received for consideration.

**O&S.112/17 EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan.

In accordance with Overview and Scrutiny Procedure Rules, a Member had given the required notice for updates to be considered at this meeting on the following future Executive agenda items: '*Follaton HQ Review*' and '*Medium Term Financial Strategy for 2019/20 Onwards*'.

**(a) Follaton HQ Review**

A local Ward Member expressed his concerns over the newly installed barriers at Follaton House Car Park, Totnes and questioned whether steps were to be taken to enable access to the Follaton Park at weekends.

In response, the Assets Community Of Practice Lead recognised that there was a fine balance between access provision for the public open space and the ability to control the use of the private car park. Whilst it would be kept under close and regular review, the officer confirmed that the decision had now been taken for the barriers to be left up. This response was welcomed by the local Ward Member.

**(b) Medium Term Financial Strategy**

In setting the context behind the request to consider this matter, the Member highlighted the assurances given by the Leader of Council at the full Council meeting held on 22 February 2018 (Minute 62/17 refers) regarding the proposal to impose a 'pay on entry' charge at the Steamer Quay, Totnes. In particular, the Member highlighted the assurance that was given at this meeting whereby '*consultation would be undertaken with relevant tenants, stakeholders and local Ward Members*'.

By way of an update, it was noted that a meeting had been held between officers, tenants and other affected stakeholders during which various options had been discussed. Prior to any final decisions being made, it was intended that consultation would then take place with the local Ward Members.

As a general point, the importance of keeping local Ward Members informed was raised by the Panel and it was felt that each of those local Members who would be affected by these charging proposals should also be consulted as part of the decision-making process.

**(c) Transformation Programme (T18) Closedown Report**

A report was considered that sought endorsement of the contents of the T18 Transformation Programme Closedown report and the benefits realised from this project.

In discussion, reference was made to:-

- (i) the financial performance of the project being a success, with the final spend being £58,000 less than the Budget of £4.614 million and total annual savings of £2.93 million being realised. It was noted that the IT technology spend was over budgeted by £40,000 (which represented 6.5% of the Budget of £615,000) and Members were of the view that this element had been disappointing. However, when considering the size and scale of the Programme, Members endorsed the fact that it had been a financial success and commended officers for achieving this outcome;
- (ii) some of the lessons learned from the project. In citing the example of allowing the Councils' IT staffing resources to be reduced at the start of the Programme (prior to the IT systems being in place), a Member felt that this should have received greater prominence and reference in the presented agenda report. As a consequence, the Panel requested that this be highlighted in the report that was to be presented to the Executive at its meeting on 12 June 2018 alongside the other consequent lessons that had been learned;
- (iii) the ability for staff to work from anywhere. A Member particularly wished to highlight the success of the agile working aspect of the Programme and felt that the performance and resilience of the Council during the recent inclement weather was testament to this provision;
- (iv) the anticipated IT software cost savings of £47,000 not being realised. Officers confirmed that this additional cost pressure had been built into the 2018/19 Budget setting proposals.

It was then:

### **RESOLVED**

1. That the Panel endorse the contents of the T18 Transformation Programme Closedown report and the benefits realised (as set out in Section 8 of the presented agenda report);
2. That the Panel endorse the fact that the T18 project had been a financial success; and
3. That, as part of its deliberations at its meeting on 14 June 2018, the Executive give particular consideration to the impact during the transition period and the project lessons to be learned.

## **O&S.113/17 UPDATE ON THE URBAN FRINGE DELIVERY TEAM AND SHERFORD STRATEGIC REVIEW**

A report was presented that provided an update on both the Urban Fringe Delivery Team and the Sherford Strategic Review.



Alongside this report, the Urban Fringe Delivery Team Leader conducted a Presentation and, by way of a progress update on Sherford, Members particularly noted that:-

- 240 dwellings had been constructed;
- The foundations for a further 200 dwellings had been established;
- 148 dwellings were occupied; and
- The first Primary School was currently under construction and it was intended to be officially opened in time for the September 2018 term.

Upon the conclusion of the presentation, it was agreed that copies would be circulated to all Members.

In the ensuing discussion, reference was made to:-

- (a) the current Sherford Road closure. In light of the temporary closure, some Members highlighted the impact that this was having and the roads from Brixton to the A38 were frequently gridlocked. In light of the impact, these Members asked that all measures be taken to ensure that the five weeks that had been scheduled for this temporary closure be adhered to. In reply, the Head of Paid Service informed that the Sherford Project Board was scheduled to meet on 9 May 2018 and she would emphasise the importance of this point at this meeting and provide an update to Members accordingly;
- (b) the Members Steering Board. Members expressed some confusion over the status of the Steering Board (as referred to in paragraph 2.2 of the presented agenda report), the Joint Steering Group and the Sherford Project Board. As a consequence, the Panel requested that these matters be clarified in time for the Annual Council meeting on 17 May 2018;
- (c) the first Primary School. It was confirmed that, whilst further details would emerge in due course, 24 children had been enrolled to start at the School in September 2018 and some staff members had already been recruited;
- (d) the Transport Specialist role vacancy. Whilst interim measures had been in place to cover aspects of this role, officers advised that it was intended to start the formal recruitment process to fill this vacancy in the upcoming weeks;
- (e) skills shortages in the construction industry. In recognising that these skills shortages were a national trend, the Panel was informed that an onsite Skills Centre had recently opened and, whilst still very much in its infancy, it was already attracting some levels of interest;
- (f) the role of Devon Wildlife Trust. In reply to concerns that had recently been raised by the Trust, officers countered that the organisation had been consulted as part of the Section 73 planning application process. However, the Council had not received any response from the Trust during this process;

- (g) park and community space. Officers agreed to provide interested Members with a plan that outlined where the onsite park and community space would be located.

It was then:

### **RESOLVED**

1. That the set up and function of the new Urban Fringe Delivery Team be noted and supported;
2. That officers clarify the status of the 'Members Steering Board'; the 'Joint Steering Group' and the 'Sherford Project Board' in time for the Annual Council meeting to be held on 17 May 2018; and
4. That the latest update on the Sherford Strategic Review be welcomed.

### **O&S.114/17 FEASIBILITY OF INSTALLING ELECTRIC CAR CHARGING POINTS IN THE COUNCIL'S PUBLIC CAR PARKS**

In line with the resolution arising from the Council meeting held on 14 December 2017 (Minute 52/17(b) refers), the Panel considered a report that presented a proposed strategy for the installation of an electric vehicle charging network in Council Car Parks.

In discussion, the following points were raised:-

- (a) Although a number of Members expressed their support for the proposed strategy, some concerns were raised over the indicative installation date of late 2019 and it was hoped that efforts could be made to bring this date forward. As a result, an addition to the recommendation (shown in italics) was **PROPOSED** and **SECONDED** as follows:

'That the Panel **RECOMMEND** that the Executive **RECOMMEND** to Council that the proposed Strategy for the installation of an electric vehicle charging network in Council Car Parks be endorsed, *subject to steps being taken to advance the proposed installation date as outlined in paragraph 2.6 of the presented agenda report (late 2019).*'

When put to the vote, this addition was declared **CARRIED**.

- (b) With regard to the Nursery Car Park, Totnes, officers gave an assurance that re-surfacing works would be undertaken prior to any charging points being installed;

- (c) In disagreement with those Members who were supportive, other Members expressed specific concerns relating to the proposed strategy. These concerns primarily related to this matter being a non-statutory function for the Council and the loss of revenue arising from a reduction in fee paying car parking spaces. In response, these Members were reminded that Air Quality Management was a statutory duty for the Council and the loss of revenue would be included in the Business Case;
- (d) In the event of the funding provision that was referred to in the presented agenda report no longer being available, the lead Executive Member confirmed that the matter would be presented back to the Panel for further consideration.

It was then:

### **RECOMMENDED**

That the Panel **RECOMMEND** that the Executive **RECOMMEND** to Council that the proposed Strategy for the installation of an electric vehicle charging network in Council Car Parks be endorsed, subject to steps being taken to advance the proposed installation date as outlined in paragraph 2.6 of the presented agenda report (late 2019).

## **O&S.115/17 Q4 2017/18 PERFORMANCE REPORT**

Members considered a report that presented the 2017/18 Quarter 4 Performance Indicators.

In discussion, reference was made to:-

- (a) planning appeal decisions. The Panel felt that it would be beneficial to include the total number of planning appeals that had been determined as opposed to the total number of planning applications. In response, it was noted that the Development Management Committee had expressed the same view when it last considered the performance information;
- (b) the planning enforcement statistics. A Member reiterated his previously raised concerns relating to the number of planning enforcement cases being such that the funding and capacity allocated to the service were still wholly insufficient. In reply, officers accepted that the number of reported cases remained extensive and, in the event of Members being of the view that the service still required further improvements, then this would need to be brought back through the budget setting process. Furthermore, some Members emphasised the important role that had to be played by Legal support to ensure an effective and efficient planning enforcement service.

The view was expressed that all Members also had a key role to play in planning enforcement cases. In particular, Members needed to be in regular contact with Enforcement Officers and be firm when considering (and dealing with) those cases that were merely neighbour disputes;

- (c) the downward trend in overall waste recycling rate %. When questioned, officers stated that the actual reduction was less than 1% and was attributed to the missed collections that had resulted from the inclement winter weather in the South Hams. Given the bad weather that had occurred in the South Hams, Members felt that only a 1% reduction was a commendable result and the thanks of the Council should therefore be passed on to the waste and recycling crews;
- (d) the % of benefits change of circumstances online. It was acknowledged that the overall take up for the online change of circumstance had been, to date, disappointing;
- (e) a potential new performance indicator. A Member remained of the view that a new indicator should be developed in connection to caseload per planning officer and asked that this be given consideration as part of any pending review into the performance measures that were reported.

It was then:

### **RESOLVED**

1. That the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the Background and the Exception report be noted; and
2. That the thanks of the Panel be passed on to the waste and recycling crews for their hard work and efforts during the recent period of bad weather.

### **O&S.116/17 ENABLING HOMES TO MEET THE NEEDS FOR ALL**

Members considered a report that presented a range of options for the purpose of delivering social/affordable housing in order to meet the needs of those in the South Hams who were finding it difficult to purchase their own property and/or find suitable rented accommodation.

The Chairman proceeded to introduce the Principal Consultant from an organisation called Altair, who delivered a presentation to those in attendance. Upon the conclusion of the presentation, it was agreed that the presentation would be circulated to all Members for their information and reference.

In the ensuing discussion, reference was made to:-

- (a) inclusion of social rented housing. When questioned, the Principal Consultant expressed the view that, for the purposes of this project, inclusion of social rented housing would not be a sustainable option. In light of this comment, some Members felt that the heading of the agenda item (i.e. Enabling Homes to '*Meet the Needs for All*') was somewhat misleading and should be revisited as the project progressed;
- (b) governance supporting the establishment of a Board / Executive arrangement. Whilst acknowledging the likely appetite of the Council to maintain close control of any vehicle that underpinned the governance arrangements, the Principal Consultant also highlighted the need for any Board / Executive to have representatives that were appointed on a 'fit for purpose' basis;
- (c) an amendment to the report recommendation. In **PROPOSING** a series of amendments to the recommendation, a Member was of the view that the principles (as outlined in Section 4 of the presented agenda report) gave too much emphasis on a Wholly Owned Company (WOC) being a solely commercial entity rather than a commercial and social entity. Furthermore, it was the view of the proposer that any profits generated by a WOC should be reinvested for further development. These amendments were each **SECONDED** as follows:

- i. That section 4.1.1 be amended to read:

*'The delivery of affordable housing by the Wholly Owned Company (WOC) should be financially viable and not dependent on funding from the Council to cover any possible financial losses.'*

When put to the vote, this amendment was declared **CARRIED**.

- ii. That section 4.1.8 be amended whereby reference throughout to the term '*will*' be replaced with the term '*may*'.

A number of Members did not support this amendment and, when put to the vote, it was declared **LOST**.

- iii. That section 4.1.8 include an additional (final) sentence that read:

*'In any event, the focus of the WOC is to provide affordable housing for sale or rent at below market rates.'*

When put to the vote, this amendment was declared **CARRIED**.

- iv. That section 4.1.9 be deleted.

Whilst the proposer felt that this section did not add anything to the principles, the majority of Members disagreed and, when put to the vote, this amendment was declared **LOST**.

- v. That section 4.1.9 be amended to read:

‘Affordable Housing rents will be set in order to meet the objectives *in the Business Case*. This does not mean that social rents will be made available.’

When put to the vote, this amendment was declared **CARRIED**.

- vi. That sections 4.10 and 4.11 be deleted.

When put to the vote, this amendment was declared **CARRIED**.

- vii. An additional recommendation 4 to read:

‘That, before a business case is presented to the Panel and the Executive, arrangements be made for the relevant officers to meet with Members on a ward by ward basis so as to investigate and ascertain possible opportunities that may be available (or become available) to the WOC in their area for the development of affordable housing. During these meetings, particular attention is to be given to possible ‘exception’ sites in planning terms. The outcome of these meetings will then be presented to the Panel and the Executive alongside the business case proposal.’

When put to the vote, this addition was declared **CARRIED**.

In concluding the agenda item, the Chairman thanked the Principal Consultant for his informative presentation and, on behalf of the wider membership, looked forward to developing the working relationship with his organisation as the project evolved.

## **RESOLVED**

1. That the good work carried out already to support the Council’s strategic aim of enabling homes to meet the needs for all (as outlined in Section 3 of the presented agenda report) be acknowledged;
2. That the principles (as outlined in Section 4 of the presented agenda report) be agreed and supported subject to:-

- (a) Section 4.1.1 being amended to read:

*‘The delivery of affordable housing by the Wholly Owned Company (WOC) should be financially viable and not dependent on funding from the Council to cover any possible financial losses.’*

- (b) Section 4.1.8 being amended to include a final sentence that reads:

*‘In any event, the focus of the WOC is to provide affordable housing for sale or rent at below market rates.’*

(c) Section 4.1.9 be amended to read:

‘Affordable Housing rents will be set in order to meet the objectives *in the Business Case*. This does not mean that social rents will be made available.’

(d) Sections 4.1.10 and 4.1.11 being deleted.

3. That the Panel consider (before its presentation to the Executive) a detailed business case for the formation of a South Hams District Council WOC that will increase the Council’s capability to enable homes to meet the needs for all; and
4. That, before a business case is presented to the Panel and the Executive, arrangements be made for the relevant officers to meet with Members on a ward by ward basis so as to investigate and ascertain possible opportunities that may be available (or become available) to the WOC in their area for the development of affordable housing. During these meetings, particular attention is to be given to possible ‘exception’ sites in planning terms. The outcome of these meetings will then be presented to the Panel and the Executive alongside the business case proposal.

## O&S.117/17 **TASK AND FINISH GROUP UPDATES**

### **(a) Drug and Alcohol Abuse**

As part of his update, the Chairman of the Task and Finish Group advised that:

- the next Group meeting was due to take place on the rising of this Panel meeting; and
- a questionnaire was being circulated around local secondary schools in the South Hams. It was noted that one of the key intentions of the survey was to ascertain the depth of the recreational drug use issue.

## O&S.118/17 **ACTIONS ARISING / DECISIONS LOG**

The contents of the latest version of the Log was presented for consideration. In so doing, the Group Manager – Commercial Services gave a commitment to look at the information contained on the promotional board in the Follaton House Car Park (Minute O&S.73/17 refers).

## O&S.119/17 **DRAFT ANNUAL WORK PROGRAMME**

In consideration of its Annual Work Programme, the following comments, additions and amendments were made by the Panel:-

- (a) In accordance with the earlier request made under the urgent item (Minute O&S.110/17(a) refers), Members noted the decision to schedule an item entitled: 'IT Resilience and Continuity' on to the next Panel meeting agenda on 28 June 2018;
- (b) Having made the request to consider the 'Wholly Owned Company Business Case' before its presentation to the Executive (Minute O&S.116/17 above refers), it was noted that this item would be added to the Work Programme for the Panel meeting on 6 September 2018.

(Meeting started at 10.00 am and concluded at 1.15 pm)

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Chairman



## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel in relation to agenda items (and in accordance with the O&S rules in Part 4). This session will last for up to fifteen minutes at the beginning of each meeting.

### **(b) Notice of Questions**

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to the Democratic Services Lead Specialist by 5.00pm on the Monday, prior to the relevant meeting.

### **(c) Scope of Questions**

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Development Management Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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## **SOUTH HAMS DISTRICT COUNCIL: EXECUTIVE LEADER'S FORWARD PLAN**

This is the Leader of Council's provisional forward plan for the four months starting 19 July 2018. It provides an indicative date for matters to be considered by the Executive. Where possible, the Executive will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Executive and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Panel in planning their contribution to policy development and holding the Executive to account.

Local authorities are required to publish updated forward plans on a monthly basis. The Plan is published in hard copy and on the Council's website ([www.southhams.gov.uk](http://www.southhams.gov.uk))

**Members of the public are welcome to attend all meetings of the Executive, which are normally held at Follaton House, Totnes, and normally start at 10.00 am. If advance notice has been given, questions can be put to the Executive at the beginning of the meeting.**

*The Executive consists of six Councillors. Each has responsibility for a particular area of the Council's work.*

*Cllr John Tucker – Leader of the Council*

*Cllr Simon Wright – Deputy Leader and lead Executive Member for Support Services*

*Cllr Keith Wingate – lead Executive Member for Business Development*

*Cllr Rufus Gilbert – lead Executive Member for Commercial Services*

*Cllr Hilary Bastone – lead Executive Member for Customer First*

*Cllr Nicky Hopwood – lead Executive Member for Customer First*

Further information on the workings of the Executive, including latest information on agenda items, can be obtained by contacting the Member Services Section on 01803 861185 or by e-mail to [member.services@southhams.gov.uk](mailto:member.services@southhams.gov.uk)

**All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated for the reasons shown**

## INDEX OF KEY DECISIONS

| Service | Title of Report and summary | Lead Officer and Executive member | Anticipated date of decision |
|---------|-----------------------------|-----------------------------------|------------------------------|
|---------|-----------------------------|-----------------------------------|------------------------------|

### KEY DECISIONS:

For the purpose of the Executive Forward Plan, a key decision is a decision that will be taken by the Executive, and which will satisfy either of the following criteria:

'to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates

(For this purpose significant expenditure or savings shall mean:

**Revenue** – Any contract or proposal with an annual payment of more than £50,000; and

**Capital** – Any project with a value in excess of £100,000); or

to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority, in the opinion of the Monitoring Officer (or the Democratic Services Manager in his/her absence).

A key decision proforma will be attached for each key decision listed above.

**OTHER DECISIONS TO BE TAKEN BY THE EXECUTIVE**

| Service                  | Title of Report and summary   | Lead Officer and Executive Member | Decision maker | Anticipated date of meeting |                 |
|--------------------------|---|-----------------------------------|----------------|-----------------------------|-----------------|
|                          |   |                                   |                | Executive                   | Council         |
| Commercial Services      | <b>Car Parking Operational Changes</b>  | CA/Cllr Gilbert                   | Council        | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>Discretionary Rate Relief</b>  | IB/Cllr Bastone                   | Executive      | 19 July 2018                | 26 July 2018    |
| Support Services         | <b>Medium Term Financial Strategy for 2019/20 onwards</b>                               | LB/Cllr Tucker                    | Executive      | 19 July 2018                | 26 July 2018    |
| Support Services         | <b>GDPR/Data Protection Act 2018 Compliance</b>   | DA/Cllr Wingate                   | Council        | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>Proposed Long Lease at Borough Park, Totnes</b>                                      | GP&JP/Cllr Tucker                 | Council        | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>Commercial Investment to support Economic Activity</b>                               | CB/Cllr Tucker                    | Council        | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>CTR draft scheme</b>   | IB/Cllr Bastone                   | Executive      | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>Brixton Community Housing Scheme</b>   | RE/Cllr Tucker                    | Council        | 19 July 2018                | 26 July 2018    |
| Customer First           | <b>Policy for Civil Penalties for breaches of Housing Standards Enforcement Notices</b> | IL/Cllr Hopwood                   | Council        | 19 July 2018                | 26 July 2018    |
| Commercial Services      | <b>Waste Procurement Update</b>   | JS/Cllr Gilbert                   | Council        | 19 July 2018                | 26 July 2018    |
| Support Services         | <b>Annual Treasury Management Report 2017/18</b>  | PH/Cllr Wright                    | Council        | 19 July 2018                | 26 July 2018    |
| Support Services         | <b>Write Off Report – Quarter 4 2017/18</b>   | LB/Cllr Wright                    | Council        | 19 July 2018                | 26 July 2018    |
| Support Services         | <b>Write Off Report – Quarter 1 2018/19</b>   | LB/Cllr Wright                    | Council        | 13 September 2018           | 27 Sept 2018    |
| Customer First           | <b>Kingsbridge Masterplan</b>   | CB/DP/Cllr Tucker                 | Executive      | 13 September 2018           | 27 Sept 2018    |
| Support Services         | <b>Medium Term Financial Strategy for 2019/20 onwards</b>                               | LB/Cllr Tucker                    | Executive      | 13 September 2018           | 27 Sept 2018    |
| Support Services         | <b>Revenue Budget Monitoring to June 2018 (quarter 1 position)</b>                      | PH/Cllr Wright                    | Council        | 13 September 2018           | 27 Sept 2018    |
| Strategy & Commissioning | <b>IT Procurement: Next steps</b>   | NT/MW/Cllr Hopwood                | Council        | 13 September 2018           | 27 Sept 2018    |
| Support Services         | <b>Capital Budget Monitoring to June 2018 (quarter 1 position)</b>                      | PH/Cllr Wright                    | Council        | 13 September 2018           | 27 Sept 2018    |
| SLT                      | <b>Peer Review Report</b>   | SH/Cllr Tucker                    | Council        | 18 October 2018             | 6 December 2018 |
| Customer First           | <b>Adoption of Clean Air Strategy</b>   | IB/Cllr Tucker                    | Council        | 18 October                  | 6 December      |

|                |   |     |         |                    |                    |
|----------------|---|-----|---------|--------------------|--------------------|
|                |   |     |         | 2018               | 2018               |
| Customer First | <b>Adoption of Business Continuity Plan</b> | IL/ | Council | 18 October<br>2018 | 6 December<br>2018 |

**\* Exempt Item (This means information contained in the report is not available to members of the public)**

SH – Sophie Hosking – Executive Director Service Delivery and Commercial Development

SM – Steve Mullineaux – Group Manager Support Services and Customer First

LB – Lisa Buckle –s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

IB – Isabel Blake – COP Lead Housing, Revenues and Benefits

AR – Alex Rehaag – Specialist Place and Strategy

TJ – Tom Jones – COP Lead Place Making

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team

CB – Chris Brook – COP Lead Assets



**South Hams**  
District Council



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Report to: **Overview & Scrutiny Panel**  
Date: **28 June 2018**  
Title: **Homelessness Strategy Action Plan 2018/19**  
Portfolio Area: **Customer First**  
  
Wards Affected: **All**  
Relevant Scrutiny Committee: **N/A**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:

Author: **Sophie Cobbledick** Role: **Housing Specialist**

Contact: **01803 861441 email:**  
[Sophie.cobbledick@swdevon.gov.uk](mailto:Sophie.cobbledick@swdevon.gov.uk)

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**Recommendations:**

**That the Overview & Scrutiny Panel RECOMMEND to the Executive that the Homelessness Strategy Action Plan 2018/19 be adopted with effect from 1 April 2018.**

**1. Executive summary**

- 1.1. Members will recall the adoption of the 2017-22 Homelessness Strategy and the corresponding Action plan for the year 2017/18.
- 1.2. The review of the 2017/18 Action plan has been completed and surmised in appendix 1.
- 1.3. The draft 2018-19 Action plan is attached as appendix 2 and details the proposed actions for the Strategy's second year.
- 1.4. Widespread consultation with partner organisations on the action plan was completed in April 2018 with 100% of respondents either agreeing or strongly agreeing with the proposed actions. A summary of these responses is attached as Appendix 3

## 2. Background

- 2.1. It is a statutory requirement of the Homeless Act 2002 for each Local Authority to have a homeless strategy, which reviews homelessness and its causes locally, and the plan to tackle and prevent homelessness in their area. It is also a requirement that the Authority will consult with the public or Local Authorities, voluntary organisations or other as they consider appropriate. Whilst it is not a requirement to consult on the annual action plans it was felt that the input of partner agencies in the formation of the annual plan would be of benefit to us.
- 2.2. The South Hams and West Devon Joint Homelessness Strategy was adopted in 2017 and included a requirement to produce an annual Action plan and the requirement to report to members annually on progress against the previous year's action plan.

## 3. Outcomes/outputs

- 3.1. Members are asked to recommend to the Executive the adoption of the 2018-19 South Hams & West Devon Homeless Strategy Action Plan.
- 3.2. Officers will report back annually on progress against the Action Plan, and to agree the actions for the following year.

## 4. Options available and consideration of risk

- 4.1. The introduction of the Homeless Reduction Act 2017 has altered the legislative framework within which Local Authorities are required to perform. The formulation of the 18-19 Action plan has taken into consideration the impact of the legislative changes. This Authority already offered a prevention-led service rather than one that is reactive, so has found itself in a strong position to respond to the changes in legislation. Furthermore the plans to tackle and prevent homelessness, as contained in the strategy, are designed to strengthen wherever possible the effective work of early intervention.
- 4.2. Some of the actions may require funding. It is important to note that Local Authorities still receive a prevention of homeless grant from central Government. In South Hams this is for £78,132 and in West Devon this is for £64,148. This is likely to remain at least until 2020. We are not making any request for additional funding to deliver this strategy.
- 4.3. Members will note that our current financial advice service is contracted to Citizens Advice. The contract value is £25,000 per year split equally between South Hams and West Devon. The contract is due for re tender in June 2018.

## 5. Proposed Way Forward

- 5.1. That Members recommend the adoption of the 2018-19 Action Plan.

## 6. Implications

| Implications | Relevant to proposals Y/N | Details and proposed measures to address |
|--------------|---------------------------|--|
|              |                           |  |

|  |   |   |
|--|---|---|
| Legal/Governance                             | Y | It is a legal requirement of the 2002 Homeless Act to have a homeless strategy  |
| Financial                                    | Y | No additional funding is sought at this time.<br><br>It is important to note that Local Authorities still receive a prevention of homeless grant from central Government. In South Hams this is for £78,132 and in West Devon this is for £64,148. This is likely to remain at least until 2020. As most of the Actions are designed around homeless prevention and early intervention, the larger costs of temporary accommodation and rehousing will wherever possible be negated. This by far not only offers the best service for the customer but is the most efficient in terms of the Local Authority. |
| Risk   | N |   |
| Comprehensive Impact Assessment Implications |   |   |
| Equality and Diversity                       | Y | The public consultation was reflective of the local demographic.  |
| Safeguarding                                 | Y | As the Homeless Strategy Action Plan concerns work with very vulnerable people and one of the priorities is around Health and Wellbeing, the corporate safeguarding policy will underpin the work of officers who regularly work with homeless households.  |
| Community Safety, Crime and Disorder         | Y | Devon & Cornwall Police have contributed to the development of the Action Plan and will remain significant partners during the delivery of relevant actions in the action plan.   |
| Health, Safety and Wellbeing                 | Y | The prime concern for the Strategy is around tackling and preventing homelessness which in turn is designed around improving the health and wellbeing of people living in the area.   |
| Other implications                           |   |   |

### **Supporting Information**

#### **Appendices:**

Appendix 1 Review of 2017-18 Action plan

Appendix 2 South Hams & West Devon Homelessness Strategy Action Plan 2018/19

Appendix 3 Summary of the Consultation online responses

#### **Background Papers:**

None

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## **Appendix 1**

### **Background**

The Homelessness Act 2002 places a duty on local authorities to review homelessness, and the influencing factors that cause homelessness, and to develop a strategy which addresses the findings of the review.

Our 2017-2022 Homelessness Strategy for South Hams and West Devon has been designed to address changes in national policy, reductions in government spending, changes in demography in the area and the impact of the 2013 Welfare reform Bill, 2012 localism Bill and 2017 Homeless Reduction Act.

### **The Key Priorities for the Homelessness Strategy**

The review of homelessness in South Hams and West Devon identified four key priorities to reduce and prevent homelessness.. These are:

- Understanding the True Cost of Homelessness
- Access to Housing
- Access to Services
- Health and Wellbeing

These four key priorities form the basis of the strategy and the annual Action Plan. Our 2018-19 Action plan has been developed following a review of the progress made to date on our existing 2017-18 Action plan.

### **Progress to date**

Following the review of the 2017/18 Action Plan we are pleased to be able to confirm that good progress has been made on the actions for the year.

### **Review of 17/18 Action Plan**

Understanding the True Cost of Homelessness

- In the year 2017-18 337 Households were prevented from becoming homeless in South Hams and 322 in West Devon.
- Our Money Advice Contract assisted 240 households across South Hams and West Devon in the financial year 2017/18 and brought in excess of £46,000 in previously unclaimed benefits and other entitlements.
- Our tenancy support service has worked with 79 households in the 6 months to March 2018.
- Our Social Prescribing pilot supported 169 customers across 6 GP surgeries. Surgeries reported a 64% decrease in visits to the GP following the social prescribing interventions.

## Access to Services

- Increased focus on partnership working and improved relationships to facilitate earlier identification and more effective interventions.
  - Presentations delivered to Children's services on services available from Housing Advice and appropriate referral pathways to increase opportunities for early intervention and joint working.
  - Creation of a Joint Working Protocol with Devon County Council Children's Services for 16/17yr olds at risk of homelessness to ensure effective joint working practices.
  - Increased outreach presence negotiated with Drug and Alcohol services to address issues facing those rough sleeping.
- Expansion of the roles of our Localities team members to improve outreach provision to our vulnerable customers. This includes support with claims for Housing Benefit and Devon Home Choice applications.
- New website content launched
- Work undertaken to improve relationships with Landlords and Housing associations to increase focus on early identification of those with tenancy sustainment issues.

## Access to Housing

- Approval received for creation of a letting agency in West Devon in addition to the existing agency in South Hams.
- Value for money review undertaken on existing lettings scheme in South Hams to ensure scheme remains viable and attractive to landlords. This has resulted in a reduction in the management charges levied to landlord to ensure our offer is competitive.
- Shared room accommodation and single person units identified as in significant shortage in South Hams and West Devon. Focus to be given to expanding the accommodation type managed as part of the lettings schemes to include HMO accommodation.
- Ongoing consideration being given to shared accommodation tenure options being included as part of new developments.

## Health and Wellbeing

- Expansion of our existing Health and Wellbeing panel to include a panel dedicated to finding solutions for those with a need for adapted housing. Panel due to be launched in May 2018.

- Six Seminar presentations on housing choices successfully delivered to students at KEVICC in Totnes
- 50% success rate on securing long term housing for rough sleepers across both districts following severe weather interventions.
- Expanded outreach provision from Drug and Alcohol support services to rough sleepers in Totnes.

**Actions to be rolled over as incomplete:**

- Landlord forums to be established in West Devon
- Vulnerable Customer Charter to be finalised
- Work with schools to be expanded to include all major secondary schools

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South Hams & West Devon  
**Homelessness  
Strategy**





2018/19  
Action Plan





2

## Priority 1: Understanding the True Cost of Homelessness

-  Ensure there is a solid evidence base which informs, across all sectors, the true cost of homelessness in South Hams & West Devon.
-  Monitor the impact of welfare reform, to inform future strategic priorities
-  Recognise the continuing pressures on Council's budgets and how best to target resources in the most meaningful way, ensuring partnerships with other agencies demonstrate value for money.
-  Ensure access to good quality money advice, to help tackle poverty, poor quality housing and homelessness

| PI   | Action   | Measure  | By When  |
|------|--|--|--|
| HSU1 | Analyse available data relating to current EPC standards in the area and offer support and solutions to vulnerable customers in poor energy performance properties.  | Increase in homeless prevention from households in unsuitable, defective accommodation, who would otherwise have become homeless | Autumn 2018  |
| HSU2 | Evaluate the current Money Advice service and use this information to form the basis of the re tender. Ensure that contract expectations are appropriate, provide value for money and prevention focussed. | Effective targeting of support   | July 2018  |
| HSU3 | Work with partnership agencies to improve tenancy sustainment by providing support and improved tenant education.  | Reduction in the number of households evicted from private rented accommodation<br><br>Reduction in repeat service users         | June 2018 and ongoing throughout the life of this strategy |
| HSU4 | A 15% reduction on the 17/18 figures for the number of nights in B&B/self-contained spot purchased TA (1751 SH's, 3187 WD)   | Reduction in long term use of temporary accommodation  | April 19   |

## Priority 2: Access to Services

- ◆ Offer advice and assistance in a range of formats, so the customer can choose how they communicate with their Council
- ◆ Ensure our most vulnerable customers are able to access advice services effectively
- ◆ Work with partners to ensure that we are able to offer services at the time and place our customers need them most
- ◆ Ensure we are readily and regularly consulting with our customers and stakeholders to make sure we get our services right.




| PI   | Action   | Measure   | By When  |
|------|--|---|--|
| HSS1 | Create a Devon wide method of referring those threatened with homelessness who present to another service and ensure partners are trained to deliver this. | Increased early intervention and homeless prevention work   | October 2018   |
| HSS2 | Improve partnership working with Children's Services through short term housing specialist co location with the Multi Agency Safeguarding Hub.             | Sustained low levels of youth homelessness  | June 2018 and ongoing throughout the life of this strategy |
| HSS3 | Improve and promote self service options available through our website and partner agency sites  | Reduction in homelessness and interventions required as people are able to resolve their own housing problems | June 2018 and ongoing throughout the life of this strategy |
| HSS4 | Train all localities staff to support vulnerable customers with accessing housing options, housing benefits, universal credit and the housing register.    | Increased early intervention and homeless prevention work   | June 2018 and ongoing throughout the life of this strategy |
| HSS5 | Introduce customer portal access to housing services to expand on existing online services   | Increased contact options for the customer and a decrease in "failure demand"                                 | July 2018  |
| HSS6 | Incorporate co location opportunities with partner agencies to strengthen partnership working  | Increased early intervention and homeless prevention work   | June 2018  |
| HSS7 | Increase referrals using the Right for Children to access Early Help   | Increased early intervention and homeless prevention work   | October 2018   |

## Priority 3: Access to Housing

- ◆ Increase the supply, standard and options for people who face homelessness within our area
- ◆ Develop innovative options for our Rough Sleeper Community
- ◆ Continue the downward use of temporary accommodation for homeless households.

| PI  | Action  | Measure  | By when   |
|-----|---|--|---|
| HS1 | Launch of letting scheme in West Devon – Seamoor Lettings – aim to achieve 10 properties under the scheme within the first year.                          | Reduction in temporary accommodation   | April 19  |
| HS2 | Re launch of letting scheme in South Hams under new name Seamoor Lettings – Aim to achieve 10 new properties under the scheme within the year.            | Reduction in temporary accommodation   | April 19  |
| HS3 | Diversification of temporary accommodation portfolio to include; Single person accommodation and accommodation suitable for 16/17yr olds and care leavers | Reduction in numbers of young people accepted as homeless or being taken into care.<br><br>Reduction in numbers of young people in temporary accommodation | April 19  |
| HS4 | Investigate innovative accommodation options as a route into sustainable housing for rough sleepers.  | Reduction in Rough Sleeper estimated count   | October 19 and ongoing throughout the life of this Strategy |
| HS5 | Sustain high success levels of rough sleepers into long term accommodation  | Reduction in Rough Sleeper estimated count   | October 2018  |
| HS6 | Deliver 4 Landlord Forums across the two LA's to improve relationships with the private sector  | Reduction in the number of households evicted from private rented accommodation  | November 18   |

## Priority 4: Health & Wellbeing

-  Work in partnership with our voluntary & statutory sectors to holistically address people's needs, as fully as possible.
-  Ensure that we adequately protect & safeguard the most vulnerable members of our community
-  Enable early access to help, to avoid crisis and tackle homelessness, at its root cause.

| PI   | Action  | Measure  | By When    |
|------|---|--|------------|
| HSW1 | Engage with schools to create a housing advice presence through delivery of homelessness awareness sessions in all 6 schools in South Hams and West Devon   | Sustained low levels of youth homelessness                                       | April 19   |
| HSW2 | Maintain a tailored multi agency support for rough sleepers and those at risk of rough sleeping to ensure holistic approach to individual circumstances which is not accommodation dependant.                                   | Reduction in new rough sleepers  | October 18 |
| HSW3 | Ensure all council employees are enabled to identify and report safeguarding issues using the appropriate channels.   | Increased early intervention and homeless prevention work                        | August 18  |
| HSW4 | Provide 20 grants or loans to local households in South Hams and in West Devon to help improve energy efficiency.   | Increased wellbeing of customer as a result of the most appropriate intervention | April 19   |
| HSW5 | Launch the extended health and Wellbeing panel to focus on finding solutions for those requiring adapted accommodation.   | Increased wellbeing of customer as a result of the most appropriate intervention | May 18     |
| HSW6 | Deliver a Vulnerable Customer Charter to ensure that the responsibility we have toward our most vulnerable customers is embedded within our Local Authorities and compliments Devon County Council's Better Together Initiative | Increased wellbeing of customer as a result of the most appropriate intervention | October 18 |



# Making a positive impact on the lives of local people by providing valued and easy to use services



*Working together*



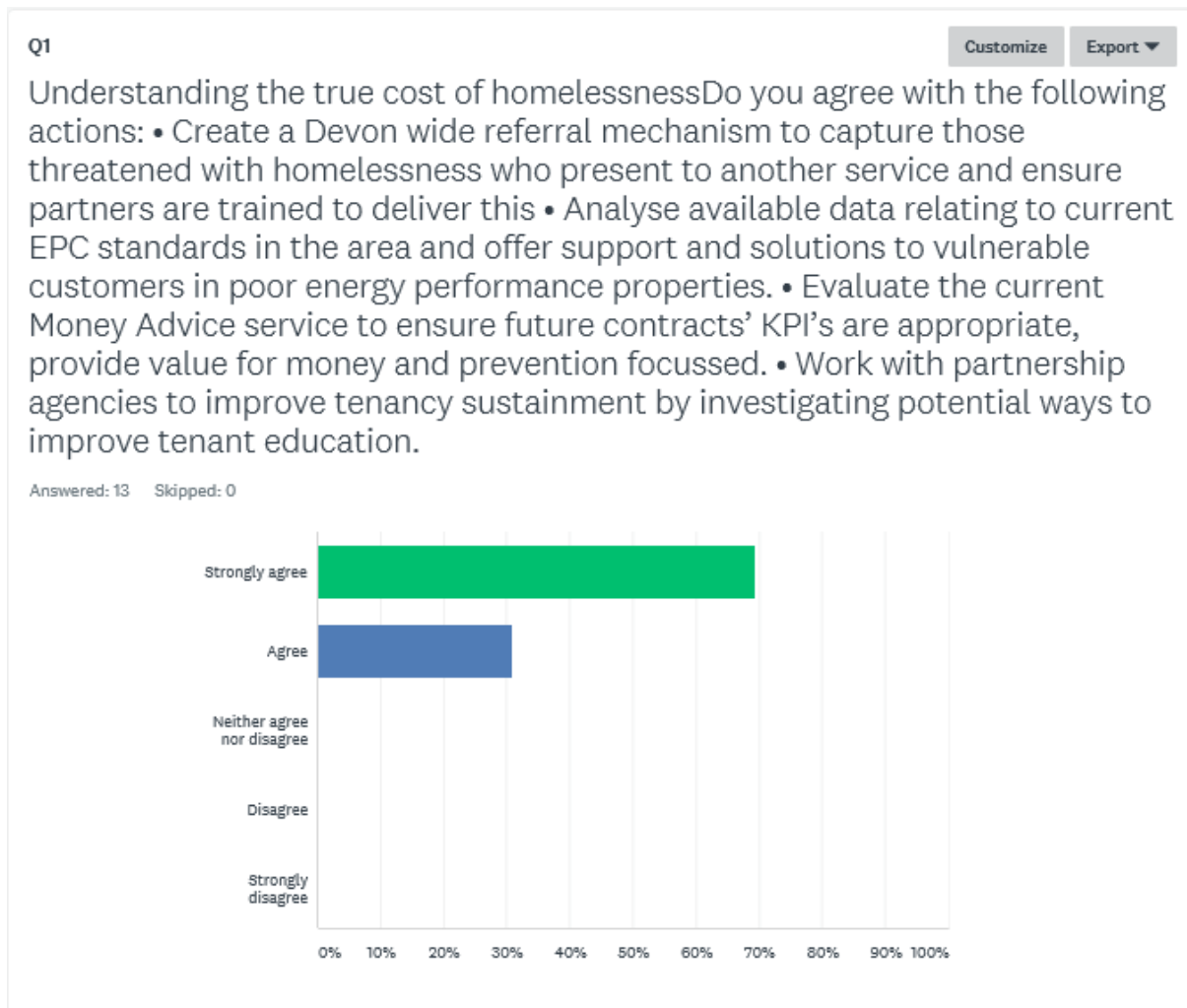
West Devon  
Borough  
Council



### **Appendix 3**

The Homelessness Forum event held on the 7<sup>th</sup> March 2018 included a presentation on the progress made to date on the 2017/18 Homeless Strategy Action Plan. Relevant partners were able to consult of the progress made to date and input into the identification of the challenges facing our local communities.

The 2018/19 Action Plan was developed following this event and relevant partners were invited to feedback on the proposed plan. A survey monkey was shared with attendees and the responses to the proposed 2018/19 Action plan were almost 100% agree or strongly agree. Details of the responses and the comments made are below.

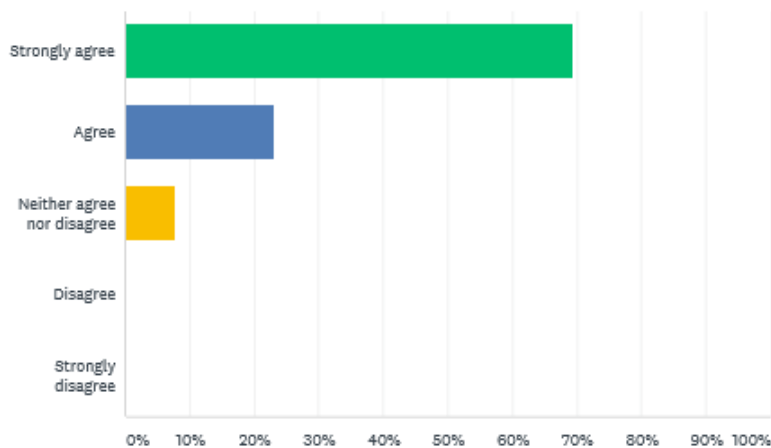


Q2

Customize Export

Access to Services Do you agree with the following actions: • Train all localities staff to support vulnerable customers with accessing housing options, housing benefits and the housing register. • Ensure all council employees are enabled to identify and report safeguarding issues using the appropriate channels. • Deliver focussed safeguarding training to front facing council employees including Localities and Customer Service officers. • Incorporate co location opportunities with partner agencies to strengthen partnership working • Increase referrals using the Right for Children to access Early Help

Answered: 13 Skipped: 0

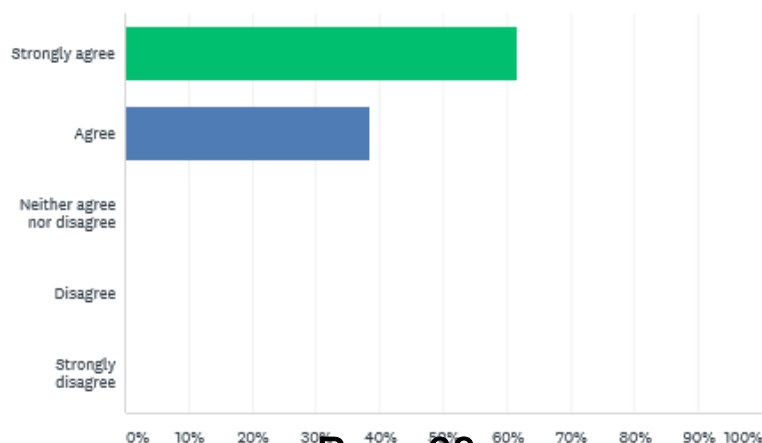


Q3

Customize Export

Access to Housing Do you agree with the following actions • Launch of letting scheme in West Devon – Seamoor Lettings • Re launch of letting scheme in South Hams under new name Seamoor Lettings to include expansion of accommodation provision and type. • Diversification of temporary accommodation portfolio to include HMO's, Single person accommodation and accommodation suitable for 16/17yr olds and care leavers • Maintain and improve on existing multi agency approaches to rough sleepers to ensure long term accommodation outcomes • Investigate innovative accommodation options as a route into sustainable housing for rough sleepers. • Deliver Landlord Forums to improve relationships with the private sector

Answered: 13 Skipped: 0



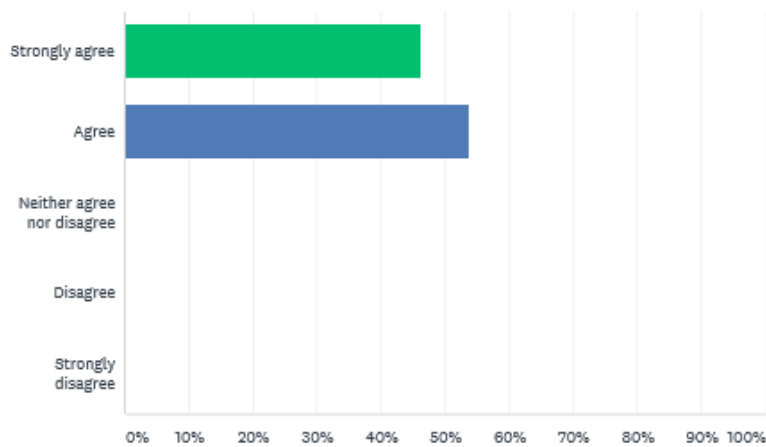
Q4

Customize

Export

Health and Wellbeing Do you agree with the following actions: • Expand on work with schools to create a housing advice presence and increase homelessness awareness in all schools in South Hams and West Devon • Maintain a tailored multi agency support for rough sleepers and those at risk of rough sleeping to ensure holistic approach to individual circumstances which is not accommodation dependant. • Launch the extended health and Wellbeing panel to focus on finding solutions for those requiring adapted accommodation. • Deliver a Vulnerable Customer Charter to ensure that the responsibility we have toward our most vulnerable customers is embedded within our Local Authorities and compliments Devon County Council's Better Together Initiative

Answered: 13 Skipped: 0



Q5

Export

Please comment on any areas you feel would benefit from additional focus

Answered: 3 Skipped: 10

RESPONSES (3)

TEXT ANALYSIS

TAGS

PAID FEATURE

Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a paid plan .

UPGRADE

[Learn more >](#)

Add Tags

Filter by Tag

Search responses

Showing 3 responses

We are heartened that areas they have arisen that have concerned us are hopefully now being addressed. Thank you.

4/11/2018 4:00 PM

[View respondent's answers](#)

Access to housing register/housing options for those in rural communities and those who are unable to access internet/computers etc...

4/6/2018 1:01 PM

[View respondent's answers](#)

Drug and alcohol services to be pro-active in working with and engaging known rough sleepers who are not presenting to services with a plan addressing addiction and homelessness together whilst working together with community police officers.

4/4/2018 11:20 AM

[View respondent's answers](#)

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# Agenda Item 8

Report to: **Overview and Scrutiny Panel**  
Date: **28<sup>th</sup> June 2018**  
Title: **Civica IT Lessons Learnt**  
Portfolio Area: **Support Services – Cllr N. Hopwood**

Wards Affected: **All**

Relevant Scrutiny Committee: Overview and Scrutiny

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:  
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **Steve Mullineaux** Role: **Group Manager Support Services and Customer First**

Contact: [steve.mullineaux@swdevon.gov.uk](mailto:steve.mullineaux@swdevon.gov.uk)

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## **Recommendations:**

**That the Panel endorses the conclusions of the lessons learnt exercise set out in section 3 of the report and the proposed actions in section 4.**

### 1. **Executive summary**

- 1.1. Following the closure of the T18 programme, members had requested a specific paper highlighting the lessons learnt from the procurement and implementation of the Civica IT systems.
- 1.2. The key purpose (and good practice) for carrying out a lessons learnt exercise on key projects, is to ensure continuous learning and that any future projects are managed better and resources used more effectively in the future.
- 1.3. This report uses a project lessons learnt methodology to highlight the learning points for both the council and the supplier. The lessons learnt covers 4 key areas.
  - Programme Execution

- Technical Delivery
  - Product
  - Customer Service and Relationship
- 1.4. 17 stakeholders were independently interviewed by our Project Manager. The breakdown of these is as follows:
- 4 Technical and Tech Leadership
  - 3 Business Development Team (process build)
  - 2 Councillors
  - 1 Senior Leader
  - 2 Project Managers
  - 5 Business Team and Business Leadership
- 1.5. Civica have had the opportunity to view the scoring and anonymised comments so that they too can use the information to improve their delivery and products.

## 2. **Background**

- 2.1. The supplier of the IT solution is Civica. A contract to supply our key IT services to drive transformation was procured during 2013 and signed in April 2014. The contract duration is 5 years, which the option to extend for 1 + 1 years. At the time of the procurement Civica were the only supplier that met the council's requirements.
- 2.2. The ICT element of T18 programme is considerable and initially comprised of 10 distinct elements. Each project in its own right is a significant piece of work.
- 2.3. Workstreams with Civica as part of the key components.
- T1-Core Infrastructure - the provision of infrastructure and configuration to support the Civica application suite.
  - T2-Mobile - to deliver a solution for mobile and agile locality officers.
  - T3-GIS (Geographical Information Systems) – replace the existing GIS and enable improved self-serve using spatial data (maps).
  - T4-Web/Portal – to develop a solution that promotes 'digital by choice', that enables 2 way communication with our residents. It will enable citizens to 'apply for it', 'pay for it', 'report it', 'book it' and view and track any of those requests.
  - T6-Back office systems migration – migrate the Waste, Planning, Land Charges, Environmental Health, Licensing, Housing back office systems to Civica APP.
  - T7-Back office system integration – to enable integration of Civica W2 with remaining back office systems e.g. Revenues and Benefits.
  - T10-Document / Image migration – to move historic documents, files and images associated with a customer or property record to the new Civica W2 system.
- 2.4. Workstreams that did not use Civica systems.
- T5-Telephony – a corporate unified communications solution to aid agile working. Provide an integrated new telephony system for the Customer First contact centre.

- T8-Infrastructure – replacement of the corporate IT infrastructure to support agile working and provide a cost effective scalable platform.
- T9-Members ICT – equip members with technology that will enable them to work and communicate effectively.

2.5. The issues with the delivery of the IT workstreams have been reported back to this panel and council on a number of occasions over the course of 2015/16/17. Regular contact was established between Civica’s Managing Director of Civica Digital Solutions with the Head of Paid Service and Group Manager Support Services. Civica also presented to members of South Hams and West Devon councils.

2.6. As a result of the number of the issues experienced, the council negotiated a number of measures that resulted in additional Civica technical support and resources, a credit against future work and an ongoing reduction in support and maintenance charges based on the current contract.

### 3. **Outcomes/outputs**

3.1. The following questions were put to all respondents

- **Scope/Impact:** To what extent do you believe Civica/SHWD had a shared mutual understanding of the deliverables within this area and vision on value to business?
- **Project Controls:** Were Civica/SHWD working in a joined up fashion, understanding of responsibilities, deadlines, dependencies, reporting etc.
- **TimeLine:** How do you rate the timing from project/deliverable outset to roll into live?
- **Quality:** How do you rate working with the Civica Product suite/software, platform, configuration, flexibility and reliability?
- **Communications:** How effective do you believe both organisations were from a joint working and communications perspective?
- **Abnormal Events:** Were there any surprising/abnormal events that occurred during delivery? How do you believe it was solved/handled? (SHWD & Civica scoring)
- **Testing to Transfer to Live:** How did the testing stage go? Plan, Structure, Issue Management, Quality of product. How did roll into Live go? Plan, Structure, Issue Management, Quality of Tech Support/Focus
- **Effect:** Assuming deliverable is in Live, what impact on increasing efficiency for the business? Positive/Negative.
- **Delivery:** To what extent do you believe the initial scope of this delivery has been met?
- **Future:** As you look 5 years into the future, how do you rate Civica’s products and organisation to support SHWD’s challenges.
- **Lessons Learnt / Actions Required / Additional Comments.** What do we want to achieve and when – what does success look like?

3.2. Respondents were asked to score the following areas against the above criteria;

- Integration of existing systems
- Testing
- Implementation (project management)

- Website / Customer Portal
- Document Management (and scanning) (W2)
- Workflow (w2)
- Mobile (W2)
- CTAX/NNDR Web Portal, Integration
- Land Charges
- Data Management)
- System Support/Bug Fixes

3.3. A summary of the scores is shown in Appendix A.

3.4. A summary of the key learning points for each of the four areas is shown below;

3.5. **Programme Execution**

- SHWD staff lacked knowledge of contract due those involved in the procurement leaving in the early stages. This included original scope and deliverables which impacted relationship with Civica from outset.
- Imposed project plans from Civica should have been halted, reviewed and jointly reset at outset. Civica's lack of flexibility on resources was the cause.
- Poor due diligence and early understanding by Civica of SHWD setup.
- SHWD reducing workforce prior to IT benefit realization in business was a key impact (a) no additional resources to support the change (b) disruption and reduction in working pace on a smaller team.
- Civica early stages lack of dedicated, experienced, knowledgeable staff resources and also a 'rigid' organisational approach resulted in Civica's inability to be flexible with resources.
- Delivery to time and quality not linked to contract terms in enough detail.
- Poor joint tracking of 'within contract' technical resource burn during first year (2014/15) left the programme in poor state for latter stages of rollout that required Civica technical resource.
- PM attrition rate.
- Joint effectiveness good when there is a big senior level issue. Both teams pull together well.

3.6. **Technical Delivery**

- A lack of knowledge and leadership from Civica on the configuration of their products.
- Civica promised whole product, from ground zero in very short timeframe. This proved unrealistic. Repeated promises that didn't deliver. This led to a reduction in trust and quality of relationship at all levels. Civica demonstrations were always mock-ups. (Other suppliers show real product with our data/content and integration to other SHWD systems. Civica need to match that.)
- Civica did not work well internally. Onus on SHWD to manage what appeared to be two / three separate organisations.
- Civica quality of product released into SHWD test varied from average / poor to unworkable.
- Availability of key technical staff limited resulting in simple issues taking protracted timescales to deliver.



### 3.7. **Customer Service (Including Relationship)**

- More openness, honesty, transparency needed from outset. Disingenuous and defensive on fault finding and fixing. No ownership/apology.
- Civica's products, org structure and support mechanisms are still geared to providing back office council systems not front office end-customer facing services.
- Civica Support Desk improving through better processes. Staff still need more training (SHWD staff often know more than support desk staff).
- Civica resources in the last year (Operations, technical, project) have been better quality.

### 3.8. **Product**

- Civica products are in some cases inferior to previous products on usability and flexibility. However Civica stated that improvement and benefits 'would be a different product with wins due to end-to-end nature'. This 'end-to-end' solution is at best limited, as are the realised benefits.
- SHWD constantly being asked to test. Too much effort and results in distraction from Business as usual tasks.
- Civica not showing any innovation or integration to deliver end-to-end or efforts to move with the times. Investment in 'IQ' (new product) being one exception.
- Reporting and MI much better than we had before.

## 4. **Proposed Way Forward**

- 4.1. Section 3 of this reports sets out a number to the issues encountered. Many of the issues may have been avoided had there been more due diligence and understanding from both the Council and its supplier. It should be noted that in reality this was also a 'bleeding edge' project for both parties i.e. the council had not embarked on a transformation programme on this scale and Civica had not applied and integrated their technology solutions across a whole range of services the outset of the programme.
- 4.2. It is proposed that the lessons learnt are now collated into a checklist that will applied any future procurement IT and non-IT. A review lessons learnt against all of the existing risk registers for any current procurement / project will be undertaken within the next 3 months.
- 4.3. Our existing project management process has already been amended so that a lessons learnt exercise is carried out at the end of each phase of a project/procurement. The waste procurement is an example of this happening.

## 5. Implications

| Implications                                 | Relevant to proposals Y/N | Details and proposed measures to address   |
|--|---------------------------|--|
| Legal/Governance                             | N                         |  |
| Financial                                    | Y                         | The financial position has been reported in the T18 closedown report.  |
| Risk   | Y                         | As stated in Section 4 a review of the lesson learnt will be undertaken on any current major procurement / project and adopted as part of the project and procurement processes. |
| Comprehensive Impact Assessment Implications |                           |  |
| Equality and Diversity                       | N                         |  |
| Safeguarding                                 | N                         |  |
| Community Safety, Crime and Disorder         | N                         |  |
| Health, Safety and Wellbeing                 | N                         |  |
| Other implications                           | N                         |  |

### **Supporting Information**

#### **Appendices:**

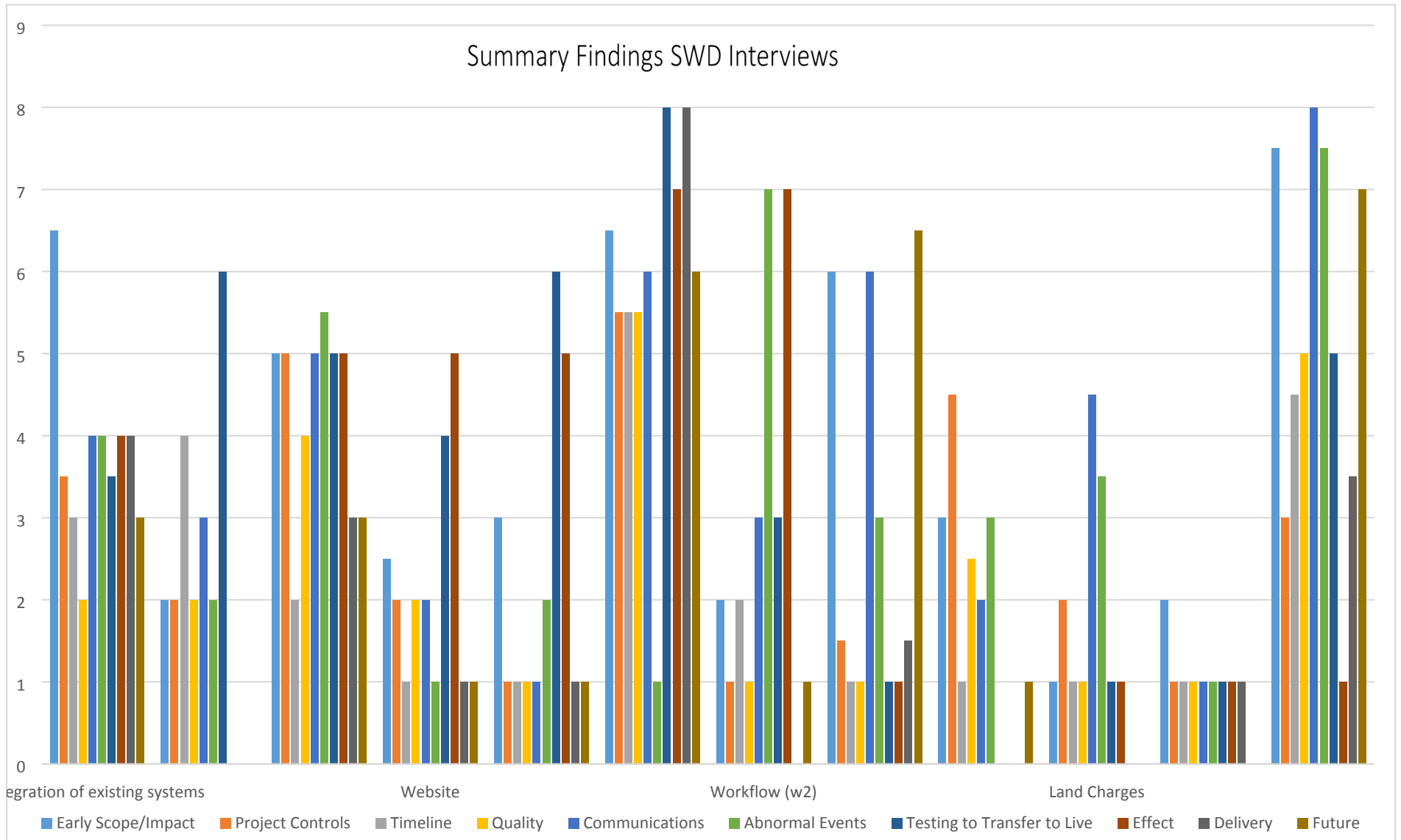
Appendix A – scores from lessons learnt.

#### **Background Papers:**

None

**Appendix A – Scoring from interviewees**  
**Civica Lesson Learnt Report to South Hams O&S Panel 28/06/18**

Summary Findings SWD Interviews



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Report to: **Overview and Scrutiny Panel**  
Date: **26 June 2018**  
Title: **ICT Resilience Update**  
Portfolio Area: **Support Services – Councillor N Hopwood**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Author: **Mike Ward** Role: **IT Community of Practice Lead**

Contact: **email: [mike.ward@swdevon.gov.uk](mailto:mike.ward@swdevon.gov.uk) 01803 861310**

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**Recommendation:**

**That the Panel NOTES the work undertaken to improve IT resilience and receives a further update on progress in 12 months' time.**

## **1. Executive summary**

- 1.1 This report outlines the programme of work being undertaken by the IT CoP to continuously improve the Councils IT systems availability and uptime and also to meet the expected business continuity requirements of the organisation.

## **2. Background**

- 2.1 It becomes increasingly challenging to deliver IT services to a wide audience of users while the operational window of the business has transferred away from traditional "9:00 to 5:00" to a near 24x7 expectation of distributed officers, members and customers.

- 2.2 The activities of the IT CoP are intended to meet this challenge while remaining within the budget constraints it faces along with the rest of the organisation.

### **3 Outcomes/outputs**

- 3.1 To provide a service which meets the cost, performance and availability requirements of the Council. With this in mind, the following programme of activities has been planned to meet these requirements.
- 3.2 Work Completed:-
  - 3.2.1 Installation of four machine cluster to host the Councils Virtual servers running all of its business applications.
  - 3.2.2 Commissioning of a business continuity (back-up/failover) site at Kilworthy Park (KP) capable of delivering the majority of business applications delivered from Follaton House.(FH)
  - 3.2.3 The commissioning of a faster connection between FH and KP ensuring daily backups are fully transferred overnight from FH to KP and opening up the possibility of transferring multiple backups per day for some systems.
  - 3.2.4 Voice traffic transferred through dedicated SIP trunks to FH with optional failover to existing Internet connection in the event of a connection failure.
  - 3.2.5 Completion of annual network security check and report by external testers.
- 3.3 Work in Progress:-
  - 3.3.1 New Internet link to KP which would allow continuity of access and telephony in the event FH loses Internet connectivity.
  - 3.3.2 The specification and purchase of new, more fault tolerant core network switches to replace current aging equipment.
  - 3.3.3 Commissioning of new web filtering system to protect internet users from malicious sites.
  - 3.3.4 Where old solutions are replaced by new ones, we consider cloud hosted versions where appropriate.
- 3.4 Planned work:-
  - 3.4.1 Following a period of evaluation and consultation, the migration of members email to cloud hosted Office365 allowing more freedom of access without compromising security.

- 3.4.2 The implementation of an application architecture refresh for the Civica Software to improve response speed and availability.
- 3.4.3 Following the successful response to the severe weather, we will ensure that procedures are in place so that the Councils are continuously ready to respond in a similar way whenever officer access to FH or KP are compromised, with office systems and telephony uninterrupted.
- 3.4.4 Conduct a Business Continuity rehearsal to ensure the requirements of the Organisational Business Continuity Plan are met.

**4 Options available and consideration of risk.**

- 4.1 The programme of improvements above contributes to reducing the risk of service interruption and to ensure the solutions meet the requirement of the Councils business continuity plan.

**5 Proposed Way Forward**

- 5.1 To continue implementing the programme of improvements outlined above.

**6. Implications**

| Implications                                 | Relevant to proposals Y/N | Details and proposed measures to address   |
|--|---------------------------|--|
| Legal/Governance                             | N                         |  |
| Financial                                    | N                         | Through repurposing old equipment and renegotiating existing contracts. These activities are cost neutral with the exception of the Civica Architectural refresh and core network switch replacement which are to be funded from the IT reserve. |
| Risk   | N                         |  |
| Comprehensive Impact Assessment Implications |                           |  |
| Equality and Diversity                       | N                         | None   |
| Safeguarding                                 | N                         | None   |
| Community Safety, Crime                      | N                         | None   |

|                              |   |      |
|------------------------------|---|------|
| and Disorder                 |   |      |
| Health, Safety and Wellbeing | N | None |
| Other implications           | N | None |

**Supporting Information**

None



Report to: **Overview and Scrutiny Panel**  
Date: **28 June 2018**  
Title: **Update Report on Food Safety Audit Action Plan**  
Portfolio Area: **Environmental Health and Licensing**  
Wards Affected: **All**  
Relevant Scrutiny Committee: N/A

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:  
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **Ian Luscombe** Role: **Community of Practice Lead (Environmental Health)**

Contact: **01822 813713** [Ian.Luscombe@swdevon.gov.uk](mailto:Ian.Luscombe@swdevon.gov.uk)

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**Recommendations:**

**That Members are updated on the Food Safety Audit Action Plan and have the opportunity to comment upon the Food Safety Service Plan 2018/19.**

**1. Executive summary**

- 1.1 In December 2017 Members were presented with a report that introduced the Food Safety Action Plan (Appendix 1) developed to implement the recommendations contained within the Food Standards Agency's Audit Report arising from the Food Standards Agency (FSA) Audit carried out in July 2017.
- 1.2 The report also introduced the Food Safety Service Plan 2017/18 in accordance with the requirement of the Food Standards Audit to draw up, document and implement a 2017/18 Service Plan.
- 1.3 The Food Safety Action Plan was produced and implemented to address concerns raised during the audit. The principal aim was to

increase food safety intervention frequency and ensure that the food safety data base was fully up to date.

- 1.4 The number of food safety interventions carried out that were due for inspection in 2017/18 has been confirmed as 100%. This figure will be published nationally in the Food Standards Agency annual report.
- 1.5 The food safety database has been updated and a number of duplicate and closed premises removed.
- 1.6 The 2018/19 Service Plan has been completed and is currently in place.

## **2. Background**

- 2.1 Following a Food Standards Agency Audit in June 2017 a report was provided to South Hams Executive Committee in December 2017. The report presented the findings of the FSA audit and introduced the Council's Food Safety Action Plan (Appendix 1) in response to the audit.
- 2.2 The Audit identified good levels of training and competency and a well-structured procedural approach to food safety enforcement. Policies and procedures required were in place. The audit identified a relatively low number of interventions had been carried out in previous years and that the Food Safety National Code of practice required that 100 per cent of due inspections (based on a risk rating scheme) were completed.
- 2.3 One of the issues regarding the completion of due inspections were some inconsistencies on the food safety premises database. This data base had transferred between IT systems (namely m3 Northgate to Civica App) in 2016 and had produced some inconsistencies (missing premises and duplicate premises for example)
- 2.4 The Food Safety Action Plan was produced and implemented to address these concerns during the remaining months of 2017. The principal aim was to increase intervention numbers, to comply with the National Food Code of Practice and ensure that the food safety data base was fully up to date.

## **3. Outcomes/outputs**

- 3.1 The Action plan focussed on increasing the number of food safety interventions carried out by the Food Safety Team. This included close management of individual performance, introducing some more efficient styles of inspection (for example self-assessment of lower risk premises) and the use of a contractor (funded by underspend from a currently vacant post).

- 3.2 The food safety premises database was also reviewed and time spent ensuring that premises records were up to date.
- 3.3 Resource to carry out food interventions has been prioritised above other work for example external health and safety regulation and some licensing responsibilities.
- 3.4 Following submission of the Councils annual statistics the number of food interventions carried out that were due for inspection in 2017/18 has been validated by Food Standards Agency as 100%. The completion of 100% of due inspections is an excellent achievement by the Food Safety Team.

#### **4. Options available and consideration of risk**

- 4.1 The Council is required to provide an annual statistical return to the Food Standards Agency (LAEMS). This figure will be published nationally in the Food Standards Agency annual report. The statistics are published nationally with a risk of reputational harm to poorly performing Councils.
- 4.2 Failure to comply with the Food Safety Code of Practice would increase the risk of serious food poisoning outbreaks in the Council area. Food Safety interventions also improve the safety and quality of food businesses, protecting health and helping the economic viability of the area.

#### **5. Proposed Way Forward**

- 5.1 The Food Safety team will include key performance indicators in the Council's 2018/19 delivery plan; Number of interventions carried out per interventions due (target 100%) and Number of Food Businesses achieving a 5 score (target 90%).
- 5.2 This approach will focus on volume of inspections, as required by the National Food Safety Code of Practice, and also on ensuring that the quality of food businesses in South Hams continues to improve (using data from the already in place Food Hygiene Rating System (FHRS)(More commonly known as Scores on the Doors).
- 5.3 The Food Safety team has now recruited a temporary L6 Specialist using funding from the L6 Specialist vacant post. It is intended that the role will enable external health safety regulation and licensing tasks to be completed as per national guidelines, as well as provide support to sustaining the improved food safety interventions rate.
- 5.4 The Food Safety Team will be charging businesses for Food Safety Advice from June 2018. This is a similar approach to that which is being taken by other Devon Councils.

- 5.5 The Food Safety Team has been charging for FHRS (Food Hygiene Rating System) re-visit inspections (as prescribed by legislation) since April 2018. Uptake of this service has been good with no complaints from food businesses. Assisting food businesses with advice to improve their food rating score will have a positive impact on the safety and quality of food premises in the area.

## 6. Implications

| Implications                                 | Relevant to proposals Y/N | Details and proposed measures to address  |
|--|---------------------------|---|
| Legal/Governance                             | Y                         | The Food Safety Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities. It outlines the Council's statutory food safety function to ensure that national priorities and standards are addressed and delivered locally. The Plan seeks also to embrace the Food Standards Agency's strategy 'Safer Food for the Nation' and the Agency's core principles. (See <a href="http://www.food.gov.uk/about-us/about-the-fsa/">http://www.food.gov.uk/about-us/about-the-fsa/</a> ).                       |
| Financial                                    | Y                         | Appendix B of the attached Food Safety Service Plan sets out the revenue expenditure, staffing and income by financial year for financial year 2018/19.   |
| Risk   |                           | <p>The Food Safety Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities.</p> <p>Failure to agree a suitable Food Safety Service Plan may result in reputational harm and financial penalty.</p> <p>Failure to achieve suitable levels of performance will result in a significant risk to food safety standards in the Council's area. This may result in increased incidence of food poisoning. There may also be wider economic and tourism impacts of having non-compliant food premises.</p> |
| Comprehensive Impact Assessment Implications |                           |   |
| Equality and Diversity                       |                           | There are no equality and diversity issues arising from this report.  |
| Safeguarding                                 |                           | There are no safeguarding issues arising from this report.  |
| Community Safety, Crime                      |                           | No direct impact  |

|                              |  |   |
|------------------------------|--|---|
| and Disorder                 |  |   |
| Health, Safety and Wellbeing |  | The regulation of food businesses contributes to the wider health, safety and wellbeing of the Councils resident and visitors |
| Other implications           |  | None  |

### **Supporting Information**

Appendices:

Appendix 1 Food Safety Audit Action Plan 2017/18

Background Papers:

Food Safety Service Plan 2018/19

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**Action Plan for South Hams District Council & West Devon Borough Council**

Audit date: 24 May 2017

| TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)  | BY (DATE)  | PLANNED IMPROVEMENTS   | ACTION TAKEN TO DATE  |
|---|--|--|---|
| <p><b>Recommendation 1 - Service Planning</b><br/>[The Standard 3.1]</p> <p>Draw up, document and implement the 2017/18 Service Plan in accordance with the Service Planning Guidance in Chapter 1 of “The Framework Agreement on official Feed &amp; Food Controls by Local Authorities” (“The Framework Agreement”). The Plan shall include:</p> <p>(i) The number of all due food interventions in each risk rating category as specified by the FLCoP, together with an estimate of the number of unrated premises due in year (including any existing backlog).</p> <p>(ii) A comparison of the resources required to deliver each part of the Plan with the resources available and any resulting shortfall in resources.</p> <p>[The Standard 3.2 &amp; 3.3]</p> <p>(iii) Submit a documented 2016/17 service plan performance review for approval to either the relevant member forum or, where approval and management of service plans has been delegated to senior officers, to the relevant senior officer.</p> <p>(iv) Address any variance in meeting the Service Delivery Plan in the subsequent 2017/18 service plan.</p> | <p>1/9/17</p> <p>TBC based on Ctte cycle dates</p> | <p>Updated service plan to be produced</p> <p>Review performance and decide on appropriate route for decision/review</p> <p>This will be based upon revised service plan</p> | <p>2017/18 Service Plan in place</p> <p>Now updated within 2018/19 Service Plan</p> <p>Now updated within 2018/19 Service Plan</p> <p>Performance reviewed and action plan in place.</p> <p>2017/18 Service Plan in place</p> |

|  |   |  |   |
|--|---|--|---|
| <p><b>Recommendation 2 – Food Establishment interventions – Frequency</b><br/>[The Standard 7.1]</p> <p>Carry out interventions at all food hygiene establishments in the area, at a frequency which is not less than that determined under the intervention rating scheme set out in the FLCoP.</p>   | <p>1/04/18</p>                          | <p>To remove backlog of unrated premises and complete inspection programme for 2017/18</p> | <p>100% of due Interventions completed in 17/18 in accordance with the Food Law Code of Practice</p>  |
| <p><b>Recommendation 3 - Database procedure</b><br/>[The Standard 11.2]</p> <p>Set up, maintain and implement a documented procedure to ensure that the food database is accurate, reliable and up to date. Ensure the procedure incorporates monitoring and resolution of any anomalies, in particular the closure of old food premises where the business owner has changed and data input errors.</p> | <p><del>3 months</del><br/>25/11/17</p> | <p>Review and amend existing internal monitoring procedure</p>                             | <p>Issue with Civica database regarding closure of premises with multi facets ie licensing , private water supplies and food premises has now been addressed.</p> |



|   |   |   |   |
|---|---|---|---|
| <p><b>Recommendation 4 – Officer Authorisation</b><br/>[The Standard 5.3]</p> <p>(i) Ensure all officers are appropriately authorised in accordance with their qualifications and the individual regulations of the Food Safety &amp; Hygiene (England) Regulations 2013, with respect to their individual duties</p> <p>(ii) Ensure the Service has a sufficient number of officers authorised under TARP 2011 to respond to food incidents involving illegally imported food and to carry out the work set out in the Service Plan.</p> <p>(iii) Ensure the Service has access to a sufficient number of officers authorised to serve HEPNs to carry out the work set out in the Service Plan.</p> <p>(iv) Ensure that it is clear within authorisation documents whether or not officers are authorised under particular powers.</p> | <p>Complete<br/>25/8/17</p> <p>15/09/17</p> <p>Complete<br/>25/8/17</p> <p>Complete<br/>25/8/17</p> | <p>Authorisations to be updated with TARP</p>                           | <p>Authorisations updated</p> <p>Authorisations updated</p> <p>Authorisations updated</p> <p>Authorisations updated</p> |
| <p><b>Recommendation 5 – Food Establishment interventions Procedure</b><br/>[The Standard 7.4]</p> <p>(i) Set up, maintain and implement a documented procedure or review and amend the existing interventions procedure to include the interventions policy and procedure for new unrated businesses.</p> <p>(ii) Review and amend the “Procedure for Food Hygiene Inspections” to ensure that it provides appropriate guidance for officers on the sub division of businesses for interventions in line with the FLCoP and associated centrally issued guidance.</p>  | <p>6 weeks<br/>25/10/17</p> <p>3 months<br/>25/11/17</p>  | <p>Will review and amend existing</p> <p>Review and amend procedure</p> | <p>Food Establishment Interventions Procedure revised</p> <p>Procedure for Food Hygiene Inspections revised</p>         |

|   |   |  |  |
|---|---|--|--|
| <p><b>Recommendation 6 – Enforcement Procedures</b><br/>[The Standard 15.2]</p> <p>Set up, maintain and implement documented enforcement procedures to provide specific guidance for officers on the enforcement activities carried out by the Service</p>  | <p><del>2 months</del><br/>25/10/17</p> | <p>We will introduce these procedural documents</p>                    | <p>Documented enforcement procedures in place</p>  |
| <p><b>Recommendation 7 – Internal Monitoring – Scope and Verification, Record Keeping</b><br/>[The Standard 19.2, 19.3]</p> <p>(i) Verify the conformance of the Service with all aspects of The Standard, relevant legislation, the FLCoP and relevant centrally issued guidance.</p> <p>(ii) Make a record of all internal monitoring and keep it for at least 2 years.</p> | <p><del>3 months</del><br/>25/11/17</p> | <p>Will review and amend internal monitoring procedure and records</p> | <p>internal monitoring procedure and records reviewed</p> <p>Monitoring process in place</p> |



# **South Hams District Council and West Devon Borough Council**

## **Food Safety Service Plan**

**2018/2019**

**SOUTH HAMS DISTRICT COUNCIL/WEST DEVON BOROUGH COUNCIL**

**ENVIRONMENTAL HEALTH AND HOUSING SERVICE**

**JOINT FOOD SAFETY SERVICE PLAN – 2018/2019**

**CONTENTS**

**Appendix A Staff resources**

**Appendix B Financial resources**

## **Overview**

This Service Plan has been produced in order to give clear details of the food safety services provided across South Hams District Council and West Devon Borough Council and how they will be carried out during the financial year 2018/19. It also shows how the function contributes to the Corporate Priorities and the Environmental Health Community of Practice Work plan.

This Service Plan attempts to show the variety, depth and complexity of the work carried out. Food safety is a statutory function and has serious implications to public health and wellbeing.

We are at the forefront of protecting the consumer from ill health. We protect the community by using enforcement powers where appropriate and also providing advice. The food safety service provides a combination of interventions. These include inspections, enforcement, investigations, education, partnership working and health promotion. We seek to work in partnership when the opportunities arise.

The food safety team are motivated and competent Officers operating with decreasing resources but committed to ensure that an effective and efficient service is provided. These Officers also undertake various other duties within the Environmental Health Community of Practice. As with many other services there is a lot of behind the scenes activity which goes unnoticed in the eyes of the public until there is a high profile investigation or emergency.

Our resources are severely stretched and unfortunately, we currently are failing to meet our inspection targets. We are currently addressing these issues by reviewing and redesigning our work processes.

Regular monitoring against the Service's progress with the plan will be carried out. Checks will also be made on the consistency and quality of the work.

The service will also be required to react to unforeseen events – such as food poisoning outbreaks and other large investigations. These will impact upon the resources available for our programmed work. A number of performance indicators are being developed and will be introduced within the forthcoming year.

With the Government's Health and Wellbeing agenda, we will need to ensure that the strategy is embraced in the work we do.

We will continue actively exploring opportunities in the coming year to become more business orientated and be proactive with income generation opportunities.

The service plan has been produced in response to the Food Standards Agency Framework Agreement on Local Authority Enforcement. This is a responsibility placed upon local authorities. The food safety service is highly governed to ensure compliance with the wide range of statutory requirements. Our activities and procedures take account of the Food Law Code of Practice (England) and other central guidance.

## **Introduction**

This Service Plan is a requirement of the Food Standards Agency (FSA) under the Food Standards Agency's Framework Agreement with local authorities and outlines both South Hams District Council's and West Devon Borough Council's statutory food safety function to ensure that national priorities and standards are addressed and delivered locally. The Plan seeks also to embrace the Food Standards Agency's strategy 2015-2020.

This Service Plan provides a focus for debate on key delivery issues providing an essential link with financial planning, sets objectives for the future and provides a means of managing performance and making comparisons and links to various corporate objectives. At the end of the financial year, we will review this service plan and report on our achievements and any reasons for variance or non-attainment of targets.

This joint Service Plan has been produced to ensure that local food businesses, members of the public, Council officers/Members and other stakeholders understand the approach to food safety adopted by the both the South Hams District Council and West Devon Borough Council and will help to ensure that the actions of the Council are in accordance with the Better Regulation Delivery Office. It also reflects the FSAs Compliance and Enforcement Strategy. As a Service, we believe in fair regulation and reducing unnecessary burdens on businesses. The aims are very broad in order to allow for a wide range of activities in the promotion and enforcement of food safety laws and seek to embrace the ever changing food safety intervention programme in the UK.

We attach primary importance to the planned interventions in food premises and the prompt resolution of complaints and enquiries. Local and national food safety initiatives will be supported to the extent that available resources will allow. A number of these initiatives are detailed within this document.

In implementing our approach to food safety, we are mindful of the pressures on local businesses, particularly where, for example, the economy is seasonal and subject to fluctuation. We will seek to continue to work with local businesses by the provision of advice and guidance, using self-service principles. However, we will where necessary adopt a more formal approach where these interventions fail or where a risk to the consumer's health exists. Our approach to enforcement is detailed in the Council's enforcement policy.

In light of Government enforcement and partnership initiatives it is quite clear that the future of local authority food law enforcement activities and their role in public health intervention will alter considerably and require a greater and more varied input. We are also minded of our limited resources and the need to adopt greater business acumen and be able to compete favourably with the private sector. The Councils' Food Safety Service seeks to meet this challenge and be fit for the future.

## **Section 1 Service Aims and Objectives**

### **1.1. Aims and Objectives**

- 1.1.1. The aim of the Food Safety Service is to secure the safe production, storage, distribution and retailing of food and to reduce the risk liability of business enterprises by providing support and advice on food hygiene issues. Our vision is to ensure that food locally is without risk to the consumer and safe to eat through the provision of an effective enforcement service provided by motivated and competent officers.
- 1.1.2. We believe that everyone in the districts of South Hams and West Devon, whether they are residents or visitors are entitled to safe and wholesome food and drink. We also seek to ensure that food produced in the area and distributed nationally and internationally is safe and meets the required standards. We also recognise the importance of maintaining and enhancing the prosperity of businesses in the area and the needs of small and medium size business associated with the rural community.
- 1.1.3. Our main objectives are to protect public health by:
- Identifying potential risks and promote safe and hygienic conditions in food premises and places for which we have a statutory responsibility and to secure compliance with relevant legislation using all our enforcement 'tools' available.
  - Ensuring that by working with business using a variety of initiatives, we assist in reducing their risk liability.
  - Inspecting food produced in the South Hams and West Devon to ensure that is of a high standard and without risk to the consumer and that checks are included as part of our sampling programme.
  - Investigating the occurrence and spread of infectious disease and food poisoning and preventing further spread.
  - Investigating complaints and dealing with incidents and emergencies relating to food safety.
  - Ensuring enforcement is effective, consistent, proportionate and focussed.
  - Engaging in activities which encourage the promotion of health and food safety.



- Providing our service as good value for money and work with partners where necessary to deliver our service.
- Ensuring that officers delivering the service are properly trained and competent

1.1.4. The South Hams District Council and West Devon Borough Councils are statutory food authorities and are tasked to exercise Official Controls by virtue of Regulation (EC) No 882/2004. We recognise our duty to act as enforcing authorities under the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and the Official Feed and Food Controls (England) Regulations 2009 and miscellaneous laws made under the European Communities Act 1972 and to exercise our powers prescribed in these pieces of legislation. Our authorised officers use all available official controls and other measures to ensure that our objectives are met. Except where circumstances indicate a significant risk, our officers operate a graduated approach to enforcement of our powers. We believe that judgement by motivated, professionally competent officers is key to delivering our service. Our approach to enforcement and powers are documented in our policy. (See paragraph 2.5).

1.1.5. The contents of this service plan will be put into effect by a range of officers i.e. Specialist, Case Managers and Locality Officers under the guidance of the Senior Specialist (Food Safety Lead Officer) and overseen by the Community of Practice Lead Officer for Environmental Health. It will be supported by specific policies and procedural documents where necessary to assist staff in delivering a high quality and consistent service. These documents will be updated and reviewed as and when required.

## **1.2 Links to Corporate Objectives and Plans**

1.2.1. This Service Plan links to the Councils' joint corporate priorities 'To enhance the lives and communities of South Hams and West Devon' as set in the 'Our Purpose' document. This Corporate Plan is currently under review.

1.2.2. As with a number of other services, particularly those having an 'enforcement' role, the food safety service may be subject to criticism or complaint either by a food business operator or member of the public about the service. These matters are usually resolved on an informal basis. However, if this action fails, our formal complaints procedure will be followed. Such complaints are very uncommon. From time to time, customer feedback questionnaires are used to monitor our service delivery and officers' performance and these have shown great satisfaction with the Service.

- 1.2.3. The Service is very much customer orientated and we seek to continue to provide a robust service as part of the 'Customer First' initiative and deliver both on our own and also corporate service standards.

## **Section 2 Background**

### **2.1 Profile of the South Hams District Council and West Devon Borough Councils.**

- 2.1.1. The South Hams covers some 906 sq km of South Devon and is predominantly rural in nature, situated between the unitary authorities of Plymouth and Torbay. It encompasses some 50 miles of coastline to the south and 19% of the Dartmoor National Park to the north. There is a resident population of greater than 88,000 which increases considerably during the summer months as a result of tourism. The centres of population are within the four main towns of Totnes, Ivybridge, Dartmouth and Kingsbridge. The operational base is Follaton House, Totnes.

West Devon Borough Council is very rural in nature and covers some 1160 sq km of which 45% is situated within Dartmoor National Park. The Borough borders Torridge and North Devon to the north and Cornwall to the west. There is a resident population in excess of 53,500. The main centres are the towns of Tavistock and Okehampton. The operational base is Kilworthy Park, Tavistock.

### **2.2 Organisational Structure**

See Appendix A.

### **2.3 Scope of the Food Safety Service**

- 2.3.1 Traditionally, the Service has been provided in-house by a small team of professional duly-appointed and dedicated officers, the structure of which is set out in the appendix to paragraph 2.2 above. This work is undertaken by the Customer First Specialist in Environmental Health.

In addition to food safety work, historically the 'Commercial' team also has an input into:

1. Occupational health and safety target inspections and investigations of accidents
2. The investigation and control of food poisoning and infectious diseases (including zoonoses),
3. Monitoring compliance and complaints with smoke-free laws,

4. Various licensing and registration issues including food premises, holiday caravan and camping sites, skin piercing activities, and licensing of zoos and dangerous wild animals,
5. Registration documents for the movement of shellfish from production areas,
6. Issuing certification for food export.

2.3.2 External expertise is provided in the form of Food Examiners appointed by the Food, Water and Environmental Laboratory at Porton, Salisbury. This external service is subject to an annual service level agreement. We engage Food Analysts employed by Public Analysts Scientific Services Ltd (PASS) Wolverhampton and we appoint Proper Officers for Communicable Disease Control employed by Public Health England based in Totnes. We enter into an annual contract with Campden and Chorleywood Food Research Association for specialist advice for food technology/processing. We also have a close working relationship with Devon, Somerset and Torbay Trading Standards service.

2.3.3 Health Promotion/Education - At present we do not participate in any formal health education/food safety training for businesses. We run the annual Junior Lifeskills Events where Children aged 10-11 years from South Hams and West Devon Schools are involved in learning lifeskills from professionals in a safe environment.

2.3.4. ICT Support - We have been using Civica app and W2. Majority of our records are held electronically and this generates our intervention programme. Our records are managed by the Case Management Team. We have the facility for working remotely using this software.

## 2.4 Demands on the Food Safety Service

2.4.1 Service Delivery - The service delivery point for the South Hams District Council is Follaton House, Totnes, and Kilworthy Park for West Devon Borough Council. These are open during normal working hours. The Councils out of hours service is available for emergencies, with Officers having knowledge of food safety matters.

2.4.2 Premises profile -

In total at the end of 2017/18 there were some 1888 food businesses across both districts. Their profile is set out below and these statistics are based upon the returns sent to the Food Standards Agency and include unrated premises i.e. those not yet having received an inspection.

| Type                  | No. SHDC | No. WDBC |
|-----------------------|----------|----------|
| Primary producers     | 3        | 8        |
| Manufacturers/packers | 97       | 49       |
| Importers/exporters   | 2        | 0        |

|                           |             |            |
|---------------------------|-------------|------------|
| Distributors/transporters | 17          | 7          |
| Retailers                 | 258         | 136        |
| Restaurants/caterers      | 838         | 473        |
| <b>Total</b>              | <b>1215</b> | <b>673</b> |

### 2.4.3 'Approved' premises

Within the total above there are some 54 businesses 'approved' under specific hygiene regulations. These relate to products of animal origin and approval allows greater flexibility to trade under EU rules both nationally within the UK and in the EU. Checks require considerable officer input in order to ensure stringent requirements are met. These establishments would present a considerable risk to the Council and consumer at large if not properly monitored. Much input by specifically trained competent staff is needed as a consequence. Full inspections/audits can take 2-3 days and the formal approval process is complex in order to meet the high standard expected. These establishments reflect the rural and diverse nature of our districts. Given the diversification and increased business opportunities available for trade, particularly overseas, with these types of products, we have seen an increase in the number of approved premises over the years. We are also subject to audit by the inspectors from the EU and third countries.

South Hams District Council has close links with the local molluscan shellfish industry having designated harvesting areas at 3 locations which includes 8 classified beds. We have also 2 shellfish purification plants. Much work is involved in the monitoring programmes to ensure acceptable standards are maintained as part of the Council's statutory sampling role in these areas.

In West Devon together with traditional rural activities (reflected particularly in the dairy industry), there is a large cannery responsible for worldwide distribution of product together with one of the largest cheese factories in the country.

The profile for approved premises is as follows:

|             | Dairy | Shellfish | Fishery | Meat products/prep | Egg Packer | Other | Total     |
|-------------|-------|-----------|---------|--------------------|------------|-------|-----------|
| <b>SHDC</b> | 9     | 2         | 12      | 8                  | 7          | 1     | <b>39</b> |
| <b>WDBC</b> | 9     | 0         | 0       | 1                  | 3          | 1     | <b>15</b> |

### 2.4.4 Seasonal variations to business

It is recognised that there is a considerable seasonal influx of visitors and this has an impact upon workload as regards new businesses opening up, changes of ownership, officer travel time/leave and additional complaints/service requests generated. Our inspection programme reflects the seasonal operation of businesses.

#### 2.4.5 Ethnic businesses

Ethnic food premises operated by persons whose first language is not English account for some of our premises, however, most of these are operated by the second generation. We seek to ensure that our approach with these businesses is clear and understood. On occasions we are required to seek the services of interpreters and business guidance in other languages.

#### 2.4.6 Imported food

It is estimated that approximately 50% of all food offered for sale within the UK is imported. As we are outside sea or airport areas we are not at the front line of imported food control, however, we are classified as an inland port and have jurisdiction for assessing whether foodstuffs imported from outside the EU have been legally introduced and meet food safety requirements. In the main, this is undertaken during routine inspections, complaint investigation and sampling work. The Food Safety Service has the necessary arrangement in place to deal with imported food. Relevant officers have received the training by the Food Standards Agency and authorised to act in the event of illegally imported food being identified.

#### 2.4.7 Interventions

A wide range of interventions are available for our use including inspections, audit, monitoring, surveillance, verification and sampling etc. These are known as 'official controls'. Other interventions such as education, advice etc and intelligence/information gathering are also available as part of our 'tool kit' however, these interventions are not official controls. Inspections are carried out in accordance with risk based criteria which are detailed in Codes of Practice issued by the Food Standards Agency. These range from category A to E i.e. high to low risk. We aim to inspect all our premises subject to the programme, however, if there is any slippage throughout the year we will focus on high risk premises (including Approved premises). Where necessary, inspections will be undertaken out of the Council's normal working hours when a particular business is operating.

However, the high volume of reactive work is still present. We are continuing to move much of this element to our Customer Service and Case Management team.

The table below shows the premises profile based on risk as at 22.5.18 although this will show some variation throughout the year as inspections are carried out and alter their rating in subsequent years. Given the risk rating scheme, all the premises below will not fall due within the current year.

| Category | A | B | C | D | E | Unrated | Total |
|----------|---|---|---|---|---|---------|-------|
|----------|---|---|---|---|---|---------|-------|

| and frequency of inspection | 6 month | 12 month | 18 month | 24 month | Alternate enforcement every 3 years |    |      |
|-----------------------------|---------|----------|----------|----------|-------------------------------------|----|------|
| No of premises <b>SHDC</b>  | 3       | 44       | 165      | 498      | 487                                 | 46 | 1243 |
| No of premises <b>WDBC</b>  | 1       | 23       | 89       | 237      | 310                                 | 55 | 715  |

Performance data (see Service Delivery) shows that we are currently meeting targets i.e. those programmed or within the time period required.

The premises profile at 31.03.18 for types of premises within the districts is shown in paragraph 2.4.2 above and our achievement of the risk based programme is set out in paragraph 3.1.5 below although this will change from year to year as businesses close, open or change the particular nature of their business.

#### 2.4.8 Health promotion/education

We seek to embrace the annual National Food Safety week initiative which promotes food safety work amongst businesses and the general public.

Feedback from food businesses demonstrates that there remains a demand for greater input with food safety initiatives and working with business. As part of our strategy for income generation, we intend to examine these potential income streams.

#### 2.4.9 Food Alerts

These are administered by the Food Standards Agency and we must be able to react as necessary. (See paragraph 3.7).

#### 2.4.10 Infection control

In respect of the control of food related disease, the function of the Service is to:-

- Contain the spread of any outbreak
- Identify the focus of infection
- Identify the causative organism
- Trace carriers and cases
- Trace the source of infection
- Determine the causal factors
- Recommend practices to prevent recurrence of disease; and

- Determine whether criminal offences have been committed.

The number of individual notifications of food poisoning/infectious disease 2017/2018 around 122 per annum for South Hams and 65 for West Devon. In addition, notifications of zoonotic infections are received, mainly as a result of the upsurge in TB in cattle which has ramifications for milk quality and its acceptance onto the market for human consumption. There is always the potential for a serious food safety incident to arise such as E.coli 0157 requiring investigation. These infections can result in fatalities with the very young or elderly. We must therefore ensure that we are capable and manage our resources to be able to meet any such local challenges.

#### 2.4.11 Food export certificates

As part of our Service, food export certificates are issued to businesses in order to provide documentation which satisfies the Government of the importing Country that the incoming product is safe. In 2017/18 South Hams issued 939 certificates (predominantly live crab to China). Many of these are required at very short notice in order to meet the needs of business. This service creates an immediate demand at the expense of other food safety functions.

#### 2.4.12 Shellfish Registration Documents

Shellfish registration documents are issued permitting the gathering of shellfish by persons at designated sites. Approximately 160 per annum are issued. Whilst this is a statutory service, it is not chargeable, however the demand on our overall service is minimal and viewed as an administrative exercise.

#### 2.4.13 Voluntary Surrender

The demand for certificates for the voluntary surrender of unfit food has reduced considerably. However, this service continues to be available to businesses following for example, the breakdown of refrigeration/freezer equipment or damage of food as a consequence of flooding. These do not have significant resource implications however, it is a chargeable service and fees are reviewed annually.

#### 2.4.14 Business/advice

Providing advice to food business has a valuable positive impact on food safety compliance across the Council's areas. However, providing advice is resource intensive. We currently offer a limited service at no cost to the business. We receive many demands for our service both from businesses, members of the public and internal requests. We are examining ways as part of our own internal reorganisation to deal with as many of these requests by referral to our website on a self-service basis or via the Councils' Customer Services Unit. However, the more complex issues will continue to be dealt with by our specialist professional officers. Reactive work (part of which is giving advice) has accounted for approximately 50 % of our overall work and we will be examining ways of redressing the balance towards our proactive intervention

programme. As a result the advice that we provide to business, apart from that which is available from self-service, will be reduced.

Where advice to business is required and requires face to face contact we intend to pilot a chargeable coaching scheme. This work will commence in the Summer 2018 and is in partnership with local authorities in Devon. This would be a valuable source of revenue to support other interventions.

#### 2.4.15 National Food Hygiene Rating Scheme

In 2009 the Food Standards Agency agreed to adopt a national food safety rating scheme where following inspection of food premises selling food directly to the public, they are awarded a rating based on how they comply with the three key compliance components i.e. food safety, structure and management. South Hams and West Devon along with majority of other Devon local authorities implemented the scheme in April 2011.

The intention of the scheme is to provide the consumer with a choice of whether they wish to purchase food from the premises based on their particular hygiene rating. Although not a legal requirement, the rating should be displayed at the entrance to the premises by a sticker. Unless the premises are of a sensitive nature, (including those caring for vulnerable persons) the ratings are given openly on the FSA website [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) - <http://ratings.food.gov.uk/>

There are safeguards for businesses in the form of appeals, the right to reply (shown on the FSA website) and also a request for re-inspection in order to improve their rating. Whilst there have been very few appeals to the Senior Specialist – Environmental Health or applications for the right to reply, we have however, seen an increase in the number of re inspection requests (these are separate to those re inspections as part of our enforcement actions). It is thought that as the scheme has now been rolled out across much of the UK, and local and national publicity given, businesses are keen to improve their ‘image’ and wish to use their ratings as a marketing opportunity. ~~We are looking for this to be a chargeable Service now the FSA have accepted the change to the Localism Act 2011 now charge for the re-score inspections in line with other Local Authorities.~~ The Food Standards Agency are looking to follow Wales where the display of the score is mandatory.

## 2.5 Regulation Policy

- 2.5.1 The approach to enforcement of both Councils is reflected in a joint Enforcement Policy detailing the range of powers placed upon Food Authorities by the food safety laws, including regulations and also codes of practice issued by the Food Standards Agency. The primary responsibility for ensuring food safety lies with proprietors of food businesses however, we view co-operation with proprietors and others who have duties under food laws as the best way of achieving compliance. The Council



also takes into account various Industry Guides to Good Hygiene Practice and guidance issued by the Government when assessing compliance.

- 2.5.2 It is our policy that enforcement action, be it verbal warnings, the issue of written warnings, statutory notices, or prosecutions, is primarily based upon an assessment of risk to public health and the seriousness of any alleged offence. Where we take legal proceedings, we adopt the Code for Crown Prosecutors issued by the Crown Prosecution Service.
- 2.5.3 We endorse and fully support the Regulator' Code issued by the Government's Better Regulation Delivery Office. We also endorse the European Convention on Human Rights.
- 2.5.4 We have a documented food safety enforcement policy which has been published on our websites. All decisions on enforcement action will be taken following the consideration of the Policy. We also have a separate policy when dealing with food complaints (see paragraph 3.2.4).

### **Section 3 Service Delivery**

#### **3.1 Food Premises Interventions**

- 3.1.1 The main purposes of an intervention is to assess risk to the consumer, achieve improvement in standards and validate existing standards. In order to undertake this work (and other work assigned to the team) the human resources shown in organisational structure in Appendix A are provided.

We aim to visit and inspect food premises on a routine basis within 28 days of due date in accordance with the Food Standards Agency's risk rating scheme contained in their Code of Practice. However, in view of the number of premises, the geography of both districts and the resources available, our programme is subject to slippage. Where this happens the emphasis for inspection will be placed on premises where the level of risk is the highest. We seek to implement a strategy for our intervention programme.

- 3.1.2 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene interventions will be undertaken to:-
- Establish whether food is being produced hygienically;
  - Establish whether food is safe to eat;
  - To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

3.1.3 For the lowest risk premises the Food Standards Agency has allowed for an alternative enforcement strategy to be adopted which removes many of these type of premises (typically, premises selling shelf stable wrapped food, or those handling open low risk food such as fruit and vegetables) from the routine inspection programme. However, these premises will receive an initial visit following registration and other occasional visits as necessary. The strategy adopted by this Council (in common with many other local authorities) is to subject these premises to a self-assessment questionnaire and to follow up as appropriate. This approach is reviewed for these premises every 3 years. We make this approach less cumbersome on our specialist resources by utilising our Case Management team at the initial stages. We are also implementing Intelligence monitoring inspections in line with the Code of Practice for our D rated premises.

The total number of interventions carried out is set out below (see paragraph 2.4.7 about the description of an intervention).

| <b>Year</b>     | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------------|---------|---------|---------|---------|---------|
| <b>No. SHDC</b> | 750     | 642     | 435     | 797     | 594     |
| <b>No. WDBC</b> | 430     | 347     | 272     | 310     | 432     |

#### 3.1.4 Food premises registration.

In accordance with the legal requirements, we maintain a register of food premises. The number of registered premises does fluctuate due to business closures and new ones opening. All applications for registration or approval of premises are processed and in accordance with internal procedures. Premises registering with the Council for the first time, or where registration details require amending on the Councils' register e.g. a new food business operator, an inspection is required.

| <b>Year</b>     | 2015/16 | 2016/17 | 2017/18 |
|-----------------|---------|---------|---------|
| <b>No. SHDC</b> | 102     | 91      | 168     |
| <b>No. WDBC</b> | 59      | 61      | 77      |

#### 3.1.5 Our performance for premises inspection is set out below and gives the percentage of those achieved against those programmed for an intervention.

The data has been separated to show those premises subjected to active input and those category E premises mentioned in paragraph 3.1.3 above. The inclusion of the category E data into the main dataset can skew the overall information but is included for completeness.

We seek to achieve 100% inspection of those premises in the high risk categories ie A,B and C.

South Hams District Council

| Risk category  | 2015/2016         |               |             | 2016/2017         |               |             | 2017/2018         |               |             |
|----------------|-------------------|---------------|-------------|-------------------|---------------|-------------|-------------------|---------------|-------------|
|                | Number Programmed | No. Completed | % completed | Number programmed | No. Completed | % completed | Number Programmed | No. Completed | % completed |
| <b>A</b>       | 8                 | 7             | <b>87.5</b> | 35                | 35            | <b>100</b>  | 12                | 12            | <b>100</b>  |
| <b>B</b>       | 57                | 49            | <b>85.9</b> | 63                | 62            | <b>98.4</b> | 43                | 43            | <b>100</b>  |
| <b>C</b>       | 164               | 119           | <b>78.6</b> | 153               | 136           | <b>88.8</b> | 108               | 108           | <b>100</b>  |
| <b>D</b>       | 246               | 122           | <b>49.5</b> | 241               | 187           | <b>77.6</b> | 231               | 231           | <b>100</b>  |
| <b>E</b>       | 92                | 55            | <b>59.7</b> | 307               | 306           | <b>99.7</b> | 117               | 117           | <b>100</b>  |
| <b>Unrated</b> | 112               | 83            | <b>74.1</b> | 117               | 71            | <b>60.9</b> | 144               | 144           | <b>100</b>  |
| <b>Total</b>   | <b>686</b>        | <b>435</b>    | <b>63.4</b> | <b>916</b>        | <b>797</b>    | <b>87.0</b> | <b>655</b>        | <b>655</b>    | <b>100</b>  |

West Devon Borough Council

| Risk category  | 2015/2016         |               |             | 2016/2017         |               |             | 2017/2018         |               |             |
|----------------|-------------------|---------------|-------------|-------------------|---------------|-------------|-------------------|---------------|-------------|
|                | Number programmed | No. Completed | % completed | Number programmed | No. Completed | % completed | Number Programmed | No. Completed | % completed |
| <b>A</b>       | 18                | 18            | <b>100</b>  | 11                | 11            | <b>100</b>  | 2                 | 2             | <b>100</b>  |
| <b>B</b>       | 20                | 18            | <b>90</b>   | 39                | 36            | <b>92.3</b> | 18                | 18            | <b>100</b>  |
| <b>C</b>       | 81                | 71            | <b>87.7</b> | 75                | 49            | <b>65.3</b> | 80                | 80            | <b>100</b>  |
| <b>D</b>       | 136               | 110           | <b>80.9</b> | 81                | 39            | <b>48.1</b> | 132               | 132           | <b>100</b>  |
| <b>E</b>       | 62                | 25            | <b>40.3</b> | 202               | 131           | <b>64.9</b> | 145               | 145           | <b>100</b>  |
| <b>Unrated</b> | 95                | 30            | <b>31.6</b> | 83                | 44            | <b>53.0</b> | 68                | 68            | <b>100</b>  |
| <b>Total</b>   | <b>412</b>        | <b>272</b>    | <b>66.0</b> | <b>491</b>        | <b>310</b>    | <b>63.1</b> | <b>445</b>        | <b>445</b>    | <b>100</b>  |

Source: Environmental Health Civica app Software

**3.1.6** We adopt the Food Standards Agency Code of Practice risk rating scheme for food premises. Within the scheme the three compliance components i.e. hygiene, structure and management are not only critical for the national Food Hygiene Rating Scheme as described in paragraph 2.4.15 above, but we are also able to use them as a performance indicator to assess broadly compliant premises.

**In 2018/19 we aim to achieve 100 % inspection of those premises in the high risk categories i.e. A, B and C's, and 100% D's.**

**We aim to carry out 100% of interventions for Cat E (this may be achieved by an alternative intervention approach).**

3.1.6 Paragraph 2.4.15 explains our involvement with the national food hygiene rating scheme. The Scheme categorises premises into bands 0-5 where 0 requires 'urgent improvement' and 5 'very good'. The majority of our businesses meet the rating band of 3 i.e. 'satisfactory' and many the highest rating of 5. This data is moveable as inspections are made and ratings alter, rating can be found at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) .

| <b>Rating</b>  | <b>SHDC (no of premises)</b> | <b>WDBC (No of premises)</b> |
|--|------------------------------|------------------------------|
| <b>5</b>   | 1053                         | 563                          |
| <b>4</b>   | 106                          | 40                           |
| <b>3</b>   | 21                           | 11                           |
| <b>2</b>   | 8                            | 12                           |
| <b>1</b>   | 14                           | 10                           |
| <b>0</b>   | 1                            | 0                            |
| <b><u>Percentage overall of 5 rated premises</u></b> | <b><u>88%</u></b>            | <b><u>89%</u></b>            |

### **3.1.8 Re inspections/re-visits**

Re-visits/re-inspections are determined by conditions found on the initial inspection and are not required in many cases. These visits are undertaken where an Officer is concerned about standards and seeks to ensure improvements are made. This is usually the first step of enforcement action.

In addition to our enforcement revisits, we undertake requested revisits as part of the national Food Hygiene Rating Scheme (see paragraph 2.4.17 and paragraph above).

The revisit data is set out below. 'Enf' refers to enforcement and FHRS to the Rating Scheme

|             | 2015/16<br>Enf. | FHRS | 2017/18<br>Enf. | FHRS | 2018/19<br>Enf. | FHRS |
|-------------|-----------------|------|-----------------|------|-----------------|------|
| <b>SHDC</b> | 14              | 3    | 13              | 8    | 18              | 15   |
| <b>WDBC</b> | 13              | 9    | 5               | 4    | 11              | 2    |

### 3.1.9 Enforcement action

Paragraph 2.5 above outlines our approach to enforcement. The table below shows the type of action taken and volume.

| Type of action              | 2015/2016 |      | 2017/2018 |      |
|-----------------------------|-----------|------|-----------|------|
|                             | SHDC      | WDBC | SHDC      | WDBC |
| Written warnings            | 131       | 76   | 120       | 199  |
| Hygiene improvement notices | 3         | 0    | 1         | 0    |
| Closure of premises         | 0         | 0    | 0         | 0    |
| Prohibition of persons      | 0         | 0    | 0         | 0    |
| Prosecutions                | 0         | 0    | 0         | 0    |

### 3.1.8 External assistance.

We are confident that outside resources such as Food Examiners, Food Analysts and others such as Proper Officers for Communicable Disease Control are readily available and accessible. We have an annual Service Level Agreement with the Food, Water and Environmental Laboratory and, due to the infrequent use of the Public Analysts Laboratory a SLA is considered inappropriate, although we have entered into a contract.

### 3.1.9 Officer competency.

We will ensure that officers engaged in food safety work are appointed and authorised within their competency and ability and that they are appropriately trained and experienced and, this is particularly so in respect of our high risk processes and approved premises. Authorisation and training are subject to procedural documents and appraisal.

## 3.2 Food Complaints.

- 3.2.1 Investigation into complaints about food will normally be commenced within 24 hours of receipt, and will reflect the relevant risk posed and condition of the food.
- 3.2.2 We will liaise with any local authorities signed up to Primary Authority Partnerships via the Better Regulation Development Office (BRDO) **BEIS?** regarding matters associated with the particular company's policies or procedures. We will have regard to information/advice received as a result of any such liaison and will advise these authorities of the outcome of our enquiries. (See also 3.3).
- 3.2.3 A number of complaints are received each year about food purchased within our districts and about premises or the practices within. It is anticipated that there will be little increase in service demand in this particular area. The following table sets out the profile of the total complaints received.

|      | 2015/2016 | 2016/2017 | 2017/2018 |
|------|-----------|-----------|-----------|
| SHDC | 31        | 65        | 52        |
| WDBC | 21        | 27        | 54        |

- 3.2.4 Our joint Food Complaints Policy has been reviewed recently and sets the matters with which we will investigate and those which we will not. This document is readily available.

### 1. 3.3 Primary Authority Partnerships

- 3.3.1 Councils work together to coordinate enforcement and advice to businesses that distribute goods or trade in more than one area. The Regulatory Enforcement and Sanctions Act 2008 sets up the Primary Authority scheme which gives for the first time the right for companies operating outside our area to form a statutory partnership with us as a single point of contact. The objective of this is to provide robust and reliable advice on compliance that other Councils must take into account when carrying out inspections or dealing with non-compliance. The Primary Authority scheme will have some considerable impact upon our team in the event of engagement where a local business operates across local authority boundaries. The scheme does allow for cost recovery. A number of businesses have in the past indicated some interest although no formal arrangements are in place currently and we are likely to secure a partnership this year.

## 3.4 Advice to Business

- 3.4.1 We support the Council's objective to maintain and enhance the prosperity of business and it is our policy to support businesses in complying with food safety laws and good practice by whatever means available. Often such is given when businesses start up and during our inspections. Our main source of advice will be

via our websites and by telephone with our Case Management Team. Specific advisory/consultation visits do take place where there is a specific need and mutual benefit. We have re-examined this as part of our approach to generating income, and will be introducing a charging for advice scheme during 2018. Advisory visits to food manufacturers (particularly those subject to formal 'approval') is common and allows for better administration of the Councils approved premises process and reduces the burden on business within this specialised sector.

We continue to promote the SFBB pack for smaller businesses to help businesses comply with the legal requirements to have a documented food safety management system. We aim to provide these packs to business for a charge in 2018. Advice to businesses and individuals detracts from the food safety inspection programme, and this is a service that we do not currently provide. We recognise that a balance needs to be drawn between the benefits to the business and cost to the Council. An assessment is made as to which is the most effective use of Council resources.

3.4.2 Business advice is a requirement of the Food Standards Agency Framework Agreement with local authorities and, as a result we have participated in the review of the information and guidance available on the Councils website; this is ongoing. We are also considering best practice for engaging with businesses.

3.4.3 We will review our advice strategy throughout this year and identify what additional resources are needed and identify various ways of providing advice so as to meet our service demands and the requirements of the Food Standards Agency. We will also continue to seek to work with all our partners both internally and externally to ensure that the most accurate advice is given in the most appropriate manner

### **3.5 Food Sampling**

3.5.1 On an annual basis we review our policy for food sampling and also our programme for the year. This reflects the nationally required programmes, our statutory requirements under specific regulations and requirements of the Food Standards Agency including the sampling of any imported foods. Local initiatives and local products are also included. The programme incorporates any work following liaison with the Devon and Cornwall Food Liaison Group and Public Health England.

3.5.2 Reactive sampling takes place as a result of food poisoning investigations or complaints received. In addition to the programme, we take samples (including swabs) during inspections as the situation dictates. It is anticipated that sampling levels for complaints will remain static but our proactive programme last year in South Hams was underachieved and is likely to be in this current year due to resources available. The South Hams District Council's statutory role as regards shellfish harvesting area sampling and toxic algae monitoring programmes should remain unaffected as resources are appropriately allocated, however, enhanced monitoring required by Government throughout the year especially during summer months, as regards toxic algae will create a considerable additional burden at the

expense of the normal food sampling and other proactive work such as our inspection programme.

3.5.3 Arrangements under the Service Level Agreement with the local Food, Water and Environmental Laboratory allow our sampling programme to operate by a mechanism of 'credit' values and the more complex the examination or type of food sample, the greater the credit utilisation. Currently, this is a non-chargeable service under the auspices of Public Health England. In the event of the credit allocation being exceeded, charges will be made. To date, we have not exceeded our allowance. Under utilisation of credit allocation may result in charging for wasted resources. This will be kept under careful scrutiny.

3.5.4 The shellfish harvesting monitoring programme for microbiological samples falls outside any credit allocation scheme and cost of this, both in officer time and laboratory examination continues to be a drain on resources. Examination of the samples is undertaken by the CEFAS laboratory (Centre for the Environment, Fisheries and Agriculture Science), a Government Agency.

3.5.5 The profile for food samples is as follows:

|             | <b>2015/2016</b> | <b>2016/2017</b> | <b>2017/2018</b> |
|-------------|------------------|------------------|------------------|
| <b>SHDC</b> | 132              | 185              | 76               |
| <b>WDBC</b> | 92               | 45               | 36               |

3.5.6. ~~Only one or two samples per annum~~, Samples mainly relating to complaints are submitted to the Public Analysts laboratory in very occasional instances. The cost of these is met from existing resources and, in the event of legal proceedings, we will seek to recover sampling costs from the defendant.

### **3.6 Control and Investigation of Outbreaks and Food related Infectious disease.**

3.6.1 Food poisoning in the UK is estimated at costing the country £1.5 billion/yr and Public Health England report up to 1 million cases of food poisoning a year resulting in approximately 2000 cases admitted to hospital and 500 deaths. A procedural document gives specific guidance on this issue and links in with the Outbreak Communicable Disease Control Plan developed by the Devon Health Protection Unit which is now Public Health England.

The profile for notifications of infectious diseases and food poisoning is as follows:

|             | <b>2016/17</b> | <b>2017/2018</b> |
|-------------|----------------|------------------|
| <b>SHDC</b> | 109            | 122              |
| <b>WDBC</b> | 62             | 65               |



- 3.6.2 The number of notifications of zoonotic infections (i.e. those infections transmissible between animals and humans) has increased over recent years and this is principally due to notifications of TB in cattle. This can have a potential for the spread of the infection to humans via untreated milk consumption.
- 3.6.3 The Service undertakes to commence investigation where appropriate of all relevant notified or suspected cases of food poisoning and infectious diseases within 24 hours. However, in the case of outbreaks or infections of high significance, we will commence our enquiries immediately i.e. Ecoli 0157, etc. Current systems in place and resources available permit this target to be met, although this will be at the expense of other proactive/reactive work.

### **3.7 Food Safety Incidents**

- 3.7.1 Food alerts are notified to us by the Food Standards Agency and they alert the public, businesses and local authorities to problems or potential problems in food products nationally. Our role where necessary, is to ensure that these products are removed from the food chain. The speed and nature of response is determined by the category of notification received, however, with many notifications, no action is needed. We recognise that some notifications however do require an immediate response and sufficient resources are available. However, this is at the detriment of our other functions.
- 3.7.2 We have an out-of-hours emergency service whereby food safety incidents can be acted upon where necessary and we have the capability to receive all notifications via e-mail and text messages to officers' mobile phones. A documented procedure for responding to food safety incidents etc is in place.

### **3.8 Liaison with Other Organisations**

- 3.8.1 The Councils' food safety remit is represented and actively participates in the Devon and Cornwall Food Liaison Group where topical issues of mutual concern and policy/procedural matters are debated. The Group also co-ordinate training and peer review exercises throughout the region. Formal meetings are held every six weeks and specialist officer working groups are set up to consider particular issues who then report back to the main group. Ad hoc meetings are held where necessary to consider emerging and urgent issues so as to ensure a common approach and understanding. The core of the Group comprises of food safety lead officers in all Devon Council's, Cornwall Council, Trading Standards, the Public Health England's food, water and environment laboratory microbiologists and consultants in communicable disease control and also the Food Standards Agency.

- 3.8.2 Officers attend Branch and Centre meetings of the Chartered Institute of Environmental Health and seek to maintain their CPD credit status as members of their professional body.
- 3.8.3 Officers' maintain regular working contact and have good liaison with the Public Health England, Devon, Somerset and Torbay Trading Standards, Food Water and Environment laboratory, Food Standards Agency, LGR, CEFAS, APHA, Environment Agency, South West Water, Devon and Severn Inshore Fishery and Conservation Authority and Care Quality Commission, Ofsted on day to day issues. We also regularly engage with our internal services such as planning, economy, licensing, pollution and legal services etc In addition, given that the Food Standards Agency now has regional representation, we are able to work with a key Government agency at a more local level.
- 3.8.4 The Food Safety Service recognises along with all other services, the need to be cost effective and deliver their service in an efficient manner. We also need to look forward to the 'bigger picture' in service delivery and partners who can assist this objective. By working in partnership, we will be able to respond more easily to those emerging technologies raising food safety concerns and meeting the challenges of shared training and knowledge. There is a need not only to move forward with the changes proposed with the T18 project but also the national and regional 'public health' agenda. We will achieve this by continued effective liaison.

### **3.9 Food safety promotion**

- 3.9.1 Due to available resources, the Council does not currently undertake food hygiene training instead, the need is met by other local authorities, private enterprises and local education establishments. However, we will review this approach when we examine opportunities for income generation. We participate in the National Food Safety Week in May/June each year via our communications team. Officers do, from time to time provide talks to local interest groups or specific business sectors. We shall be reviewing our approach to business engagement as part of the Councils' Transformation Programme and also the broader public health agenda. We shall be looking to deliver training opportunities for business by working in partnership with others because of our limited and stretched resources.

## Section 4 Resources

### Resource projection for the Food Safety Service Delivery 2018-2019

| <b>South Hams</b>   |   |  |   |
|---|---|--|---|
| <b>Service Function</b>   | <b>Projected demand</b>                     | <b>Estimated time per unit (hours)</b> | <b>Total Food Officer resource required p/a (hours)</b> |
| <b>Category A interventions</b>   | 3   | 5                                      | 15  |
| <b>Category B interventions</b>   | 40  | 5                                      | 200   |
| <b>Category C interventions</b>   | 94  | 2.5                                    | 235   |
| <b>Category D interventions</b>   | 226   | 1.5                                    | 339   |
| <b>Category E interventions</b>   | 59  | 0.5                                    | 29.5  |
| <b>Unrated</b>  | 36  | 2.5                                    | 90  |
| <b>New Registrations</b>  | 168   | 2.5                                    | 504   |
| <b>Re-visits</b>  | 15  | 2.5                                    | 22.5  |
| <b>Additional travel time to account for rural nature of area (50% of total time (not E's))</b>                                   |   |  | 1405  |
| <b>Complaint Investigations (based on last year's data)</b>   | 52  | 1.5                                    | 78  |
| <b>Infectious Diseases</b>  | 122   | 0.5                                    | 61  |
| <b>Correspondence related to visit scheduling and queries ref interventions</b>   | 200   | 0.5                                    | 100   |
| <b>Business advice (exc unrated businesses) e.g. identified through planning &amp; licensing regimes or service requests (SR)</b> | 10<br>SR – 96<br><br>Total - 106            | 1.5                                    | 159   |
| <b>Mandatory Competency training</b>  | 3.5 Officer                                 | 30                                     | 105   |
| <b>Internal Monitoring, database maintenance and FHRS administration</b>  | 52 Weeks                                    | 7                                      | 364   |
| <b>Primary Authority Partnership</b>  | 1   | 72                                     | 72  |
| <b>Food Service meetings, regional liaison group, consistency meetings etc.</b>   | 1 x 2 hour food team Meetings / consistency | 9                                      | 18  |

|   |   |      |      |
|---|---|------|------|
|   | meeting pcm<br><br>1 x 4 hour regional meeting per quarter (4/yr) | 4.5  | 72   |
| <b>Sampling projects and interventions and follow up</b>  | 76  | 2.5  | 190  |
| <b>Management of database (returns, stat analysis)</b>  | 1   | 72   | 72   |
| <b>Export Certificate</b>   | 900   | 0.5  | 75   |
| <b>TOTAL OFFICER HOURS REQUIRED p/a</b>   |   |      | 3179 |
| <b>Available Officer hours p/a</b><br><br><b>37 hrs. p/w x 52 = 1924 p/a</b><br><br>- <b>222 hrs annual leave = 1702</b><br><br>- <b>30 hrs CPD = 1672</b><br><br>- <b>37 hrs other training or sickness = 1635</b><br><br>- <b>9 Bank / public holidays p/a = 67hrs = 1568</b>   | 2   | 3136 | 4584 |
| <b>Assessment of resource:</b> There is likely to be insufficient officer resource to deliver this Food Safety Service Plan. We have therefore employed a L6 Specialist on a temporary 12 month contract to support the food safety service (0.5 FTE WDBC; 0.5 FTE SHDC). This will be financed by the L6 Specialist post on the establishment that is currently being held vacant. The service may be required to carry out enforcement work at any time that is variable in nature and difficult to quantify. Last year the food safety service was prioritised above health and safety and licensing duties of the team. |   |      |      |

| <b>West Devon</b>       |                  |                       |                   |
|-------------------------|------------------|-----------------------|-------------------|
| <b>Service Function</b> | <b>Projected</b> | <b>Estimated time</b> | <b>Total Food</b> |

|   | demand  | per unit (hours) | Officer resource required p/a (hours) |
|---|---|------------------|---------------------------------------|
| <b>Category A interventions</b>   | 1   | 5                | 5                                     |
| <b>Category B interventions</b>   | 23  | 5                | 115                                   |
| <b>Category C interventions</b>   | 30  | 2.5              | 75                                    |
| <b>Category D interventions</b>   | 67  | 1.5              | 100.5                                 |
| <b>Category E interventions</b>   | 26  | 0.5              | 13                                    |
| <b>Unrated</b>  | 52  | 2.5              | 130                                   |
| <b>New Registrations</b>  | 77  | 2.5              | 192.5                                 |
| <b>Re-visits</b>  | 2   | 2.5              | 5                                     |
| <b>Additional travel time to account for rural nature of area (50% of total time (not E's))</b>                                   |   |                  | 623                                   |
| <b>Complaint Investigations (based on last year's data)</b>   | 54  | 1.5              | 81                                    |
| <b>Infectious Diseases</b>  | 65  | 0.5              | 32.5                                  |
| <b>Correspondence related to visit scheduling and queries ref interventions</b>   | 200   | 0.5              | 100                                   |
| <b>Business advice (exc unrated businesses) e.g. identified through planning &amp; licensing regimes or service requests (SR)</b> | 10<br>SR – 35<br><br>Total - 45                         | 1.5              | 67.5                                  |
| <b>Mandatory Competency training</b>  | 1 Officer   | 30               | 30                                    |
| <b>Internal Monitoring, database maintenance and FHRS administration</b>  | 52 Weeks  | 7                | 364                                   |
| <b>Food Service meetings, regional liaison group, consistency meetings etc.</b>   | 1 x 2 hour food team Meetings / consistency meeting pcm | 9                | 18                                    |
| <b>Sampling projects and interventions and follow up</b>  | 92  | 2.5              | 230                                   |
| <b>Management of database (returns, stat analysis)</b>  | 1   | 72               | 72                                    |
| <b>Export Certificate</b>   | 2   | 0.5              | 1                                     |

|   |         |      |      |
|---|---------|------|------|
| <b>TOTAL OFFICER HOURS REQUIRED p/a</b>   |         |      | 2555 |
| <b>Available Officer hours p/a</b>  | 1.5 FTE | 1568 | 2352 |
| <b>37 hrs. p/w x 52 = 1924 p/a</b>  |         |      |      |
| - <b>222 hrs annual leave = 1702</b>  |         |      |      |
| - <b>30 hrs CPD = 1672</b>  |         |      |      |
| - <b>37 hrs other training or sickness = 1635</b>   |         |      |      |
| - <b>9 Bank / public holidays p/a = 67hrs = 1568</b>  |         |      |      |
| <b>Assessment of resource:</b> There is likely to be insufficient officer resource to deliver this Food Safety Service Plan. We have therefore employed a L6 Specialist on a temporary 12 month contract to support the food safety service (0.5 FTE WDBC; 0.5 FTE SHDC). This will be financed by the L6 Specialist post on the establishment that is currently being held vacant. The service may be required to carry out enforcement work at any time that is variable in nature and difficult to quantify. Last year the food safety service was prioritised above health and safety and licensing duties of the team. |         |      |      |

### Financial Allocation

- 4.1.1 Budget details for the Food Safety function are shown in 'Appendix B'.
- 4.1.2 Staff costs are the predominant cost to the food safety service. £111,733 in South Hams and £71,752 in West Devon. (See appendix 2 for breakdown)
- 4.1.3 The South Hams sampling budget of £7,000 covers the examination costs of South Hams District Council's statutory shellfish sampling role, although due to increased costs and further sampling demands the budget is exceeded. As detailed above, the cost of the microbiological examination of food is carried out by a system of credit allocation and costs are met by Central Funds, see paragraph 3.5.3 above. The sampling budget in West Devon is £2500

- 4.1.4 There is a small budget in West Devon for inspection work (£3200). This is an historic arrangement to supplement inspection work carried out by Specialist Staff. There is no such budget in South Hams.
- 4.1.5 The Council has a duty to provide export licence certification when requested to do so by businesses in its area that export food to countries outside of the EU. (Current charge £59 per certificate). The service is currently under review due to the changing demands of business and the fee set will be reviewed once the outcome of central government requirements are known.
- 4.1.6 In the event of successful legal proceedings being taken, the Council endeavours to recover all costs from the defendant where possible. No separately identifiable budget within the Community of Practice - Environmental Health Service is provided for the pursuance of legal action. Resources are provided within the corporate budget.

## **4.2 Staffing Allocation**

- 4.2.1 This Service Plan recognises the need for staff engaged in food safety issues to be adequately trained and competent (see paragraph 3.1.9). It also has been stated personnel providing the food safety service also undertakes various other functions (see paragraph 2.3.1).
- 4.2.2 Details of the food safety human resources are detailed in Appendix A. The majority of the teams work is devoted to food safety and other non-food safety work such as health and safety enforcement and caravan site licensing might not always receive the necessary priority. However, where there is a need to react to a situation, the team are flexible. Clearly, given the work demands, routine food safety inspection targets are under high pressure. We do also employ a contractor to carry out some food safety inspections in order to achieve our 100% target.
- 4.2.3 All Officers undertaking food safety work meet the requirements set out in the FSA's Code of Practice. Further training is provided to supplement these competencies although the most appropriate training is not always available locally. We are satisfied that officers are appropriately trained and competent in accordance with the FSA CoP although new competency requirements were introduced in 2015. We are subject to internal procedures re training, authorisation and quality monitoring. We recognise that sufficient financial resources are made available to ensure a professional and competent workforce.

## **4.3 Staff Development Plan**

- 4.3.1 The Council operates an annual appraisal scheme which identifies individual's strengths and development needs. These needs are identified and individual work

plans are produced which also seek to develop professional expertise and competency and this will include maintain chartered status with the Chartered Institute of Environmental Health. Additionally, team meetings are held which may highlight the need for training in particular areas. Training is provided where both the mutual needs of the individual officer and the Council are met. One to one sessions are also held throughout the hierarchy.

- 4.3.2 The Council is committed to ensuring that Officers are able to meet their CPD training requirement as set out in the FSA CoP. All staff are trained to a high standard linked to their level of authorisation and training records show very few shortcomings.
- 4.3.3 Team members are actively encouraged to attend training courses so as to enhance competency in specialist areas. This has been achieved in the past with respect to the national Food Hygiene Rating Scheme, HACCP evaluation, shellfish, milk pasteurisation, cheese making, canning and aseptic packaging, food factory enforcement, Police and Criminal Evidence Act, imported food enforcement and ISO 9000, ISO 20002 Lead Auditor. Records of staff training and appraisals/core competencies are kept as required by the framework agreement on Local Authority Food Law Enforcement issued by the Food Standards Agency. Assessment of competency is on-going and forms part of a quality monitoring process. This will need to be re-assessed due to the halt on free courses by the FSA.
- 4.3.4 As part of the T18 process our professional specialist team will be supported by our Case Managers and Locality Officers will be subject to the appropriate level of training to handle initial enquiries, administration and the lower level of work. Training will be provided and familiarisation work away from the office will be part of their training. Given the shared services arrangements, flexibility is available between both service delivery centres
- 4.3.5 We are currently not able to offer training placements for professional qualifications i.e. EHO trainees, however we do from time to time assist other local authorities enforcement staff with their training plan.

## **Section 5 Quality Assessment**

### **5.1 Quality Assessment and Internal monitoring**

We seek to ensure that a quality service is delivered so as to achieve our aims and objectives. This is met by internal quality assessment and auditing against this Service Plan and our Environmental Health Work-plan, individual appraisal plans, peer review and other documentation. Checks are also made on our approved premises documents, food complaints sign off and legal notices/referral for enforcement action. We value customer feedback questionnaires as a valuable source of quality checks.



- 5.1.1 An internal audit report of the West Devon Food Safety Service gave an audit opinion of 'good' and stated that 'the majority of the areas reviewed were found to be adequately controlled. Generally, risks are well managed but a few areas for improvement have been identified'.
- 5.1.2 In addition to internal monitoring, the Council's food safety service embraces inter-authority auditing as a measure of quality performance with other authorities within Devon and Cornwall. Since the inception of the national Food Hygiene Rating Scheme a system of peer review exercises has been developed to promote the consistency of premises rating by all food safety officers within the region. Currently, these exercises are undertaken on a monthly basis. It is reported that officers of the South Hams and West Devon show consistency with officers employed elsewhere. The Food Standards Agency have recently carried out their first National Peer Review exercise. We were engaged in an Inter Authority Audit for the Food Hygiene Rating Scheme in January 2016.

We are from time to time audited externally. This usually occurs under the auspices of the Food Standards Agency. The EU Food and Veterinary Office carry out audit programmes also with a view to assessing whether legislation is being implemented consistently across the European Community.

## **Section 6 Benchmarking**

- 6.1 The service has carried out some benchmarking against National Indicators provided by APSE. The following show some comparisons of South Hams and West Devon with National figures;
- Number of food complaints per 1000 premises in 16/17 average was 82 nationwide; in SHDC/WDBC 17/18 it is 63
  - Cost of food hygiene service per head of pop National average is £1.75; in South Hams and West Devon it is £1.61

## **Section 7 Review**

- 7.1 Review against the Service Plan

The Environmental Health Service Plan is subject to scrutiny and includes performance relevant to food safety. On an annual basis we will report on the achievements of our targets set out in this Plan and the reason for non-attainment.

- 7.2 Identification of any Variation from the Service Plan

If during the year we have had reason to change or approach or targets we will explain the reason for this when we review the Plan.

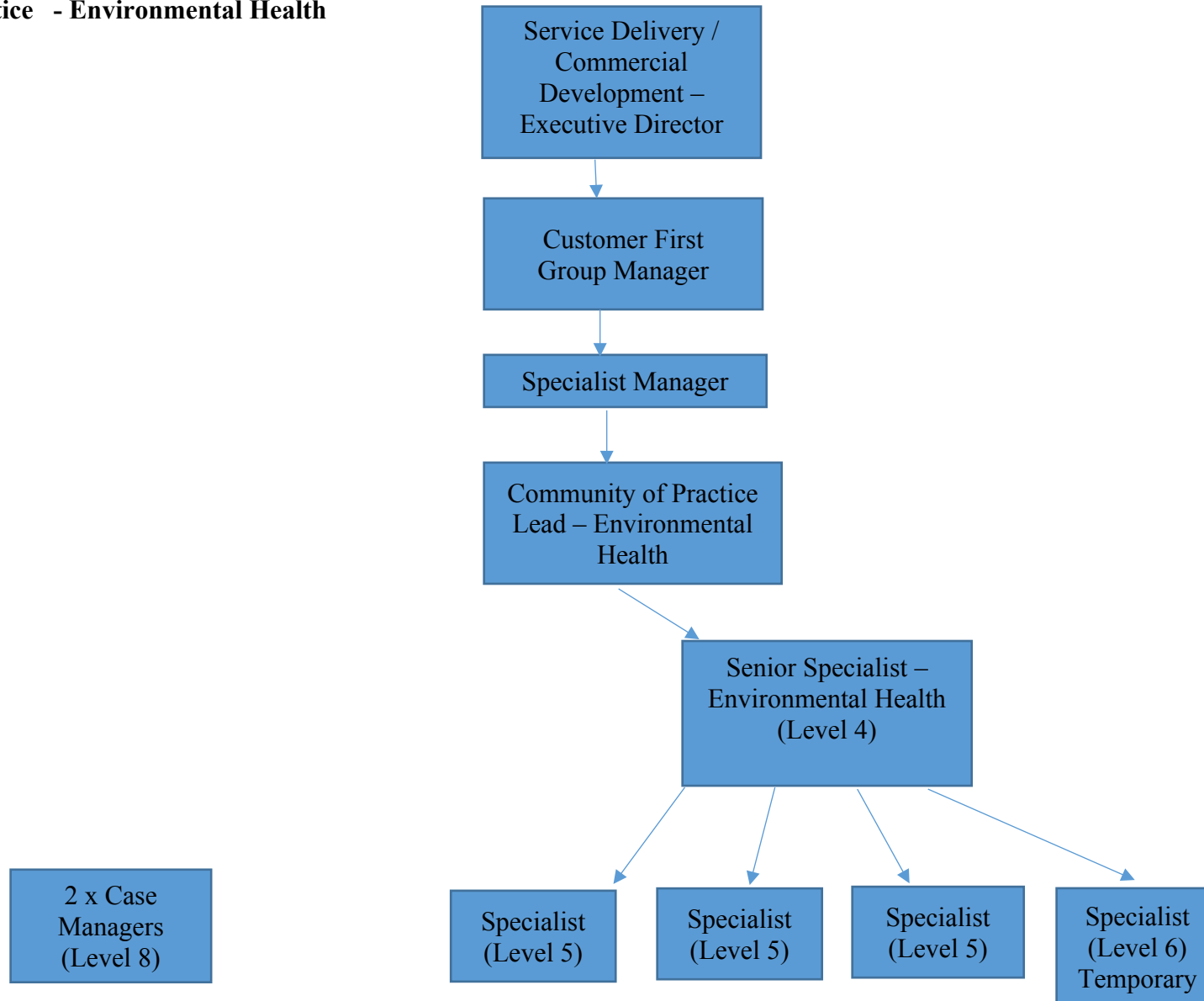
### 7.3 Areas for Improvement and Future Development

- Continue to integrate case managers, specialist and locality officer roles into the related work streams with a view to freeing up of officers to deliver service at the appropriate level.
- Critically examine the cost elements of our work and identify opportunities for greater business development and competitive within the marketplace.
- Identify further areas for cost saving within the service and the apportionment of work.
- Develop key performance indicators, monitor compliance and individual officer performance.
- Examine opportunities for greater engagement with business
- Develop further with partners our role in the wider 'Public Health Agenda'.
- Continue to benchmark with other local authorities as appropriate.
- Develop more fully the alternative enforcement strategy for low risk premises

This Service Plan will be reviewed annually to assess whether objectives have been met, take into account the altering needs and aspirations of internal and external stakeholders, changes in levels of service, new legislative requirements and directions from Government. Review of the Service plan is subject to Member approval.

**Appendix A – Organisational Chart**  
**Community of Practice - Environmental Health**

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## Appendix B

### Food Safety Budget 18/19

| 18/19                                   | Based upon<br>FSA return<br>shdc (17/18) | Based upon<br>FSA return<br>Wdbc (17/18) |   | SHDC           |  | WDBC          |
|---|--|--|---|----------------|--|---------------|
| Staff Resource costs                    | Allocated to<br>Food                     | Allocated to<br>Food                     | Allocated to<br>Commercial<br>team            |                | Allocated to Commercial Team           |               |
| Specialist                              | 1.5                                      | 1.0                                      | 0.5 x L4 (0.8)                                | 20,923         | 0.5 x L4 (0.8)                         | 20,923        |
|   |  |  | 2 x L5  | 68212          | 1 x L5                                 | 28221         |
|   |  |  | .5 x L6 (vacant)                              | 12,328         | .5 x L6 (vacant)                       | 12,328        |
| Case Management                         | .5                                       | .5                                       | .5 x L8                                       | 10270          | 0.5 x L8                               | 10270         |
| <b>Total staff</b>                      | <b>2</b>                                 | <b>1.5</b>                               | <b>2.9 (not<br/>including<br/>vacant post</b> | <b>111,733</b> | <b>1.9 (not including vacant post)</b> | <b>71,752</b> |
| Training                                |  |  | as per Customer<br>First budget               |                | as per Customer First budget           |               |
| Consumable (equipment, ancillary costs) |  |  |   | 0              |  | 1000          |
| Travel                                  |  |  |   | 2500           |  | 2500          |
| Inspections                             |  |  |   | 0              |  | 3200          |
| Sampling                                |  |  |   | 7000           |  | 2500          |
| <b>Total other</b>                      |  |  |   | <b>9500</b>    |  | <b>9200</b>   |

|                     |  |  |   |               |            |
|---------------------|--|--|---|---------------|------------|
|                     |  |  | dependant on<br>trade (crab<br>exports to<br>China) |               |            |
| Export Certificates |  |  |   | 50,000        | 125        |
| <b>Total income</b> |  |  |   | <b>50,000</b> | <b>125</b> |

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Report to: **Overview and Scrutiny Panel**  
Date: **28 June 2018**  
Title: **OVERVIEW AND SCRUTINY ANNUAL REPORT**  
Portfolio Area: **Support Services**  
Wards Affected: **All Wards**  
Relevant Scrutiny Committee: **N/A**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:  
(e.g. referral on of recommendation or implementation of substantive decision)

**Any recommendations will be presented to the Council Meeting on 26 July 2018**

Author: **Darryl White** Role: **Senior Specialist – Democratic Services**

Contact: [darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)

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## **RECOMMENDATION**

**That the Panel RECOMMEND to the Council that the Annual Report for 2017/18 be approved.**

### **1. Executive summary**

- 1.1 It is a constitutional requirement for the Overview and Scrutiny Panel to report annually to full Council on its workings and make recommendations for future work programmes and amended working methods (if appropriate);
- 1.2 As a consequence, the Panel's draft Annual Report is presented at Appendix A.

### **2. Background**

- 2.1 The last financial year has been one of significant change for the Council and the Panel has played a key role during this year in taking stock of the key issues, successes and challenges that have been met by the Council and how these have been addressed.

### **3. Options available and consideration of risk**

- 3.1 Not only is it a constitutional requirement for the Overview and Scrutiny Panel to produce an Annual Report, but it is also recognised as being good practice to do so.
- 3.2 Whilst an alternative to the report could be a verbal report from the Chairman of the Panel, it is considered more appropriate to have a formal written document accessible to the public and published on the Council website.

#### **4. Proposed Way Forward**

- 4.1 It is proposed that the contents of the Report be approved.
- 4.2 Members' views on the presentation and content of the report would be helpful to inform and shape future Annual Reports.

#### **5. Implications**

| Implications  | Relevant to proposals Y/N | Details and proposed measures to address  |
|---|---------------------------|---|
| Legal/Governance                                    | Y                         | The production of an Annual Overview and Scrutiny Report is a requirement of the Council Constitution.                              |
| Financial   | N                         | There are no financial implications directly arising from this report.  |
| Risk  | Y                         | There are no risk implications directly arising from this report.   |
| <b>Comprehensive Impact Assessment Implications</b> |                           |   |
| Equality and Diversity                              |                           | There are no equality and diversity implications directly arising from this report.   |
| Safeguarding  |                           | There are no safeguarding implications directly arising from this report.   |
| Community Safety, Crime and Disorder                |                           | There are no community safety or crime and disorder implications directly arising from this report.                                 |
| Health, Safety and Wellbeing                        |                           | There are no health, safety or wellbeing implications directly arising from this report.  |
| Other implications                                  |                           | The publication of this Annual Report may help understanding and raise the profile of the Council's Overview and Scrutiny function. |

#### **Supporting Information**

##### **Appendices:**

A: The Draft Overview and Scrutiny Annual Report

##### **Background Papers:**

- The Council Constitution; and
- Overview and Scrutiny Panel agendas and minutes from the 2017/18 Municipal Year.



# Overview and Scrutiny **Annual Report**



# Foreword from the Panel Chairman

The work of the Panel throughout the 17/ 18 year has covered a very broad span as can be seen from the following report. The detailed analysis of each topic is extremely important as it seeks to underpin the quality of performance across the Council and provide assurance and full transparency to our residents and visitors across the South Hams.

The year has seen a focus on Homes, with all aspects ranging from the new development at Sherford to consideration of how the Council approaches affordable housing. Our Village Housing Initiative, Community Housing Strategy and Allocation Policy have all undergone extensive reviews. I very much look forward to the business case completion this year for an exciting new approach to delivery of affordable homes by the Council.

In highlighting just one focus for the year, I do not detract from all the other work and the emphasis on ensuring value for money throughout the Council's services. With the reduction in central Government funding, we as a Panel have had the demanding task of thorough examination of all areas to create savings and income generation. Some of this work has been undertaken through small Task and Finish Groups and I am very appreciative of all the time and dedication by members of the Panel who have contributed in these groups.

The Panel is pleased to see the completion of the Council's Transformation Programme which has brought about annual savings of £2.9m which equates to savings of 25% of our annual budget. Having been instrumental in monitoring the process throughout, the Panel highlighted difficulties which arose and sought early resolutions.

I would like to thank all of the Members of the Panel for their independent approach to the role and all of their hard work throughout the year. I would also like to thank the lead officers for their help and support and a thank you to all of the Council officers and external organisation representatives who have attended the Panel throughout the year.



**Cllr Michael Saltern**

Chairman of  
South Hams  
District Council  
Overview and  
Scrutiny Panel

# Introduction

We are pleased to present the Overview and Scrutiny Annual Report which outlines our work during the 2017-18 Municipal Year and which provides general information on the overview and scrutiny function at South Hams District Council.

Overview and Scrutiny is a key part of the democratic decision-making process in local councils, where Panel Members can contribute to shaping Council policy, community wellbeing and accountability. The Panel does this by: reviewing Council services and policies, community issues and key decisions and making recommendations for improvement.

The four key principles of Overview and Scrutiny are:

- Provides a 'critical friend' challenge to executive policy makers and decision-makers;
- Enables the voice and concerns of the public to be heard;
- Is carried out by 'independent minded Members' who lead and own the scrutiny role; and
- Drives improvement in public services.

The Panel Members consider these principles when selecting topics to investigate whether it is holding the Executive to account, reviewing policies, policy development or the scrutiny of external bodies.

The Council recognises the importance of the overview and scrutiny function in its governance arrangements and officer support.

The Council's governance arrangements specify that all 31 Members of the Council are considered to be either an Executive Member (of which there are 6); a Development Management Committee Specialist Member (of which there are 12); or an Overview and Scrutiny Panel Specialist Member (of which there are 13).

The lead officers supporting the Panel for 2017/18 were the Council's Head of Paid Service (From May 2017 to February 2018; the Group Manager – Commercial Services (February to May 2018) and the Senior Specialist – Democratic Services.



# Panel Membership

Cllr Michael Saltern  
**Chairman**



Cllr Peter Smerdon  
**Vice-Chairman**



Cllr Jonathan Hawkins

Cllr Keith Baldry



Cllr Michael Hicks

Cllr John Birch



Cllr Elizabeth Huntley

Cllr Ian Blackler



Cllr David May

Cllr Basil Cane



Cllr Trevor Pennington

Cllr John Green



Cllr Karen Pringle

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# The role of the Overview and Scrutiny Panel

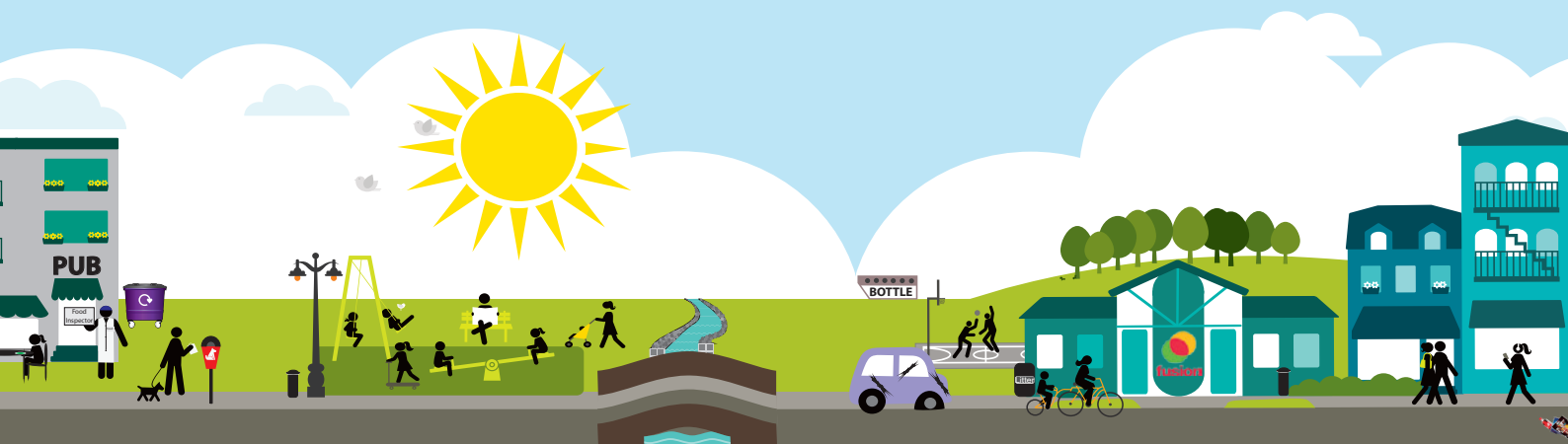
Overview and Scrutiny is a key part of the Council's political structure and it plays a vital role in improving the services that people of the District use – whether a resident, employed here or just visiting. Overview and Scrutiny does not just look at the way the Council does things, it can look at anything which affects the lives of people within the District and it allows citizens to have a greater say in Council matters.

Overview and Scrutiny allows Members to review and scrutinise decisions, look at existing practices and make recommendations to help ensure the residents of the South Hams receive excellent services. The overall aim is to ensure overview and scrutiny adds value to the Council's decision-making process and makes a positive contribution towards policy development.

The detailed terms of reference and procedure rules for the Overview and Scrutiny Panel can be found at: Part 2 – Article 5; Part 3 – Delegation Scheme; and Part 4 – Rules of Procedure of the Council Constitution. The Council Constitution can be accessed via the following link:

<http://shdcweb.swdevon.lan/article/1815/Our-Constitution>

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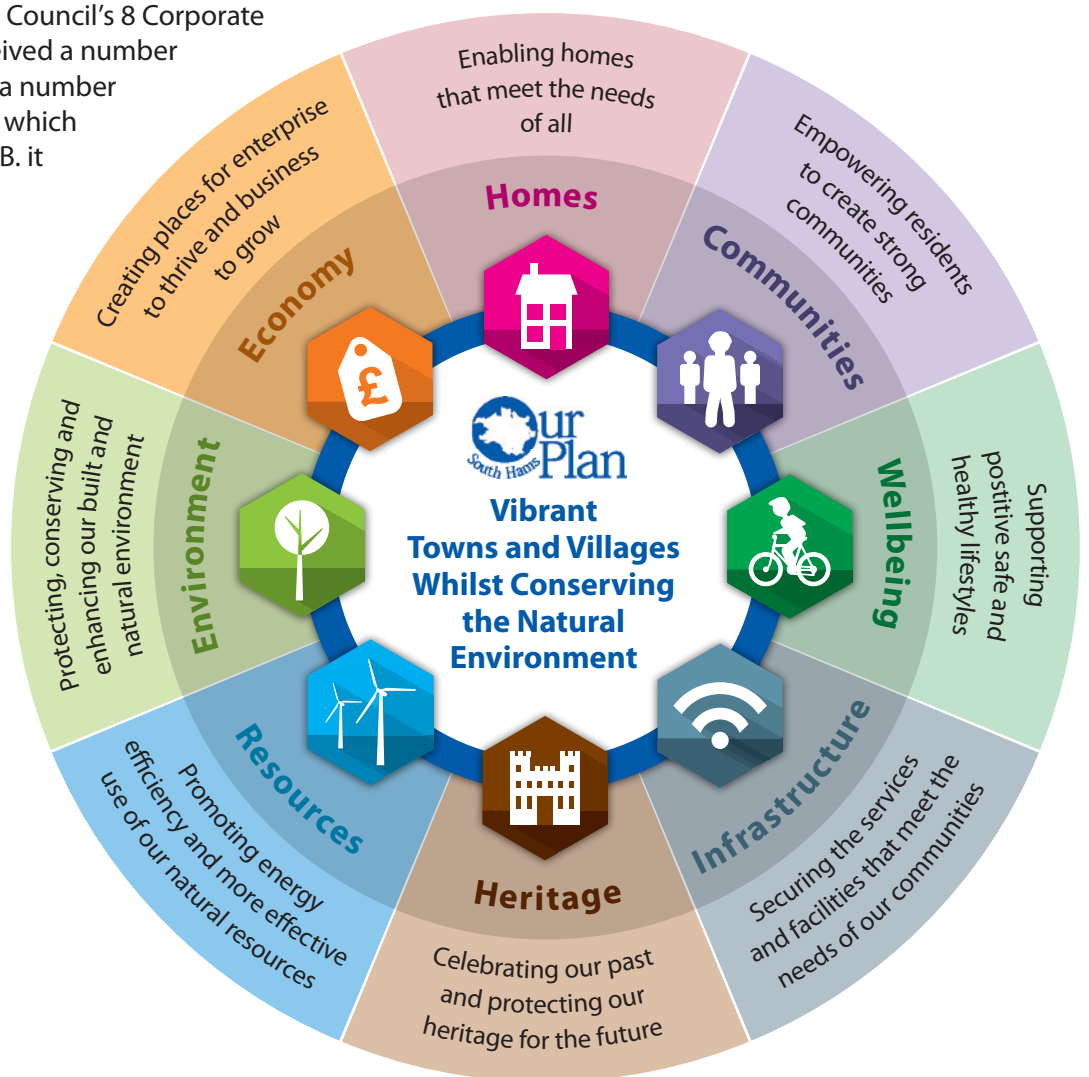


# Agenda Items – Corporate Priorities

The Overview and Scrutiny Panel met formally on eleven separate occasions during the 2017/18 Municipal Year.

In addition, the Panel met jointly with the Development Management Committee on one occasion to consider the draft Budget Proposals (and Fees and Charges) for 2018/19. Due to the relevance of the matter to both Member Bodies, a Review of the Planning Enforcement Service was also presented to the Joint meeting.

In considering its work programme, the Panel gives great emphasis to the Council's 8 Corporate Priorities and has received a number of reports (and made a number of recommendations) which are linked to these. (NB. it is acknowledged that these have now been superseded following the Annual Council meeting held on 17 May 2018):



## HOMES – Enabling homes that meet the needs of all



| Item                               | Issue  |
|------------------------------------|--|
| Section 106 Agreements             | <p>The Panel received a report that set out the Section 106 contributions that the Council had received.</p> <p>Following a lengthy debate, the Panel resolved to:-</p> <ol style="list-style-type: none"> <li>1. acknowledge the amount of Section 106 funding held at 31 March 2017 (as set out in Appendix A of the presented agenda report (totalling £4.413 million)) and the proposed future reporting arrangements;</li> <li>2. express its concern over the lack of emphasis being given to monitoring, control and communication as part of the current process for spending S106 funds;</li> <li>3. stress the need for the Council to appoint a person to be responsible for the monitoring, control and liaison with both local Ward Members and town and parish councils as part of the process for spending S106 funds;</li> <li>4. encourage legal officers to introduce revised procedures to ensure more effective internal communications within the Council;</li> <li>5. approve the flowchart (as outlined at Appendix B of the presented agenda report) that illustrates the process for spending Section 106 funding for Affordable Housing;</li> <li>6. approve the draft application form for Section 106 funding for Affordable Housing (as outlined at Appendix C of the presented agenda report); and</li> <li>7. require the production of a Schedule that lists all Section 106 Agreements (irrespective of whether or not payment has been received) for consideration at a future Panel meeting.</li> </ol> <p>By way of an update, the Panel received a further report on the progress made in monitoring and administering Section 106 Agreements by the new Section 106 Officer.</p> <p>Whilst Members had recognised that good progress had been made on this piece of work, the Panel had raised additional issues and resolved that:</p> <ol style="list-style-type: none"> <li>1. the progress made by the new S106 Officer in monitoring and administering Section 106 Agreements be noted;</li> <li>2. early engagement with local Members and local town and parish councils is critical in order to establish (any) early needs and considerations for S106 monies. Furthermore, the Panel also suggests that Community Groups engage with their local town and parish councils as part of this early engagement; and</li> <li>3. a full Schedule be presented to the Panel in six months' time that included Devon County Council Section 106 Agreements and any other obligations that have emerged in relation to a Development.</li> </ol> |
| Street Naming and Numbering Policy | Having considered the Policy, the Panel recommended its adoption. The Council proceeded to adopt the Policy at its meeting on 28 September 2017.   |



| Item  | Issue  |
|---|--|
| Neighbourhood Planning – Support to Groups                              | <p>The Panel received a report that outlined the support that the Council was providing to Neighbourhood Planning Groups within the South Hams. The report also outlined future plans to secure support at this level.</p> <p>In the Panel’s deliberations, some resourcing concerns were highlighted and the Panel proceeded to resolve to:</p> <ol style="list-style-type: none"> <li>1. express its concern over the adequacy of resources to address the level of support required to meet the statutory requirement of Neighbourhood Planning;</li> <li>2. support the proposal for the Council to review its Neighbourhood Planning Offer of Service to Communities; and</li> <li>3. require a review of the resources and information provided and a further overview in six months’ time.</li> </ol> |
| Devon Home Choice Annual Review and South Hams Allocation Policy Review | <p>The Panel received a report that presented a review of Devon Home Choice and that recommended that the Council remained a Devon Home Choice partner.</p> <p>The Panel made a series of recommendations that were ultimately approved by the Executive on 7 December 2017 as follows:</p> <ol style="list-style-type: none"> <li>1. That the Council continue as a partner of Devon Home Choice;</li> <li>2. To continue the registering of applicants in Band E (no housing need) for the purpose of Devon Home Choice; and</li> <li>3. To accept the minor changes of updated wording to the South Hams Allocation Policy.</li> </ol>  |
| Village Housing Initiative Review                                       | <p>The Panel made the following recommendations that were subsequently adopted by the Executive on 7 December 2017:</p> <ol style="list-style-type: none"> <li>1. That the Council continue promoting and utilising the Village Housing Initiative model and to include this model of delivery within the Supplementary Planning Document (SPD) once the Joint Local Plan is adopted; and</li> <li>2. That agreement be given to the inclusion of Band E properties following the cascade for Village Housing Initiative schemes.</li> </ol>   |
| Joint Local Plan: Verbal Report   | <p>The Committee received an update on the progress of the Joint Local Plan and paid particular attention to:</p> <ul style="list-style-type: none"> <li>◆ initial feedback on the consultation process;</li> <li>◆ the weight that could be applied to the Plan;</li> <li>◆ the build-up and progress of the Examination in Public; and</li> <li>◆ potential monitoring arrangements once the Plan had been adopted.</li> </ul>   |



| Item  | Issue   |
|---|---|
| Community Housing Update                      | <p>The Panel considered a report that provided an update on the progress with the Council’s Community Housing Strategy and the programme of action going forward.</p> <p>In drawing the agenda item to its close, the Panel endorsed the contents of the report and requested that further update reports be presented on a six monthly basis.</p>  |
| Disabled Facility Grants Performance          | <p>Regarding the average time taken for processing Disabled Facilities Grants, the Panel congratulated lead officers for their performance in this regard.</p>  |
| Development Management Pre-Application Advice | <p>A report was presented to the Panel that outlined a review of the planning pre-application process and a proposed draft procedure that was intended to be the subject of a public consultation exercise.</p> <p>The Panel recommended to the Executive that, subject to inclusion of some suggested minor amendments, the proposed pre-application process be approved for consultation.</p> <p>Before being approved by the Executive, it was agreed that ‘Permission in Principle’ applications should also be included in the process.</p>  |
| Enabling Homes to Meet the Needs for All      | <p>The Panel considered a report and presentation from an organisation called Altair that presented a range of options for the purpose of delivering social/affordable housing in order to meet the needs of those in the South Hams who were finding it difficult to purchase their own property and/or find suitable rented accommodation.</p> <p>As a way forward, the Panel resolved that:</p> <ol style="list-style-type: none"> <li>1. the good work carried out already to support the Council’s strategic aim of enabling homes to meet the needs for all be acknowledged;</li> <li>2. the principles (as outlined in Section 4 of the presented agenda report) be agreed and supported subject to a series of amendments being made;</li> <li>3. the Panel consider (before its presentation to the Executive) a detailed business case for the formation of a South Hams District Council WOC that will increase the Council’s capability to enable homes to meet the needs for all; and</li> <li>4. before a business case is presented to the Panel and the Executive, arrangements be made for the relevant officers to meet with Members on a ward by ward basis so as to investigate and ascertain possible opportunities that may be available (or become available) to the WOC in their area for the development of affordable housing. During these meetings, particular attention is to be given to possible ‘exception’ sites in planning terms. The outcome of these meetings will then be presented to the Panel and the Executive alongside the business case proposal.</li> </ol> |



## ECONOMY – Creating places for enterprise to thrive and business to grow



| Item   | Issue  |
|--|--|
| South Devon College Principal Presentation   | <p>The South Devon College Principal and Vice-Principal attended a Panel meeting and conducted a presentation to the Panel.</p> <p>The presentation was particularly well received and Members congratulated the representatives on the progress being made by the College and the particular focus that was being given to apprenticeship schemes. In addition, the Panel noted that the regular meetings that were being held between Council and College representatives were felt to be a very effective means of communication between the two organisations.</p>   |
| Business Rates – Locally Administered Business Rate Relief Policy                        | <p>A report was considered that sought to recommend adoption of the locally administered Business Rate Relief Policy.</p> <p>In its conclusion, the Panel recommend to the Executive and the Council that, following consultation with Devon County Council, Devon and Cornwall Police and Devon and Somerset Fire and Rescue, the locally administered Business Rate Relief Policy should be adopted subject to the following amendments:</p> <ul style="list-style-type: none"> <li>◆ The policy review being extended from the end of December 2017 to the end of April 2018; and</li> <li>◆ The decision-making process being amended to ensure that a greater number of Members were involved in the process.</li> </ul> <p>These recommendations were approved (without any amendment) by the Council at its meeting on 28 September 2017.</p> |
| Feasibility of Installing Electric Car Charging Points in the Council's Public Car Parks | <p>The majority of Members were supportive of the proposals and the Panel recommended that the Executive recommend to Council that the proposed Strategy for the installation of an electric vehicle charging network in Council Car Parks be endorsed, subject to steps being taken to advance the proposed installation date as outlined in the presented agenda report (late 2019).</p>   |

## INFRASTRUCTURE – Securing the services and facilities that meet the needs of our communities



| Item  | Issue   |
|---|---|
| Update Presentation on Emergency Planning and Business Continuity | <p>The Panel received a presentation that provided it with an update with regard to Emergency Planning, Response and Resilience.</p> <p>Following a detailed debate, the Panel was assured (and recognised) that the Council has a robust approach to Emergency Planning in place, which is supported by hard working and diligent lead officers.</p>   |
| Dartmouth Lower Ferry Task and Finish Group                       | <p>The ongoing work of the Lower Ferry Task and Finish Group continued to be a prominent piece of work that was considered by the Panel during the early stages of 2017/18.</p> <p>When receiving the conclusions of the Group, the Panel endorsed the direction of travel and the outcomes of the Task and Finish Group. In so doing, the Panel formally disbanded and the Group and asked that service updates be presented as and when requested.</p> <p>The Panel also recommended to the Executive that:</p> <ol style="list-style-type: none"> <li>1. if for any reason union agreement cannot be achieved, the final offer is the Councils' binding offer and new contracts replace existing terms and conditions to that effect; and</li> <li>2. regular consultation with the Lower Ferry workforce continues to inform service improvements and tariff setting proposals.</li> </ol> <p>The Executive approved these recommendations at its meeting on 14 September 2017.</p> |
| IT Procurement – Verbal Update                                    | <p>Officers advised that the current IT contract with Civica was approaching its conclusion and, in line with technological advancements, it was now necessary to consider all possible alternatives for a future IT solution.</p> <p>Moving forward, the Panel asked that it be given the opportunity to consider, in the future, a report that outlined the lessons that had been learned from the current contractual arrangements.</p>  |
| Pay on Entry Public Conveniences                                  | <p>An update was sought following the Council Budget decision to delegate authority to the Group Manager for Commercial Services, in consultation with the lead Executive Member, to set the Public Conveniences 'Pay on Entry' charges (which should not exceed 20 pence), following completion of works and a review of appropriate charges.</p> <p>As part of this update, the importance of keeping those local Ward Members who would be affected by these charging proposals informed (and consulted) as part of the decision-making process was emphasised.</p>  |

| Item   | Issue   |
|--|---|
| Update on the Urban Fringe Delivery Team and Sherford Strategic Review | <p>The Panel received a report and presentation that provided Members with an update on both the Urban Fringe Delivery Team and the Sherford Strategic Review.</p> <p>At the time of this presentation (3 May 2018), Members particularly noted that:-</p> <ul style="list-style-type: none"> <li>● 240 dwellings had been constructed;</li> <li>● The foundations for a further 200 dwellings had been established;</li> <li>● 148 dwellings were occupied; and</li> <li>● The first Primary School was currently under construction and it was intended to be officially opened in time for the September 2018 term.</li> </ul> <p>Having discussed the agenda item, the Panel resolved that:</p> <ol style="list-style-type: none"> <li>1. the set up and function of the new Urban Fringe Delivery Team be noted and supported;</li> <li>2. officers clarify the status of the 'Members Steering Board'; the 'Joint Steering Group' and the 'Sherford Project Board' in time for the Annual Council meeting to be held on 17 May 2018; and</li> <li>3. the latest update on the Sherford Strategic Review be welcomed.</li> </ol> |

## COMMUNITIES – Empowering residents to create strong communities



| Item   | Issue   |
|--|---|
| Customer Contact through Online Interaction                    | <p>The Panel recognised the improved performance relating to the percentage of customer contact through online interaction and felt that this demonstrated that the Channel Shift agenda was beginning to gain momentum.</p>  |
| Customer Contact Centre  | <p>With regard to the Contact Centre, Members reiterated a number of previously raised concerns relating to the average time taken to answer telephone calls. Whilst some Members considered the 20 second call answer target to be unrealistic, they equally felt that customers who had to wait a number of minutes to have their calls answered was unacceptable. It was concluded that these targets should be reviewed at the time that all of the Performance Measures were being reviewed.</p> <p>Panel Members were also reminded by the lead Executive Member that there was an open invitation for any Member to pay a visit to the Contact Centre to witness first hand both the work being undertaken, but to also get a sense of the nature of the issues being raised by callers. A number of Members proceeded to take up this invitation during 2017/18.</p> <p>At a later Panel meeting, some Members who had accepted the invitation to visit the Centre paid tribute to the excellent work being undertaken by the team but noted that some working practices were resulting in a duplication of effort. In reply, officers accepted the point and informed that an external advisor was currently in the Centre observing current processes and making recommendations to improve efficiency.</p> <p>The Panel also acknowledged that staff retention was an issue in the Centre and it was agreed that the merits of imposing a condition on new members of staff not being able to apply for other internal posts for a prescribed period of time should be explored.</p> |
| Formation of a Community Lottery for South Hams and West Devon | <p>The Panel considered a report that set out the proposal to implement a joint local community lottery scheme to benefit the residents of the South Hams and West Devon.</p> <p>At the conclusion of the debate, the Panel recommended that:</p> <ol style="list-style-type: none"> <li>1. the proposed business case for the establishment of a joint South Hams and West Devon local community lottery scheme be approved and implemented (subject to approval from West Devon Borough Council);</li> <li>2. Gatherwell Ltd be appointed as an External Lottery Manager and Aylesbury Vale District Council be appointed to assist with project implementation (subject to a successful Contract Exemption application);</li> <li>3. authority be delegated to the Head of Paid Service to nominate two responsible officers to hold the Council's lottery licence and submit the necessary application to the Gambling Commission; and</li> <li>4. authority be delegated to the Group Manager (Business Development), in consultation with the lead Executive Member, to approve the bespoke lottery business model policies required in order to submit a valid application to the Gambling Commission to obtain a lottery licence.</li> </ol>  |

| Item                     | Issue  |
|--------------------------|--|
| Fees and Charges 2018/19 | <p>The joint meeting of the Panel and the Development Management Committee considered the setting of Fees and Charges for 2018/19 as part of the draft Budget Setting process. In so doing, the meeting recommended to the Council (via the Executive) that:-</p> <ol style="list-style-type: none"> <li>1. the proposed fees and charges set out for Parks, Open Spaces and Outdoor Sports be approved;</li> <li>2. the proposed Environmental Health Charges that are outside of the jurisdiction of the Licensing Committee be approved;</li> <li>3. the proposed Fees and Charges for Development Management be approved;</li> <li>4. delegated authority be given to the Group Manager for Commercial Services, in consultation with the lead Executive Member, to set the Dartmouth Lower Ferry Fees to take account of market conditions, including competitor charges;</li> <li>5. it approves: <ul style="list-style-type: none"> <li>● an overall percentage increase of 2% to car park charges and to delegate responsibility of implementing the increase to the Group Manager for Commercial Services, in consultation with the lead Executive Member, following consultation with representative bodies (including town and parish councils); and</li> <li>● the withdrawal of weekly parking tickets;</li> </ul> </li> <li>6. delegated authority be given to the Group Manager for Commercial Services, in consultation with the lead Executive Member, to set the Commercial Waste charges, once all the price modelling factors are known;</li> <li>7. delegated authority be given to the Group Manager for Commercial Services, in consultation with the lead Executive Member, to set the Public Conveniences 'Pay on Entry' charges (which should not exceed 20 pence), following completion of works and a review of appropriate charges; and</li> <li>8. the changes to Boat Storage Charges be approved.</li> </ol> |

## WELLBEING – Supporting positive safe and healthy lifestyles



| Item  | Issue  |
|---|--|
| Sickness Absence Statistics                         | <p>On the occasions when the Panel considered the performance indicators related to long-term and short term sickness absence, the Panel highlighted and welcomed the improvements in this regard.</p> <p>In expanding upon the performance reporting, the Panel was also presented with a report that provided an update on the level of sickness absence amongst Council employees and the measures in place to manage and monitor short and long-term absence.</p> <p>The Panel proceeded to resolve that:</p> <ol style="list-style-type: none"> <li>1. it acknowledges that the Council continues to proactively manage and monitor short and long-term absence and that the HR Lead Specialist continues to report to the Senior Leadership Team on a monthly basis; and</li> <li>2. it recognises that the trends related to increases in long-term sickness absence and stress and depression levels are causes for concern that must be kept under close review.</li> </ol> |
| Revenue and Benefits Performance and Service Update | <p>The Panel considered a report that sought to give Members a greater insight into the current performance of the Revenue and Benefits service areas.</p> <p>During the introduction into this agenda item, the Case Management Manager also demonstrated the new self-service process for residents to register on the Council website.</p> <p>The Panel proceeded to resolve that it:</p> <ol style="list-style-type: none"> <li>1. recognises the current position and accepts the performance of the Revenue and Benefits Services, whilst expressing some concerns over the current level of backlog;</li> <li>2. endorses the initiatives and improvements that are currently under development;</li> <li>3. requests that, in the event of a proposal emerging whereby the debt recovery function is to be undertaken by a third party supplier, it be in receipt of a report prior to any final decision being taken.</li> </ol>  |
| Annual Review of the Health and Safety Policy       | <p>Full Council ultimately approved the Panel recommendation that he revised Policy be adopted and signed by the Head of Paid Service and the Leader of the Council at its meeting on 28 September 2017.</p>   |

| Item   | Issue   |
|--|---|
| Community Safety Partnership                                 | <p>In line with statutory requirements, the Panel considered its annual update from the CSP and raised a number of issues that were to be taken forward. For example, the value of Police Community Safety Officers and the wish for an Informal Council session to be held to increase all Member knowledge and understanding of the CSP, the statutory functions that it upholds and the relevant responsibilities of the Council.</p> <p>(NB. an Informal Council session was subsequently held on 22 February 2018).</p> <p>With regard to a recent letter from the CSP to the Police and Crime Commissioner. Some Members commended the contents of this letter on the Neighbourhood Policing Review. It was therefore suggested that the Council should add its support by way of a notice of motion being submitted to the next Council meeting on 14 December 2017. Furthermore, it was also felt that Members should encourage their local town and parish councils to add their support to this letter.</p> <p>(A motion was subsequently presented (and approved) at the Council meeting on 14 December 2017 and representations were made accordingly to the Commissioner).</p> |
| General Data Protection Regulation (GDPR) – Readiness Update | <p>A report was presented to the Panel that outlined the changes that the Council would need to implement in order to achieve compliance with the General Data Protection Regulation (GDPR) by 25 May 2018.</p> <p>Having considered the update, the Committee RESOLVED that the approach to GDPR readiness be supported and that Members should be fully trained in the implications and responsibilities of the Regulations. (NB. the requested training subsequently took place on 29 March 2018).</p>   |
| Universal Credits Roll-Out Update                            | <p>In response to concerns over the potential impact to date of Universal Credits, future key dates and changes that had been agreed to the system in November 2017, the Panel received an update and acknowledged the impact to date of Universal Credits and requested receipt of a further update report for consideration at a future meeting.</p> <p>In order to raise Member awareness further, the Panel also asked that representatives from the Department of Work and Pensions be invited to undertake a series of training sessions before Universal Credits came into effect.</p>   |
| Drug and Alcohol Abuse Task and Finish Group                 | <p>In reply to a Scrutiny Proposal Form being submitted, a Review had been instigated on the matter of drug and alcohol related issues affecting the community in the South Hams.</p> <p>Since being established, the Panel has agreed the Terms of Reference and received regular updates from the Group. It is intended that the findings arising from this Review will be considered early in the 2018/19 Municipal Year.</p>  |
| Fusion Annual Review Presentation: January to December 2017  | <p>The Panel received its first Leisure Contract presentation from Fusion Lifestyle and noted its contents and specifically requested that it give greater consideration to the Sports and Community Development Annual Report 2017 at a future meeting.</p>  |



## ENVIRONMENT – Protecting, conserving and enhancing our built environment

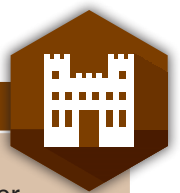


| Item                                       | Issue   |
|--|---|
| <p>Planning Enforcement Service Review</p> | <p>On a number of separate occasions (both when considering the quarterly Performance Measures and formal standalone agenda items), the Panel debated at length the performance of the Planning Enforcement service amidst concerns that the number of cases was again on the increase.</p> <p>One such report advised of a proposed suite of actions to support the service. Having been informed that the proposed additional resources would be funded from existing budgets through a re-allocation of duties, the Panel supported the actions proposed and the commitment to ongoing monitoring.</p> <p>The Panel was also of the view that there was a need for greater interaction between Members and those officers working in the Service. As a consequence, the Panel requested that a Member Drop-in pilot session be arranged to provide the opportunity for Members to discuss with an Enforcement Officer any live cases within their local ward. (NB. a series of sessions have been held and have been well received by Members).</p> <p>Later on in the 2017/18 Municipal Year, the joint Panel and Development Management Committee also considered a report that sought to recommend the adoption of a Local Enforcement Plan and a Planning Enforcement Member Engagement Protocol.</p> <p>Following a lengthy debate, the Meeting RECOMMENDED:</p> <ol style="list-style-type: none"> <li>1. That the Local Enforcement Plan be adopted;</li> <li>2. That the Planning Enforcement Member Engagement Protocol be adopted;</li> <li>3. That the improved actions proposed in the report be endorsed;</li> <li>4. That authority be delegated to the Community Of Practice Lead Development Management, in consultation with the lead Executive Member for Customer First, to make any minor amendments to the Plan, Protocol and Actions prior to their adoption; and</li> <li>5. That it be noted that the Overview and Scrutiny Panel has requested inclusion in its Future Work Programme of a review within the next six months of this Plan, Protocol and Actions being adopted.</li> </ol> <p>Each of these recommendations were subsequently approved by the Executive at its meeting on 1 February 2018.</p> |

| Item                        | Issue   |
|-----------------------------|---|
| Waste and Recycling Service | <p>The Panel received a concluding report of the Waste and Recycling Task and Finish Group and made the following recommendation to the Executive:</p> <p>In its deliberations, the majority of Members welcomed the findings and recommended to the Executive that:</p> <ol style="list-style-type: none"> <li>1. the key findings of the Waste Working Group be referred to the SH/WD Joint Steering Group and used to inform the Budget Setting process for 2018/19;</li> <li>2. with immediate effect, the Council furthers discussions with Devon County Council related to disposal costs linked to service design and transfer station use;</li> <li>3. efficiencies linked to current service delivery (as outlined in the Working Group scope) and at paragraphs 3.4 – 3.11 inclusive of the presented agenda report are delivered during 2017/18 where proven to be operationally feasible;</li> <li>4. a charge of £35 per container be imposed on new standard 180 litre wheeled bins for any newly built properties and for any householder requests to be in receipt of additional bins; and</li> <li>5. the notes arising from meetings of the SH/WD Joint Steering Group be presented to future Panel meetings for consideration.</li> </ol> <p>Each of these recommendations were approved by the Executive at its meeting on 29 July 2017.</p> <p>When considering the quarterly performance measures during the year, the Panel asked that lessons be learned following the recent shortage of recycling sacks and some concerns were also raised over the number of missed bin collections. On a more positive note, the Panel recognised that communication with Members was now much improved within Commercial Services and gratitude was expressed for the efforts of the Council's Operations Team, who were felt to work tirelessly to deliver such a good frontline service.</p> |

## HERITAGE – Celebrating our past and protecting our heritage for the future

| Item                             | Issue   |
|----------------------------------|---|
| Follaton House Heating Provision | Whilst an update on the heating provision at Follaton House was scheduled on to the Panel Work Programme, it was noted that the matter had now been satisfactorily resolved and this item was therefore removed from the Forward Plan.  |
| Follaton HQ Review               | Concerns were raised over the newly installed barriers at Follaton House Car Park and the lack of access to the site at weekends. In response, officers highlighted the fine balance between access provision and the ability for the Council to control the use of the private car park. Whilst it would be kept under close and regular review, officers confirmed that the decision had now been taken to leave the barriers up. |



## RESOURCES – Promoting energy efficiency and more effective use of our natural resources



| Item                                     | Issue  |
|--|--|
| Overview and Scrutiny Annual Report      | <p>The Panel considered its Annual Report and recommended its adoption to full Council.</p> <p>Subject to one minor amendment relating to the Sherford Development, the Panel recommended its approval. The Council proceeded to approve this recommendation at its meeting on 27 July 2017 (Minute 29/17(b) refers).</p>  |
| Commercial Property Acquisition Strategy | <p>The Chairman called an Extraordinary meeting to enable the Panel the opportunity to consider (and make recommendations on) the draft Strategy prior to its presentation to the Executive.</p> <p>In its deliberations, the Strategy proved to be particularly contentious. A motion was put to the vote recommending that the Strategy be rejected. This motion was lost and the following recommendation was approved:</p> <p>That the Executive RECOMMEND to Council that:</p> <ol style="list-style-type: none"> <li>1. the proposed Commercial Property Acquisition Strategy (as detailed in Appendix A) be approved and implemented;</li> <li>2. officers conclude an appropriate procurement process to commission property experts to work on behalf of the Council in relation to the proposed Commercial Property Acquisition Strategy;</li> <li>3. individual commercial property portfolio acquisition decisions be delegated to the Head of Paid Service, in consultation with the Council's Section 151 Officer, the Leader of Council, the lead Executive Member for Business Development; and the appointed Chairman of the Invest to Earn Working Group;</li> <li>4. funds be borrowed on fixed rate terms from the appropriate source in order to pursue this strategy. (NB. to fulfil the first tranche of the proposed Strategy, this would require borrowing of up to £26.75 million (£25 million plus acquisition costs of 7%)).</li> </ol> <p>That the Panel RESOLVE that:</p> <ol style="list-style-type: none"> <li>5. in the event of the Strategy being approved, and, as part of its annual work programme, the Panel receive quarterly update reports on progress and performance.</li> </ol> <p>The divisions amongst the Panel were reflected at the point when the matter was presented to the Council for a decision. When introducing the item to the Council, the lead Executive Member advised that he had given the issue plenty of consideration since it had been debated by the Panel and the Audit Committee. As a consequence, it was his wish for the proposal to be deferred until the Council could better mitigate the risk concerns that had been identified, with the Strategy then being brought back to the Council if and when it was deemed appropriate.</p> |

| Item                        | Issue  |
|-----------------------------|--|
| One Council Proposal        | <p>During the first half of 2017/18, the Panel kept a close watching brief on the One Council proposal and received the notes arising from meetings of the SH/WD Joint Steering Group.</p> <p>This close watching brief culminated in the Panel convening a special meeting on 12 October 2017 to specifically review the outputs of the consultation process and provide feedback to the Council.</p> <p>Whilst it was by no means unanimous amongst Members, the Panel resolved that:</p> <p>The Council note the following views of the Panel:</p> <ol style="list-style-type: none"> <li>1. That the Panel are satisfied that the Single Council Consultation Process has been conducted in an open and transparent manner, with full independent overview to ensure best practice has been applied. In reaching this recommendation, the Panel ask Council to note the strength of the Independent Advisor report;</li> <li>2. That the Panel are of the view that the process contained a full range of participative options to enable residents, businesses, Town and Parish Councils and stakeholders to express their views;</li> <li>3. That the Panel note the distinct difference between the Online survey outcome and that of the Independent telephone survey; and</li> <li>4. That the Panel is however disappointed at the level of response, with 96% of electors in the South Hams choosing not to participate.</li> </ol> |
| Performance Measures Review | <p>A joint Task and Finish Group with West Devon Borough Council was established during this year. The Panel kept a close eye on the progress of the Review and each Member was assigned an area of the Council's business and was tasked with:</p> <ol style="list-style-type: none"> <li>1. Establishing whether the current performance measures were still relevant;</li> <li>2. If still relevant, considering whether the measure was set at the current level and who was responsible for setting that target; and</li> <li>3. Determining who (and why) would be responsible for adjusting these measures and/or target levels.</li> </ol> <p>Upon the direction of Members, the joint Review was suspended following the One Council decisions.</p> <p>As the suspension continued, it was deemed appropriate by the Panel to hold the review in abeyance pending the outcome of the Corporate Strategy review.</p>   |

| Item                           | Issue   |
|--------------------------------|---|
| Draft Budget Proposals 2018/19 | <p>Prior to the draft Budget Proposals being rolled out by the Executive for consultation, the Panel took the opportunity to consider the 'Medium Term Financial Strategy 2018/19 Onwards' and specifically the contents of the Member Survey on the Budget Options and made a series of recommendations for the Executive to take into initial account.</p> <p>During the joint meeting between the Panel and the Development Management Committee, Members focused on making recommendations to the Executive on how the Council should close the projected Budget gap of £345,688.</p> <p>Recommendations to meet this objective included:</p> <ul style="list-style-type: none"> <li>● Reducing the Community Re-Investment Fund by £75,000;</li> <li>● Using £100,000 from the Business Rates Pilot; and</li> <li>● Using £93,784 of the remaining unallocated New Homes Bonus funding.</li> </ul> <p>Whilst once again regrettable, there was unanimous support amongst Panel Members to recommend that Council Tax be increased by £5 for 2018/19. Such was the extent of the ongoing budget reductions from central government that Members reluctantly felt it to be absolutely essential for the Council Tax Base to be built up as much as possible.</p> <p>Such was the unfairness of funding, that the joint meeting also recommended that 'the unfairness of Central Government Funding for Shire District Councils be brought to the attention of our local MPs, with them both being encouraged to ask a parliamentary question on this point during the weekly Prime Ministers Question Time.'</p> <p>Finally, the joint meeting was asked to consider the Capital Programme Budget Proposals and, in doing so, recommended its approval in accordance with the agenda report that was presented to the meeting.</p> |
| IT Issues                      | <p>The Panel received an urgent update following some recent IT issues that had been experienced by the Council.</p> <p>As a result of the view being expressed that such IT issues appeared to be occurring more frequently, Members requested a more detailed update at a future Panel meeting in 2018/19.</p>  |

# Agenda Items – Transformation Programme

As the Council’s Transformation Programme continued to be embedded, the Panel regularly monitored its progress and performance during 2017/18. In particular, the Panel considered (and made recommendations) on:

## Quarterly Performance Reporting

During the course of the year, there was a general recognition amongst Members that the Transformation Programme was now suitably ingrained and the Panel was of the view that those performance measures related to the Programme were now obsolete and should therefore not be included in future quarterly performance reports.

## Transitional Resources Monitoring Report

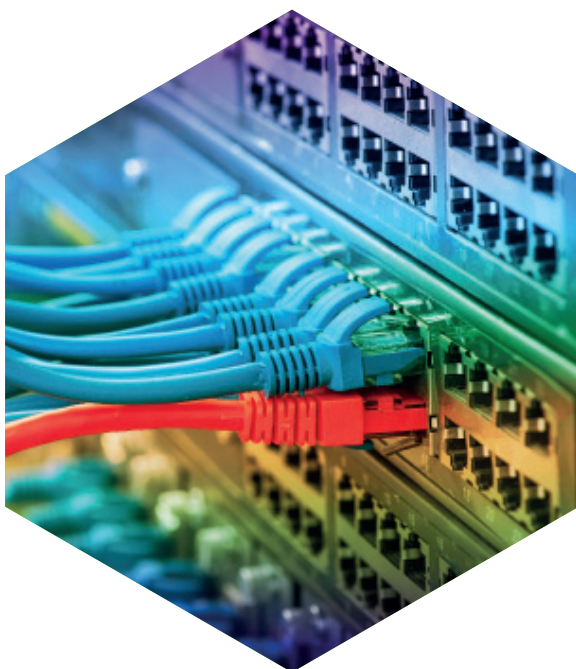
Following the decision of the Council in 2016/17 to provide additional temporary, fixed-term transitional resources to support certain service areas as the Programme continued to evolve, the Panel considered a report that provided it with an update on the impact of this decision.

In its conclusions, the Panel endorsed the contents of the Monitoring Report and insisted that a Programme Closedown Report be presented to a future meeting that included the most up to date available figures.

## Programme Closedown Report

Extending on the point that the Programme was now so ingrained, the Panel received a report that sought endorsement of the contents of the T18 Transformation Programme Closedown report and the benefits realised from this project.

The Panel endorsed the contents of the report and the benefits realised and also endorsed the fact that the T18 Programme had been a financial success. However, the Panel did also ask that, as part of its deliberations at its meeting on 14 June 2018, the Executive give particular consideration to the impact during the transition period and the project lessons to be learned.



# Agenda Items – Public Forum

In line with its openness and transparency agenda, the Council has adopted provision for the Overview and Scrutiny Panel to set aside 15 minutes at the start of each meeting to enable members of the public to raise issues and/or questions in line with its Procedure Rules.

During 2017/18, the Panel was presented with 7 questions/issues for consideration. These 7 focused on the following issues:

- ◆ clarification being sought over the Section 106 Agreement process and a site specific matter in Ivybridge;
- ◆ concerns being expressed over the proposed development at Kingsbridge Quayside. Having given consideration to a report that provided a summary of the work that had been undertaken as part of the Kingsbridge Masterplan project, the Panel concluded that:
  1. the consultation exercise to date should be endorsed and the results have been duly acknowledged; and
  2. its full support be given to the proposed additional consultation exercise.
- ◆ the role of the Council's Section 106 Agreements Case Manager; and
- ◆ Follaton House, Totnes car parking.

# Standards Update and Governance Matters

In accordance with the Council Constitution, the Overview and Scrutiny Panel is responsible for monitoring complaints (including Ombudsman complaints and those against Members alleging a breach of the Code of Conduct) and for the standards responsibilities under the Localism Act.

As part of these responsibilities, the Panel has considered:

## Hearing Decision Notices Arising from Meetings of the Code of Conduct Sub Panel

The Panel noted the contents of the Decision Notices relating to alleged breaches of the Code of Conduct by Cllr Trevorrow of Kingswear Parish Council and Cllr Hawkins of Kingswear Parish Council and South Hams District Council.

## Ombudsman Annual Review Letter 2017

The Panel congratulated the Monitoring Officer for the positivity of the Ombudsman Annual Review Letter. Members also welcomed the decrease in the number of Ombudsman complaints and felt that this was an example of the benefits of an increased corporate emphasis being given to complaint handling and the drive towards early resolution.

The Panel proceeded to resolve that the Ombudsman Annual Letter for 2017 had been reviewed with consideration being given to what corporate lessons may be learned and whether further service improvements may be required.

## Regulation of Investigatory Powers Act (RIPA) 2000 Policy and Update

As part of its responsibilities, the Panel was presented with a report that sought to:-

- Review the Council's RIPA Policy and approve guidance on Social Networking Sites in investigations;
- Update Members on the use of RIPA;
- Report on the role of the Office of Surveillance Commissioners; and
- Report on training for officers.

The Panel was assured that these Powers could only be used in very limited circumstances and recommended that the guidance on Social Networking Sites in investigations and included in the Council's RIPA Policy and noted that there had been no RIPA Authorisations in the past three years.

The Executive approved this recommendation at its meeting on 14 September 2017



# The 2018-19 Work Programme

The Overview and Scrutiny Panel has the ability to set its own annual work programme and it is acknowledged that sufficient flexibility is built in to enable for items to be included at short notice.

However, at the time of preparing this Annual Report, the following substantive agenda items have already been added to the 2018/19 Work Programme:

- Homelessness Strategy Year 2;
- IT / Civica – Lessons Learned;
- IT Resilience and Continuity;
- Neighbourhood Planning – Support to Groups;
- Food Safety Audit Update;
- Review and Effectiveness of Car Parking Equipment;
- Outcome Review reports:
  - Drug and Alcohol Abuse; and
  - Review of Approach to Partnership Support;
- Attendance of external representatives from the following organisations:
  - Devon Building Control Partnership
  - South Devon and Dartmoor Community Safety Partnership; and
  - South Devon College.
- Community Housing Strategy – Six Month Update;
- SHWD Sports & Community Development Annual Report 2017 (to include Youth Leisure Nights Update);
- Draft Budget 2019/20;
- Section 106 Agreements Schedule;
- Wholly Owned Company Business Case;
- Ombudsman Annual Letter; and
- Safeguarding Update.



South Hams  
District Council

# Agenda Item 15

## OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

| Meeting Date    | Report Title and Minute Ref.  | Decision / Action   | Officer / Member   | Officer / Member comments and Target Date  |
|-----------------|---|---|--|--|
| 9 November 2017 | Performance Measures<br><b>O&amp;S.73/17</b>  | <p>A Member highlighted the promotional board in the Follaton House car park that referred to some misleading information relating to recycling service performance and consequently requested that the accuracy of the information outlined on this board be revisited.</p> <p>Officers gave a commitment that, within the next month, a link would be available on the front page of each Member IPad that enabled Members to directly access the Council's performance measures.</p>   | Helen Dobby<br><br><br>Jim Davis                                   | <p>At the last Panel meeting, officers gave a commitment to follow-up this point</p> <p>IT still trying to resolve a technical issue</p> |
| 3 May 2018      | Urgent Business:<br>(a) Recent IT Issues<br><b>O&amp;S.110/17</b>   | <p><b>RESOLVED</b></p> <p>That the Panel Work Programme for 2018/19 be updated to include an item entitled: 'IT Resilience and Continuity' to be considered at the next Panel meeting on 28 June 2018.</p>  | Mike Ward  | Work programme updated accordingly   |
| 3 May 2018      | Executive Forward Plan<br><b>O&amp;S.112/17</b><br><br>(b) Medium Term Financial Strategy<br><br><br>(c) T18 Programme Closedown Report | <p>As a general point, the importance of keeping local Ward Members informed was raised by the Panel and it was felt that each of those local Members who would be affected by the Public Conveniences charging proposals should also be consulted as part of the decision-making process.</p> <p><b>RESOLVED</b></p> <p>1. That the Panel endorse the contents of the T18 Transformation Programme Closedown report and the benefits realised (as set out in Section 8 of the presented agenda report);</p> <p>2. That the Panel endorse the fact that the</p> | Emma Widdicombe<br><br><br><br><br><br><br><br><br><br>Lisa Buckle | <p>In also endorsing the report, the Executive formally accepted each of the Panel's findings at its</p>                                 |

|            |   |  |   |  |
|------------|---|--|---|--|
|            |   | <p>T18 project had been a financial success; and</p> <p>3. That, as part of its deliberations at its meeting on 14 June 2018, the Executive give particular consideration to the impact during the transition period and the project lessons to be learned.</p>  |   | meeting on 14 June 2018  |
| 3 May 2018 | <p>Update on the Urban Fringe Delivery Team and Sherford Strategic Review<br/><b>O&amp;S.113/17</b></p>                   | <p><b>RESOLVED</b></p> <p>1. That the set up and function of the new Urban Fringe Delivery Team be noted and supported;</p> <p>2. That officers clarify the status of the 'Members Steering Board'; the 'Joint Steering Group' and the 'Sherford Project Board' in time for the Annual Council meeting to be held on 17 May 2018; and</p> <p>3. That the latest update on the Sherford Strategic Review be welcomed.</p> | <p>Gina Small</p> <p>Darryl White</p> <p>Gina Small</p> | Clarity obtained and reflected in the appointments process at Annual Council   |
| 3 May 2018 | <p>Feasibility of Installing Electric Car Charging Points in the Council's Public Car Parks<br/><b>O&amp;S.114/17</b></p> | <p><b>RECOMMENDED</b></p> <p>That the Panel <b>RECOMMEND</b> that the Executive <b>RECOMMEND</b> to Council that the proposed Strategy for the installation of an electric vehicle charging network in Council Car Parks be endorsed, subject to steps being taken to advance the proposed installation date as outlined in paragraph 2.6 of the presented agenda report (late 2019).</p>                                | Chris Brook   | At its meeting on 14 June 2018, the Executive included an addition in its recc to the Council whereby the proposed strategy should only be endorsed <i>on the understanding that the EU funding is obtained.</i> |
| 3 May 2018 | <p>Q4 Performance Measures 2017-18<br/><b>O&amp;S.115/17</b></p>  | <p>The Panel felt that it would be beneficial to include the total number of planning appeals that had been determined as opposed to the total number of planning applications.</p> <p>A Member remained of the view that a new indicator should be developed in connection to caseload per planning officer</p>   | <p>Jim Davis</p> <p>Jim Davis</p>                       |  |

|            |   |   |                    |      |
|------------|---|---|--------------------|------|
|            |   | <p>and asked that this be given consideration as part of any pending review into the performance measures that were reported.</p> <p><b>RESOLVED</b><br/>That the thanks of the Panel be passed on to the waste and recycling crews for their hard work and efforts during the recent period of bad weather.</p>  | Helen Dobby        |      |
| 3 May 2018 | Enabling Homes to Meet the Needs for All<br><b>O&amp;S.116/17</b> | <p><b>RESOLVED</b></p> <ol style="list-style-type: none"> <li>1. That the good work carried out already to support the Council’s strategic aim of enabling homes to meet the needs for all be acknowledged;</li> <li>2. That the principles (as outlined in Section 4 of the presented agenda report) be agreed and supported subject to:- <ol style="list-style-type: none"> <li>(a) Section 4.1.1 being amended to read:<br/><br/>‘The delivery of affordable housing by the Wholly Owned Company (WOC) should be financially viable and not dependent on funding from the Council to cover any possible financial losses.’</li> <li>(b) Section 4.1.8 being amended to include a final sentence that reads:<br/><br/>‘In any event, the focus of the WOC is to provide affordable housing for sale or rent at below market rates.’</li> <li>(c) Section 4.1.9 be amended to read:<br/><br/>‘Affordable Housing rents will be set in order to meet the objectives in the Business Case. This does not mean that social rents will be made available.’</li> <li>(d) Sections 4.1.10 and 4.1.11 being deleted.</li> </ol> </li> <li>3. That the Panel consider (before its</li> </ol> | Darren Arulvasagam | Work |

|  |  |  |  |
|--|--|--|--|
|  |  | <p>presentation to the Executive) a detailed business case for the formation of a South Hams District Council WOC that will increase the Council's capability to enable homes to meet the needs for all; and</p> <p>4. That, before a business case is presented to the Panel and the Executive, arrangements be made for the relevant officers to meet with Members on a ward by ward basis so as to investigate and ascertain possible opportunities that may be available (or become available) to the WOC in their area for the development of affordable housing. During these meetings, particular attention is to be given to possible 'exception' sites in planning terms. The outcome of these meetings will then be presented to the Panel and the Executive alongside the business case proposal.</p> | <p>programme updated with item scheduled for Panel meeting on 6 September 2018</p> |
|--|--|--|--|

## OVERVIEW AND SCRUTINY PANEL

### DRAFT ANNUAL WORK PROGRAMME: 2018/19

| Date of Meeting  | Report  | Lead Officer                   |
|------------------|---|--------------------------------|
|                  |   |                                |
| 2 August 2018    | Executive Forward Plan (to include pre-Scrutiny of):<br>- IT Procurement Principles             | Kathy Trant<br>Nadine Trout    |
|                  | Task and Finish Group Updates (if any)  |                                |
|                  | Code of Conduct Hearing Panel Recommendations on the Complaints Process                         | Darryl White / Sue Nightingale |
|                  | Devon Building Control Partnership  | Darren Arulvasagam             |
|                  | SHWD Sports & Community Development Annual Report 2017 (to include Youth Leisure Nights Update) | Jon Parkinson                  |
|                  | Community Housing Strategy – Six Monthly Update   | Rob Ellis / Chris Brook        |
|                  |   |                                |
| 6 September 2018 | Executive Forward Plan  | Kathy Trant                    |
|                  | Task and Finish Group Updates (if any)  |                                |
|                  | Section 106 Agreements Schedule   | Sonia Powell                   |
|                  | Review and Effectiveness of Car Parking Equipment   | Helen Dobby                    |
|                  | Wholly Owned Company Business Case  | Darren Arulvasagam             |
|                  |   |                                |
| 4 October 2018   | Executive Forward Plan  | Kathy Trant                    |
|                  | Task and Finish Group Updates (if any)  |                                |
|                  | Ombudsman Annual Letter   | Sue Nightingale                |
|                  |   |                                |
| 1 November 2018  | Executive Forward Plan  | Kathy Trant                    |
|                  | Peer Review   | SLT                            |
|                  | Task and Finish Group Updates (if any)  |                                |
|                  | Community Safety Partnership Annual Report  | Louisa Daley                   |
|                  | Safeguarding Update   | Louisa Daley                   |
|                  |   |                                |
| 24 January 2019  | Draft Budget 2019/20 ( <i>joint meeting with DM Committee Members</i> )                         | Lisa Buckle                    |
|                  |   |                                |
| 14 February 2019 | Executive Forward Plan  | Kathy Trant                    |
|                  | Task and Finish Group Updates (if any)  |                                |
|                  |   |                                |

|               |  |             |
|---------------|--|-------------|
| 28 March 2019 | Executive Forward Plan                 | Kathy Trant |
|               | Task and Finish Group Updates (if any) |             |
|               |  |             |

Future items to be programmed:-

- Renewable Energy – Income Generation Opportunities (*timing depends on outcome of Corporate Strategy*)