

South Hams Overview and Scrutiny Panel



Title:	Agenda												
Date:	Thursday, 4th October, 2018												
Time:	10.00 am												
Venue:	Cary Room - Follaton House												
Full Members:	<p style="text-align: center;">Chairman Cllr Saltern Vice Chairman 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													
Interests – Declaration and Restriction on Participation:	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.												
Committee administrator:	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 6 September 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. Executive Forward Plan	15 - 20
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, 1 October 2018 to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.	
8. Customer Satisfaction Survey	21 - 58
9. Section 106 Agreements Schedule	59 - 68
10. Business Continuity Plan - Verbal Update	
11. Task and Finish Group Updates (if any)	69 - 92
(a) Drug and Alcohol Abuse	
12. Actions Arising / Decisions Log	93 - 100

13. Draft Annual Work Programme

101 - 102

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, 6 SEPTEMBER 2018**

Panel Members in attendance:			
* 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		

Other Members also in attendance:
Cllrs H D Bastone, I Bramble, J Brazil, R F D Gilbert, T R Holway, N A Hopwood, J A Pearce, R J Tucker, R J Vint, K R H Wingate and S A E Wright

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Group Manager – Commercial Services; and Senior Specialist – Democratic Services
7(a)	O&S.33/18(a)	Section 151 Officer
7(b)	O&S.33/18(b)	Community Of Practice Lead – Environment Services
8	O&S.34/18	Group Manager – Business Development and Section 151 Officer
9	O&S.35/18	Group Manager – Business Development and Senior Specialist – Place and Strategy
10	O&S.36/18	Community Of Practice Lead – Environment Services
11	O&S.37/18	Monitoring Officer
12(a)	O&S.38/18(a)	Senior Specialist – Environmental Health
12(b)	O&S.38/18(b)	Commissioning Manager
16	O&S.42/18	IT Community Of Practice Lead

O&S.29/18 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 2 August 2018 were confirmed as a correct record and signed by the Chairman.

O&S.30/18 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 P C Smerdon declared a personal interest in Item 12(b): 'Task and Finish Group Updates: Community Funding' (Minute O&S.38/18(b) below refers) and specifically part 1 of the recommendation by virtue of being a Council appointed representative and trustee of the South Hams Community and Voluntary Service (CVS). Having sought the advice of the Council's Monitoring Officer, Cllr Smerdon advised that he would make an introductory statement before leaving the meeting room during the debate and vote on this item; and

Cllr K Pringle also declared a personal interest in Item 12(b): 'Task and Finish Group Updates: Community Funding' (Minute O&S.38/18(b) below refers) and specifically part 1 of the recommendation by virtue of being a Council appointed representative of the South Hams CVS and remained in the meeting and took part in the debate and vote thereon.

O&S.31/18 **URGENT BUSINESS**

The Chairman informed that he had no items of urgent business to be raised at this meeting.

O&S.32/18 **PUBLIC FORUM**

In accordance with the Public Forum Procedure Rules, the Chairman informed that there were no questions that had been received for consideration during this agenda item.

O&S.33/18 **EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan and proceeded to note the likelihood that the agenda items relating to the: 'Governance Arrangements Post JLP Adoption' and 'Peer Review Report' would now be considered at a later meeting of the Executive.

(a) Medium Term Financial Strategy – Presentation

Having formally requested that the Panel consider the Medium Term Financial Strategy (MTFS) before its onward consideration by the Executive, the Section 151 Officer conducted a presentation to Members that also contained ten recommendations.

In the ensuing debate, reference was made to:-

- (a) some concerns that Development Management Committee Members were disengaged from the process of developing the MTFS. To offset these concerns, officers confirmed that the MTFS would be a standalone item on the Council agenda for its meeting on 27 September 2018;

- (b) the Business Rates Pilot Scheme. Members considered that the Council had little option other than to submit an application for Business Rates Pilot status for 2019/20. That being said, the Panel felt it to be very unfair that those local authorities that were located in London did not have to re-apply;
- (c) negative Revenue Support Grant. It was confirmed that the District Council Network was working very hard to obtain a realistic business rates baseline for all District Councils from 2020 onwards;
- (d) the use of New Homes Bonus funding. Such was the level of detail that was contained within the presentation slides in relation to New Homes Bonus funding, that a Member did not feel in a position to reach a view at this meeting;
- (e) Earmarked Reserves. The Panel felt that there was a need for ongoing review of the projects that were allocated within the Earmarked Reserves. Furthermore, a Member felt that it would be good practice to impose deadlines on such projects;
- (f) the recommendations to take specialist pension advice and review the terms and conditions of the Employment Green Book. In support of the recommendations on the options for the Council's Pension position and the conditions of the Employment Green Book, Members considered these to be particularly important matters;
- (g) the Treasury Management recommendations. The Panel was of the view that any recommendations it made on External Borrowing levels would be pre-empting the views of the Audit Committee. As a result, the Panel did not feel it appropriate to make a recommendation on this part of the MTFs at this time.

It was then:

RESOLVED

That the Executive **RECOMMEND** to Council that:

1. the strategic intention be set to raise Council Tax by the maximum allowed in any given year, without triggering a Council Tax Referendum, to enable continued delivery of services (NB. the actual Council Tax for any given year will be decided by the Council in the preceding February);
2. an application be submitted for Pilot status for 2019/20, with agreement being given to a 40% District / 34% Devon County Council / 1% Fire split for the 75% scheme. In the event of the Pilot bid not being successful, then agreement be given to remaining part of the Devon Business Rates Pool for 2019/20;
3. Central Government and Devon MPs be actively lobbied to support a 2019/20 Devon Pilot bid;

4. the Government, Devon MPs and other sector bodies such as the District Councils Network be actively lobbied and engaged with for a realistic business rates baseline to be set for the Council for 2020 onwards;
5. the Council responds to the technical consultation in support of the Government eliminating Negative Revenue Support Grant and continues to lobby for Rural Services Delivery Grant allocations which adequately reflect the cost of rural service provision;
6. for modelling purposes, the Council use £500,000 of New Homes Bonus funding for 2019-20 to fund the revenue base budget and then reduce this level to £400,000 by 2020-21 and £250,000 by 2021-22;
7. the annual level of contributions to Earmarked Reserves (£722,300) and the adequacy of the existing level of Unearmarked Reserves (£1.8 million) and Earmarked Reserves (£8.3 million) be reviewed by Members as part of the Budget Setting process. (NB. this will assess the adequacy of Reserves levels, in light of future plans and pressures);
8. it takes specialist pension advice on the options for the Council's Pension position, with the aim of reducing the current contributions, increasing affordability, whilst best managing the pension deficit;
9. it continue with the Local Government Terms and Conditions of Employment Green Book for at least 2019/20. That a review be undertaken into all options for reducing staff costs by varying terms from the Green Book from 2020/21, with an initial report being presented back before the end of 2018/19.

(b) Public Toilet Pay on Entry Contract Award

At the request of the Panel, the Community Of Practice Lead – Environment Services provided an update on the Public Toilet Pay on Entry Contract Award. In so doing, she advised that two tender submissions had been received and, following their evaluation, clarification answers to queries had been sought and received. It was confirmed that the next step would now be to award the contract.

During the subsequent debate, the following points were raised:-

- (i) The Panel was assured that the tender documentation had been compiled in such a way to ensure that the Council was not committed to specific Public Conveniences becoming Pay on Entry facilities. Furthermore, the process of determining exactly which facilities would become Pay on Entry would only be completed following a consultation exercise with the relevant local Ward Members;

- (ii) In reply to a question, officers advised that the tenderers had been asked to provide a view on what they considered to be the most appropriate means of delivering a Pay on Entry solution at each of the Public Conveniences;
- (iii) Whilst the Council continued to lobby, the Panel noted that Business Rates were still payable on Public Conveniences. As part of an upcoming review, officers advised that each of the Rates would be assessed to see if a formal appeal on the Rateable Value should be made to the Valuation Office.

O&S.34/18 **ACTIVITIES TO SUPPORT ECONOMIC GROWTH**

The Panel considered a report that sought to recommend that the Commercial Property Strategy be adopted. Furthermore, the report also sought to recommend that a total borrowing limit of £60 million be agreed for the Strategy.

During discussion, the following points were raised:-

- (a) As with the earlier comments during the debate on the Medium Term Financial Strategy (Minute O&S.33/18(b) refers), the Panel was reluctant to make any recommendations on the total borrowing limit and felt that it should be a matter for the Audit Committee to consider in detail at its next meeting;
- (b) With regard to the proposed Governance arrangements, some concerns were expressed. In particular, it became apparent that there were differing views over whether or not the Investment Member Group was to become a formal decision-making body. In the event of the Group becoming a constituted decision-making body, then serving non-Executive Members roles (that require independence) would be compromised. As a way forward, it was suggested that the non-Executive Members could attend meetings of the Group in a non-voting capacity.

Such was the extent of the concerns and differing views, that the Panel asked that further consideration be given to the Terms of Reference for the Member Group and the proposed delegated decision-making process. A recommendation to this effect was subsequently **PROPOSED** and **SECONDED** and when put to the vote declared **CARRIED**;

- (c) A debate ensued on the proposal for the Head of Paid Service to be given delegated authority, in consultation with the Section 151 Officer and the Leader of Council and the Chair of the Member Group. Some Members could not understand the suggestion whereby the Section 151 Officer (who was only a consultee in the decision) would then have a casting vote in the event of a 'split decision'. Furthermore, the point was raised on a number of occasions that the Council was a Member led authority and the governance arrangements should reflect this fact.

(d) To reflect his personal concerns, a Member formally **PROPOSED** that:-

'In light of the lack of information available at this time, the Commercial Property Strategy should not be approved.'

However, this proposal was not seconded and was therefore not debated.

It was then:

RESOLVED

That the Overview and Scrutiny Panel wish to express the following views to the Executive:-

1. that the Panel endorse the principle of a Commercial Property Strategy that includes the following multiple objectives:
 - to support regeneration and the economic activity of the District;
 - to enhance economic benefit;
 - to grow business rate income;
 - to assist with the financial sustainability of the Council as an ancillary benefit;
 - to help the Council continue to deliver and/or improve frontline services in line with the Council's adopted strategy and objectives; and
2. That the proposed Commercial Property Strategy be revised, with a detailed Terms of Reference for the Investment Member Group being drafted and further consideration being given to the proposed delegated decision-making process in time for consideration at the next Executive meeting on 13 September 2018.

(NOTE: in accordance with Council Procedure Rule 15.6, Cllr J T Pennington requested that his vote against this recommendation be formally recorded).

O&S.35/18 NEXT STEPS – ENABLING HOMES TO MEET THE NEEDS FOR ALL

The Panel considered a report that set out a business case for the formation of a Housing Wholly Owned Company (WOC). The report concluded that, on balance, there was no requirement for the formation of a Council Housing Wholly Owned Company at this time.

In discussion, the following points were raised:-

- (a) In support of the intention to 'enable homes to meet the needs for all', a number of Members acknowledged that this could be achieved irrespective of whether or not a Wholly Owned Company was formed;

- (b) In expressing disappointment, some Members felt it regrettable that the Council had not built (or facilitated the building of) any genuinely affordable housing for local working people in recent years. In addition, these Members stated the need for the Council to reconsider its definition of the term 'affordable' and review its Affordable Housing Policy;
- (c) Despite receiving assurances to the contrary, a Member remained of the view that there was a need to set up a Wholly Owned Company as a means to overcome the right to buy provision.

It was then:

RESOLVED

That the Panel **RECOMMEND** to the Executive agreement of the following principles:

1. That there is no requirement to form a South Hams District Council Housing Wholly Owned Company at this time;
2. That Council borrowing in order to acquire or develop affordable homes is acceptable in principle;
3. That affordable homes may be acquired or developed via the Community Housing Strategy OR through existing work with Registered Providers or Developers. (NB. these properties will be allocated in accordance with Local Lettings Plans and may be managed via the Council's Direct Lets Service; and
4. That the Council's affordable housing development / acquisition plans be guided as outlined in Section 5 of the presented agenda report.

(NOTE: in accordance with Council Procedure Rule 15.6, Cllr K J Baldry requested that his vote against this recommendation be formally recorded).

O&S.36/18 **PAY & DISPLAY MACHINES**

The Panel considered a report that updated Members of the steps that had been taken by officers to improve the effectiveness of car parking equipment.

In discussion, reference was made to:-

- (i) the latest compensatory offer to the Council. Officers informed that the latest compensatory offer from the Metric Group to reflect the lost income incurred by the Council was unsatisfactory. In the event of the offer remaining unsatisfactory, Members requested that senior representatives from the Metric Group should then be invited to attend a future Panel meeting;
- (ii) future pay and display equipment. In recognition of the changing face of car parks, it was agreed that measures such as 'pay on exit'; construction of barriers; and flexible forms of payment should be considered as part of the 2019/20 Budget Setting process.

It was then:

RESOLVED

1. That the actions taken be endorsed and the steps being taken by the Metric Group be noted; and
2. That, in the event of their compensation offer remaining unsatisfactory, then senior representatives of Metric Group be invited to attend a future Panel meeting.

O&S.37/18 DECISION NOTICES RELATING TO ALLEGATIONS OF BREACHES OF THE CODE OF CONDUCT HEARING PANEL

Members were presented with two formal decision notices arising from recent Hearing Panel meetings.

It was noted that these two Panel Hearings had been convened to consider allegations that Cllr Gina Coles (Dartmouth Town Council) and Cllr Rosie Adams (Totnes Town Council) had breached their respective Council's adopted Member Code Of Conduct.

It was then:

RESOLVED

That Decision Notices SH 09 170817 and SH 11 071117 be formally noted.

O&S.38/18 TASK AND FINISH GROUP UPDATES

(a) Drug and Alcohol Abuse – Interim Report

An interim report of the Task and Finish Group was presented to the Panel that sought to:

- consider the contents of a Briefing Note on designing out intravenous drug use in South Hams District Council Public Conveniences; and
- recommended that works be undertaken to design out the use of intravenous drugs in the male toilets at Coronation Road, Totnes.

In the ensuing discussion, the contents of the interim report were supported and the Panel wished to extend its gratitude to the Task and Finish Group Members and lead officers for their work on this Review.

It was then:

RESOLVED

1. That the Briefing Note on designing out intravenous drug use in South Hams District Council public conveniences (as outlined at Appendix A of the presented agenda report) be noted; and
2. That the Panel **RECOMMEND** that the Executive spend £2,500 from the Repairs and Maintenance Earmarked Reserve to pay for the works necessary to design out the use of intravenous drugs in the male toilets at Coronation Road, Totnes.

(b) Community Funding

The Panel considered the concluding report of the Community Funding Task and Finish Group.

In discussion, reference was made to:-

- (i) the South Hams Community and Voluntary Service (CVS). As indicated when declaring his interest (Minute O&S.30/18 above refers), the Vice-Chairman made a statement in support of the CVS that included:
 - The significant impact of previous funding reductions and his hope for a period of stability for the organisation;
 - The organisation having relocated from the Council offices in March 2018. In making the point, the Member highlighted that the office had remained vacant since and stated that, had it been re-let, then the income generated could have helped to meet the financial reduction being proposed in this agenda report; and
 - The amount of work undertaken by the CVS that was closely aligned to the Council's wellbeing priority theme.

(Upon the conclusion of his statement, the Vice-Chairman left the meeting room.)

In agreement with these views, another Member felt that a one-off reduction from £22,616 to £0 was rather harsh. In disagreement, some of the Task and Finish Group Members felt the links to the Council's corporate priorities were rather tenuous and questioned the added value that was being obtained by the Council. This view was expanded upon, with reference being made to the close linkages between the work of the CVS and the social care sector. Furthermore, these Members also highlighted that, despite being invited to do so each year, 53 of the 59 town and parish councils still chose not to make any financial contributions to the CVS.

- (ii) the proposed funding reductions to the South Devon AONB. In support of the recommendation, Group Members advised that assurances had been sought whereby, despite the proposed reduction, the AONB would still have sources of funding to deliver projects;
- (iii) the South West Rotary Youth Games. It was confirmed that clarity was still being sought over the role of the Rotary Club in the Youth Games. This clarity was being sought in response to some Members being of the view that the Council should not be seen to be supporting organisations such as the Rotary Club. In the event of an unsatisfactory response being received, these Members advised that they may have a differing view when the proposal to retain funding at the existing level was presented to the Council for a final decision.

It was then:

RESOLVED

That the Panel **RECOMMEND** that the Executive **RECOMMEND** to Council that:

1. the proposed funding reduction to the South Hams Community and Voluntary Service be endorsed in accordance with paragraph 5 of the presented agenda report; and
2. the proposed funding reduction to the South Devon Area of Outstanding Natural Beauty be endorsed in accordance with paragraph 5 of the presented agenda report.

(NOTE: in accordance with Council Procedure Rule 15.6, Cllr E D Huntley requested that her vote against recommendation 2 be formally recorded).

O&S.39/18 ACTIONS ARISING / DECISIONS LOG

The contents of the latest version of the Log was presented for consideration. In discussion, it was agreed that the difficulties that Members were still experiencing in accessing the latest performance dashboard information on their iPads would be followed up.

O&S.40/18 **DRAFT ANNUAL WORK PROGRAMME**

The Panel noted the contents of its latest Annual Work Programme without any further comments, additions or amendments.

O&S.41/18 **EXCLUSION OF PUBLIC AND PRESS**

It was then:

RESOLVED

That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item of business as the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act is involved.

O&S.42/18 **IT PROCUREMENT**

The Panel considered an exempt report that provided an update on the IT Procurement exercise.

In discussion, the Panel expressed its support for the proposed way forward.

It was then:

RESOLVED

That the Panel endorse the IT Procurement exercise and **RECOMMEND** to the Executive that the proposed way forward (as outlined in the exempt agenda report presented to the Panel) be approved.

(Meeting started at 10.00 am and concluded at 1.00 pm)

Chairman

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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 October 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)

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

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 and Support Services

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

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
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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	Fleet Replacement Programme	HD/Cllr Gilbert	Council	October 2018	6 December 2018
Customer First	Coastal Concordat	RS/Cllr Bastone	Council?	18 October 2018	6 December 2018
Customer First	Brixton Community Housing Scheme	RE/Cllr Tucker	Council	18 Oct 2018	6 December 2018
Customer First	Adoption of Clean Air Strategy	IL/Cllr Hopwood	Council	18 October 2018	6 December 2018
Customer First	Adoption of Business Continuity Plan	IL/ Cllr Hopwood	Council	18 October 2018	6 December 2018
Commercial Services	Waste and Cleansing procurement	HD/Cllr Gilbert	Council	22 November 2018	6 December 2018
Commercial Services	Public Conveniences	CA/Cllr Gilbert	Council	22 November 2018	6 December 2018
Support Services	Revenue Budget Monitoring to September 2018 (quarter 2 position)	PH/Cllr Wright	Council	22 November 2018	6 December 2018
Support Services	Capital Budget Monitoring to September 2018 (quarter 2 position)	PH/Cllr Wright	Council	22 November 2018	6 December 2018
Support Services	Treasury Management Mid Year update 2018/19	PH/Cllr Wright	Council	22 November 2018	6 December 2018
Support Services	Write Off Report – Quarter 2 2018/19	LB/Cllr Wright	Council	22 November 2018	6 December 2018
Support Services	Draft Revenue Budget Proposals 2019/20	LB/Cllr Tucker	Council	22 November 2018	6 December 2018
Support Services	Draft Capital Programme Proposals 2019/20	LB/Cllr Tucker	Council	22 November 2018	6 December 2018
Customer First	CTR New scheme	IB/Cllr	Council	22 November 2018	6 December 2018

Strategy & Commissioning	Adoption of Health and Safety Policy Statement	IL/Cllr Tucker	Council	22 November 2018	6 December 2018
Customer First	Joint Local Plan	TJ/Cllr Bastone	Council	January 2019	February 2019
SLT	Peer Review Report	SH/Cllr Tucker	Council	January 2019	February 2019

*** 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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Agenda Item 8

Report to: **Overview and Scrutiny Panel**
Date: **4 October 2018**
Title: **Customer Satisfaction Survey**
Portfolio Area: **Customer First**
Wards Affected: **All Wards**
Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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

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

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: Nadine.Trout@swdevon.gov.uk

RECOMMENDATION

That the Panel RECOMMENDS to the Executive to note the results from the Council's recent Customer Satisfaction Survey and endorse the proposed actions as detailed in para 5 of this report.

1. Executive summary

- 1.1 This report is presented by the portfolio holder for Customer First and details the scores achieved by the Council as part of a recent Institute of Customer Service customer satisfaction benchmark survey.
- 1.2 The report also includes recommended next steps to improve the Council's customer satisfaction scores.

2. Background

- 2.1 Earlier this year the Council in partnership with West Devon Borough Council became a Member of the Institute of Customer Service. The Institute is an independent, not for profit membership body with over 480 organisational members. 80% of membership organisations are from private sector and 20% from the public sector. The Institute is renowned for providing customer survey, benchmarking and training services.

- 2.2 The purpose for joining the Institute of Customer Service was to obtain a true benchmark of our customers' experience against the best private and public organisations in the country; and more importantly use our membership to learn from the top performing companies as to how best we can improve our customer service offering.
- 2.3 It's important to note top scoring organisations include Amazon, First Direct, O2, Marks and Spencer, BMW and government agencies such as HMRC and DWP.

3 Outcomes/outputs

- 3.1 On 16 June this year the Council contacted over 4,000 South Hams District Council customers. Contact was made by either email or text message. A copy of the survey questions can be found at Appendix A of this report. The text highlighted in yellow in the appendix shows how the survey was tailored to suit South Hams customers.
- 3.2 Customers were only contacted if they had had dealings with the Council within the last three months. Each email was personalised with the customer's name and their reason for contacting the Council. Customers were asked to provide honest and anonymous feedback on their recent customer experience. Customers did this by clicking on a link which took them to a survey hosted on the Institute of Customer Service survey portal.
- 3.3 Over 500 South Hams customers responded to the survey. The response rate exceeded the Institute of Customer Services minimum return rate of 100 responses as such the survey was deemed statistically sound.
- 3.4 The survey responses were used by the Institute of Customer Service to benchmark the Council against the UK Customer Satisfaction Index. The index is updated twice a year and canvasses the opinions of 10,000 UK customers.
- 3.5 Results from the benchmarking can be found at Appendix B. Key points to note from the results are as follows:
 - a. The survey shows combined and individual scores for South Hams and West Devon Borough Councils.
 - b. It takes organisations time to up their customer satisfaction scores, as shown on page 11 of Appendix B.
 - c. The Council scores higher than the average local Council for its Net Promoter Score and Customer Effort scores as shown on pages 14 and 26 of Appendix B.

- d. The Council needs to improve its performance on getting things right first time and keeping its customers informed as detailed on pages 16, 20 and 27 of Appendix B.
 - e. Words used to describe the Council are a mixture of both positive and negative as detailed on page 21 of Appendix B.
- 3.6 Customers have been contacted and thanked for participating in the survey and have been invited to join a Customer Focus Group should they wish to.
- 3.7 The survey results have been shared with staff at a series of Away Days which took place between 21 September and 1 October. The purpose of the Away Days was to analyse and reflect on the results with staff and to encourage staff to be active participants in formulating an action plan to improve customer satisfaction. In particular staff were asked to focus on solutions to improve:
- a. Getting services right first time
 - b. Keeping customers informed
 - c. Showing customers they care
 - d. Complaint handling
- 3.8 The ideas generated at the Staff Away Days will help inform a set of Council service standards.
- 3.9 Plans are also underway for the Council to participate in National Customer Service week taking place from 1-5 October 2018.

4 Options available and consideration of risk

- 4.1 The Council could have chosen not to benchmark its customer service delivery; but in doing so would fail to understand how its customer service ranked against other public and private sector service providers.
- 4.2 In order to gain a true understanding of customer satisfaction levels it was deemed appropriate to grasp the nettle and benchmark the Council against the best customer service providers.

5. Proposed Way Forward

- 5.1 Building on the work detailed in paragraph 3 above it is recommended that officers:
- a. Produce a comprehensive action plan and present this to Overview and Scrutiny Panel in November 2018.
 - b. Start an end to end process review of all customer transactions and involve customers signed up to the Customer Focus Group to do this. Thus ensuring any amended or new customer processes are sense checked and deemed customer friendly before going live.

- c. Repeat the Institute of Customer Service benchmarking in 12 months time to measure improvement and demonstrate the action plan has had a positive impact.
- d. Introduce short and simple transactional surveys in between now and next summer to regularly appraise customer satisfaction levels and hone service delivery where needed.
- e. Regularly report to Executive on the results of all transactional surveys.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Overview & Scrutiny Panel have a responsibility to assist the Council in identifying areas for improvement and to make any necessary recommendations to the Executive and Council.
Financial	Y	There are no financial implication as a result of this report that have not already been budgeted for.
Risk	Y	A failure to review and act upon customer satisfaction levels could lead to: Lack of coherent delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: The recommendations outlined in this report
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		-

APPENDICES

Appendix A – Customer Survey Questions
Appendix B – Customer Survey Results

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Business Benchmarking – Question set

Business Benchmarking & South Hams District Council

This survey will take no more than 10 minutes to complete.
Thank you for taking the time to help us.

Because UKCSI is a standardised benchmarking survey, not all the questions may seem relevant to you. If that's the case, please use the "N/A" box for that question.

Q1. Thinking about your most recent contact with **South Hams District Council**, did you deal with them... **(Single option)**

- | | |
|--|--------------------------------------|
| In person (e.g. visited a store/branch /office) | ASK SECTION 1 & 2 & 7 |
| Over the phone (e.g. called a contact centre) | ASK SECTION 1 & 3 & 7 |
| In writing | ASK SECTION 1 & 5 & 7 |
| Email | ASK SECTION 1 & 5 & 7 |
| Text | ASK SECTION 1 & 6 & 7 |
| Web Chat | ASK SECTION 1 & 6 & 7 |
| App | ASK SECTION 1 & 4 & 7 |
| Social Media | ASK SECTION 1 & 6 & 7 |
| On their website | ASK SECTION 1 & 4 & 7 |

Q2.. Thinking about your most recent contact with **South Hams District Council**, what was the **main** purpose of this contact? **(Mark one only)**

- Getting a quotation/looking at the products or services on offer**
- Applying for something**
- Making a **purchase payment**
- Enquiry/asking a question
- About a problem or complaint
- A regular appointment/check**
- An appointment or check made due to an issue or problem**
- Checking your account information/receiving a regular account statement or bill
- Other **(Record comment)**

Please tell us how satisfied or dissatisfied you are with **South Hams District Council** by scoring the list of factors below. If you have no experience or views on any of the items please click the N/A (not applicable) button.

Section 1: General

So thinking about your last experience of **South Hams District Council**, what score would you give for:

- | | Exceptionally
dissatisfied | | | | | | | | Exceptionally
satisfied | | |
|---|-------------------------------|---|---|---|---|---|---|---|----------------------------|----|-----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| <input type="radio"/> Reputation of the organisation | | | | | | | | | | | |
| <input type="radio"/> Product/service quality | | | | | | | | | | | |
| <input type="radio"/> Product/ service reliability | | | | | | | | | | | |
| <input type="radio"/> Quality of information/advice | | | | | | | | | | | |

Business Benchmarking – Question set

- Handling of enquiries
- Being kept informed
- Ease of doing business
- Billing
- Price/cost

Section 2: In Person

And thinking about your last experience of **South Hams District Council**, what score would you give for:

Exceptionally dissatisfied							Exceptionally satisfied				
1	2	3	4	5	6	7	8	9	10	N/A	

- Speed of service
- Helpfulness of staff
- Competence of staff

Section 3: Over the phone

And thinking about your last experience of **South Hams District Council**, what score would you give for:

Exceptionally dissatisfied							Exceptionally satisfied				
1	2	3	4	5	6	7	8	9	10	N/A	

- The ease of getting through
- Helpfulness of staff
- Competence of staff
- On time delivery/**resolution**
- Condition of delivered goods/**service**

Section 4: Website / App

And thinking about your last experience of **South Hams District Council**, what score would you give for:

Exceptionally dissatisfied							Exceptionally satisfied				
1	2	3	4	5	6	7	8	9	10	N/A	

- Ease of finding what you want
- The **check-out online** process
- Availability of support
- On time delivery/**resolution**
- Condition of delivered goods/**service**

Section 5: Writing/Letter/Email

And thinking about your last experience of **South Hams District Council**, what score would you give for:

Business Benchmarking – Question set

- | | | | | | | | | | | | |
|--|-------------------------------|---|---|---|---|----------------------------|---|---|---|----|-----|
| | Exceptionally
dissatisfied | | | | | Exceptionally
satisfied | | | | | N/A |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
- Speed of response
 - On time delivery/resolution
 - Condition of delivered goods/service

Section 6: Text / Social Media / Web Chat

And again thinking about your last experience of **South Hams District Council**, what score would you give for:

- | | | | | | | | | | | | |
|--|-------------------------------|---|---|---|---|----------------------------|---|---|---|----|-----|
| | Exceptionally
dissatisfied | | | | | Exceptionally
satisfied | | | | | N/A |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
- Speed of response

Section 7: South Hams District Council Overall

And finally thinking about how you see **South Hams District Council**, what score would you give for:

- | | | | | | | | | | | | |
|--|-------------------------------|---|---|---|---|----------------------------|---|---|---|----|-----|
| | Exceptionally
dissatisfied | | | | | Exceptionally
satisfied | | | | | N/A |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
- Ability to interact with **South Hams District Council** in the way you prefer
 - Cares about their customers
 - Open and transparent
 - You trust **South Hams District Council**

Q3. How satisfied or dissatisfied are you with **South Hams District Council** overall?

- | | | | | | | | | | | |
|--|-------------------------------|---|---|---|---|----------------------------|---|---|---|----|
| | Exceptionally
dissatisfied | | | | | Exceptionally
satisfied | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Q4. Thinking about your overall experience of **South Hams District Council**, if you had the choice, how likely would you be to:

- | | |
|-----------------------|---------------------|
| Extremely
unlikely | Extremely
likely |
|-----------------------|---------------------|

Business Benchmarking – Question set

1 2 3 4 5 6 7 8 9 10 N/A

- Stay as a customer of **South Hams District Council**
- Buy/use another product/service from **South Hams District Council**

Q5. Thinking about your overall experience of **South Hams District Council**, if you had the choice, how likely would you be to:

Extremely unlikely	Extremely likely
0 1 2 3 4 5 6 7	8 9 10 N/A

- Recommend **South Hams District Council** to friends or relatives

Q6. How much effort did you have to make to complete your transaction, enquiry or request on this occasion?

A lot of effort	Very little effort
10 9 8 7 6 5 4 3	2 1 N/A

Q7. What three words would you use to describe your most recent experience with **South Hams District Council**

Word 1: _____

Word 2: _____

Word 3: _____

Q7b. Thinking about your most recent contact with **South Hams District Council**, was everything right first time?

- Yes
- No **{ROUTE TO Q7c}**
- Don't know/Not applicable

Q7c. If 'No' – Did you need to make follow up contact as a result of this?

- Yes **{ROUTE TO Q7d}**
- No
- Don't know/Not applicable

Business Benchmarking – Question set

Q7d. If 'Yes' – How many times? (*Record number*)

Q8. Have you had any kind of problem or bad experience with **South Hams District Council** in the last 3 months?

- a. Yes (**ROUTE TO Q9**)
- b. No (**ROUTE TO Q11**)

Q9. Did you tell anyone at **South Hams District Council** about your problem?

- a. Yes (**ROUTE TO Q10**)
- b. No (**ROUTE TO Q11**)

Q10. Please give a score out of 10 to indicate how satisfied or dissatisfied you feel with the items below. If your complaint is not yet resolved please click the N/A button for 'the final outcome of your complaint'.

	Exceptionally dissatisfied					Exceptionally satisfied					
	1	2	3	4	5	6	7	8	9	10	N/A
<input type="checkbox"/> The outcome of the complaint											
<input type="checkbox"/> The handling of the complaint											
<input type="checkbox"/> Staff understanding the issue											
<input type="checkbox"/> Staff doing what they say they will do											
<input type="checkbox"/> The attitude of staff											
<input type="checkbox"/> Speed of resolving your complaint											

Q11. What one thing do you think **South Hams District Council** should improve? (**Open comment question**)

THANK YOU FOR COMPLETING THE SURVEY YOUR VIEWS ARE APPRECIATED
You can visit the website to find out more about the UKCSI: [Click here](#)

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Business Benchmarking

South Hams District Council and West
Devon Borough Council benchmarked with
the January 2018 UKCSI Public Services
(Local) sector results

Contents

Part 1	UKCSI and Business Benchmarking: an introduction	3
Part 2	How to use this report	8
Part 3	UK Customer Satisfaction Index (UKCSI)	10
	Satisfaction by channel	16
Part 4	Satisfaction & Loyalty	17
	Range of scores against customer priorities	20
	Word cloud	21
Part 5	South Hams individual scores	22

1

UKCSI and Business Benchmarking: an introduction

Business Benchmarking | An introduction to the UKCSI

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- UK's largest cross-sector customer benchmarking study
- Over 10,000 customers; 46,500 responses
- 13 sectors
- 35 metrics of customer experience
- Future customer behaviours, NPS, customer effort, right first time, trust, reputation
- Channel usage and satisfaction
- Drivers of complaints and complaint handling
- Published in January and July

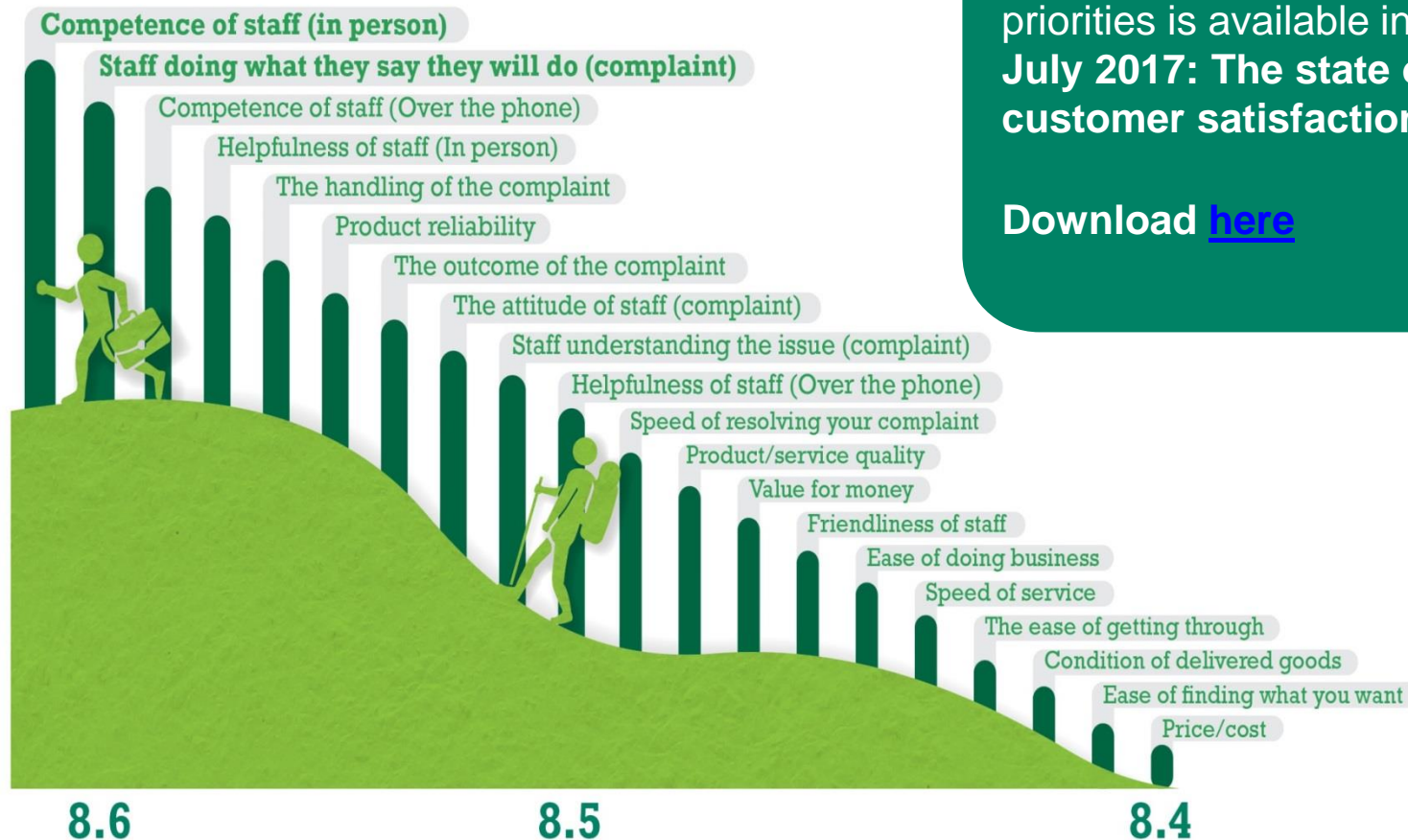
A barometer of the state of customer satisfaction in the UK

UKCSI vs Business Benchmarking | Key facts

	Business Benchmarking	UKCSI
Differences in methodology	Customer Sample <ul style="list-style-type: none"> Survey sample selected and provided by your organisation Typically c. 200 responses from your customers You choose a sector benchmark from 13 sectors 	<ul style="list-style-type: none"> Online panel of 10,000 customers Representative of UK population 3,000 responses per sector Customer chooses an organisation to rate (based on interaction in the last three months)
	Timing <p>Survey takes place at a time agreed by the Institute and your organisation</p>	<ul style="list-style-type: none"> Published January and July Fieldwork approx. 3 months before publication
Same methodology	Measures <ul style="list-style-type: none"> Based on measures in the UKCSI Includes channel usage and satisfaction Additional / bespoke questions may be added if agreed with the Institute before the survey commences 	<ul style="list-style-type: none"> 35 metrics of customer experience, based on the Institute's research into customers' priorities Channel usage and satisfaction available in sector reports Complaints insight available in sector reports
	Index Calculation <p>Your organisation's scores are calculated on the same basis as the UKCSI</p>	<ul style="list-style-type: none"> Responses on a 1 to 10 scale Index score for each measure is mean average of all responses UKCSI for each organisation is the average of all of its customers' satisfaction scores, weighted by importance based on customer priorities' research

Business Benchmarking | Top 20 customer priorities

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More information about customer priorities is available in **UKCSI July 2017: The state of customer satisfaction in the UK**

[Download here](#)

Business Benchmarking | Methodology: further notes

Customer Effort

This metric is based on the question:

“How much effort did you have to make to complete your transaction, enquiry or request on this occasion” (1-10 scale).
A lower score signifies less effort required on the part of the customer.

Organisations use Customer Effort scores to:

- Understand and benchmark “ease of doing business”
- Gauge their efficiency and speed in dealing with customers

Customer effort is most appropriate in service situations where customers don't want to be dealing with the organisation and/or seek to minimise the time/effort spent completing their transaction or enquiry.

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Net Promoter Score (NPS)

This metric is based on “likelihood to recommend” scores.

The NPS formula used in UKCSI is:

% of respondents scoring 9/10 (out of 10) on likelihood to recommend
MINUS % of respondents scoring 0-6 on likelihood to recommend
EQUALS Net Promoter Score for the organisation

Organisations use NPS to:

- Track levels of satisfaction and recommendation
- Gauge their ability to create “promoters”, while minimising “detractors”.

2

How to use this report

Business Benchmarking | How to use it to improve customer satisfaction

Business Benchmarking insight check

- Identify your strengths and weaknesses compared to the UK and sector averages
- Understand the mix of channels your customers use and how satisfaction varies by channel
- Look at the range of organisations scores on the measures in your sector: identify the opportunities for differentiation
- Track progress against your previous Business Benchmarking surveys

Identify potential issues and areas of focus

Check against your own customer verbatim analysis / surveys

Check against current customer service improvement initiatives

Communicate your results within your organisation

Create improvement plans and set measures to assess impact

Track impact

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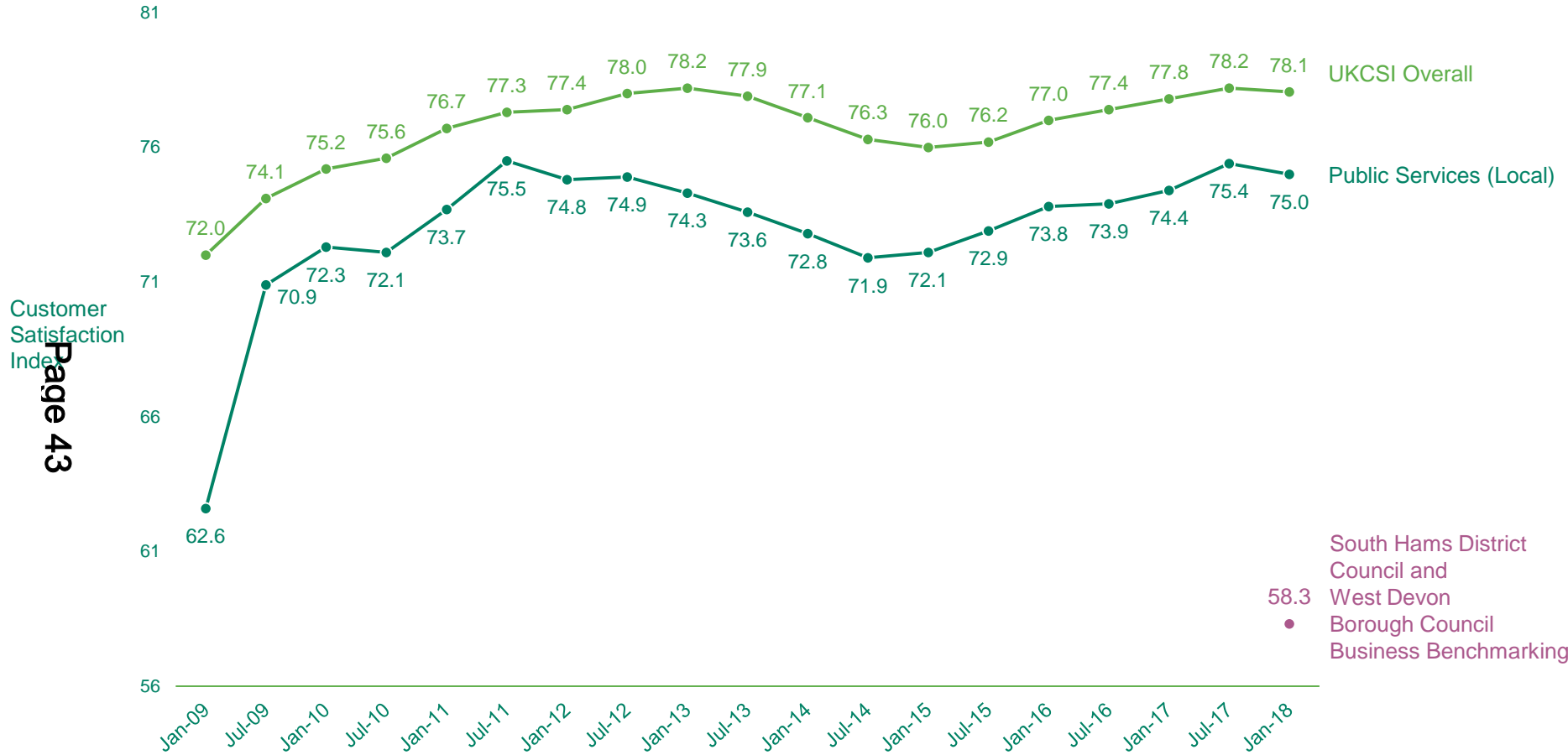
3

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UK Customer Satisfaction Index (UKCSI)

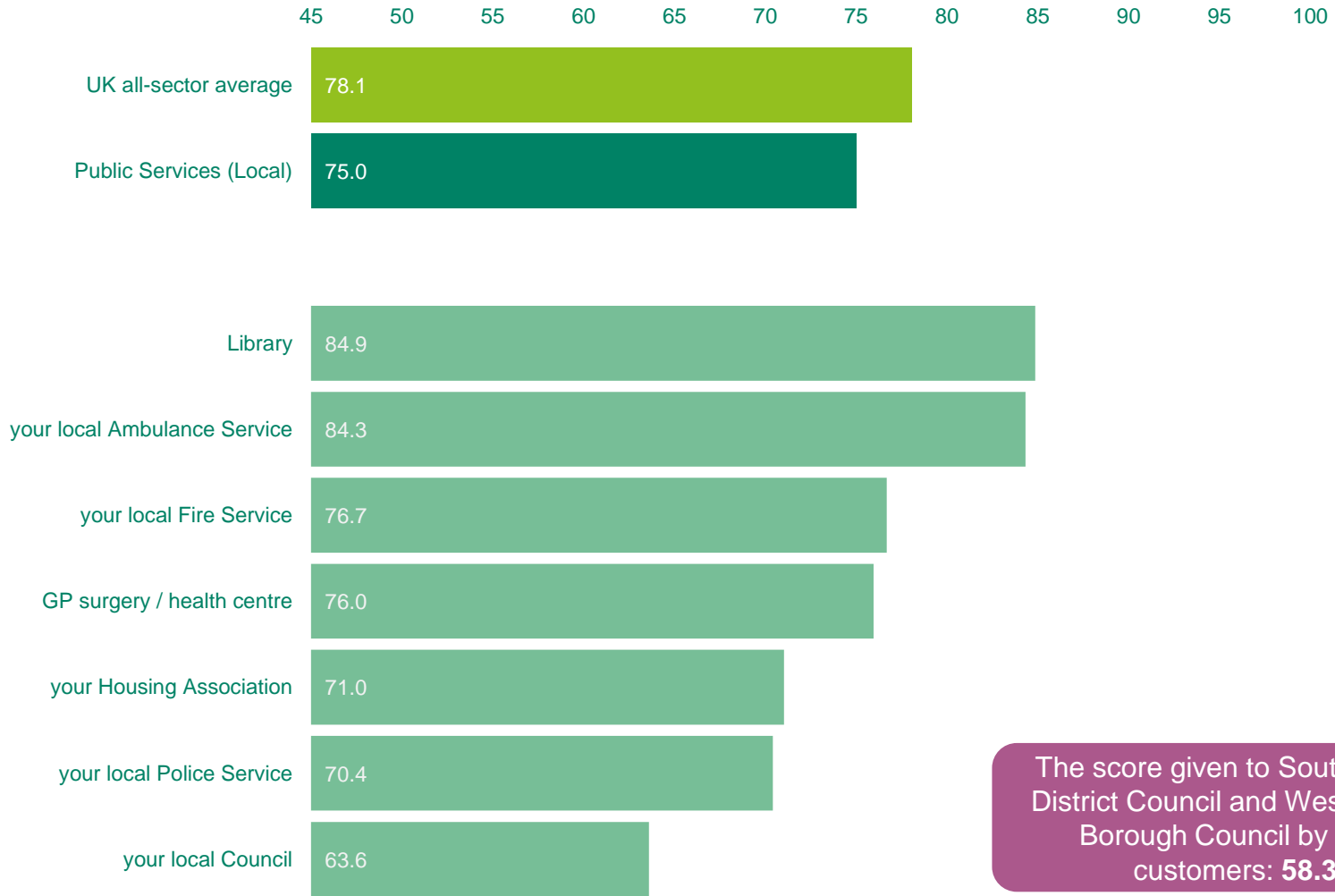
Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction trends

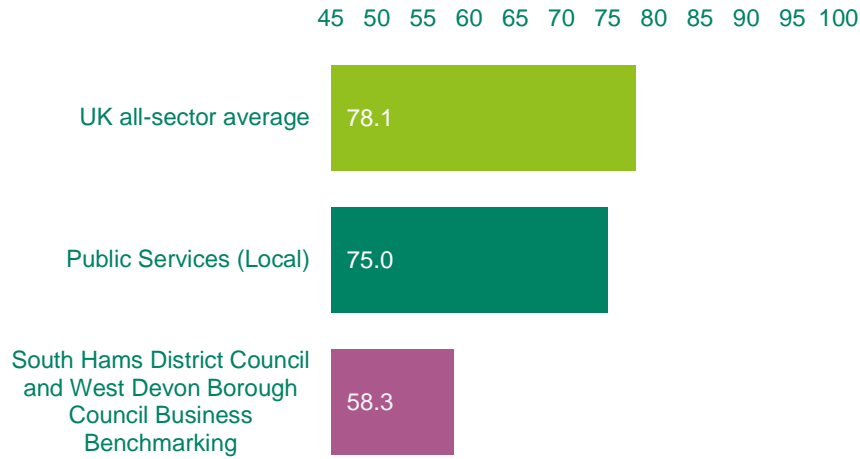


Business Benchmarking | South Hams District Council and West Devon Borough Council UK Customer Satisfaction Index (UKCSI)

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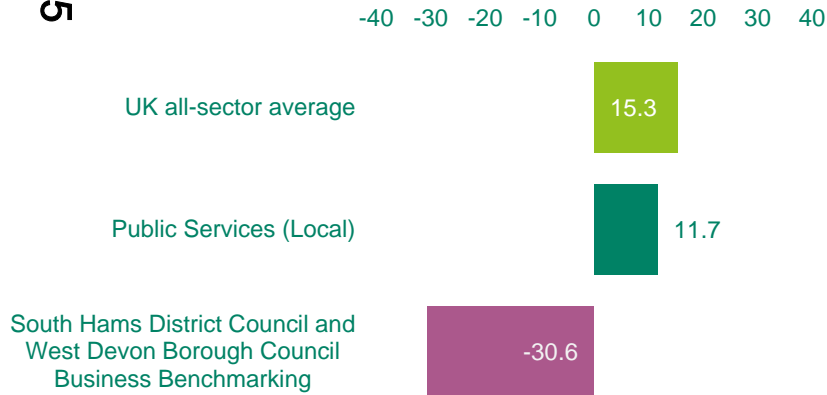


UK Customer Satisfaction Index (UKCSI)

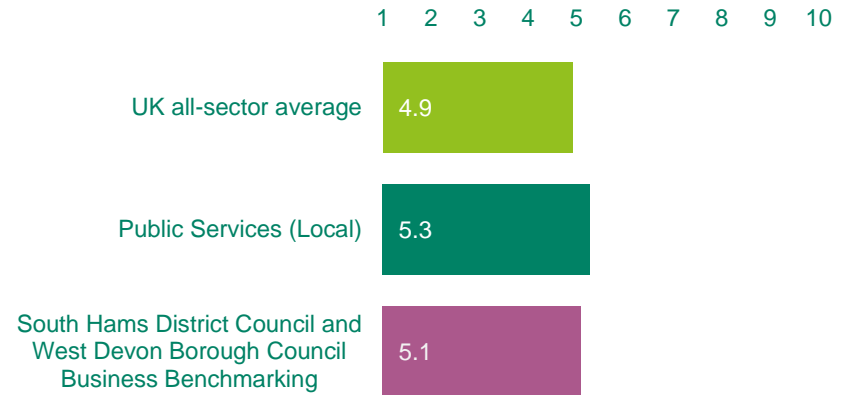


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Net Promoter Score

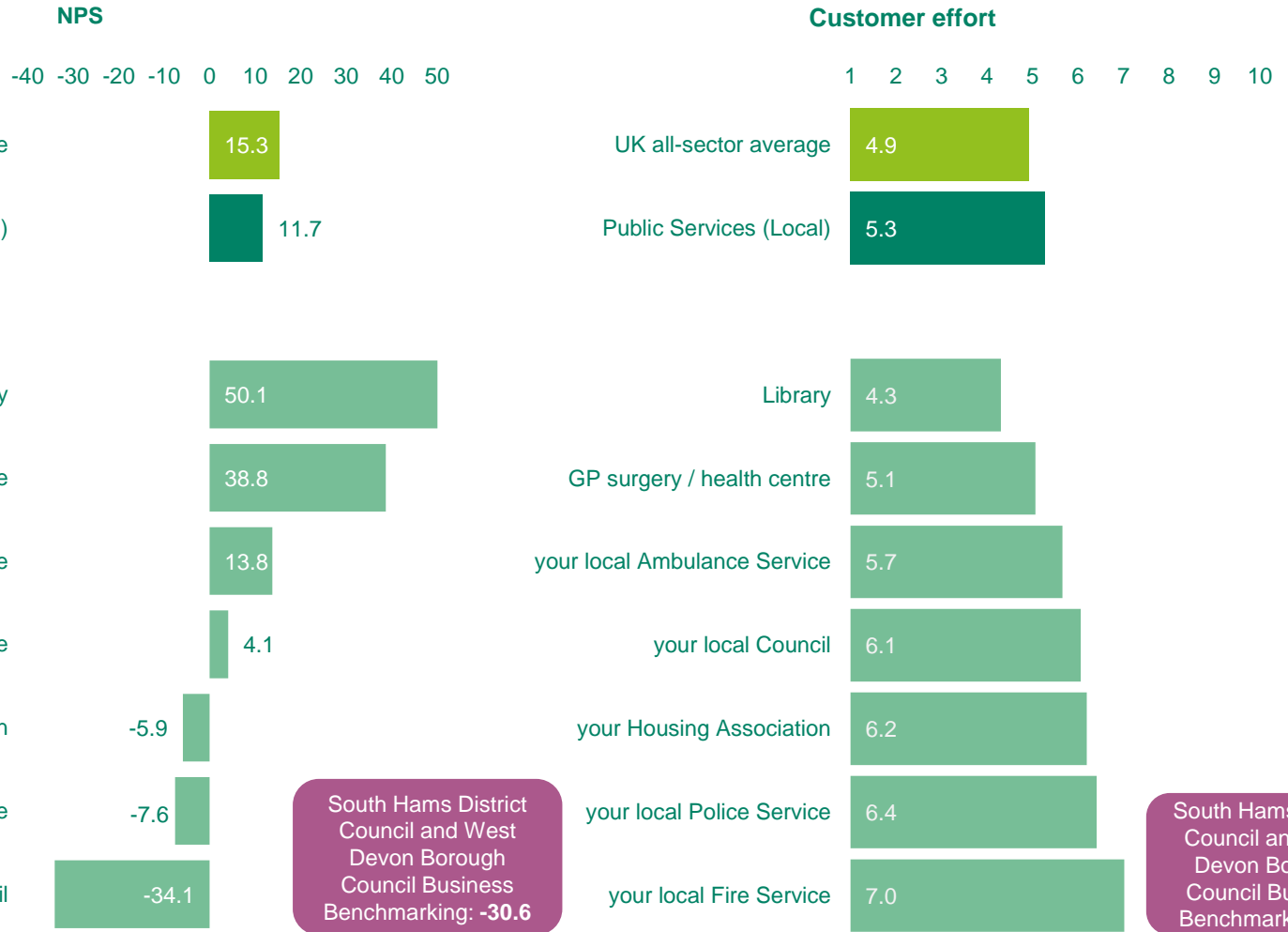


Customer Effort

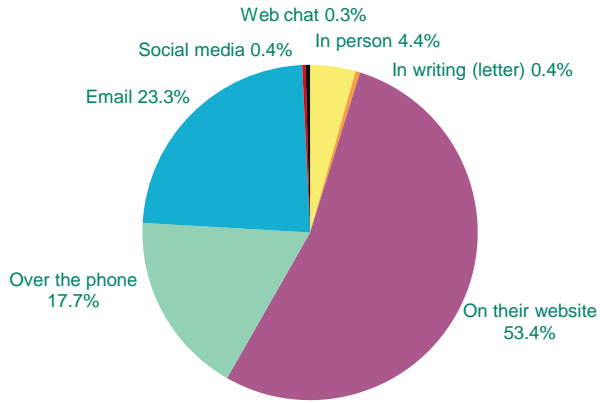


Business Benchmarking | South Hams District Council and West Devon Borough Council Net Promoter Score and Customer Effort

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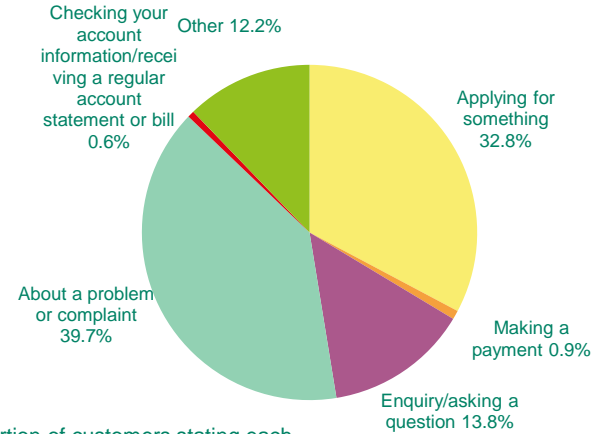


Frequency of channel



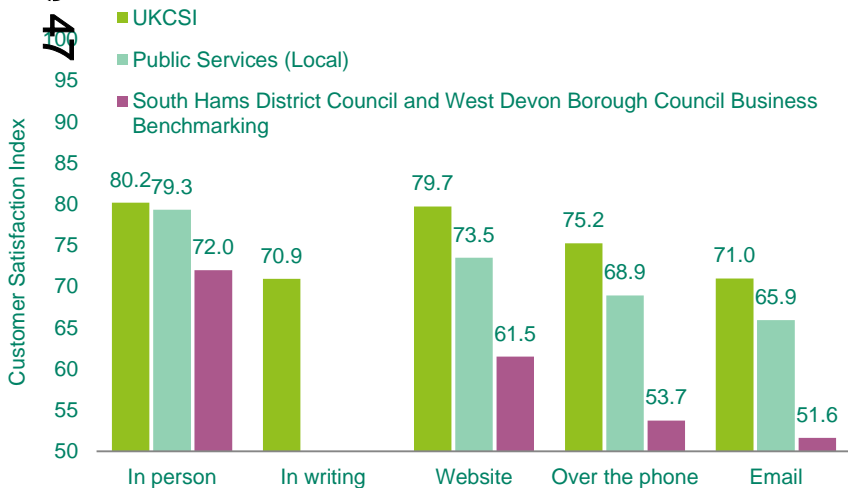
The proportion of customers using each channel for their interaction, for South Hams District Council and West Devon Borough Council

Frequency of reason for contact



The proportion of customers stating each reason for contact, for South Hams District Council and West Devon Borough Council

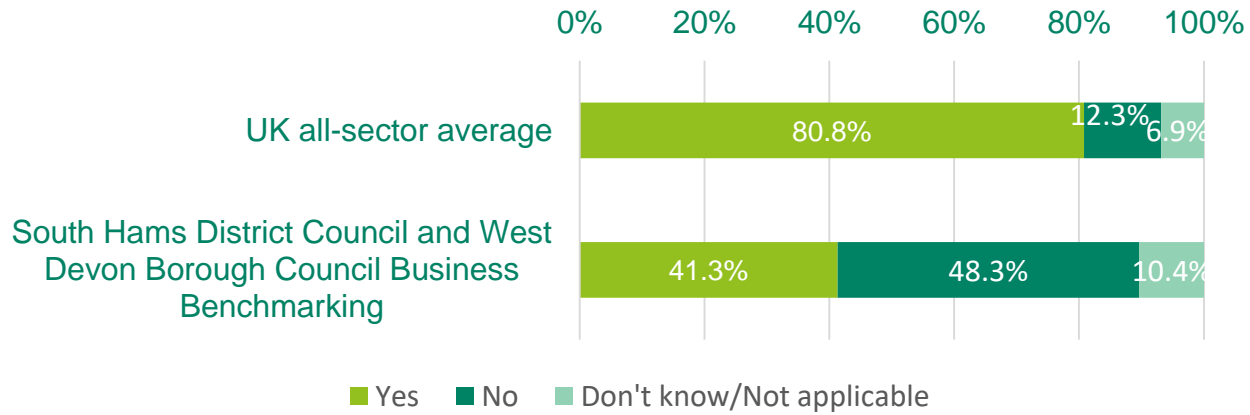
Satisfaction by channel



Satisfaction by reason for contact

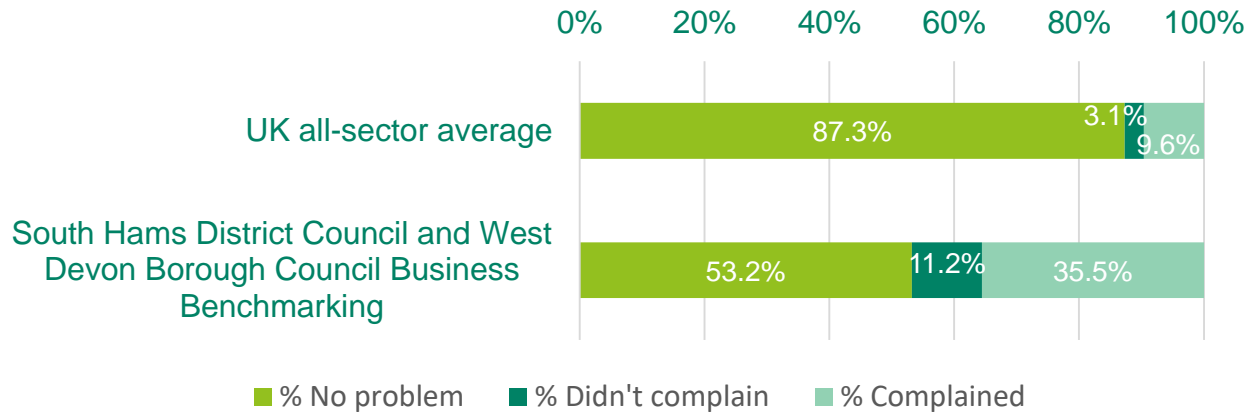


Right first time



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Complaints data

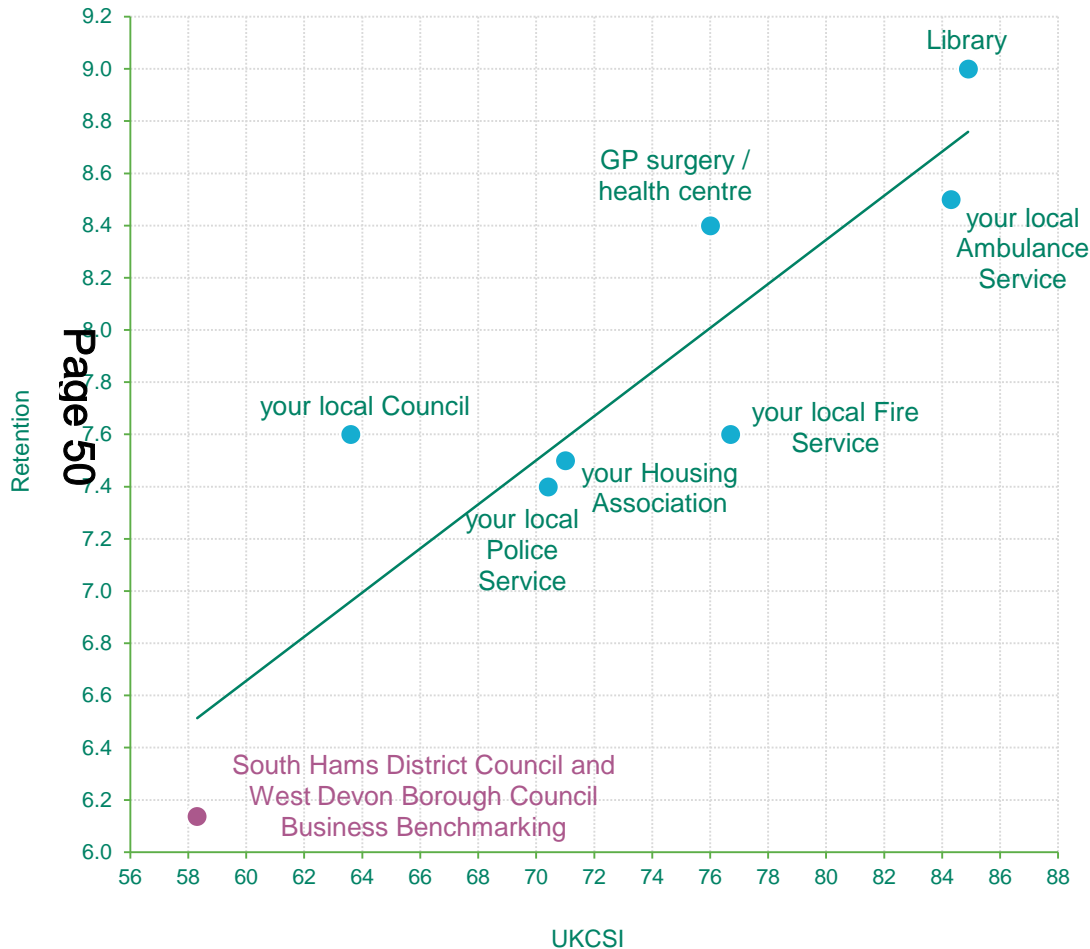


4

Satisfaction & Loyalty

Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction and intention to remain a customer



	Jan 18 UKCSI	Retention *
UK all-sector average	78.1	8.1
Public Services (Local)	75.0	8.3
Library	84.9	9.0
your local Ambulance Service	84.3	8.5
your local Fire Service	76.7	7.6
GP surgery / health centre	76.0	8.4
your Housing Association	71.0	7.5
your local Police Service	70.4	7.4
your local Council	63.6	7.6

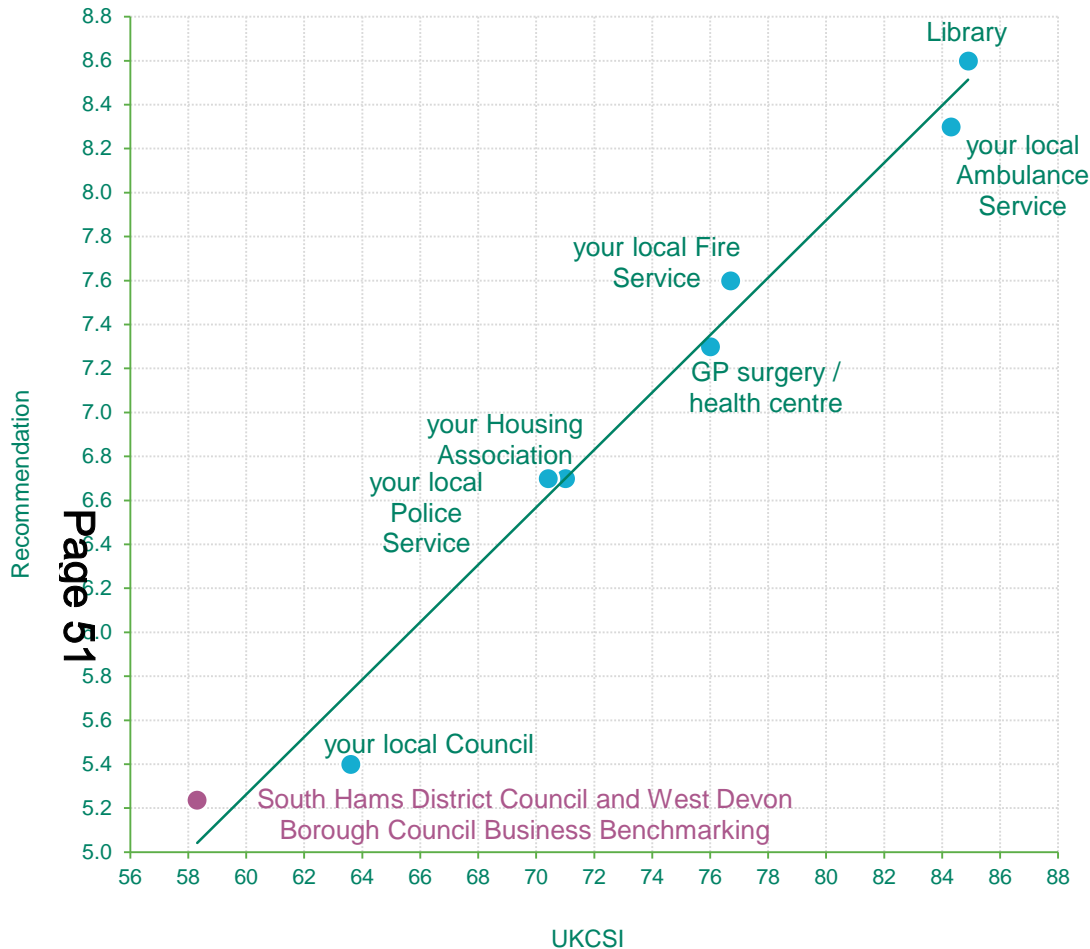
	CSI	Retention *
South Hams District Council and West Devon Borough Council Business Benchmarking	58.3	6.1

*Retention score is based on responses to the question:
'How likely would you be to stay as a customer of XX?'

1= Extremely unlikely 10= Extremely likely

Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction and intention to recommend



	Jan 18 UKCSI	Recommendation *
UK all-sector average	78.1	7.5
Public Services (Local)	75.0	7.2
Library	84.9	8.6
your local Ambulance Service	84.3	8.3
your local Fire Service	76.7	7.6
GP surgery / health centre	76.0	7.3
your Housing Association	71.0	6.7
your local Police Service	70.4	6.7
your local Council	63.6	5.4

	CSI	Recommendation *
South Hams District Council and West Devon Borough Council Business Benchmarking	58.3	5.2

*Recommendation score is based on responses to the question:
'How likely would you be to recommend XX to friends or relatives?'

0= Extremely unlikely 10= Extremely likely

Business Benchmarking | South Hams District Council and West Devon Borough Council

Range of scores against customer priorities

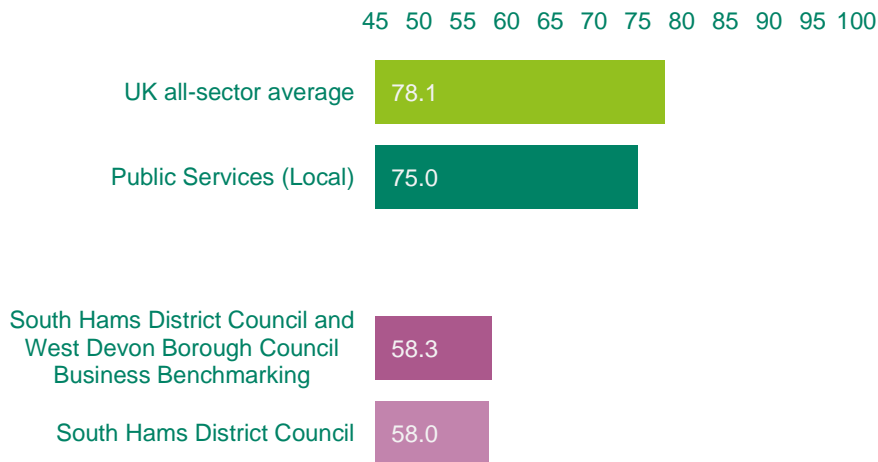


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Comparisons were only made between companies with base sizes over 10. Factors with less than 4 companies scoring them were removed from the analysis.

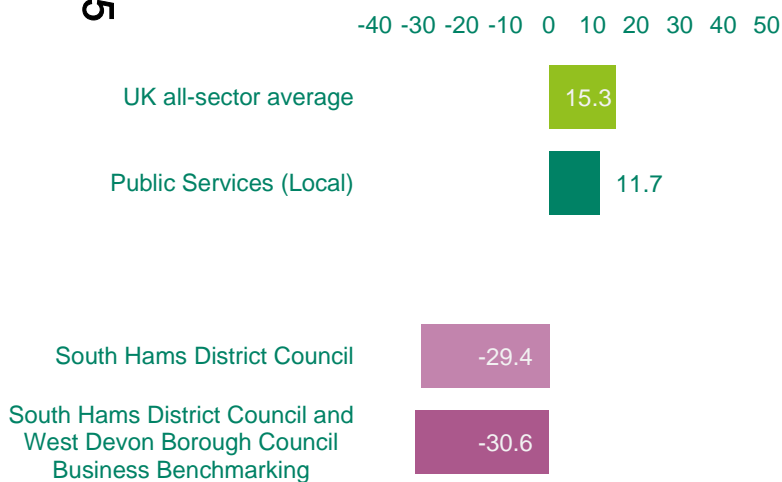
South Hams District Council

UK Customer Satisfaction Index (UKCSI)

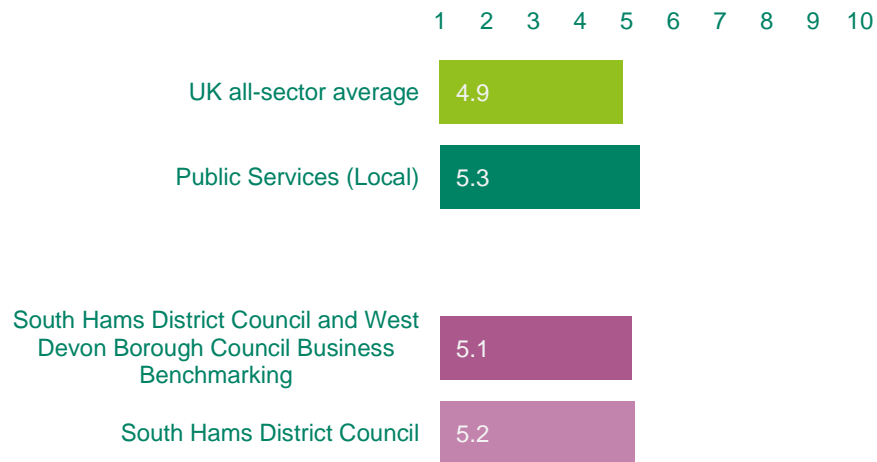


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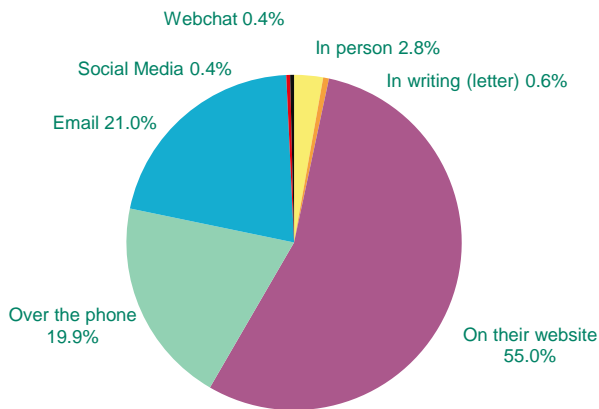
Net Promoter Score



Customer Effort



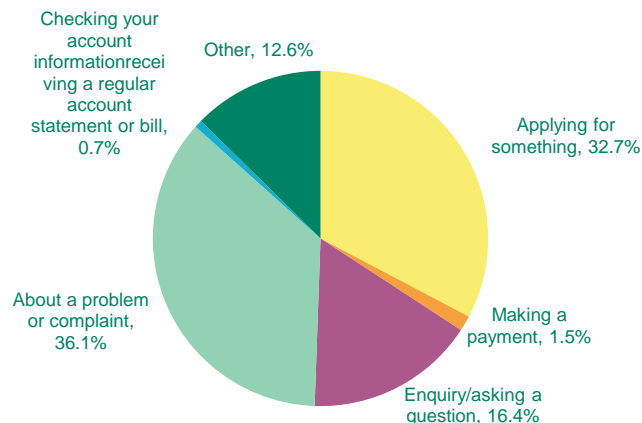
Frequency of channel



The proportion of customers using each channel for their interaction, for South Hams District Council and West Devon Borough Council - South Hams District Council

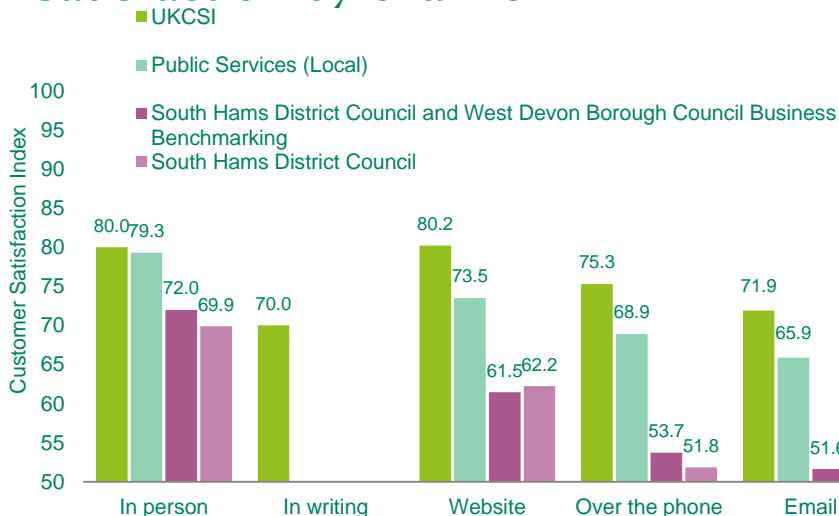
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Frequency of reason for contact

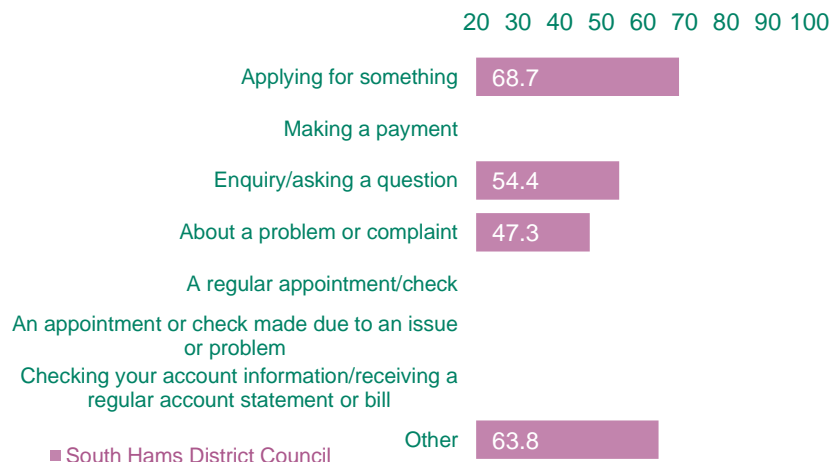


The proportion of customers stating each reason for contact, for South Hams District Council and West Devon Borough Council - South Hams District Council

Satisfaction by channel



Satisfaction by reason for contact





The Institute of
Customer Service

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instituteofcustomerservice.com

Agenda Item 9

Report to: **Overview and Scrutiny Panel**
Date: **4 October 2018**
Title: **Section 106 Agreements (Update)**
Portfolio Area: **Support Services – Councillor Hopwood**

Wards Affected: **ALL**

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

Author: **Sonia Powell** Role: **Case Management Manager**

Contact: **Email sonia.powell@swdevon.gov.uk**
01803 861361

Recommendations:

That the Overview and Scrutiny Panel:

- 1. Note the progress and improvements made in monitoring and administering S106 Agreements**
- 2. Agree that monitoring of administration of S106 Agreements can be reported through the Internal Audit Reporting Cycle.**

1. Executive summary

In place since October 2017, the S106 Officer role is responsible for monitoring obligations and control of financial and non-financial administration arising within those S106 Agreements. Considerable progress has been made in bringing records up to date and a clearly defined process is in place for categorising different stages of applications and monitoring the conditions.

Last reported to Committee on 8th February 2018, this report provides a further update of the position up to 31st August 2018.

The report seeks approval for future reporting to revert back to inclusion within the standard Internal Audit Reporting Cycle.

2. Background

Under S106 of the Town and Country Planning Act 1990, as amended, contributions can be sought from developers to be put towards the costs of providing community and social infrastructure, the need for which has arisen directly as a result of a new development taking place.

The purpose of the S106 Fund is therefore to support and enable local communities to provide affordable housing and improve open spaces, sport recreation and community facilities and the public realm in order to enhance the quality of life across the South Hams District.

It is important to note that S106 contributions may only be spent on new facilities or improvements to facilities where the new development has, at least in part, contributed to the need for that facility or will have an impact on existing facilities. This means that funding will be invested in facilities based within the same locality or catchment area in which the contributing development is located. The legislation also restricts the extent to which contributions can be pooled for larger projects.

The level of funding contribution is negotiated with developers during the planning application process. However the District Council normally only receives the payment of S106 monies either when the development work commences or more often, when it is partially complete.

The District Council is the accountable body for the spending of S106 monies that relate to such provision as affordable housing, public open space, sport and recreational facilities and the public realm. The District Council must therefore allocate all funds in accordance with the S106 legal agreement that the District Council will have already entered into with the land owner or developer.

Legal agreements can include the County Council as a signatory to the agreement where developer contributions will be required for education, highways and transportation, civic amenity and library facilities, as key examples.

Legal agreements will normally specify a time period within which any submitted contributions must be spent (where no phasing is otherwise agreed as part of the agreement).

3. Monitoring of Section 106 agreements

The role of the s106 Officer (Case Manager) is that of monitoring and control of s106s Agreements. Specific work includes:

- Review and categorisation of each Agreement for improved monitoring and maintaining an up to date record of the status of individual s106 Agreements (Appendix A)
- Timely invoicing of funds

- Highlighting non-compliance
- Liaising with developers, officers and Members
- Providing regular updates for the Open Space Sport and Recreation (OSSR) webpage

The Green Infrastructure officer role, funded through the Open Space, Sport and Recreation (OSSR) S106 contributions secures new funds from developments, and is responsible for delivering projects with the existing secured funds.

The S106 officer co-ordinates the production of updated lists of OSSR S106s by Parish/Town, with updated reports published online.

The list of S106 Deposits were shown in Appendix C of The Capital Programme Monitoring Report presented to the Executive on 1st February 2018 (Agenda item 8) Updated figures will be included in the next Capital Programme Monitoring Report.

4. Monitoring reports on S106 funding

A schedule of Section 106 funds held by the Council are regularly reported to Members and were last reported to Executive on 1st February 2018.

Release of S106 funds for Affordable Housing projects was reported to Overview & Scrutiny on 14th June 2018.

The Council provides information on the South Hams website related to S106 contributions by parish and town. The latest information published, dated September 2017, related to open space, recreation and sport (OSSR) contributions and projects. <https://www.southhams.gov.uk/article/4066/Funding-for-Open-Space-Sport-and-Recreation-Projects->

5. Update on Progress

All agreements have been reviewed and categorised according to three stages (Appendix A);

- **Pre commencement**, - development work yet to commence, planning application in and approved.
- **Under Development** – development has commenced, stage payment/s received, actively monitored.
- **Paid in Full (PIF)** – all monies invoiced and paid, development work is ongoing, monthly monitoring of spend.

The records are maintained and up to date.

The review of non-financial conditions is ongoing, non-compliance issues are monitored and addressed by Placemaking CoP Lead.

The S106 2018/19 Follow Up Internal Audit Report, June 2018, recognises the continued

work by the S106 Senior Case Manager, particularly the significant changes in managing the S106 funds. Audit opinion progressed from Fundamental Weaknesses Identified to Improvements Required.

Improvements include;

- Ongoing reconciliation of funds between spreadsheets and General Ledger,
- Direct liaison with other services, such as Land Charges,
- Maintaining an electronic Smartsheet S106 Register and setting automated reminders from the Register for key target dates,
- Legal Services sending notification of Agreements, with a summary of obligations, to all relevant services,
- Direct communication with developers to obtain updates on progress of building completions,
- Arranging for developers to pay funds direct to Devon County Council and other related third parties,
- Prompt raising of invoices and coding of funds received,
- Calculation and recovery of monitoring fees.

Further improvements continue in collaboration with Affordable Housing, OSSR, Finance and Placemaking Cop Lead.

6. Proposed Way Forward

The Committee acknowledges much progress has been made in this area and agrees that administration of S106 can be monitored and reported through the Internal Audit Reporting Cycle.

7. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	S106 agreements are secured under Section 106 of the Town and Country Planning Act to support projects that mitigate the impact of development. The Council has an obligation to spend the funds in accordance with the terms of the agreement.
Financial	Y	The Council's Financial Procedure Rules require that where expenditure over £30,000 is proposed, that this needs to be agreed by Executive. The expenditure relates to s106 funds specifically for the purpose of mitigating impacts from development. The parameters for expenditure (in particular the location and type of project that can be supported) are prescribed in the s106 agreement.

Risk	Y	<p>There is a risk of funds not being collected or spent in accordance with the s106 agreement. To address this, where any s106 funds are passed to community groups to develop and deliver projects, offers of grants will be made with appropriate terms and conditions securing the interest of the Council and ensuring that the requirements of the s106 agreements are adhered to. If ambiguity exists over the appropriateness of a project, agreement of the developer will be sought.</p> <p>There is a risk of funds not being collected in accordance with the s106 agreement. A key objective of the s106 Officer is to ensure all monies are collected.</p> <p>Some s106 agreements have 'clawback' clauses allowing the developers to be re-paid the money if it is not spent within a certain timeframe. Thus there is a risk of communities losing out if money is not spent within the specific timeframes. Careful monitoring will prevent this from happening.</p> <p>There is a risk of funds not being spent in accordance with community aspirations and that community benefits may not be secured for the long term. Any recipients of grant offers will need to hold necessary powers and have a suitable organisational structure in place. Where necessary Community Use Agreements will be implemented to secure long term community use.</p> <p>There is a risk that the requirements of the Council's Financial Procedure Rules will not be met. All payments will be made in accordance with the Rules and contracting/tendering procedures where relevant.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	N/a
Safeguarding	N	N/a
Community Safety, Crime and Disorder	N	N/a
Health, Safety and Wellbeing	N	N/a
Other implications	N	none

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SECTION 106 DEPOSITS as at 31/07/18
BALANCE SHEET CLASSIFICATION: LONG TERM LIABILITIES - REVENUE

Classif. Code	SITE	Date Received	Current Stage	Restriction/Committed End Date	Conditions	TOTAL S106 DEPOSITS as at 31.07.18 £
	REVENUE					
	Langage Energy Centre (9/49/1020/98/1)					
1007	- Landscape Fund (PG01)			25 years, interest (rate not specified)	Reduce the landscape and visual impact of power station	(69,308.77)
1008	- Local Liaison Group (PG02)			25 years, interest (rate not specified)	Funding of local activities in the electoral wards of the Council immediately surrounding the Phase 1A and the wards of SHDC and/or PCC	(6,349.23)
1009	- Public Art (PG03)			25 years, interest (rate not specified)	Public art in or in the vicinity of the Phase 1A Land	(113,814.03)
1010	- Migrant Workers (PG04)			No restriction/committed end date	Provide information and advice relating to migrant workers employed in relation to the development	(1,520.16)
1012	- Ecology Park (PG06)			25 years, interest (rate not specified)	Laying out and planting of the Ecology Park	(34,144.21)
1013	- Ecology Park Mtc (PG07)			25 years, interest (rate not specified)	Maintenance of the Ecology Park	(34,144.21)
2020	- Construction of Starter Units (PG08)				Construction of the Starter Units and procure a site for the Starter Units on either the Energy Park or land within South Hams District	(1,195,047.08)
2021	- Bus interchange - Deep Lane junction (PG09)			25 years, interest (rate not specified)	Cost of establishing a bus interchange facility in the vicinity of the Ridgeway/Deep Lane junction	(28,453.19)
2022	- Enhanced bus services (PG10)			25 years, interest (rate not specified)	Securing and supporting enhanced bus services to the Phase 1A Land and the Energy Park	(227,628.54)
2118	Langage Consultants Fees (MP)				Master plan	(29,957.01)
2255	Land at Blackawton (New Parks Farm), Blackawton (06/2313/09/F)	05/09/2011	PIF	25 years, no interest	Required as a result of the development - spent on Open Space Sport Recreation contribution within or directly relating to the parish of Blackawton or on such other Blackawton Community project as the Council shall see fit	(2,596.00)
2338	Steam Packet Inn, Kingswear (30/2177/08/F)	03/09/2012	PIF	5 years, no interest	Open Space Sport and Recreation contribution	(2,335.50)
2384	Land West of Ermington (21/1425/12/F)	12/02/2013 27/10/2017	Under Development	5 years, interest at NatWest base rate	£38900 - OSSR , 48k employment land and £5k retaining wall. £35K restrictive covenant .	(126,900.00)
2411	Maypool House Youth Hostel (30/2787/10/F) - Dwelling One	20/03/2012	PIF	No restriction/committed end date	Affordable Housing contribution (£10,000.00) and Open Space (£4,868.75)	(32,415.54)
2806	Maypool House Youth Hostel (30/2787/10/F) - Dwelling Two	10/02/2016	PIF	No restriction/committed end date	Affordable Housing contribution	(41,433.78)
2428	Former Old Chapel Inn, St Anns Chapel, Bigbury (05/0227/11/F)	02/05/2013	PIF	No restriction/committed end date	Affordable Housing contribution	(97,700.91)
2428	Former Old Chapel Inn, St Anns Chapel, Bigbury (05/0227/11/F)	02/05/2013	PIF	No restriction/committed end date	Open Space Sport and Recreation contribution towards open public space	(12,075.39)
2429	Milizac Close (Underhay) Yealmpton (62/2948/11/O)	13/05/2013	PIF	5 years, interest at BoE base rate +4%	Sport and Recreation contribution towards improved facilities for formal sport and recreation relating to the development	(5,173.48)
2429	Milizac Close (Underhay) Yealmpton (62/2948/11/O)	13/05/2013	PIF	5 years, interest at BoE base rate +4%	SAC Contribution	(1,732.32)
2460	Loughrigg Coronation Rd,Salcombe (41/0652/11/F)	20/08/2013	PIF	10 years, interest rate not specified	Affordable Housing contribution	(7,713.56)
2460	Loughrigg Coronation Rd,Salcombe (41/0652/11/F)	20/08/2013	PIF	10 years, interest rate not specified	Open Space Sport and Recreation contribution	(11,389.85)

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2652	Land Ven Farm Brixton (07/2022/12/F)	13/05/2014	PIF	No restriction/committed end date	Sport & Recreation/Employment	06/09/2018 (39,180.67)
2652	Land Ven Farm Brixton (07/2022/12/F)	13/05/2014	PIF	No restriction/committed end date	Conservation of Tamar Estuaries Complex SPA	(967.30)
2652	Land Ven Farm Brixton (07/2022/12/F)	12/05/2016	PIF	Capital spend, no interest specified	Open Space Sport and Recreation contribution - Open Space land commuted Sum	(12,000.00)
2691	Warland Garage (56/2793/11/F & 56/1520/12/F)	04/08/2014	PIF	25 years, no interest specified	Affordable Housing contribution	(664.01)
2698	Boat House, Dartmouth Quay, Southtown, Dartmouth (15/2046/13/F)	17/08/2014	PIF	5 years, no interest specified	Tree planting and management in Dartmouth	(1,581.79)
2705	Trennels, Herbert Road, Salcombe (41/0929/13/F)	21/10/2014	Under Development	25 years, no interest specified	Open Space Sport Recreation contribution (£13,650)	(4,367.50)
2705	Trennels, Herbert Road, Salcombe (41/0929/13/F)	21/10/2014	Under Development	25 years, no interest specified	Affordable Housing contribution (£93,001)	(88,780.95)
2714	Windward, Stoke Fleming (51/1437/14/F)	30/03/2015	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(21,767.35)
2715	Harvey's Field (32/0844/12/F)	04/03/2015	PIF	10 years, payable at 87.5% to owner and 12.5% payee of contribution, interest at 1% below Barclays base rate	Employment (Rural Growth Network) administered by LEP	(57,959.27)
2715	Harvey's Field (32/0844/12/F)	04/03/2015	PIF	10 years, payable at 87.5% to owner and 12.5% payee of contribution, interest at 1% below Barclays base rate	Sports facilities contribution towards the provision of sports facilities required as a result of the development.	(472.47)
2716	Bonfire Hill, Salcombe (41/1915/13/F)	04/03/2015	Under Development	5 years, interest at 1% below Barclays base rate	Ecology contribution, Open Space and Play contribution, Sports Provision contribution, Open Space and Play maintenance contribution	(193,670.13)
2717	Old Grist Mill 53/1706/07/F	12/01/2015	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(35,089.08)
2718	Sawmills Field, Dartington 14/1744/13/F	11/12/2014	PIF	7 years, interest at 1% below Barclays base rate or 0% (whichever is higher)	Open Space and Play	(49,007.12)
2718	Sawmills Field, Dartington 14/1744/13/F	11/12/2014	PIF	7 years, interest at 1% below Barclays base rate or 0% (whichever is higher)	Sports	(99,663.26)
2749	Alston Gate, Malborough 33_46/1890/11/F	29/03/2015	re Commencement	5 years, interest at 1% above Lloyds base rate	Public Open Space contribution	(30,000.00)
2789	Marridge Farm, Ugborough (57/0633/07/F)	25/09/2015	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(12,967.50)
2802	Riverside, Totnes (03_56/0447/12/O)	07/12/2015	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(23,520.10)
2802	Riverside, Totnes (03_56/0447/12/O)	07/12/2015	PIF	No restriction/committed end date	Affordable Housing contribution, Open Space Sport Recreation contribution	(114,508.95)
2808	Leyford Close, Wembury (58/0176/13/O)	09/02/2016	PIF	5 years, interest at NatWest base rate	Sports and Recreation contribution and Tamar Estuaries SAC	(1,215.98)
2819	Churchstow (11/0046/14/F)	29/04/2016	PIF	No restriction/committed end date	Affordable Housing contribution - deposit deed	(19,689.00)
2820	Follaton Oak, Totnes (56/2346/10/O)	15/04/2016	PIF	7 years, interest at 1% below Barclays base rate	Green Travel Plan (£35k)	2,246.52
2820	Follaton Oak, Totnes (56/2346/10/O)	15/04/2016	PIF	7 years, interest at 1% below Barclays base rate	Open Space, Sport and Recreation contribution (£60k)	(13,172.10)
2820	Follaton Oak, Totnes (56/2346/10/O)	15/04/2016	PIF	7 years, interest at 1% below Barclays base rate	Pedestrian Path contribution (£12k)	(14,634.42)

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2835	Gara Rock Hotel, East Portlemouth (20/2104/13/F)	17/05/2016	PIF	No restriction/committed end date	Affordable Housing contribution	06/09/2018	(311,691.70)
2835	Gara Rock Hotel, East Portlemouth (20/2104/13/F)	17/05/2016	PIF	No restriction/committed end date	Open Space Sport Recreation contribution		(10,970.71)
2838	Treetops, St Dunstans Road, Salcombe (41/3063/13/F)	30/06/2016	PIF	5 years, interest at Lloyds base rate	Open Space Sport Recreation contribution		(19,000.00)
2850	Sorley Tunnel (11/2425/07/F)	28/07/2016	PIF	No restriction/committed end date	Open Space Sport Recreation contribution		(12,195.27)
2860	Plot 2 Godwell Lane, Ivybridge (27/1758/11/F)	07/10/2016	Under Development	No restriction/committed end date	Open Space Sport Recreation contribution (OSSR £195 to spend and Affordable housing £1335)		(1,530.00)
2861	Barn Conversions at Butlas Farm (07/1601/08/F)	08/11/2016	PIF	No restriction/committed end date	Open space, sport and recreation contribution within or directly related to the parish of Brixton		(16,254.51)
2862	Lutton Farm Barns, Ivybridge (12/0953/07/F)	08/11/2016	PIF	No restriction/committed end date	Public Open Space contribution		(8,965.15)
2863	Land at SX 8638 5117, Ivatt Road, Dartmouth (15/0587/13/F)	08/11/2016	PIF	No restriction/committed end date	Open Space, Recreation and/or sports facilities within Dartmouth		(16,995.10)
2866	Tumbly Hill, Kingsbridge (28/1571/06/F)	08/11/2016	re Commenceme	10 years, no interest specified	Public Open Space contribution towards the provision of public open space required as a result of the Development		(7,725.10)
2867	Centry Farm, Kingsbridge (28/0731/08/F)	08/11/2016	PIF	25 years, no interest specified	Public Open Space contribution shall be spent on Open Space Sport and Recreation for the use of the public within or directly related to the Parish of Ledstone/Kingsbridge		(686.73)
2868	Venn Barn, Venn Lane, Stoke Fleming (51/1771/07/F)	08/11/2016	PIF	25 years, no interest specified	Open Space, Sport and Recreation within, or directly related to, the Parish of Dartmouth		(3,534.25)
2869	Waddeton Barton Farm (52/1249/10/F)		PIF	Not specified	Open space, sport and recreation on sports and recreation facilities within the District - £6337.50		(6,020.64)
2869	Waddeton Barton Farm (52/1249/10/F)		PIF	Not specified	AH contribution of £52313.00		(49,697.35)
2894	Land at Ashburton Road (Meadowside), Totnes (14_56/2246/13/F)	27/03/2017	Under Development	5 years, interest at NatWest base rate	Sports Pitch contribution in the vicinity of the development		(11,430.86)
2944	Land at Moorview, Marldon (34/2184/13/O)		PIF	10 years, interest at 1% below Barclays base rate	Off-Site Play Area contribution and/or Sport and Recreation contribution		(170,174.48)
2945	Knighton Road, Wembury (58/1352/12/F)		Under Development	5 years, interest at NatWest base rate	Marine Contribution towards the maintenance of Plymouth Sounds SAC		(1,158.00)
2946	Higher Hatch Farm, Kingsbridge (32/0215/11/F)		PIF	25 years, no interest specified	Open Space, Sport and Recreation contribution		(5,700.00)
2972	Home Field, West Alvington (59/2482/14/F)	05/09/2017	Under Development	No restriction/committed end date	Play Contribution		(26,678.00)
2972	Home Field, West Alvington (59/2482/14/F)	05/09/2017	Under Development	No restriction/committed end date	Sport and Recreation contribution		(43,527.17)
2973	Land off Palm Cross Green, Modbury (35/0059/15/F)	23/08/2017	Under Development	No restriction/committed end date	Open Space, Sport and Recreation contribution		(57,050.33)
2974	Holywell Stores, Bigbury (05/2557/13/F)	11/06/2018	Under Development	25 years, no interest specified	Affordable Housing contribution		(65,193.00)
2974	Holywell Stores, Bigbury (05/2557/13/F)	11/06/2018	Under Development	25 years, no interest specified	Open Space, Sports and Recreation Contribution		(9,155.33)
2993	Land at Fairfield, South Brent (0354/14)	10/08/2017	PIF	No restriction/committed end date	Off-site Public open Space Contribution		(91,652.50)
2994	Land SE of Torhill Farm, Ivybridge (27_57/1347/14/F)	19/07/2017	Under Development	No restriction/committed end date	Air Quality + Tamar SAC - £28642.84 & Filham Park Contribution = £71357.13		(85,000.00)
3000	Land at Woodland Road, Ivybridge (27/1859/15/F)	31/10/2017	Under Development	10 Years no interest specified	Tamar SAC Contribution & 50% Open Space, Sport and Recreation Contribution		(80,355.12)
3001	Land adjacent to Elwell House, Totnes (56/1214/14/F)	12/04/2018	PIF	25 years, no interest specified	OSSR - £1596 to spend		(1,586.49)
3001	Land adjacent to Elwell House, Totnes (56/1214/14/F)	12/04/2018	PIF	25 years, no interest specified	Affordable Housing contribution £11704 to spend		(9.51)

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3028	Stowford Mill, Harford Road, Ivybridge (27/1336/15/F)	-	Under Development	No restriction/committed end date	Ivybridge Mill Group Archives Contributions	06/09/2018 (10,000.00)
3081	Webbers Yard Dartington (14/1745/13/O)	02/05/2018	Under Development	No restriction/committed end date	50% Sports Provisions (28232.81) & 50% Open Space and Play Contribution (13882.68)	(42,115.49)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/2018	Under Development	10 years	Brixton Play Provision Contribution	(46,450.90)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/2018	Under Development	10 years	Sports and Recreations Contribution	(49,676.22)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/2018	Under Development	10 years	Open Space Contribution	(13,182.59)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/2018	Under Development	10 years	Tamar SAC	(662.73)
3094	Land Noss Marina Kingswear (2266/17/FUL)	12/06/2018	Under Development	5 years	New Interpretation panel Contribution	(3,000.00)
3094	Land Noss Marina Kingswear (2266/17/FUL)	12/06/2018	Under Development	5 years	Permissive Path Works Contribution	(5,000.00)
3101	Land at Pendarves Loddiswell (S106 -32/1722/15/F)	31/07/2018	PIF	10 Years	Affordable Housing Contributions	(13,016.73)
	Subtotal ccS0500					(4,211,507.15)

Report to: **Overview and Scrutiny Panel**
Date: **4 October 2018**
Title: **Report on the outcomes of the Drugs and Alcohol Task and Finish Group**
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: Any recommendations will be presented to the Executive at its meeting on 18 October 2018

Author: Louisa Daley Role: **Community Safety and Safeguarding Specialist**

Contact: **Tel: 01822 813720**
email: louisa.daley@swdevon.gov.uk

Recommendations:

1. That the Committee agrees to recommend to Executive that South Hams District Council supports and participates where possible in Police and Public Health England campaigns around drug reporting, harm minimisation and education.
2. That the Committee considers the response from the Task and Finish Group that CCTV linking into a central hub is cost prohibitive.
3. That South Hams District Council consider annual funding for youth activities/engagement as a diversionary approach to Crime and Disorder (including drug use) within the four main market towns.
4. That South Hams District Council explore the possibility of obtaining funding from outside bodies so as to enable the Council to support recommendation 3 by a part time post or by other

means.

5. That South Hams District Council proactively supports and participates in Junior Life Skills as part of a preventative approach and early intervention/education for young people.
6. That South Hams District Council supports and proactively participates in partnership working with multi agencies in order that the Council does not work in isolation to the detriment of its residents.

1. Executive summary

- 1.1 At the 18th January 2018 Overview and Scrutiny Panel meeting, a resolution was passed to set up a Task and Finish Group to consider the impact that illegal drug taking was having on the South Hams Community and what the district council could do to help the situation.
- 1.2 The Task and Finish Group was set up (following the 18th January Overview and Scrutiny Panel meeting) with the proposed Group consisting of;
 - Cllr. Smerdon (Chair);
 - Cllr. Birch
 - Cllr. Cuthbert
 - Cllr. Green
 - Louisa Daley – Community Safety and Safeguarding Specialist
 - James Kershaw – Senior Specialist Environmental Health
- 1.3 At the 8th February Overview and Scrutiny Panel meeting, terms of reference for the proposed task and finish group were circulated and approved (see appendix A).
- 1.4 The Task and Finish Group have convened on 8 occasions and also representatives have attended meetings with Parents on Drugs meeting in Totnes to gather evidence, held a meeting with Sarah Wollaston MP to discuss potential solutions, met with Inspector Chris Tapley to discuss concerns and attended Totnes Caring meetings.
- 1.5 The group has heard from Police, licensing specialists, parents and other agencies that no evidence has been found to suggest endemic underage alcohol sales.
- 1.6 Concerns remain regarding messy disposal of needles as a result of adult intravenous drug-use. The public concern raised on this matter and its impact on Council facilities, cleaning staff and associated budgets.

- 1.7 James Kershaw, Senior Specialist Environmental Health presented a report to Overview and Scrutiny Committee in September regarding finance required to change the interior of the male toilets to reduce risk of drug taking/preparation in the cubicles. This was approved at said Committee.
- 1.8 There is concern over an increasing recreational drug use in the younger population, however this is seen as a national trend. Information on how South Hams District Council is working with partners to address this can be found later in the document.

2 Background

- 2.1 In December 2017 following increasing reports of anti-social drug use and dangerous disposal of dirty needles in public conveniences, the Council took the decision to close the public conveniences in Totnes in order to protect the public due to a decreased ability to resource toilet cleaning over the Christmas period.
- 2.2 Following the closure local member Cllr John Green requested that a task and finish group be set up to look at the escalating problem of drugs and alcohol consumption and its impact on South Hams residents and its visitors.
- 2.3 Terms of reference (ToR) for the group were proposed and agreed at the February O&S committee (see appendix A). Notes of the meetings are available in the appendix to this document (Appendix B).
- 2.4 The group attended the Parents on Drugs meeting in Totnes Methodist Hall on the 13th March 2018, where they heard about the concerns of local parents in relation to their children's exposure to recreational drugs and what the panel of multi-agencies were doing to help. The aim of this was to gather evidence on the scale of the problem, as per objective 1 of the ToR.
- 2.5 A multi-agency meeting was created and held (objective 2 of the ToR) to gather evidence of the extent of the problems in relation to intra-venous drug use in the South Hams. **It was recognised by all attendees that the intra-venous drug use should be viewed separately to youth experimentation of recreational drugs.**
- 2.6 The task and finish group met with Inspector Tapley and Totnes Neighbourhood Beat Manager P.S. Tim Perrin to discuss the potential for multi-agency working to tackle the perceived escalating problem of drug consumption in Totnes. Insp. Tapley confirmed that additional resources had been approved to further continue Operation Venus (operation to disrupt the flow of drugs into the area, following the death of Nathan Woods in August

2016), there was also discussion around the removal of Youth Leisure nights in Totnes and schemes that the Police were hoping to support to provide youth distraction services.

- 2.7 The T&F group also drafted and sent a questionnaire to all South Hams secondary education facilities, to try to gather further evidence of the perception of drug and alcohol consumption by the young persons of South Hams. The questionnaire formed part of objective 1 from the ToR. A copy of this questionnaire can be found in Appendix D. No completed questionnaires were returned despite regular liaison with the schools.
- 2.8 The Caring Town Totnes group, attended by Cllrs Green and Birch, created a digital questionnaire for young people to complete. The results of this are due in late September and a verbal update will be provided at committee if the results are available.
- 2.9 On the 6th July members of the T&F group met with Sarah Wollaston to discuss the issues found and what advice and support she could offer to tackle the drug problems in Totnes; (notes of this meeting can be seen in Appendix E). There were a number of agreed actions arising from the meeting. The awareness and support from an MP for such matters formed objective 4.

3. Outcomes/outputs

- 3.1 Within the multi-agency meeting various agencies recognised that there was a particular problem in Totnes with "messy" users i.e. those who spray blood and dispose of needles and drug preparation paraphernalia inappropriately. An outcome of the meeting was for SHDC to produce a report for consideration by Members regarding redesign of toilet cubicles to minimise opportunity from any users. This report forms part of objective 3 from the Task and Finish Group ToR.
- 3.2 The group recognised that the standard operating practice at the local needle exchange was encouraging the disposal of "clean" syringes and equipment, as the standard pack consisted of 40 syringes and users were not wanting this volume.

Various options were discussed and an action plan was agreed which consisted of Devon County Council (Public Health England) funding a trial "pick and mix scheme" to minimise needle waste from the needle exchange. This action plan forms part of objective 3 of the Task and Finish Group ToR. The scheme is the only one in Devon and is based on a model from Penzance, Cornwall. A report was recently produced which provides an update on the scheme which has had a positive response (appendix C)

- 3.3 The Police highlighted that the design of the toilets did not discourage illicit drug use, and their Architectural Liaison Officer (ALO) produced a report for the group to consider. Objective 3 of the ToR was completed by obtaining the ALO report and James Kershaw, Senior Specialist brought a separate report to this committee in September identifying potential improvement to the conveniences and the associated costings for this.
- 3.4 During the meeting anti-social behaviour powers held by the Council were discussed, and it was agreed that South Hams District Council would commence the Anti-Social Behaviour (ASB) escalation process on those "messy" user individuals that agencies were aware of. Senior Case Management work began on this and 3 individuals were identified and entered into the ASB escalation process.
- 3.5 As part of the meeting the use of drugs by young people was discussed. This is a different cohort of people to those highlighted above. Diversionary activities for young people were discussed, as in Totnes particularly there appeared to be a gap in provision. This had been highlighted by Police following the ending of the Youth Leisure Nights in Totnes.

A sub group of the Task and Finish Group met with representatives from the Councils Leisure provider, Fusion. A way forward was agreed with Fusion and a local youth group provider, Youth Genesis. Funding has been secured from the following who support the scheme. This forms part of objective 4 of the ToR:

- Community Safety Partnership
- Office of the Police and Crime Commissioner
- South Hams District Council (Members Locality Fund)
- Devon County Council (Members fund)
- Totnes Town Council
- Tadpool

A start date of 28th September has been set to launch Totnes Youth Leisure Nights which will be open to all young people at the Leisure Centre on Friday evenings between 7-9pm. Work has started to undertake press releases in order to promote the Youth Leisure Nights across mainstream and social media.

- 3.5 Partnership working continues with the Community Safety Partnership (CSP) to educate young people and engage with treatment agencies at a strategic level to influence commissioning through Devon County Council. Appendix F is the Local Delivery Plan from the CSP showing the Drug and Alcohol priorities and actions to which South Hams District Council contribute. One of these is a project identified through the CSP's close working with secondary schools and the highlighted gaps and inconsistencies within the Personal, Social and Health Education faculty. A

resilience programme has been funded through Devon County Council and training for schools commences in October 2018.

- 3.6 Following the T+F meeting with Sarah Wallaston MP the "giving back scheme" and promotional poster have been developed, with close working with Caring Town Totnes. The poster lets people know where they can give money if they want to help local homeless people or those in need, rather than giving the money direct to people begging on the street.

4. Options available and consideration of risk

- 4.1 The option of the installation of CCTV systems in the Town centres and other high risk locations was considered. Officers attended a meeting held with an officer of the Police Crime Commissioners Office. The meeting was advised that the average cost of CCTV was £50,000 for up to 6 cameras and then an additional cost of £2000 per camera for the monitoring of the cameras by trained operatives for approximately 40 hours per year.
- 4.2 Whilst the benefit of CCTV in preventing crime is well established, it was felt that the costs were prohibitive to the local authority providing CCTVs in the town centres.
- 4.3 With regards to funding for youth nights, the removal of youth engagement activities (particularly in Totnes) has accompanied an increase in reports of anti-social behaviour. There is no statutory duty on the County Council or on South Hams District Council to provide these services. However, Section 17 of the Crime and Disorder Act states:

"...Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent,

(a) crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and

(b) the misuse of drugs, alcohol and other substances in its area

and

(c) re-offending in its area"

It is impossible to determine the financial cost of the impact that anti-social behaviour has on our community. However, the emotional cost to residents is well documented in their concerns and subsequent contact with Ward members, which has resulted in the creation of this Task and Finish Group.

- 4.3 The cost of provision of a “youth night” at local leisure centres including youth support workers, hire of venue, hire of specialist sports equipment and commissioning of qualified sports staff per annum is estimated to be £9,684.
- 4.4 It is recognised that this is a significant amount of money for a community or the local authority to find, therefore consideration could be given to how these costs could be reduced through negotiation with our leisure contract provider and others.

5. Proposed Way Forward

- 5.1 For South Hams District Council to adopt the contents of the report from the Task and Finish Group and to agree the recommendations at the head of the report.
- 5.2 It is clear that there is no simple solution to the complex issue of drugs in our society. South Hams District Council is one agency with responsibility to ensure public safety. The need to work in partnership with our residents, Devon and Cornwall Police, Schools, Public Health and others with a cohesive, targeted response is evident in order to ensure:
- monitoring of substance misuse
 - recommendations to clinical commissioners
 - open dialogue through encouraging reporting of incidents
 - partnership working with to share professional knowledge
- 5.3 For the multi-agency group around needle finds, set up by the Task and Finish Group to continue as appropriate.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		Section 17 of the Crime and Disorder Act 1998 District Councils are required to work with other agencies including the Police to reduce crime and disorder in their localities. This duty is discharged through the Council’s involvement within the South Devon and Dartmoor Community Safety Partnership.
Financial		There are associated costs in relation to costings for alterations for the conveniences (a separate report has been presented to Overview and Scrutiny Committee in September 2018)

Risk		Reputational risk to the Council if recommendations overlooked following the six month research and information collation by the Task and Finish Group.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None foreseen.
Safeguarding		South Hams District Council has a duty to safeguard residents as far as is practicable.
Community Safety, Crime and Disorder		To ensure that South Hams Council complies with Section 17 of the Crime and Disorder Act 1998 as stated above within legal/governance
Health, Safety and Wellbeing		As above
Other implications		None foreseen

Supporting Information

Appendices:

Appendix A: Terms of Reference for the Task and Finish Group

Appendix B: Meeting notes

Appendix C: Pick and Mix Report (published September 2018)

Appendix D: Questionnaire

Appendix E: Summary of the Action Points arising from the meeting held with Sarah Wollaston MP

Appendix F: Community Safety Partnership Local Delivery Plan information regarding Drugs and Alcohol

Background Papers:

None

Terms of Reference: Drug and Alcohol Abuse Working Group

Context

Concerns have been raised by members of the public about the escalating impact of drug and alcohol abuse in our area, and especially in Totnes, leading to the temporary closure of public toilet facilities. The Council has a number of key roles in relation to Community Safety and Licensing which may have the ability to positively impact upon the issues being raised. It is therefore considered prudent to review the evidence of the extent of the problem, and to determine what support or solutions we can bring to bear.

Purpose

To heighten Member awareness of the solutions available to tackle anti-social behaviour associated with alcohol and drug abuse, and to make recommendations to Executive (for the ultimate approval of full Council) on a strategy to tackle these issues.

Objectives

1. To engage with concerned parents and young adults to obtain evidence of the scale of the problem facing our communities.
2. To set up a multi-agency meeting of interested partner agencies to assess risks and develop a working strategy based upon our joint powers, policies and procedures.
3. To devise an action plan and strategy for approval, including communications and health promotion campaign to raise awareness of the existing support in place, and determine potential structural improvements to the public toilets including costings to attempt to design out drug taking in these facilities.
4. Where necessary to seek support of local members of Parliament, Police Crime Commissioner, County Councillors, Clinical Commissioning Group et. Al. for funding for service improvements.

The Operation of the Group

The group will initially meet with concerned parents and young adults by the end of March.

Based upon the information gathered the group will agree a programme of work and a frequency of meetings that reflects the evidence found and the availability of our partners to develop the strategy. This work to be completed by no later than August 2018.

The group will be supported by relevant officers from Customer First and Commercial Services as necessary.

The group will comprise of 4 Members consisting of:-

Cllr. John Birch

Cllr. Kathy Cuthbert

Cllr. John Green

& Cllr. Peter Smerdon (Chairman of group)

Action points will be recorded from all meetings.

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March 2018 – Group Notes and Actions

- Following approval of the terms of reference for the group a meeting was held on the 19th February 2018, it was agreed at the meeting that the group should attend the Parents on Drugs meeting to be held on the 13th March, to gather evidence of the extent of the concerns of the public in relation to drugs.
The meeting was an opportunity to understand the current problems facing the community and some initiatives that are being considered to help tackle the problems in Totnes. We also have received evidence from the Caring Town Totnes regarding the concerns of the parents and have started to analyse these concerns for actions that the Council can take.
- T+F group have identified the need to separate the “drugs issue” into adult drug use and teen drug use and education as the two are very different and come with very different challenges and the need for different approaches to be undertaken.
- With regards to needles and toilets, there was initially a marked improvement following the reopening, but there has been some recent deterioration of the situation. Environmental Services have received from the Police ALO (Architectural Liaison Officer) a list of suggestions for improvements that could be made to the toilets to minimise the use of drugs in these facilities. Costings for this work are currently being undertaken, however elsewhere in the Country the introduction of pay on entry has improved the situation.
- We have also held a multi-agency meeting of the Police, Public Health and RISE Addaction to discuss needle finds, it is apparent that improvements could be made to the needle exchange services in Totnes and this is something that we are putting pressure on the relevant parties to ensure is carried out.
- The T&F group met with Tim Perrin (Neighbourhood Beat Manager for Totnes) and Chris Tapley (South Devon Chief Inspector) to discuss the concerns raised so far and to find out what they felt we as a Council could do to support their efforts in tackling the situation.
There are some initiatives being supported by the Police involving introducing distraction activities for the young persons in Totnes, and we are looking to see if this is something the Fusion may be able to support.
- We continue to support and work closely with the Police through the use of anti-social behaviour powers to address the messy drug takers, and an initial warning letter would be sent to a group of persons who we believe may be responsible for leaving needles and other drug paraphernalia at various locations in the Town.
- The Licensing team will be working closely with the Police to identify potential off-licences in the Town to assess whether there is a weakness in the supply of alcohol to underage persons and whether there is anything that can be done to prevent this. Although initial view is that alcohol is not as a significant problem in our younger person population.

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Group Meeting: June 2018 – Notes and Action Points

- Discussion over the tragic death, allegedly from drugs, in Tavistock over the last weekend. As part of the recommendations for the end of this group, one recommendation will be that SHDC supports Police and Public Health England campaigns around reporting, harm minimisation etc
- JK to investigate drug testing kits at SHDC licensed events. LD advised that from a safeguarding perspective she is looking at introducing safeguarding in more detail through the Safety Advisory Group.
- JK updated from the CCTV meeting held including the costs to link into a central hub. It was considered by the group that the costs for this were prohibitive and that there was not enough intelligence to show the need to justify the cost. This will be included in the final recommendations in October.
- Skate Park – JK to liaise with Rob Sekula over the groups concerns over safety of the proposed new skate park. Whilst supportive, the CCTV, lighting, trees require some thought. JK to also liaise with John Ward (SHDC ASB officer)
- Funding – TTC have confirmed £2,500 towards the funding for the Youth Leisure Nights on the understanding that this is match funded. Due to this contribution this may mean that the application completed by Fusion for the Paige Adams fund may not be looked upon favourably.
 - Funding from District Cllrs at £500 per Cllr (=£1500 total) was suggested although some confusion over the criteria. Cllr Birch will liaise with Richard Easthope SHDC to confirm.
 - Recommendation for final report is that each area of South Hams is provided with £2,500 (in total £10,000) on the understanding that this is match funded, ring fenced for youth diversionary activity to include trained outreach youth workers
- Letter to MP - Cllr Smerdon has arranged a meeting with Sarah Wollaston MP on 6th July. Points for discussion to include:
 - Impact of lack of youth support
 - How can Sarah Wollaston help the Task and Finish Group and seek support in solution finding
 - LD to send Cllr Smerdon the original brief of the Task and Finish Group to send to Sarah Wollaston's office

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Well Pharmacy Pick n Mix Needle Exchange Pilot

Introduction

Following the South Dartmoor and West Devon Community Safety Partnership meeting for 14th March 2018 concerns were raised about the volume and frequency of drug litter found in the community between Nov 2017-March 2018. At the meeting it was established that the Police, Housing, the Specialist Substance Misuse service and anti-social behaviour teams were likely to know the handful of individuals causing most of the problem. These agencies agreed to meet and agree a consistent message to give to the individuals with the aim of reducing drug litter finds. In addition, Public Health Devon agreed to review the needle and syringe exchange programme (NSP) at Well Pharmacy in Totnes. This report provides an insight into the approach taken and results shared by Exchange Supplies who supported the implementation of the pilot programme.

Needle and Syringe supply programmes (NSP) are funded by Public Health in local authorities, and the main aim is to reduce the transmission of viruses and other infections caused by sharing injecting equipment, such as HIV, hepatitis B and C. In turn, this will reduce the prevalence of blood-borne viruses and bacterial infections, so benefiting wider society.

Prior to May 2018, the Well Pharmacy in Totnes provided a choice of red or yellow packs of needles for injecting drug users to take away. It was known that often the packs contained more needles than customers required, and subsequently unused needles were often being found in the local community of Totnes in public spaces.

The Pharmacy Team were very approachable and keen to trial a 'pick n mix' exchange service which enables injecting drug users to take only the equipment they need or want, reducing the chances of disposing of unused equipment inappropriately.

Staff Training

The staff NSP training day on 4th May was held at the pharmacy. The staff were split into two groups to ensure that normal counter service could continue. We covered:

- the background to why we have NSP in community pharmacies
- Blood Borne Virus risks and injecting risks/injuries - what to look out for.
- equipment selection, what's in the packs
- types of drugs used opiates/steroids
- importance of needle size
- low dead space equipment (to reduce BBV transmission even further)
- "cooking up"
- foil use for smoking as an alternative to injecting and how to make a foil pipe.
- Brief interventions including; hand washing, resting/rotating injecting sites, smoking etc. Exchange Supplies webshop ordering.

Results of the Pilot

The pilot programme started on 7th May 2018 and the tables on page 2 show the differences in exchanges pre and during the pilot.

We've used 2017 and 2018 data to take into consideration the seasonal variation, due to the increased number of visitors to Totnes in the summer months. The breakdown for July and Aug 2018 quarterly data is not available until the end of September, these two months have been added together for 2017 and 2018 for comparison.

The transaction data below is taken from PharmaOutcomes.

	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	July/ Aug17
Red 1ml pack	134	120	93	67	83	98	154
Yellow pack	38	30	46	48	63	75	142

	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	July/Aug 18
Red 1ml pack	110	105	116	96	64	67	131
Yellow pack	55	63	57	52	48	35	53
Pick n Mix	0	0	0	0	32	90	256

The data shows how Pick n Mix is the most preferred method of exchange amongst the drug injecting community, and that the numbers requesting red and yellow packs is reducing during the pilot programme.

Views of the staff and the changes identified by the Pharmacy Team

The staff felt that they had benefited from the training by understanding the equipment and how it's used, which has given them more confidence with NSP.

One member of staff has been at the pharmacy for 7 years and had not previously had any NSP training. She said they had opened packs and looked inside, but the contents did not offer any explanation about what the equipment was for (this is not an uncommon situation).

The staff said that they were able to have a longer conversation with the clients and that there was an appreciation by the clients that they were now able to pick up the equipment they needed. There were no signs of impatience due to the extra time taken for the pick n mix items being gathered and bagged up. Some pick n mix transaction quantities can be as low as 2 to 4 x 1ml fixed syringes at a time, these clients prefer to come in regularly.

The pharmacy has also had new client registrations for foil only, and no other equipment taken by these clients, once the word spread that foil was available.

On Fridays and Saturdays, they have a noticeable increase in the number of pick n mix transactions as it appears clients are planning ahead for the weekend pharmacy hours (closed Sundays).

The core group of clients are known by sight to all the staff.

Views of the clients on the change to pick n mix.

Initial feedback from the regular clients during the first few weeks was a sense of relief at not having to carry pharmacy packs around anymore. These clients immediately switched to pick n mix. They also like the discretion of carrying smaller amounts of equipment. The availability of spoons has been popular as well. No one has asked for water for injection.

There is a very good relationship between the clients and the staff at Well Pharmacy.

Anything else of interest.

Return rates appear to be around the same, the staff are aware that they need to keep reminding the clients to bring their returns back.

Since the pilot started the staff can only recall two drug related litter incidences reported to them. A member of public found an unused 1ml syringe (it was assumed it had been dropped by mistake) and one local police officer brought some discarded equipment in. The general consensus is that drug related litter has been reduced in Totnes and pick n mix should be continued at the pharmacy.

The outreach worker based at Newton Abbot for Together Devon is intending to visit the pharmacy having been briefed on the pilot programme by the NSP provider Exchange supplies.

Thanks to Louise Evans at Exchange Supplies for the delivery of the training and the timely reporting to Public Health Devon, Aneta the lead Pharmacist and her team at Well Pharmacy Totnes for their professionalism and embracement of the Pick n Mix pilot programme and ongoing support to the local community.

The Future

Public Health Devon is proposing to continue to fund the Pick n Mix programme from Well Pharmacy in Totnes and adopt this approach in other areas of Devon where needle finds are known to be of concern.

As of 1st October 2018, there will be a new needle exchange service provider, Orion Medical. Orion and Exchange Supplies are working very closely to ensure a smooth transition of the contract. Orion are in the process of visiting all Pharmacy sites in Devon to make them aware of their service and the process for ordering equipment. Early indications from Pharmacists in Devon are that they are impressed with the offer from Orion.

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Drug and Alcohol Survey

Before you start - thank you for taking the time to answer these questions. This survey is purely **anonymous** and the information will be used to help agencies understand some of the issues that young people face, so that we can work in a better way. Please answer it honestly.

1. Do you take drugs?
2. If you take drugs then which type of drugs do you, or people in your age group take?
3. Out of your friendship group, how many take drugs on a regular basis? (Please circle)
 - None
 - A few
 - Most of
 - All
4. If you use drugs then where do you/your friends get drugs from? (Please circle)
 - Friends
 - Friends of friends
 - Older people
 - Family
 - Internet
 - Other – please specify
5. If you use drugs then why did you/friends start taking drugs?
6. If you use drugs, how often do you/your friends take them? (Please circle)
 - Every day
 - Most days
 - Weekends
7. If you are a drug user do you want to stop taking drugs? If yes, what is stopping you?
8. Do you drink alcohol on a regular basis? Yes / No (please circle)
9. Where do you get your alcohol from?
10. Do you/your friends know where to go for help to stop/reduce taking drugs or alcohol?
11. What other help do you think would be helpful for young drug and alcohol users?

Summary of the Action Points Arising from the meeting held with Sarah Wollaston MP

Next steps

- Talk to Caring Town Totnes about their “pay forward scheme” to see if Sarah’s idea of a leaflet can be put in place. Do we offer a design and free print run for this?
- Contact PHE and other health people to see if there are already materials available highlighting in particular the dangers to mental health from Cannabis.
- Discuss the role of volunteers in providing youth distraction services, possibly with CVS
- Consider what projects/activities we would like the Children’s commissioner to see
- Write a letter to Virginia Pearson at DCC expressing our support for the trailblazer scheme, to ask for support in promoting childhood activity at Junior Life Skills events, and to ask for an opinion on drug safety testing.
- Find out what other District Authorities are doing to tackle drug use in their areas through the LGA and APSE as well as other networks such as SPARSE.
- Use Council Social media to communicate about the risk of measles and the lack of vaccination, and encourage members to like/re-tweet posts.

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South Devon and Dartmoor CSP Local Delivery Plan Drug and Alcohol Theme
2018/9, Version Two

Drug and Alcohol							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project updates	Status
DA 1 Leading	Operation Hazel	Coordinate a partnership response following concerns around changing culture of drug misuse in children.	Becca	Officer time	September 2018	To be discussed in detail at July CSP meeting	Amber
DA 2 Leading	Needle finds	Intelligence, evidence gathering and problem solving on needle finds, type (size), quantity and related communication	Louisa	Officer time	October 2018	Introduction of pick and mix type needle scheme in Totnes. Review to be held in September, presentation to October CSP	Amber
DA 3 Supporting	Increase in drugs deaths in SDD&D	Discuss this with PHE colleagues	Louisa and Gill Unstead	Office time	July 2018	Agenda item at July CSP following 5 deaths of young people related to substance misuse in the last 2 years (in CSP area)	Amber
DA 4 Leading	Naloxone Awareness	Promote the use of Naloxone	Louisa and Gill Unstead	Louisa	Ongoing	Together provided awareness of Naloxoe at the CSP forum, attended by 90 delegates. PHE to identify other awareness that CSP can support	Amber
DA 5 Leading	Intelligence gathering around substance misuse from schools	Speak with schools to gather quantitative data to complement the qualitative	Louisa and Becca	-	October 2018	To be reviewed at CSP in July following recent events	Amber

South Devon and Dartmoor CSP – Local Delivery Plan 2018/9 v.2

Drug and Alcohol							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project updates	Status
	meeting	data that has already been shared					
DA 6 Supporting	Peer on peer influence	Supporting harm minimisation approaches	Louisa and Becca	-		To be included as part of the discussion at July CSP	Amber
DA 7 Supporting	Blue light training	To continue to support the Blue light Training and encourage agencies to send staff on the training	Louisa	-	March 2019	To await training information from Public Health and support as appropriate	Amber

Status Key:

Green: Project on course to meet its objectives

Amber: Some progress made but intervention needed

Red: Project not on course to meet objectives

Reference Number Key:

Blue: CSP to lead

Purple: CSP to support

OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
28 June 2018	Neighbourhood Planning: Support to Groups – Verbal Update O&S.8/18	<p>RESOLVED</p> <ol style="list-style-type: none"> 1. That the Panel welcome the re-launching of the Council’s offer to Neighbourhood Planning Groups and asks that it include reference to the Council’s statutory responsibilities and funding streams that were potentially available; 2. That the re-launched version of the offer be circulated to Members and Town and Parish Councils as soon as is practically possible; 3. That Town and Parish Councils be informed about the benefits of working together with neighbouring parishes to develop and progress a Neighbourhood Plan; 4. That all Members encourage Groups (and other potentially interested parties) to attend future Neighbourhood Planning Workshops convened by the Council; 5. That the Council is careful that it is realistic and does not over promise the support that it can provide to Neighbourhood Planning Groups; and 6. That the Toolkit be produced and finalised before the end of August 2018. 	<p>Tom Jones</p> <p>Tom Jones</p> <p>Tom Jones</p> <p>Tom Jones</p> <p>Tom Jones</p>	
2 August 2018	Code of Conduct Hearing Panel – Complaints Process O&S.23/18	<p>RESOLVED</p> <p>That the Panel:</p> <ol style="list-style-type: none"> 1. request that a full review of the Council’s Code of Conduct be undertaken by the Monitoring Officer, in consultation with the Members of the Code of Conduct Hearing Panel, 	<p>Sue Nightingale</p>	

		<p>with the findings being presented back to a future meeting of the Overview and Scrutiny Panel;</p> <p>2. ask officers to write to Town and Parish Council Clerks outlining the total number of town and parish councillor complaints that had been received by the District Council and the consequent costs that were associated with their administration;</p> <p>3. RECOMMEND to Council that representations be sent to the Secretary of State and local MPs outlining the Council's concerns over the current regulations (e.g. the lack of any meaningful penalties and the unfairness of District Councils having to absorb the costs of administering the scheme for its local Town and Parish Councils);</p> <p>4. promote to Town and Parish Council Clerks the benefits of informally resolving complaints before a formal process is instigated;</p> <p>5. ask officers to convene a 'Code of Conduct and Councillor Behaviour' training session for town and parish clerks and councillors;</p> <p>6. convene a meeting between the Hearing Panel Members; the Monitoring Officer; and the Devon Association of Local Councils County Solicitor to express the concerns of the District Council over the number of complaints that are being received against local town and parish councillors; and</p> <p>7. encourage the Monitoring Officer to revisit the Council's pool of Investigating Officers in an attempt to build capacity to ensure that complaints are dealt with in a more timely manner.</p>	<p>Sue Nightingale</p> <p>Sue Nightingale</p> <p>Sue Nightingale</p> <p>Sue Nightingale</p> <p>Sue Nightingale</p> <p>Sue Nightingale</p>	<p>To be considered by Council at its meeting on 27 September</p>
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6 September 2018	<p>Executive Forward Plan O&S.33/18</p> <p>(a) Medium Term Financial Strategy – Presentation</p>	<p>The Panel was presented with the most recently published Executive Forward Plan and proceeded to note the likelihood that the agenda items relating to the: ‘Governance Arrangements Post JLP Adoption’ and ‘Peer Review Report’ would now be considered at a later meeting of the Executive.</p> <p>RESOLVED That the Executive RECOMMEND to Council that:</p> <ol style="list-style-type: none"> 1. the strategic intention be set to raise Council Tax by the maximum allowed in any given year, without triggering a Council Tax Referendum, to enable continued delivery of services (NB. the actual Council Tax for any given year will be decided by the Council in the preceding February; 2. an application be submitted for Pilot status for 2019/20, with agreement being given to a 40% District / 34% Devon County Council / 1% Fire split for the 75% scheme. In the event of the Pilot bid not being successful, then agreement be given to remaining part of the Devon Business Rates Pool for 2019/20; 3. Central Government and Devon MPs be actively lobbied to support a 2019/20 Devon Pilot bid; 4. the Government, Devon MPs and other sector bodies such as the District Councils Network be actively lobbied and engaged with for a <u>realistic</u> business rates baseline to be set for the Council for 2020 onwards; 5. the Council responds to the technical consultation in support of the Government eliminating Negative Revenue Support Grant and continues to lobby for Rural Services Delivery Grant allocations which adequately 	<p>Kathy Trant</p> <p>Lisa Buckle</p>	<p>Plan updated accordingly.</p> <p>To be considered by the Council at its meeting on 27 September 2018</p>
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		<p>reflect the cost of rural service provision;</p> <ol style="list-style-type: none"> 6. for modelling purposes, the Council use £500,000 of New Homes Bonus funding for 2019-20 to fund the revenue base budget and then reduce this level to £400,000 by 2020-21 and £250,000 by 2021-22; 7. the annual level of contributions to Earmarked Reserves (£722,300) and the adequacy of the existing level of Unearmarked Reserves (£1.8 million) and Earmarked Reserves (£8.3 million) be reviewed by Members as part of the Budget Setting process. (NB. this will assess the adequacy of Reserves levels, in light of future plans and pressures); 8. it takes specialist pension advice on the options for the Council's Pension position, with the aim of reducing the current contributions, increasing affordability, whilst best managing the pension deficit; 9. it continue with the Local Government Terms and Conditions of Employment Green Book for at least 2019/20. That a review be undertaken into all options for reducing staff costs by varying terms from the Green Book from 2020/21, with an initial report being presented back before the end of 2018/19. 		
	(b)Public Toilet Pay on Entry Contract Award	The process of determining exactly which facilities would become Pay on Entry would only be completed following a consultation exercise with the relevant local Ward Members.	Emma Widdicombe	
6 September 2018	Activities to Support Economic Growth O&S.34/18	<p>RESOLVED</p> <p>That the Overview and Scrutiny Panel wish to express the following views to the Executive:-</p> <ol style="list-style-type: none"> 1. that the Panel endorse the principle of a Commercial Property Strategy that includes the following multiple objectives: 	Darren Arulvasagam	To be considered by the Council meeting on 27 September 2018

		<ul style="list-style-type: none"> - to support regeneration and the economic activity of the District; - to enhance economic benefit; - to grow business rate income; - to assist with the financial sustainability of the Council as an ancillary benefit; - to help the Council continue to deliver and/or improve frontline services in line with the Council's adopted strategy and objectives; <p>and</p> <p>2. That the proposed Commercial Property Strategy be revised, with a detailed Terms of Reference for the Investment Member Group being drafted and further consideration being given to the proposed delegated decision-making process in time for consideration at the next Executive meeting on 13 September 2018.</p>		
6 September 2018	Next Steps – Enabling Homes to Meet the Needs for All O&S.35/18	<p>RESOLVED</p> <p>That the Panel RECOMMEND to the Executive agreement of the following principles:</p> <ol style="list-style-type: none"> 1. That there is no requirement to form a South Hams District Council Housing Wholly Owned Company at this time; 2. That Council borrowing in order to acquire or develop affordable homes is acceptable in principle; 3. That affordable homes may be acquired or developed via the Community Housing Strategy OR through existing work with Registered Providers or Developers. (NB. these properties will be allocated in accordance with Local Lettings Plans and may be managed via the Council's Direct Lets Service; and 4. That the Council's affordable housing development / acquisition plans be guided as outlined in Section 5 of the presented agenda report. 	Darren Arulvasagam	Executive approval at its meeting on 13 September 2018
6 September	Pay & Display	RESOLVED	Cathy	

2018	Machines O&S.36/18	<ol style="list-style-type: none"> 1. That the actions taken be endorsed and the steps being taken by the Metric Group be noted; and 2. That, in the event of their compensation offer remaining unsatisfactory, then senior representatives of Metric Group be invited to attend a future Panel meeting. 	Aubertin	
6 September 2018	Decision Notices Relating to Breaches of the Code of Conduct O&S.37/18	RESOLVED That Decision Notices SH 09 170817 and SH 11 071117 be formally noted.	Sue Nightingale	
6 September 2018	Task and Finish Group Updates: O&S.38/18 (a) Drug and Alcohol Abuse (b) Community Funding	<p>RESOLVED</p> <ol style="list-style-type: none"> 1. That the Briefing Note on designing out intravenous drug use in South Hams District Council public conveniences (as outlined at Appendix A of the presented agenda report) be noted; and 2. That the Panel RECOMMEND that the Executive spend £2,500 from the Repairs and Maintenance Earmarked Reserve to pay for the works necessary to design out the use of intravenous drugs in the male toilets at Coronation Road, Totnes. <p>RESOLVED That the Panel RECOMMEND that the Executive RECOMMEND to Council that:</p> <ol style="list-style-type: none"> 1. the proposed funding reduction to the South Hams Community and Voluntary Service be endorsed in accordance with paragraph 5 of the presented agenda report; and 2. the proposed funding reduction to the South Devon Area of Outstanding Natural Beauty be endorsed in accordance with paragraph 5 of the presented agenda report. 	<p>James Kershaw / Louisa Daley</p> <p>James Kershaw / Louisa Daley</p> <p>Nadine Trout</p>	<p>Recommendation approved by the Executive on 13 September 2018</p> <p>Recommendation presented to Council for consideration on 27 September 2018</p>
6 September 2018	Actions Arising / Decisions Log O&S.39/18	In discussion, it was agreed that the difficulties that Members were still experiencing in accessing the latest	Mike Ward	

		performance dashboard information on their iPads would be followed up.		
6 September 2018	IT Procurement O&S.42/18	RESOLVED That the Panel endorse the IT Procurement exercise and RECOMMEND to the Executive that the proposed way forward (as outlined in the exempt agenda report presented to the Panel) be approved.	Mike Ward	Recommendation presented to Council for consideration on 27 September 2018

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OVERVIEW AND SCRUTINY PANEL
DRAFT ANNUAL WORK PROGRAMME: 2018/19

Date of Meeting	Report	Lead Officer
1 November 2018	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (if any)	
	Community Safety Partnership Annual Report	Louisa Daley
	Future of Town Centres Proposal Update	Tom Jones
	Draft Member Induction Programme 2019/20	Darryl White
	GDPR / Data Protection Policy Update	Darren Arulvasagam
	Ombudsman Annual Letter	Sue Nightingale
	Safeguarding Update	Louisa Daley
24 January 2019	Draft Budget 2019/20 (<i>joint meeting with DM Committee Members</i>)	Lisa Buckle
4 February 2019	Executive Forward Plan - Peer Review	Kathy Trant SLT
	Task and Finish Group Updates (if any)	
28 March 2019	Executive Forward Plan	Kathy Trant
	Fusion: Annual Report	Jon Parkinson
	Task and Finish Group Updates (if any)	

Future items to be programmed:-

- Review of Standards Complaints Procedure (January or February 2019);
- Renewable Energy – Income Generation Opportunities (*timing depends on outcome of Corporate Strategy*);
- ICT Resilience – Twelve Month Update (June 2019).

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