

# West Devon Overview and Scrutiny Committee



West Devon  
Borough  
Council

<b>Title:</b>	<b>Agenda</b>														
<b>Date:</b>	<b>Tuesday, 26th June, 2018</b>														
<b>Time:</b>	<b>2.00 pm</b>														
<b>Venue:</b>	<b>Chamber - Kilworthy Park</b>														
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Yelland <b>Vice Chairman</b> Cllr Cheadle</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldwin</td> <td>Cllr Musgrave</td> </tr> <tr> <td>Cllr Cloke</td> <td>Cllr Parker</td> </tr> <tr> <td>Cllr Evans</td> <td>Cllr Pearce</td> </tr> <tr> <td>Cllr Kimber</td> <td>Cllr Ridgers</td> </tr> <tr> <td>Cllr McInnes</td> <td>Cllr Sellis</td> </tr> <tr> <td>Cllr Moody</td> <td>Cllr Sheldon</td> </tr> <tr> <td>Cllr Moyse</td> <td></td> </tr> </table>	Cllr Baldwin	Cllr Musgrave	Cllr Cloke	Cllr Parker	Cllr Evans	Cllr Pearce	Cllr Kimber	Cllr Ridgers	Cllr McInnes	Cllr Sellis	Cllr Moody	Cllr Sheldon	Cllr Moyse	
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Cllr McInnes	Cllr Sellis														
Cllr Moody	Cllr Sheldon														
Cllr Moyse															
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.														
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk														

- 1. Apologies for Absence**
- 2. Confirmation of Minutes** **1 - 6**  
Committee Meeting held on 8 May 2018
- 3. 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.  
  
If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting.
- 4. Items Requiring Urgent Attention**  
To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency
- 5. Public Forum** **7 - 8**  
A period of up to 15 minutes is available to deal with issues raised by the public
- 6. Draft Hub Committee Forward Plan** **9 - 12**  
  
If any Member seeks further clarity, or wishes to raise issues regarding any future Hub Committee agenda item, please contact Member Services before **12 noon on Friday, 22 June 2018** to ensure that the lead officer(s) are aware of this request in advance of the meeting.
- 7. Exclusion of Public and Press**
- 8. Financial Stability Review Group: Progress Update** **13 - 14**
- 9. Re-admittance of Public and Press**
- 10. Update Report on Food Safety Audit Action Plan** **15 - 62**
- 11. Overview and Scrutiny: Draft Annual Report** **63 - 84**

**12. Joint Local Plan: Standing Agenda Item**

**13. Task & Finish Group Updates (if any)**

**85 - 94**

(a) Partnership Grant Funding Review

(b) 'Digital by Default' Proposal

(c) Performance Measures and Targets Review Proposal

**14. Rural Broadband Working Group Update (if any)**

**15. Annual Work Programme 2017/18**

**95 - 96**

**16. Member Learning and Development Opportunities Arising from this meeting**

**PART TWO ITEMS WHICH MAY BE TAKEN IN THE ABSENCE THE PUBLIC AND PRESS ON THE GROUNDS THAT EXEM INFORMATION IS LIKELY TO BE DISCLOSED (if any)**

If any, the Committee is recommended to pass the following resolution:-

**"RESOLVED** that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting the grounds that exempt information may be disclosed as defined in Part I of Schedule 12A to the Act".

This document can be made available in large print, Braille, tape format, other languages or alternative format upon request. Please contact the Committee section on 01822 813662 or email [darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)

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# Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **8<sup>th</sup>** day of **MAY 2018** at **2.00 pm**.

**Present:**

Cllr J Yelland – Chairman  
Cllr R Cheadle – Vice-Chairman

Cllr R E Baldwin	Cllr D W Cloke
Cllr J Evans	Cllr P Kimber
Cllr A F Leech	Cllr D E Moyse
Cllr C R Musgrave	Cllr A Roberts
Cllr D K A Sellis	Cllr J Sheldon

Group Manager – Support Services and Customer First  
Asset Specialist  
Specialist – Performance and Intelligence  
Senior Specialist – Democratic Services

**Also in Attendance:**

Cllrs C N Edmonds, B Lamb, C Mott, G Parker and R F D Sampson

**\*O&S 89**

**APOLOGIES FOR ABSENCE**

Apologies for absence for this meeting were received from Cllrs J R McInnes, T G Pearce and P J Ridgers.

**\*O&S 90**

**CONFIRMATION OF MINUTES**

The minutes of the Meeting of the Overview and Scrutiny Committee held on 27 February 2018 were confirmed and signed by the Chairman as a true and correct record.

**\*O&S 91**

**DECLARATIONS OF INTEREST**

Members and officers were invited to declare any interests in the items of business to be considered during the course of this meeting but there were none made.

**\*O&S 92**

**PUBLIC FORUM**

There were no issues raised during the Public Forum session at this meeting.

**\*O&S 93**

**HUB COMMITTEE FORWARD PLAN**

During consideration of the most recently published Hub Committee Forward Plan, the Committee made reference to:-

- (a) the anticipated length of the next Hub Committee meeting agenda. Some Members highlighted the number (and significance) of the agenda items that were currently scheduled for consideration by the Hub Committee at its meeting on 5 June 2018. In accepting the point, officers agreed to raise this matter with the Leader and relevant lead Hub Committee Members;
- (b) the IT Procurement agenda item. Prior to its final presentation to the Hub Committee, the request was made for the Overview and Scrutiny Committee to have the opportunity to consider the IT Procurement agenda item first.

**\*O&S 94      FUSION ANNUAL REVIEW PRESENTATION: JANUARY TO DECEMBER 2017**

The Chairman welcomed the Business Development Manager and the Business Manager from Fusion Lifestyle to their first Committee meeting since the Leisure Contract had been awarded and invited them to introduce their annual review presentation. In so doing, the representatives made the point that, since this was the first annual presentation, there were no comparative baseline figures available.

Upon conclusion of the presentation, the following points were raised:-

- (a) The representatives informed that the difficulties that had been experienced with regard to the ease of making bookings on the website had been a massive challenge to the organisation. Indeed, the representatives recognised that the deficiencies with the website throughout the final quarter of 2017 had been the single biggest failure of the organisation;
- (b) It was acknowledged that the issues in relation to the air handling unit at Parklands had now been fixed. Other specific issues relating to Parklands were also highlighted that included:
  - the reasons for the works being re-tendered;
  - the design of the turnstiles;
  - some surprise being raised that the Centre had only received a QUEST accreditation of 'good' during its last assessment. The Fusion representatives informed the meeting that this was expected progression during the first year of the contract;
  - some concern being raised amongst the User Group over the limited information that was available for future meeting dates and times. In reply to a formal request being made for an annual schedule of consultation meetings to be produced, the representatives gave a commitment to look at this matter outside of this Committee meeting; and

- the on-site public toilet provision. In reply to some concerns over the provision for only one public toilet for the local park and community users, the request was made for this to be reconsidered, with feedback then being provided to Members in due course.
- (c) With regard to OCRA (Okehampton Community Recreational Association), the representatives commended the contributions made by the organisation. In addition, the representatives advised that the two organisations had already developed an excellent working relationship and it was recognised that OCRA would be instrumental in progressing the community outreach work that Fusion was so keen to enhance;
- (d) Specifically regarding the 'sugar smart' and 'Tavistock Health and Wellbeing Alliance' initiatives, the representatives gave a commitment to discuss these matters further with a Member outside of this Committee meeting;
- (e) A Member who attended the Meadowlands User Group meetings highlighted the positive approach of both the Leisure Centre staff and users and asked for his positive comments to be noted and fed back to staff;
- (f) In respect of the customer satisfaction and performance information, it was agreed that the reporting format would be amended for future reports and would also be annotated with explanatory notes;
- (g) A Member questioned whether the current number of GP Referral cases was a cause of concern for the representatives. In reply, the representatives acknowledged that there was scope for improvement and, whilst emphasising that the GP Centres also had a key role to play, they were confident that the current figures would exponentially grow.

In conclusion, the Committee Chairman thanked the representatives and the Assets Specialist for their attendance and informative presentation and looked forward to receiving future progress reports.

It was then:

### **RESOLVED**

That the Annual Review Presentation be received and noted.

**\*O&S 95**

### **QUARTER 4 PERFORMANCE MEASURES**

A report was considered that presented the performance measures for Quarter 4.

In discussion, reference was made to:-

- (a) the % of Benefits change of circumstances completed online. The Committee was advised that the target remained challenging and a social media campaign would be used to increase numbers. In the ensuing debate, a Member was of the view that, in many instances, those residents who were financially challenged did not have the capability to register online;
- (b) an inaccuracy in the published papers. Members were informed that the number of calls answered within five minutes should have read '75%' and not '65%' as was suggested in the published agenda papers;
- (c) long term sickness absence. By way of an update, officers confirmed that the Council currently had no members of staff who were absent through long term sickness;
- (d) planning enforcement statistics. A Member reiterated his previously raised concerns relating to the upward trend of planning enforcement cases and questioned whether the targets set out in the adopted Planning Enforcement Plan were appropriate. Whilst it was noted that a Member Planning Enforcement session was to be held in the upcoming weeks, the Committee nonetheless still wished to review the targets prescribed in the Plan at a future meeting;
- (e) a review into the performance measures. In the event of the revised Corporate Strategy being approved at the Annual Council meeting to be held on 22 May 2018, the Committee felt it would then be timely to revisit the appropriateness of the performance measures (and supporting targets) that were currently being reported to Members.

It was then:

### **RESOLVED**

That the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report be noted.

### **\*O&S 96 JOINT LOCAL PLAN: STANDING AGENDA ITEM**

As a Member of the Joint Local Plan (JLP) Joint Steering Group, Cllr Parker introduced the update and particular reference was made to:

- the recent Member Briefing session held on 17 April 2018. It was noted that Member attendance at this session had been high and it had seemingly been well received;



- the current status of the JLP. Whilst it currently did not have the full status of an adopted Plan, the Committee was advised that a recent appeal decision had made reference to the emerging JLP. Members acknowledged that this was a significant milestone in the process;
- the interim findings from the Examination in Public. It was intended that the interim findings would be received by mid-June 2018;
- governance of the process beyond adoption of the Plan. In terms of the need to monitor the Plan, it was currently being proposed that approval would be sought to establish a Monitoring Group to supersede the JLP Joint Steering Group;
- the five year land supply. The Committee was informed that the position remained unchanged from the most recent update that it had received on 27 February 2018 (Minute \*O&S 84 refers);
- potential revisions to the Neighbourhood Planning Policy Framework (NPPF) regulations. Having been informed that some revisions were currently being considered by Government, clarification was being sought from the Ministry of Housing, Communities and Local Government (MHCLG) in this regard. For their information, Members also requested receipt of a copy of the response that had been sent to the MHCLG to the consultation exercise on these potential revisions. In hoping that these revisions would have no impact upon the JLP, a Member highlighted that the MHCLG had been very supportive throughout the JLP process;
- resourcing to support the Neighbourhood Planning process. When questioned, officers advised that the Council had just recruited a temporary (twelve month) resource to support the process. Furthermore, the Council was also intending to upskill its Locality Engagement Officers in order to provide additional support.

**\*O&S 97      TASK AND FINISH GROUP UPDATES**

**(a) Partnership Grant Funding Review**

The Chairman of the Group made reference to:-

- the poor Member response rate to the recent Member Survey. In emphasising the importance of all Members completing the Survey, it was agreed that a reminder would be circulated to all Members;
- the intention still being for the Group to report its final recommendations to the Committee meeting on 26 June 2018;
- the Commissioning Manager being in the process of writing to partners to inform them that the Council was undertaking a review in light of the future funding uncertainties that the authority was facing.

**\*O&S 98 RURAL BROADBAND WORKING GROUP UPDATE**

During the update, reference was made to:-

- (a) the Connecting Devon and Somerset Programme Board. The Group Manager – Support Services and Customer First informed that he was now a member of the Board and it was his intention to invite the Programme Manager to provide a full update to the next Committee meeting;
- (b) new development sites. In reply to a specific request, it was agreed that the lead officer would seek to clarify whether or not all new development sites (regardless of size) required adequate Broadband provision as a pre-requisite. In addition, the officer agreed to raise at the next Board meeting whether or not the additional £5 million funding would be targeted towards improving provision within the most deprived areas.

**\*O&S 99 ANNUAL WORK PROGRAMME 2018/19**

The Chairman introduced the latest version of the Work Programme for the next 12 months. In discussion, the following points were raised:-

- In making reference to a future Work Programming meeting to be held on 15 May 2018 between lead officers and the Chairman and Vice-Chairman of the Committee, Members were asked to feed any initial views that they had into that meeting;
- Members were of the view that a Garden Waste Service Update should be considered by the Committee at its 31 July 2018 meeting;
- It was agreed that a proposal to establish a Task and Finish Group to review Performance Measures and Targets should be presented to the Committee at its next meeting on 26 June 2018.

**\*O&S 100 MEMBER LEARNING AND DEVELOPMENT OPPORTUNITIES ARISING FROM THIS MEETING**

In discussion, reference was made to future Member IT Provision. Since this had been the first 'paperless' Committee meeting, Members suggested some minor improvements to make the process more user friendly. Looking further ahead, it was acknowledged that the wider issue of Member IT Provision would need to be refreshed in time for the May 2019 elections.

(The meeting terminated at 4.05 pm)

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Chairman

## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting, with any individual speaker having a maximum of three minutes to address the Committee.

### **(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 Darryl White ([darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)) by 5.00pm on the Thursday, 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 Planning and Licensing 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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## WEST DEVON BOROUGH COUNCIL: HUB COMMITTEE FORWARD PLAN

This is the provisional forward plan for the four months starting 17 July 2018. It provides an indicative date for matters to be considered by the Hub Committee. Where possible, the Hub Committee 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 Hub Committee and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Committees in planning their contribution to policy development and holding the Hub Committee to account.

The Plan is published in hard copy and on the Council's website ([www.westdevon.gov.uk](http://www.westdevon.gov.uk))

**Members of the public are welcome to attend all meetings of the Hub Committee, which are normally held at Kilworthy Park, Tavistock, and normally start at 2.00 pm.**

**If advance notice has been given, questions can be put to the Hub Committee at the beginning of the meeting.**

The Hub Committee consists of nine Councillors. Each has responsibility for a particular area of the Council's work.

*Cllr Sanders – Leader*

*Cllr Samuel – Deputy Leader*

*Cllr Sampson – Lead Member for Commercial Services*

*Cllr Leech – Lead Member for Health and Wellbeing*

*Cllr Oxborough – Lead Member for Economy*

*Cllr Jory – Lead Member for Environment and Assets*

*Cllr Roberts – Lead Member for Customer First*

*Cllr Edmonds - Lead Member for Resources and Performance*

*Cllr Mott – Lead Member for Strategic Planning and Housing*

Further information on the workings of the Hub Committee, including latest information on agenda items, can be obtained by contacting the Member Services Section by e-mail to [member.services@westdevon.gov.uk](mailto:member.services@westdevon.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**

**DECISIONS TO BE TAKEN BY THE HUB COMMITTEE**

Service	Title of Report and Summary	Lead Officer and Members	Decision Maker	Anticipated date of meeting	
				Hub Committee	Council
<b>Standing Item</b>	<b>Financial Stability Review Group</b>				
Support Services	<b>Medium Term Financial Strategy for 2019/2020 onwards</b>	LB/Cllr Sanders	Council	17 July 2018	24 July 2018
Support Services	<b>GDPR / Data Protection 2018 Compliance</b>	DA/Cllr Edmonds	Council	17 July 2018	24 July 2018
Customer First	<b>Discretionary Rate Relief awards</b>	IB/Cllr Leech	Hub Committee	17 July 2018	24 July 2018
Customer First	<b>Homelessness Strategy Year 2</b>	IB/Cllr Leech	Hub Committee	17 July 2018	24 July 2018
Strategy & Commissioning	<b>Income Generation Opportunities</b>	DA / Cllr Jory	Council	17 July 2018	24 July 2018
Customer First	<b>JLP earliest return – followed by SPD</b>	TJ/Cllr Mott	Council	11 September 2018	24 July 2018
Commercial Services	<b>Waste Procurement Update</b>	JS/Cllr Sampson	Council	17 July 2018	24 July 2018
Commercial Services	<b>Public Conveniences – Future Service</b>	EW/CB/LB/Cllr Jory	Council	17 July 2018	24 July 2018
Customer First	<b>CTR Draft Scheme</b>	IB/Cllr Leech	Hub Committee	17 July 2018	24 July 2018
Customer First	<b>Policy for Civil Penalties for breaches of Housing Standards Enforcement Notices</b>	IL/Cllr Leech	Council	17 July 2018	24 July 2018
Support Services	<b>Write Off Report – Quarter 4 2017/18</b>	LB/Cllr Edmonds	Hub Committee	17 July 2018	24 July 2018
Support Services	<b>Annual Treasury Management Report 2017/18</b>	PH/Cllr Edmonds	Council	17 July 2018	24 July 2018
Customer First	<b>Partnership Funding Levels 2019/20</b>	NT/Cllr Samuel	Council	17 July 2018	24 July 2018



West Devon  
Borough  
Council

Service	Title of Report and Summary	Lead Officer and Members	Decision Maker	Anticipated date of meeting	
				Hub Committee	Council
Support Services	<b>IT Procurement: Next Steps</b>	NT/ Cllr Edmonds	Council	11 September 2018	25 September 2018
Support Services	<b>Write Off Report – Quarter 1 2018/19</b>	LB/Cllr Edmonds	Council	11 September 2018	25 September 2018
Support Services	<b>Revenue Budget Monitoring to June 2018 (quarter 1 position)</b>	PH/Cllr Edmonds	Council	11 September 2018	25 September 2018
Support Services	<b>Capital Budget Monitoring to June 2018 (quarter 1 position)</b>	PH/Cllr Edmonds	Council	11 September 2018	25 September 2018
Support Services	<b>Medium Term Financial Strategy for 2019/20 onwards</b>	LB/Cllr Sanders	Council	11 September 2018	25 September 2018
SLT	<b>Peer Review Report</b>	SH/Cllr Sanders	Council	9 October 2018	4 December 2018
Customer First	<b>Adoption of Clean Air Strategy</b>	IL/Cllr Sanders	Council	9 October 2018	4 December 2018
Customer First	<b>Adoption of Business Continuity Plan</b>	IL/Cllr Sanders	Council	9 October 2018	4 December 2018

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

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

LB – Lisa Buckle – Section 151 Officer

HD – Helen Dobby – Group Manager Commercial Services

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

CB – Chris Brook – COP Lead Assets

JS – Jane Savage – Lead Specialist Waste Strategy

IL – Ian Luscombe – COP Lead Environmental Health

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team

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

RS – Rob Sekula

Public



**West Devon  
Borough  
Council**



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Report to: **Overview and Scrutiny Committee**  
Date: **26 June 2018**  
Title: **Update report on Food Safety Audit Action Plan**  
Portfolio Area: **Environmental Health and Licensing**  
Wards Affected: **All**  
Relevant Scrutiny Committee: N/A

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

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

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

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

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**Recommendations:**

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

## **1. Executive summary**

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

- 1.3 The Food Safety Action Plan was produced and implemented to address concerns raised during the audit. The principal aim was to increase food safety intervention frequency and ensure that the food safety data base was fully up to date.
- 1.4 The number of food safety interventions carried out that were due for inspection in 2017/18 has been confirmed as 100%. This figure will be published nationally in the Food Standards Agency annual report.
- 1.5 The food safety database has been updated and a number of duplicate and closed premises removed.
- 1.6 The 2018/19 Service Plan has been completed and is currently in place.

## **2. Background**

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

## **3. Outcomes/outputs**

- 3.1 The Action plan focussed on increasing the number of food safety interventions carried out by the Food Safety Team. This included close management of individual performance, introducing some more efficient styles of inspection (for example self-assessment of

lower risk premises) and the use of a contractor (funded by underspend from a currently vacant post).

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

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

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

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

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

- 5.4 The Food Safety Team will be charging businesses for Food Safety Advice from June 2018. This is a similar approach to that which is being taken by other Devon Councils.
- 5.5 The Food Safety Team has been charging for FHRS (Food Hygiene Rating System) re-visit inspections (as prescribed by legislation) since April 2018. Uptake of this service has been good with no complaints from food businesses. Assisting food businesses with advice to improve their food rating score will have a positive impact on the safety and quality of food premises in the area.

## 6. Implications

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

Safeguarding		There are no safeguarding issues arising from this report.
Community Safety, Crime and Disorder		No direct impact
Health, Safety and Wellbeing		The regulation of food businesses contributes to the wider health, safety and wellbeing of the Councils resident and visitors
Other implications		None

**Supporting Information**

**Appendices:**

Appendix 1: Food Safety Audit Action Plan 2017/18

**Background Papers:**

Food Safety Service Plan 2018/19

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

## **Food Safety Service Plan**

**2018/2019**

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

**ENVIRONMENTAL HEALTH AND HOUSING SERVICE**

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

**CONTENTS**

**Appendix A Staff resources**

**Appendix B Financial resources**

## **Overview**

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

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

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

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

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

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

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

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

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

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

## **Introduction**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Section 2 Background**

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

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

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

### **2.2 Organisational Structure**

See Appendix A.

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

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

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

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



4. Various licensing and registration issues including food premises, holiday caravan and camping sites, skin piercing activities, and licensing of zoos and dangerous wild animals,
  5. Registration documents for the movement of shellfish from production areas,
  6. Issuing certification for food export.
- 2.3.2 External expertise is provided in the form of Food Examiners appointed by the Food, Water and Environmental Laboratory at Porton, Salisbury. This external service is subject to an annual service level agreement. We engage Food Analysts employed by Public Analysts Scientific Services Ltd (PASS) Wolverhampton and we appoint Proper Officers for Communicable Disease Control employed by Public Health England based in Totnes. We enter into an annual contract with Campden and Chorleywood Food Research Association for specialist advice for food technology/processing. We also have a close working relationship with Devon, Somerset and Torbay Trading Standards service.
- 2.3.3 Health Promotion/Education - ~~At present we do not participate in any formal health education/food safety training for businesses.~~ [We run the annual Junior Lifeskills Events where Children aged 10-11 years from South Hams and West Devon Schools are involved in learning lifekills from professionals in a safe environment.](#)
- 2.3.4. ICT Support - We have been using Civica app and W2. Majority of our records are held electronically and this generates our intervention programme. Our records are managed by the Case Management Team. We have the facility for working remotely using this software.

## 2.4 Demands on the Food Safety Service

- 2.4.1 Service Delivery - The service delivery point for the South Hams District Council is Follaton House, Totnes, and Kilworthy Park for West Devon Borough Council. These are open during normal working hours. The Councils out of hours service is available for emergencies, with Officers having knowledge of food safety matters.
- 2.4.2 Premises profile -  
In total at the end of 2017/18 there were some 1888 food businesses across both districts. Their profile is set out below and these statistics are based upon the returns sent to the Food Standards Agency and include unrated premises i.e. those not yet having received an inspection.

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

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

#### 2.4.3 'Approved' premises

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

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

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

The profile for approved premises is as follows:

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

#### 2.4.4 Seasonal variations to business

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

#### 2.4.5 Ethnic businesses

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

#### 2.4.6 Imported food

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

#### 2.4.7 Interventions

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

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

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

Category and frequency of inspection	A 6 month	B 12 month	C 18 month	D 24 month	E Alternate enforcement every 3 years	Unrated	Total
No of premises <b>SHDC</b>	3	44	165	498	487	46	1243
No of premises <b>WDBC</b>	1	23	89	237	310	55	715

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

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

#### 2.4.8 Health promotion/education

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

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

#### 2.4.9 Food Alerts

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

#### 2.4.10 Infection control

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

- Contain the spread of any outbreak
- Identify the focus of infection
- Identify the causative organism
- Trace carriers and cases
- Trace the source of infection
- Determine the causal factors

- Recommend practices to prevent recurrence of disease; and
- Determine whether criminal offences have been committed.

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

#### 2.4.11 Food export certificates

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

#### 2.4.12 Shellfish Registration Documents

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

#### 2.4.13 Voluntary Surrender

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

#### 2.4.14 Business/advice

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

which is giving advice) has accounted for approximately 50 % of our overall work and we will be examining ways of redressing the balance towards our proactive intervention programme. As a result the advice that we provide to business, apart from that which is available from self-service, will be reduced.

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

#### 2.4.15 National Food Hygiene Rating Scheme

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

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

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

## 2.5 Regulation Policy

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

have duties under food laws as the best way of achieving compliance. The Council also takes into account various Industry Guides to Good Hygiene Practice and guidance issued by the Government when assessing compliance.

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

### **Section 3 Service Delivery**

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

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

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

- 3.1.2 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene interventions will be undertaken to:-

- Establish whether food is being produced hygienically;
- Establish whether food is safe to eat;
- To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

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

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

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

#### 3.1.4 Food premises registration.

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

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

3.1.5 Our performance for premises inspection is set out below and gives the percentage of those achieved against those programmed for an intervention. The data has been separated to show those premises subjected to active input and those category E premises mentioned in paragraph 3.1.3 above. The inclusion of the category E data into the main dataset can skew the overall information but is included for completeness.

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



South Hams District Council

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

West Devon Borough Council

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

Source: Environmental Health Civica app Software

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

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

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

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

Rating	SHDC (no of premises)	WDBC (No of premises)
5	1053	563
4	106	40
3	21	11
2	8	12
1	14	10
0	1	0
<a href="#">Percentage overall of 5 rated premises</a>	<a href="#">88%</a>	<a href="#">89%</a>

### 3.1.8 Re inspections/re-visits

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

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

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

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

### 3.1.9 Enforcement action

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

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

### 3.1.8 External assistance.

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

### 3.1.9 Officer competency.

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

### 3.2 Food Complaints.

3.2.1 Investigation into complaints about food will normally be commenced within 24 hours of receipt, and will reflect the relevant risk posed and condition of the food.

3.2.2 We will liaise with any local authorities signed up to Primary Authority Partnerships via the Better Regulation Development Office (BRDO) [BEIS?](#) regarding matters associated with the particular company's policies or procedures. We will have regard to information/advice received as a result of any such liaison and will advise these authorities of the outcome of our enquiries. (See also 3.3).

3.2.3 A number of complaints are received each year about food purchased within our districts and about premises or the practices within. It is anticipated that there will be little increase in service demand in this particular area. The following table sets out the profile of the total complaints received.

	2015/2016	2016/2017	2017/2018
<b>SHDC</b>	31	65	52
<b>WDBC</b>	21	27	54

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

#### 1. 3.3 Primary Authority Partnerships

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

#### 3.4 Advice to Business

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

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

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

- 3.4.2 Business advice is a requirement of the Food Standards Agency Framework Agreement with local authorities and, as a result we have participated in the review of the information and guidance available on the Councils website; this is ongoing. We are also considering best practice for engaging with businesses.
- 3.4.3 We will review our advice strategy throughout this year and identify what additional resources are needed and identify various ways of providing advice so as to meet our service demands and the requirements of the Food Standards Agency. We will also continue to seek to work with all our partners both internally and externally to ensure that the most accurate advice is given in the most appropriate manner

### **3.5 Food Sampling**

- 3.5.1 On an annual basis we review our policy for food sampling and also our programme for the year. This reflects the nationally required programmes, our statutory requirements under specific regulations and requirements of the Food Standards Agency including the sampling of any imported foods. Local initiatives and local products are also included. The programme incorporates any work following liaison with the Devon and Cornwall Food Liaison Group and Public Health England.
- 3.5.2 Reactive sampling takes place as a result of food poisoning investigations or complaints received. In addition to the programme, we take samples (including swabs) during inspections as the situation dictates. It is anticipated that sampling levels for complaints will remain static but our proactive programme last year in South Hams was underachieved and is likely to be in this current year due to resources available. The South Hams District Council's statutory role as regards shellfish harvesting area sampling and toxic algae monitoring programmes should remain unaffected as resources are appropriately allocated, however, enhanced monitoring required by Government throughout the year especially during summer months, as regards toxic algae will create a considerable additional burden at the

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

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

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

3.5.5 The profile for food samples is as follows:

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

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

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

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

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

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

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

### **3.7 Food Safety Incidents**

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

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

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

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

### **3.9 Food safety promotion**

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



## Section 4 Resources

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

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

	meeting pcm 1 x 4 hour regional meeting per quarter (4/yr)	4.5	72
<b>Sampling projects and interventions and follow up</b>	76	2.5	190
<b>Management of database (returns, stat analysis)</b>	1	72	72
<b>Export Certificate</b>	900	0.5	75
<b>TOTAL OFFICER HOURS REQUIRED p/a</b>			3179
<b>Available Officer hours p/a</b>  <b>37 hrs. p/w x 52 = 1924 p/a</b>  - 22 hrs annual leave = 1702  - 30 hrs CPD = 1672  - 37 hrs other training or sickness = 1635  - 9 Bank / public holidays p/a = 67hrs = 1568	2	3136	4584
<b>Assessment of resource:</b> There is likely to be insufficient officer resource to deliver this Food Safety Service Plan. We have therefore employed a L6 Specialist on a temporary 12 month contract to support the food safety service (0.5 FTE WDBC; 0.5 FTE SHDC). This will be financed by the L6 Specialist post on the establishment that is currently being held vacant. The service may be required to carry out enforcement work at any time that is variable in nature and difficult to quantify. Last year the food safety service was prioritised above health and safety and licensing duties of the team.			

**West Devon**

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

<b>Management of database (returns, stat analysis)</b>	1	72	72
<b>Export Certificate</b>	2	0.5	1
<b>TOTAL OFFICER HOURS REQUIRED p/a</b>			2555
<b>Available Officer hours p/a</b>	1.5 FTE	1568	2352
<b>37 hrs. p/w x 52 = 1924 p/a</b>			
- 22 hrs annual leave = 1702			
- 30 hrs CPD = 1672			
- 37 hrs other training or sickness = 1635			
- 9 Bank / public holidays p/a = 67hrs = 1568			
<b>Assessment of resource:</b> There is likely to be insufficient officer resource to deliver this Food Safety Service Plan. We have therefore employed a L6 Specialist on a temporary 12 month contract to support the food safety service (0.5 FTE WDBC; 0.5 FTE SHDC). This will be financed by the L6 Specialist post on the establishment that is currently being held vacant. The service may be required to carry out enforcement work at any time that is variable in nature and difficult to quantify. Last year the food safety service was prioritised above health and safety and licensing duties of the team.			

### Financial Allocation

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

credit allocation and costs are met by Central Funds, see paragraph 3.5.3 above. The sampling budget in West Devon is £2500

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

## **4.2 Staffing Allocation**

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

## **4.3 Staff Development Plan**

- 4.3.1 The Council operates an annual appraisal scheme which identifies individual's strengths and development needs. These needs are identified and individual work plans are produced which also seek to develop professional expertise and competency and this will include maintain chartered status with the Chartered Institute of Environmental Health. Additionally, team meetings are held which may highlight the need for training in particular areas. Training is provided where both the mutual needs of the individual officer and the Council are met. One to one sessions are also held throughout the hierarchy.
- 4.3.2 The Council is committed to ensuring that Officers are able to meet their CPD training requirement as set out in the FSA CoP. All staff are trained to a high standard linked to their level of authorisation and training records show very few shortcomings.
- 4.3.3 Team members are actively encouraged to attend training courses so as to enhance competency in specialist areas. This has been achieved in the past with respect to the national Food Hygiene Rating Scheme, HACCP evaluation, shellfish, milk pasteurisation, cheese making, canning and aseptic packaging, food factory enforcement, Police and Criminal Evidence Act, imported food enforcement and ISO 9000, ISO 20002 Lead Auditor. Records of staff training and appraisals/core competencies are kept as required by the framework agreement on Local Authority Food Law Enforcement issued by the Food Standards Agency. Assessment of competency is on-going and forms part of a quality monitoring process. This will need to be re-assessed due to the halt on free courses by the FSA.
- 4.3.4 As part of the T18 process our professional specialist team will be supported by our Case Managers and Locality Officers will be subject to the appropriate level of training to handle initial enquiries, administration and the lower level of work. Training will be provided and familiarisation work away from the office will be part of their training. Given the shared services arrangements, flexibility is available between both service delivery centres
- 4.3.5 We are currently not able to offer training placements for professional qualifications i.e. EHO trainees, however we do from time to time assist other local authorities enforcement staff with their training plan.

## **Section 5 Quality Assessment**

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

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

enforcement action. We value customer feedback questionnaires as a valuable source of quality checks.

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

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

## **Section 6 Benchmarking**

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

## **Section 7 Review**

### 7.1 Review against the Service Plan

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

### 7.2 Identification of any Variation from the Service Plan

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

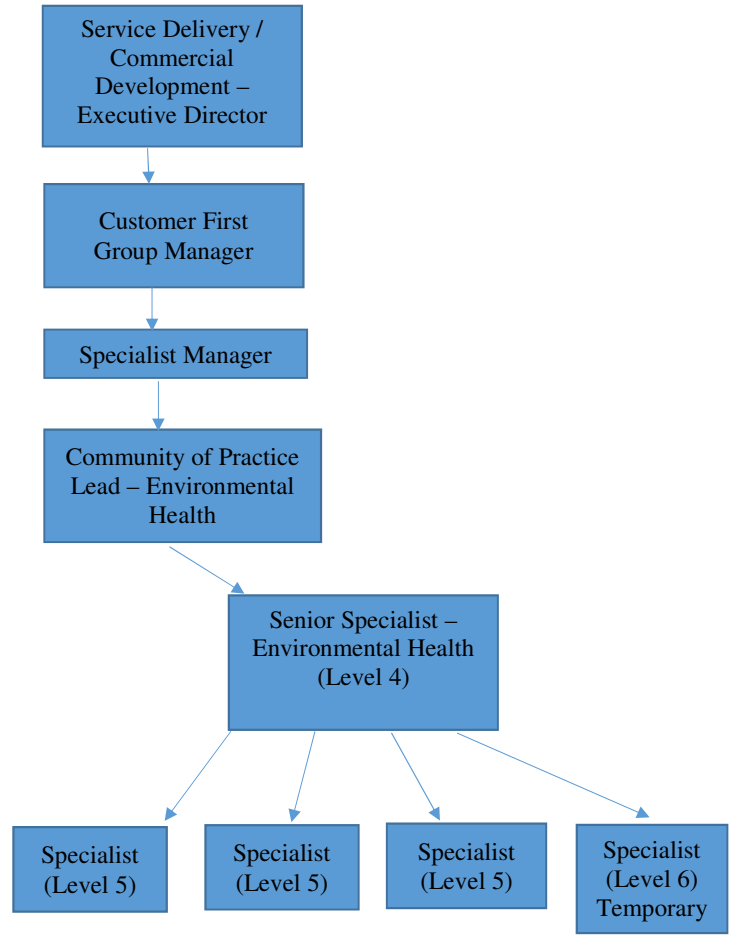
### 7.3 Areas for Improvement and Future Development

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

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



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



2 x Case Managers (Level 8)

**Appendix B**

Food Safety Budget 18/19

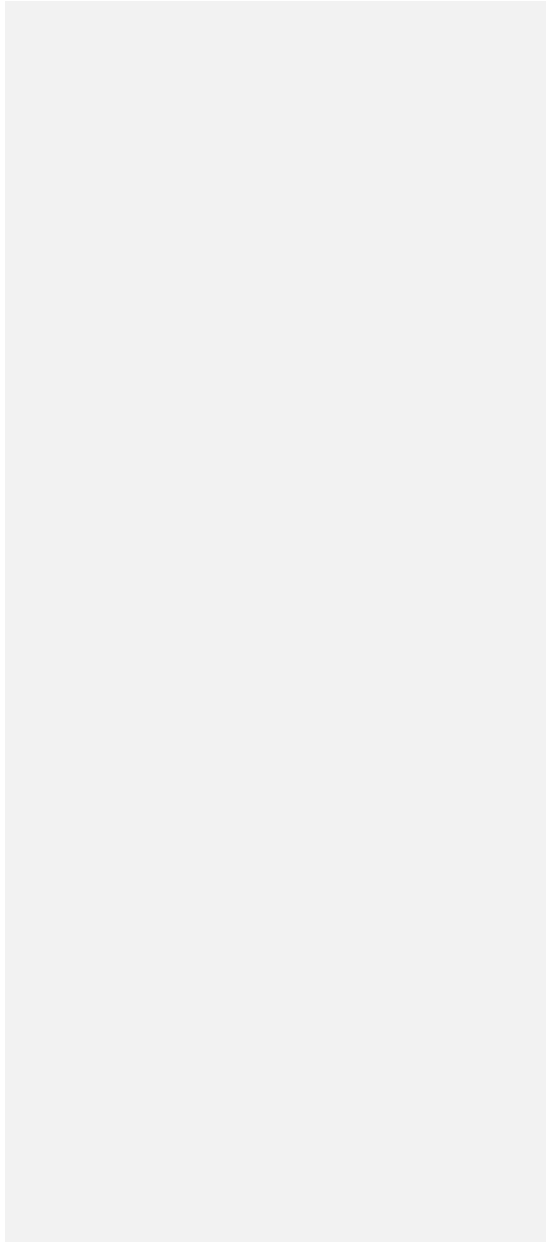
18/19	Based upon FSA return shdc (17/18)	Based upon FSA return Wdbc (17/18)		SHDC		WDBC
Staff Resource costs	Allocated to Food	Allocated to Food	Allocated to Commercial team		Allocated to Commercial Team	
Specialist	1.5	1.0	0.5 x L4 (0.8)	20,923	0.5 x L4 (0.8)	20,923
			2 x L5	68212	1 x L5	28221
			.5 x L6 (vacant)	12,328	.5 x L6 (vacant)	12,328
Case Management	.5	.5	.5 x L8	10270	0.5 x L8	10270
<b>Total staff</b>	<b>2</b>	<b>1.5</b>	<b>2.9</b>	<b>111,733</b>	<b>1.9</b>	<b>71,752</b>
Training			as per Customer First budget		as per Customer First budget	
Consumable (equipment, ancillary costs)				0		1000
Travel				2500		2500
Inspections				0		3200
Sampling				7000		2500
<b>Total other</b>				<b>9500</b>		<b>9200</b>
Export Certificates			dependant on trade	50,000		125

Page 54

Total income

50,000

-125



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

Audit date: 24 May 2017

<b>TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)</b>	<b>BY (DATE)</b>	<b>PLANNED IMPROVEMENTS</b>	<b>ACTION TAKEN TO DATE</b>
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<p><b>Recommendation 1 - Service Planning</b> [The Standard 3.1]</p> <p>Draw up, document and implement the 2017/18 Service Plan in accordance with the Service Planning Guidance in Chapter 1 of "The Framework Agreement on official Feed &amp; Food Controls by Local Authorities" ("The Framework Agreement"). The Plan shall include:</p> <p>(i) The number of all due food interventions in each risk rating category as specified by the FLCoP, together with an estimate of the number of unrated premises due in year (including any existing backlog).</p> <p>(ii) A comparison of the resources required to deliver each part of the Plan with the resources available and any resulting shortfall in resources.</p> <p>[The Standard 3.2 &amp; 3.3]</p> <p>(iii) Submit a documented 2016/17 service plan performance review for approval to either the relevant member forum or, where approval and management of service plans has been delegated to senior officers, to the relevant senior officer.</p> <p>(iv) Address any variance in meeting the Service Delivery Plan in the subsequent 2017/18 service plan.</p>	<p>1/9/17</p> <p>TBC based on Ctte cycle dates</p>	<p>Updated service plan to be produced</p> <p>Review performance and decide on appropriate route for decision/review</p> <p>This will be based upon revised service plan</p>	<p>2017/18 Service Plan in place</p> <p>Now updated within 2018/19 Service Plan</p> <p>Now updated within 2018/19 Service Plan</p> <p>Performance reviewed and action plan in place.</p> <p>2017/18 Service Plan in place</p>
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<p><b>Recommendation 2 – Food Establishment interventions – Frequency</b> [The Standard 7.1]</p> <p>Carry out interventions at all food hygiene establishments in the area, at a frequency which is not less than that determined under the intervention rating scheme set out in the FLCoP.</p>	<p>1/04/18</p>	<p>To remove backlog of unrated premises and complete inspection programme for 2017/18</p>	<p>100% of due Interventions completed in 17/18 in accordance with the Food Law Code of Practice</p>
<p><b>Recommendation 3 - Database procedure</b> [The Standard 11.2]</p> <p>Set up, maintain and implement a documented procedure to ensure that the food database is accurate, reliable and up to date. Ensure the procedure incorporates monitoring and resolution of any anomalies, in particular the closure of old food premises where the business owner has changed and data input errors.</p>	<p><del>3 months</del> 25/11/17</p>	<p>Review and amend existing internal monitoring procedure</p>	<p>Issue with Civica database regarding closure of premises with multi facets ie licensing , private water supplies and food premises has now been addressed.</p>

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



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

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Report to: **Overview and Scrutiny Committee**  
Date: **26 June 2018**  
Title: **OVERVIEW AND SCRUTINY ANNUAL REPORT**  
Portfolio Area: **Support Services – Democratic Services**  
Wards Affected: **All Wards**  
Relevant Scrutiny Committee: **N/A**

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

Date next steps can be taken:  
(e.g. referral on of recommendation or implementation of substantive decision) **The next Council meeting on 24 July 2018**

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

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

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## **RECOMMENDATION**

**That the Committee RECOMMEND to the Council that the Annual Report for 2017/18 (as outlined at Appendix A) be approved.**

### **1. Executive summary**

1.1 It is a constitutional requirement for the Overview and Scrutiny function to report annually to full Council on its workings and make evidence based recommendations for future work programmes and amended working methods (if appropriate);

1.2 As a consequence, the draft Annual Report arising from the 2017/18 Municipal Year is presented at Appendix A.

### **2. Background**

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

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

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

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

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

### **5. Implications**

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

### **Supporting Information**

#### **Appendices:**

A: The Draft Overview and Scrutiny Annual Report

#### **Background Papers:**

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

# Overview and Scrutiny Annual Report



# Foreword from the Committee Chairmen

As I reflect on the end of my first year as Chairman of the Overview and Scrutiny Committee at West Devon Borough Council, I am delighted to present our Annual Report. The function of Overview and Scrutiny is not a decision making one, but a role of influence with recommendations being made to the Hub Committee and Full Council.



**Cllr Julie Yelland**

Chairman of  
West Devon  
Borough Council  
Overview and  
Scrutiny Committee

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The Committee looks at the budget process, reviews existing policy and recommends changes or the creation of a new policy where necessary. It also looks at how services are provided to the community and how these can be improved. For instance, Task and Finish Groups can be established, made up of Members who have a particular interest in the area under consideration. Those groups will carry out in depth research and report back to the Committee to enable effective recommendations to be made.

A strong and robust Overview and Scrutiny function is an important element within the Council's governance and decision-making arrangements and it is vital that we continue to support this work in an ongoing climate of budget pressures.

This Annual Report provides an account of the progress made by Overview and Scrutiny during 2017/18, including some of the key pieces of work that have been undertaken by the Committee, together with an indication of some of the areas already under consideration for the next 12 months. I trust you will find this Report interesting and informative.

On a final note, I should like to express my thanks to everyone who has contributed to the work of the Overview and Scrutiny process. A lot of hard work goes on behind the scenes to ensure the Committee has the information it needs to make effective recommendations and I am extremely grateful to Members, Officers and Partners for all their support.

Overview and Scrutiny Committee meetings are open to the public and the Member Services team ([member.services@swdevon.gov.uk](mailto:member.services@swdevon.gov.uk)) will be pleased to supply you with more information on the function.

# Introduction

We are pleased to present the Overview and Scrutiny Annual Report which outlines our work during the 2017-18 Municipal Year and which provides general information on the Overview and Scrutiny function at West Devon Borough Council.

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

The four key principles of Overview and Scrutiny are:

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

Overview and Scrutiny Committee Members consider these principles when selecting topics to investigate whether it is holding the Hub Committee to account, reviewing policies, policy development or the scrutiny of external bodies.

The Council recognises the importance of the overview and scrutiny function in its governance arrangements and officer support. From the start of the 2017/18 Municipal Year, the Council decided to replace its two Overview and Scrutiny Committees (previously known as the 'External' Committee and the 'Internal' Committee) and established one Overview and Scrutiny Committee in their place. This decision was largely taken to enable the one Committee to meet more frequently and ensure

that its meetings were more co-ordinated with Hub Committee meetings. Furthermore, there was previously felt to be some overlap and confusion over whether or not certain items should have been considered by the 'Internal' or 'External' Committee which would be eradicated by the amalgamation into one Committee.

The Council's governance arrangements specified that all 31 Members of the Council were considered to be either a Hub Committee Member (of which there are 9); a Member of the Audit Committee (of which there are 7); or a Member of the two Overview and Scrutiny Committees (of which there are 15).

The lead officers who were supporting the Overview and Scrutiny function during the 2017/18 Municipal Year were the Council's previous Head of Paid Service (who left the employ of the Council in February 2018); the Group Manager – Customer First and Support Services (from February to May 2018) and the Senior Specialist – Democratic Services.

To further support the function (and recognise the establishment of a new single Committee), a specific Overview and Scrutiny related training session was also arranged during this year that was facilitated by an external trainer.

# Committee Membership

Cllr Julie Yelland  
**Chairman**



Cllr Ric Cheadle  
**Vice-Chairman**



Cllr Diana Moyse



Cllr Bob Baldwin



Cllr Robin Musgrave



Cllr David Cloke



Cllr Terry Pearce



Cllr Jess Evans



Cllr Paul Ridgers



Cllr Patrick Kimber



Cllr Annabel Roberts



Cllr Tony Leech



Cllr Debo Sellis



Cllr James McInnes



Cllr John Sheldon





# The role of the Overview and Scrutiny Committee

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

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

One of the first pieces of work undertaken by the single Committee was to complete a detailed review of the Committee Terms of Reference and Procedure Rules. This piece of work culminated in revised documents being considered (and approved) by the Council at its meeting held on 26 September 2017 (Minute CM 32 d iii refers).

Key amendments that were made during the review included:

- Revisions to the Call-in Procedures;
- Deletion of reference to any Party Whip arrangements in the Overview and Scrutiny function; and
- Extending the Public Forum procedures to enable for members of the public and local community groups to be able to address the Committee.

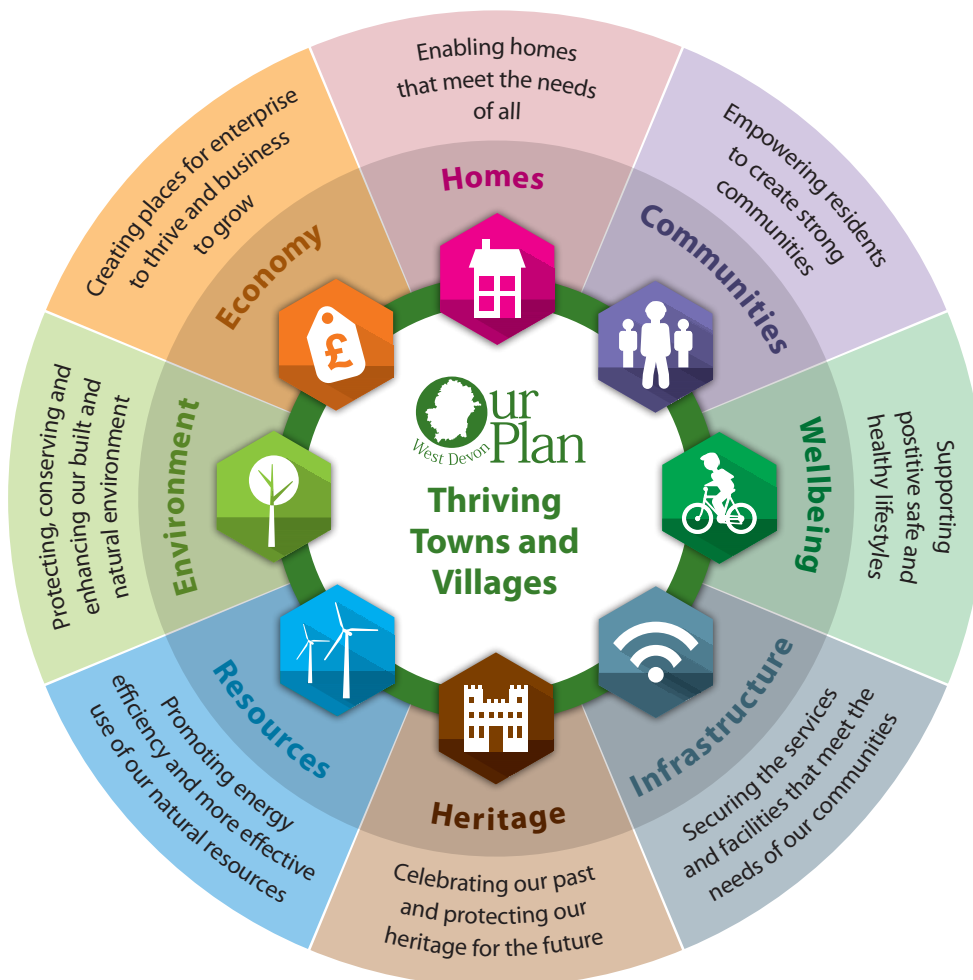
The approved terms of reference and procedure rules for the Overview and Scrutiny Committee can be found at: Part 3 – Delegation Scheme; and Part 4 – Rules of Procedure of the Council Constitution. The Council Constitution can be accessed via the following link:

[www.westdevon.gov.uk/  
article/3691/Our-Constitution](http://www.westdevon.gov.uk/article/3691/Our-Constitution)

# Agenda Items – Corporate Priorities

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

In considering its work programme, the Committee gave great emphasis to the Council's 8 Corporate Priorities and has received a number of reports (and made a number of recommendations) which are linked to these (NB. it is acknowledged that these have now been superseded following the Annual Council meeting held on 22 May 2018):



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



Item	Issue
Disabled Facilities Grants	As part of the quarterly performance measure reporting, the Committee highlighted how quickly Disabled Facilities Grants were being administered and felt this to be excellent, with officers being congratulated accordingly.
Joint Local Plan	<p>The Committee received regular updates on the progress of the Joint Local Plan and paid particular attention throughout the year to:</p> <ul style="list-style-type: none"> <li>● initial feedback on the consultation process;</li> <li>● the weight that could be applied to the Plan;</li> <li>● the build-up and progress of the Examination in Public;</li> <li>● updates in relation to the five year land supply;</li> <li>● potential monitoring arrangements once the Plan had been adopted; and</li> <li>● resourcing to support the Neighbourhood Planning process.</li> </ul>
Residential Property Purchase – Due Diligence	<p>A report was presented to the Committee, in light of the following Council decision:</p> <p><i>'That the Scheme be supported in principle to formally agree to acquire up to 18 residential units, subject to both the Overview and Scrutiny Committee first undertaking a review and specialist external legal and treasury management advice being obtained.'</i></p> <p>During discussion in exempt session, some reservations were raised on the proposal. That being said, the majority of Committee Members were of the view that, in principal, the proposal was an excellent one and the financial risk to the Council was fairly small when considering the potential rewards that the scheme could generate.</p> <p>It was then <b>RESOLVED</b> that the Committee has reviewed the due diligence proposed and completed and is suitably assured that the decision taken by the Council at its meeting on 5 December 2017 can take immediate effect.</p>



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



Item	Issue
Car Park Fees and Charges	<p>As part of the consideration into the draft Budget proposals for 2018/19, the view was expressed that, as part of its review into car parking charges, the Car Parking Strategy Group give serious consideration to all fee paying car parks. It was also requested that this review should include an investigation into the merits of whether or not Kilworthy Park Car Park should be added to the list of fee paying car parks.</p> <p>The view was also expressed that the additional income target for car parking was too ambitious, particularly in light of the suggestion that an increase in parking fees would have no impact on usage, which was a point challenged by some members.</p>

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



Item	Issue
Average Telephone Call Answer Time	During consideration of the Council's performance measures, Committee Members reiterated concerns about the 'length of time taken to answer telephone calls' and felt that it was unacceptable for some calls to have taken longer than five minutes to answer.
Rural Broadband Provision	<p>The Committee lamented the lack of adequate rural broadband provision in the Borough and felt it to be a disgrace that there were instances of local businesses that were closing down due to inadequate broadband speeds.</p> <p>The Committee also considered a Scrutiny Proposal Form that had been produced on Rural Broadband Provision in the Borough. As a way forward, the Committee formally requested that a meeting of the Rural Broadband Working Group be arranged in the upcoming weeks and that renewed energy be given to this Group in an attempt to influence an improvement in rural broadband provision in the Borough. Moreover, the Committee asked that consideration also be given to co-opting additional interested Members on to the Working Group.</p> <p>To keep this item at the forefront of the agenda, the Committee asked that the Connecting Devon and Somerset Programme Manager be invited to attend a meeting early in the 2018/19 Municipal Year and respond to Member concerns.</p>
Accepting Cash and Cheques at Council Premises (excluding Car Parks)	<p>One of the potential savings that the Committee was asked to consider during the draft Budget setting process was to remove the facility for accepting cash and cheques at Council premises (excluding Car Parks) from 1 April 2018.</p> <p>Once the Committee had received adequate assurances that there would be a number of alternative options (e.g. the ability to pay by cash or cheques via PayPoint or at a local Post Office), the majority of Members voted in support of recommending removal of this facility.</p> <p>This recommendation was ultimately approved by the Council at its Budget meeting on 20 February 2018.</p>
Closure of the Okehampton Office	Such were the severe budgetary pressures facing the Council that the Committee was supportive of the budget proposal to close the Okehampton office. As a consequence, the Committee <b>RESOLVED</b> that, subject to a Communication Plan being produced in consultation with local Ward Members and an alternative service provision being available, the Okehampton Office should be closed with effect from 1 April 2018, resulting in a saving of £82,000.

## COMMUNITIES – Empowering residents to create strong communities



Item	Issue
Villages in Action	<p>Amidst concerns over the recent decision to reduce the grant funding awarded to Villages in Action (ViA), representatives from Carn to Cove (the organisation who were running a caretaker season for ViA) were invited to attend a Committee meeting. In so doing, the representatives outlined the impact of the £4,000 reduction.</p> <p>Following a presentation, some concerns were raised by Members over the apparent lack of financial accountability and there was a view that local town and parish councils (who were not subject to any capping restrictions could also offer grants to the organisation.</p> <p>In conclusion, there was no appetite at this time amongst the majority of Committee Members to recommend that the grant awarded by the Council should be reinstated to its 2016/17 level.</p>
Community Grants Scheme	<p>The Committee considered a report that presented it with a review of existing Council Community Grant schemes, including options for streamlining or improving these schemes.</p> <p>The Committee subsequently <b>RECOMMENDED</b> that the Council (via the Hub Committee):</p> <ol style="list-style-type: none"> <li>1. incorporate the Sports Grant into a 'Community Grant' scheme, retaining £2,000 as a revenue line to cover 'training/coaching grants';</li> <li>2. exclude applications to the Community Grant from projects within Dartmoor National Park, which have already received support from the DNPA Sustainable Communities Fund;</li> <li>3. support the production of a one page summary of grant schemes which officers and Members can use to increase and sustain the level of promotion to local communities;</li> <li>4. support ongoing officer engagement with DCC to refocus the TAP scheme criteria on its original purpose and reinstate the process that is outlined at paragraph 7.3 of the presented agenda report;</li> <li>5. approve the Arts Task &amp; Finish recommendations (as shown in sections 3.3 and 3.4 of the presented agenda report) regarding revenue funding to communities; and</li> <li>6. support, in instances where there is a lack of consensus amongst local Ward Member(s) about whether to support an application, local Ward Members being in receipt of the final decision (and a brief statement outlining the rationale behind this decision) on whether or not an application to the 'Community Grant' scheme has been successful.</li> </ol> <p>The Hub Committee considered these recommendations on 18 July 2017 and were supportive of recommendations 1, 2, 3 and 4. With regard to recommendation 5, the Hub Committee tasked the Task and Finish Group with providing further information. In respect of recommendation 6, the Hub Committee supported the proposal but was of the view that this was an operational matter that did not require formal approval. At its meeting on 25 July 2017, the Council proceeded to approve recommendations 1, 2, 3 and 4.</p>

Item	Issue
Ombudsman Annual Review Letter 2017	The Committee reviewed the Ombudsman Annual Letter for 2017 and welcomed the improved performance in respect of dealing with customer complaints. In particular, the Committee acknowledged that the number of complaints to the Ombudsman had decreased year on year over the previous four years, thereby indicating a steady improvement in service levels.
Partnerships Review	<p>As part of the Budget setting process, the Committee was presented with a series of recommendations that had been generated by the Partnerships Task and Finish Group.</p> <p>In its deliberations, the Committee was divided in its opinion over some of the recommendations. In support of the recommendations, some Committee Members felt it to be absolutely necessary to approve these in light of the budgetary pressures facing the Council. In addition, the point was made that the Council had entrusted a Task and Finish Group to undertake a review and their views should therefore be supported.</p> <p>In contradiction, other Committee Members emphasised the reputational damage arising from the recommendations and particular concerns were highlighted over the proposed reductions to the CVS, CAB and the local Ring and Ride Schemes. Although a motion to this effect was put to the vote, the majority of Committee Members did not agree and it was then <b>RESOLVED</b> that:</p> <p><i>'The Committee support each of the recommendations of the Partnership Task and Finish Group (as outlined at Appendix F of the presented agenda report).'</i></p> <p>The Council proceeded, at its meeting on 20 February 2018, to make the following decision:</p> <p><i>"That a decision to cut the funding of the following groups should be deferred for twelve months:</i></p> <ul style="list-style-type: none"> <li>● <i>Okehampton Community Transport Group;</i></li> <li>● <i>Tavistock Ring and Ride Group;</i></li> <li>● <i>West Devon Community and Voluntary Service;</i></li> <li>● <i>Citizens Advice;</i></li> <li>● <i>Young Devon; and</i></li> <li>● <i>South West Rotary Youth Games.</i></li> </ul> <p><i>This would allow these charities to have the opportunity to find future funding from elsewhere and, if they want to, add their names to the new WDBC Lottery Scheme that may well help to fill any shortfalls in their budgets by the loss of funding from WDBC."</i></p> <p>At a later Committee meeting, the Chairman confirmed that the Task and Finish Group would be retained with the primary focus being to make recommendations for Partnership Funding contributions for 2019/20 and beyond. The Group intended to report its final recommendations to the Committee meeting on 26 June 2018.</p>

Item	Issue
Localities Team Update	<p>The Committee considered a report that provided an update on the progress being made by the Localities Team and that provided an opportunity for Members to make any recommendations to the Locality Model.</p> <p>With regard to staffing resources within the Team, there was a view that the capacity and resilience of the Mobile Locality Officer (MLO) function should be increased. Officers replied by giving an assurance that it was a primary concern to ensure that staff were not under undue pressure and being overworked. The Committee learned that the Localities Team had recently undertaken an internal wellbeing survey and the conclusions did not suggest that there was a capacity issue at this time.</p> <p>The Committee recognised that the Locality Service had proven to be one of the main success stories of the Transformation Programme. To support this view, a number of other local authorities had already visited the Council to learn more about the Transformation Programme. As part of these visits, representatives had been highly impressed by the enthusiasm and commitment of the Locality Team.</p>

## WELLBEING – Supporting positive safe and healthy lifestyles

Item	Issue
Sickness Absence Monitoring	<p>The Committee considered a report that provided an update on the level of sickness absence amongst Council employees and the measures in place to manage and monitor short and long term sickness absence.</p> <p>In its discussions, the Committee was assured that measures were being put in place to ensure that staff wellbeing was of paramount importance. In particular, the Committee welcomed the recent adoption of the revised Health and Wellbeing Strategy.</p> <p>The Committee concluded by acknowledging that the Council continued to proactively manage and monitor short and long-term absence and that the HR Lead Specialist continues to report to the Senior Leadership Team on a monthly basis.</p> <p>In its last (Quarter 4) Performance Monitoring report, officers confirmed that the Council currently had no members of staff who were absent through long-term sick.</p>
Annual Review of Health and Safety Policy	<p>Having considered a report that presented the annual review of the Council's Health and Safety Policy, the Committee proceeded to recommend that the Policy be adopted and signed by the Head of Paid Service and the Leader of Council.</p> <p>This recommendation was ultimately approved by the Council at its meeting on 5 December 2017.</p>



Item	Issue
Regulation of Investigatory Powers Act (RIPA) 2000 Policy and Update	<p>The Committee considered the Policy and Update and concluded that:-</p> <ol style="list-style-type: none"> <li>1. The Council be <b>RECOMMENDED</b> that the guidance on Social Networking Sites in investigations be approved and included in the Council's RIPA Policy; and</li> <li>2. The Committee note that there has been no RIPA Authorisations in the last three years.</li> </ol> <p>The Council proceeded to approve (without amendment) recommendation 1 at its meeting on 5 December 2017.</p>
Member Lone Working Policy	The Committee recognised that there was a need for Members to be in receipt of Lone Worker training and a session was to be arranged in due course.
Community Safety Partnership (CSP)	In line with statutory requirements, the Committee considered its annual update from the CSP and raised a number of issues that were to be taken forward. For example, the Committee requested that all Members be in receipt of training on the work of the CSP and this session proceeded to be held on 6 March 2018.
General Data Protection Regulation (GDPR) – Readiness Update	<p>A report was presented by the Committee that outlined the changes that the Council would need to implement in order to achieve compliance with the General Data Protection Regulation (GDPR) by 25 May 2018.</p> <p>Having considered the update, the Committee <b>RESOLVED</b> that the approach to GDPR readiness be supported and that Members should be fully trained in the implications and responsibilities of the Regulations. (NB. the requested training subsequently took place on 13 February 2018).</p>
Ambulance Service Representatives	<p>At the invitation of the Committee, Ambulance Service representatives were invited to attend a meeting to outline how the organisation was responding to public sector funding challenges.</p> <p>Their presentation and responses to Member questions were well received and the representatives confirmed that they were happy to attend a future Committee meeting to provide a further update.</p>
Benefits Claims Performance Measures	During each quarterly performance monitoring report, the Committee noted that the '% of Benefits change of circumstances online' indicator was below the prescribed target. At the end of the year, the Committee concluded that it was online uptake (rather than performance) that was poor and Members supported a re-launch of the ability to self-serve at the annual Council Tax billing stage.
Fusion Lifestyle Annual Review Presentation	<p>Representatives from Fusion Lifestyle conducted a presentation to the Committee that summarised their performance between January and December 2017.</p> <p>Whilst recognising that, since this was the first annual presentation, there were no comparative baseline figures available, the Committee made a number of comments (and suggested improvements) that the representatives agreed to incorporate into future annual reports.</p>



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



Item	Issue
<p>Planning Enforcement Service Review</p>	<p>In response to a number of Member concerns raised, the Committee considered a report that provided an update on the current workload position and revisions to the Planning Enforcement Service in order to address the business need.</p> <p>In its deliberations, the Committee endorsed the actions (and ongoing monitoring) that were being proposed by officers. In particular, the proposal to increase resources within the service and improve working relations with local Ward Member(s) was welcomed.</p> <p>Later on in the 2017/18 Municipal Year, the Committee also considered a report that sought to recommend the adoption of a Local Enforcement Plan and a Planning Enforcement Member Engagement Protocol.</p> <p>Following a lengthy debate, the Committee <b>RECOMMENDED</b>:</p> <ol style="list-style-type: none"> <li>1. That the Local Enforcement Plan be adopted;</li> <li>2. That the Planning Enforcement Member Engagement Protocol be adopted;</li> <li>3. That the improved actions proposed in the report be endorsed;</li> <li>4. That authority be delegated to the Community Of Practice Lead Development Management, in consultation with the lead Hub Committee Member for Customer First, to make any minor amendments to the Plan, Protocol and Actions prior to their adoption; and</li> <li>5. That it be noted that the Overview and Scrutiny Committee has requested inclusion in its Future Work Programme of a review within the next six months of this Plan, Protocol and Actions being adopted.</li> </ol> <p>These recommendations were all subsequently approved by the Hub Committee at its meeting on 6 February 2018.</p> <p>With regard to the recent upward trend of planning enforcement cases, the Committee felt that the targets prescribed in the Enforcement Plan may not be appropriate and requested that they be revisited at a future Committee meeting.</p> <p>To raise Member awareness of the process, the Committee also supported the proposal to convene a Member Planning Enforcement awareness session in the upcoming weeks.</p>
<p>Tree Inspections</p>	<p>In highlighting the specialist nature of undertaking detailed assessments, the Committee was given assurances that, whilst Mobile Locality Officers had been trained to recognise any obvious detrimental conditions to a tree, they left the detailed assessments to specialist officers.</p>

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



Item	Issue
South West Museum Development Grant	<p>As part of the wider Partnership Funding review, the Committee recommended that the grant funding allocated to South West Museum Development be ceased.</p> <p>This recommendation was subsequently approved by the Council as part of the Budget setting process.</p>

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



Item	Issue
Performance Measures Review	<p>A joint Task and Finish Group with South Hams District Council was established during this year. The Committee kept a close eye on the progress of the Review and each Member was assigned an area of the Council's business and was tasked with:</p> <ol style="list-style-type: none"> <li>1. Establishing whether the current performance measures were still relevant;</li> <li>2. If still relevant, considering whether the measure was set at the current level and who was responsible for setting that target; and</li> <li>3. Determining who (and why) would be responsible for adjusting these measures and/or target levels.</li> </ol> <p>Upon the direction of South Hams District Council Members, the joint Review was suspended following the One Council decisions.</p> <p>As the suspension continued, it was deemed appropriate by the Committee to hold the review in abeyance pending the outcome of the Corporate Strategy review.</p>
One Council Consultation Process	<p>In advance of the Special Council meeting on 31 October 2017, the Committee considered a report that provided a detailed overview of the One Council Consultation process, including how the consultation was devised and the range of methods used to engage with the public.</p> <p>The purpose of the item was not to focus on the merits of the One Council proposal, but to ensure that the consultation process had been fair, reasonable and balanced.</p> <p>Following a detailed debate, the Committee concluded that the consultation process had been robust and sound.</p>

Item	Issue
Draft Budget Proposals 2018/19	<p><b>Council Tax Increase:</b></p> <p>Whilst regrettable, there was unanimous support amongst Committee Members to recommend that Council Tax be increased by 2.99% for 2018/19. Such was the extent of the ongoing budget reductions from central government that Members reluctantly felt it to be absolutely essential for the Council Tax Base to be built up as much as possible.</p> <p>The Council endorsed this proposal at its meeting on 20 February 2018.</p> <p><b>Invest to Earn:</b></p> <p>Due to its unpredictable and volatile nature, a Member of the Invest to Earn Working Group warned that the income target of £100,000 that was proposed to be built into the Council's Base Budget from investments in commercial property was by no means guaranteed;</p> <p><b>Paperless Agendas:</b></p> <p>A number of Members expressed their serious reservations at the proposal to implement a practice whereby Committee agendas are not printed and posted out to Members. As a result, the Committee <b>RESOLVED</b> that:</p> <p><i>'The Hub Committee be advised that the Overview and Scrutiny Committee has serious concerns at the proposal to no longer print and post out Committee agendas to Members.'</i></p> <p>Despite these reservations, the Council did still vote to approve this proposed Budget saving at its meeting on 20 February 2018.</p>
Member Development	<p>The Committee maintained a standing agenda item relating to Member Development opportunities that had arisen during Committee meetings.</p> <p>Such issues that had been raised during the 2017/18 Municipal Year included:</p> <ul style="list-style-type: none"> <li>● Generic training on the Overview and Scrutiny function;</li> <li>● Member Lone Working;</li> <li>● Planning Enforcement;</li> <li>● Community Safety Partnership;</li> <li>● Performance Dashboards; and</li> <li>● Member IT Provision.</li> </ul>

# Agenda Items – Transformation Programme

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

## Transformation Programme – Interim Review: Task and Finish Group

During 2016/17, a ‘Transformation Programme – Interim Review: Task and Finish Group’ was established which was asked to focus on the:

- timescales of the programme and the reasons for these;
- capacity during transition;
- leadership and continuity from 2104 until present;
- approach to project management; and
- impact on service delivery.

Having presented its final recommendations to the meeting held on 16 May 2017, the Hub Committee felt that there was some more work required and asked that the Task and Finish Group be reconvened and joined by Cllrs Edmonds and Moody to consider *‘the conclusions that had been presented before reporting back in due course.’*

The Group proceeded to recommend to the Hub Committee meeting on 18 July 2017 that:

*‘for any significant project including any for which a Joint Steering Group is required, a written management plan (including timescales, finances, objectives and outcomes) is required. This would be accompanied with:*

- *Supporting policies in place;*
- *Regular member reporting via briefing papers and workshops;*
- *Defined contracts with outside bodies; and*
- *An analysis of the timing of program against risk factors.’*

Since this recommendation was subsequently approved by the Hub Committee, the Overview and Scrutiny Committee formally closed down the Review and thanked the Group Members for their contributions.

## Quarterly Performance Reporting

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

## Programme Closedown Report

Extending on the point that the Programme was now so ingrained, the Hub Committee Forward Plan (that was considered as a standing agenda item by the Committee) highlighted that a formal Programme Closedown report was to be presented to the Hub Committee meeting on 5 June 2018.

# Agenda Items – Public Forum

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

To the disappointment of a number of Members, the Public Forum was not utilised at all during 2017/18 and officers have given a commitment to raise the profile and awareness of the provision during 2018/19.



# The 2018-19 Work Programme

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

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

- Connecting Devon and Somerset Programme Manager;
- Financial Stability Review Group: Progress Update;
- Medium Term Financial Strategy Update;
- Economy Working Group Update;
- Food Safety Audit;
- Garden Waste Service Update;
- Planning Enforcement Plan / Actions and Protocol Review;
- Corporate Strategy: Delivery Against Themes Update;
- Results of Customer Satisfaction Survey;
- Community Safety Partnership: Annual Report;
- Safeguarding Update; and
- Draft Budget Proposals 2019/20.





**West Devon  
Borough  
Council**



Report to: **Overview & Scrutiny Committee**  
Date: **26 June 2018**  
Title: **Partnership Funding Task & Finish Group**  
Portfolio Area: **Strategy and Commissioning**  
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 in the first instance to the Hub Committee meeting on 17 July 2018 for further consideration.

Author: **Cllr Julie Yelland** Role: **Chair of the Partnership Funding Task and Finish Group**

Contact: **cllr.yelland@swdevon.gov.uk**

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**Recommendations:**

**That the Committee RECOMMEND to the Hub Committee to RECOMMEND to Council to:**

- 1. continue to fund partnerships that alleviate the statutory work that would otherwise have to be done by the Council;**
- 2. increase the funding to partnerships that undertake statutory work by applying an inflationary uplift in line with the published Consumer Price Index figures (CPI);**
- 3. reduce funding to nil for other organisations over a 3-year period; and**
- 4. encourage all organisations to seek alternative funding by drawing their attention to other potential income streams that are funded by WDBC.**

## **1. Executive summary**

- 1.1 The Overview and Scrutiny Committee appointed a Task and Finish Group to review Discretionary Partnership Funding. This report details the methodology, resources used and recommendations.
- 1.2 Recommendations have been arrived at in response to various Member events including the Corporate Strategy Workshops; a survey of Members, The MTFS Workshop and the opinion of the Financial Stability Working Group.
- 1.3 Summary of the results of the Members' Survey are:
  - The majority of Members support funding in line with the term (i.e. 5 years) of the Medium Term Financial Strategy;
  - Over 96% supported CA funding i.e. statutory;
  - Majority supported borough wide initiatives;
  - Majority said no to funding partners that cover just part of the Borough;
  - Majority support to increase statutory funding in line with inflation;
  - Majority said yes to reducing discretionary partnership funding; and
  - Reducing non-statutory provision to nil within 3 years or less received the most support.
- 1.4 Recommendations from the Committee will be presented to the Hub Committee on 17 July 2018 and then Full Council on 24 July 2018.

## **2. Background**

- 2.1 In June 2017 a Task & Finish Group was put together to conduct a Discretionary Grant Funding Review regarding Partnership Funding with members drawn from O&S. The objectives were:
  - to review existing discretionary partnership funding;
  - to take into account value for money;
  - to ensure grants were aligned with council priorities; and
  - to consider whether members wished to scale back funding or continue with funding provision.
- 2.2 The initial recommendations for the 2018/19 Budget were based on an indicative reduction in partnership funding levels of £25,000 which was used in the Medium Term Financial Strategy (report to the Hub Committee meeting on 28 November 2017) for modelling purposes. The recommendations of the Task and Finish Group (i.e. to reduce funding levels by £28,000) were considered by the Overview and Scrutiny Committee at its meeting on 16 January 2018; the Hub Committee at its meeting on 6 February 2018; and the Full Council meeting on 20 February 2018, with the final decision resulting in the partnership funding levels being reduced by £15,500.

<b>Funding Summary as agreed by Members on 20 February 2018</b>		
<b>Partnership</b>	<b>2017/18 Allocation</b>	<b>2018/19 Allocation</b>
BIP (Subject to market testing)	£15,000	£8,000
Citizens Advice	£32,900	£32,900
CVS	£8,500	£8,500
Devon Rail Partnership	£2,500	£0
SW Rotary Youth Games	£3,000	£3,000
HoTSW LEP	£5,000	£5,000
Junior Life Skills	£2,160	£2,160
OCRA	£2,000	£2,000
Okehampton Community Transport	£10,315	£10,315
South West Museums	£2,000	£0
Tamar Estuaries Consultative Forum	£4,500	£4,500
Tamar Valley AONB	£8,835	£8,835
Tavistock Ring & Ride	£10,315	£10,315
Villages in Action (Carn 2 Cove)	£4,000	£0
World Heritage Site	£4,000	£4,000
Young Devon	£7,500	£7,500
	<b>£122,525</b>	<b>£107,025</b>

2.3 It was agreed that, in fairness to partners, the Task & Finish Group should meet promptly in the following financial year to recommend a settlement (partnership contribution) for 2019/20 which should be communicated to partners as early as possible in order for them to plan accordingly.

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

3.1 The Corporate Strategy recognises the challenges faced by the Council – namely that of the withdrawal of core central government funding and setting a balanced budget without cutting statutory services while acknowledging that it costs more to deliver services in rural areas. The Corporate Strategy encompasses themes for communities and wellbeing, however, there are opportunities for these themes to be delivered by organisations accessing the Lotto; Crowdfunding; Communities Together Fund and Village Hall Grants.

3.2 This was echoed in the MTFs Workshop that was held on 1<sup>st</sup> May 2018 where it was clear that no budget line could be held to be sacrosanct. The Council had previously approved work to be done to deliver savings and increase income with Partnership Funding included on the basis that

beneficiaries will have the opportunity to get involved with funding streams referred to above. It was recognised that early decisions need to be made to feed into the overall 2019/20 budget including bringing strategy lines together.

- 3.3 The Financial Stability Working Group did not set a target for savings, however, their views were that a potential solution could be to reduce funding and ask partnership groups to bid for monies on an annual basis along the lines of other grant applications (using funds from the new SeaMoor Lotto or via the proposed Crowdfunder platform) so that groups do not automatically receive funding.
- 3.4 A Members' Survey was conducted throughout May 2018 with 26 responses out of a possible 31 (86%). The outcome is as follows:-

Q1. Do you think we should agree partnership funding for the next 5 years i.e. in line with the MTFS?

*R. 20 members (77%) Yes*

Q2. Do you think we should fund partnerships that alleviate the statutory work that would otherwise have to be done by the Council? e.g. Citizens Advice

*R. 25 members (96%) Yes*

Q3. Do you think we should fund partnerships that deliver outcomes that are "nice to haves" and not statutory; but deliver benefits Borough wide?

*R. 17 members (65%) Yes.*

Q4. Do you think we should fund partnerships that deliver outcomes that are "nice to haves" and not statutory; but deliver benefits to only parts of the Borough?

*R. 12 members (46.15%) No. (8 members (30%) did not know)*

Q5. Do you think that the partnerships that undertake statutory work for us should receive an inflationary increase to their funding?

*R. 15 members (58%) Yes*

Q6. Do you think that the partnerships we currently fund but are "nice to haves" should have a reduction to their funding?

*R. 19 members (73%) Yes*

Q7. If you have stated that you think the "nice to have" partnerships should have a reduction in their funding, how much do you think the reduction should be each year?

*R. 18 members (69%) agreed funding should be reduced with 23% of the 18 respondents supporting reduction to nil within 3 years.*

- 3.5 These results made it very clear that the majority of those who took part supported a 5-year funding plan with organisations that benefit the whole Borough taking priority over those who only deliver benefits to some areas. The majority expressed a wish to apply an inflationary increase to any organisation that undertook statutory work and to reduce funding to the

partners who do not. With regard to the timeframe and percentage of reduction, there were mixed views, however, the majority of those who expressed an opinion supported a reduction over a 3-year period.

3.6 It is recognised that the work of the Citizens Advice directly alleviates the statutory work that would otherwise have to be carried out by the Council and an inflationary increase in line with CPI is proposed in the table below.

3.7 It is not anticipated that the amount allocated to HoTSW LEP; Tamar Estuaries Consultative Forum; Tamar Valley AONB and the World Heritage Site would change as the funding is fixed.

3.8 The table below shows proposed Discretionary Partnership Funding over the next 3 years. Years 4 and 5 would see no reductions, assuming no change in provision to the organisations listed in the previous paragraph. The total amount of grant funding payable would increase in years 4 and 5 if Citizens Advice is awarded an annual inflationary uplift.

<b>Proposed Funding Summary</b>						
<b>Partnership</b>	<b>Current Allocation</b>	<b>Proposed 2019/20</b>	<b>Proposed 2020/21</b>	<b>Proposed 2021/22</b>	<b>Proposed 2022/23</b>	<b>Proposed 2023/24</b>
Citizens Advice - inflationary increase in line with CPI *	£32,900	£33,722	£34,565	£35,429	£36,315	£37,223
CVS	£8,500	£5,100	£2,550	£0	£0	£0
SW Rotary Youth Games	£3,000	£2,000	£1,000	£0	£0	£0
HotSW LEP	£5,000	£5,000	£5,000	£5,000	£5,000	£5,000
Junior Life Skills	£2,160	£1,440	£720	£0	£0	£0
OCRA	£2,000	£1,333	£666	£0	£0	£0
Okehampton Community Transport	£10,315	£6,533	£3,266	£0	£0	£0
Tamar Estuaries Consultative Forum	£4,500	£4,500	£4,500	£4,500	£4,500	£4,500
Tamar Valley AONB	£8,835	£8,835	£8,835	£8,835	£8,835	£8,835
Tavistock Ring & Ride	£10,315	£6,533	£3,266	£0	£0	£0
World Heritage Site	£4,000	£4,000	£4,000	£4,000	£4,000	£4,000
Young Devon	£3,750	£2,500	£1,250	£0	£0	£0
	<b>£95,275</b>	<b>£81,496</b>	<b>£69,618</b>	<b>£57,764</b>	<b>£58,650</b>	<b>£59,558</b>

\*NB March 2018 CPI of 2.5% applied for demonstration purposes. Actual uplift to be determined in line with published figures year on year.

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

- 4.1 The Task & Finish Group was re-convened in March 2018 and was enlarged to include the Deputy Leader as Partnership Arrangements sat within her Portfolio together with the Lead Member for Health & Wellbeing. Members were Cllr Yelland; Cllr Cloke; Cllr Moyse; Cllr Moody and Cllr Samuel.
- 4.2 Letters were written to existing partners at the end of April, enclosing grant monies for 2018/19 and advising them that the Council was not in a position to guarantee funding in future years. The recipients were encouraged to be pro-active in seeking alternative sources of funding and were reminded they would have the opportunity to sign up to the SeaMoor Lotto; take part in the emerging Crowdfunding initiative and apply to the Communities Together Fund (which replaced TAP Funding) through their local Links Committees.
- 4.3 The following Member events took place which have informed the recommendations made by the T&F Group:
- The Corporate Strategy Workshops held on 27 February and 13 March with a new 5-year Corporate Strategy being approved by Full Council on 20 May 2018.
  - A Survey that was circulated to all Members in April 2018
  - The Medium Term Financial Strategy Member Workshop held on 1 May 2018
  - The view of the Financial Stability Working Group who met on 15 May 2018 and their subsequent report to the Hub Committee on 5 June 2018.
- 4.4 Consideration was given to inviting representatives from each organisation to meet with the T&F Group to discuss their funding needs. It was agreed that this would not be fair to the beneficiaries due to the fact that any recommendations arising would have no bearing on the importance and value of the work of the groups in question.
- 4.5 Each organisation was looked at to see if they continued to fall within the remit of discretionary partnership funding. The organisations listed below were not considered for the following reasons:
- BIP This is a contract with no discretionary top up – so removed from list
  - Devon & Cornwall Rail Partnership -Partnership still in operation, however, WDBC ceased making financial contributions several years ago. Removed from list.
  - Tamar Valley AONB- There is a statutory duty to fund or make alternative provision to the equivalent value. The amount is fixed.
  - Tamar Estuaries Consultative Forum-There is a statutory duty to fund or make alternative provision to the equivalent value. The amount is fixed.

- World Heritage Status - Funding required to protect status.
- HoSWLEP - Previously agreed to maintain funding at £5,000 for the foreseeable future.
- South West Museums - Council approved cessation of funding 20 February 2018.
- Villages in Action (Carn 2 Cove) Council approved cessation of funding 20 February 2018.

Funding for Young Devon was approved at £7,500 for 2018/19, however, the contribution was halved for this year as they are no longer delivering on Young Carers due to loss of DCC contract.

## 5. Proposed Way Forward

5.1. It is recommended that the Committee recommend to the Council (via the Hub Committee) to:

1. continue to fund partnerships that alleviate the statutory work that would otherwise have to be done by the Council;
2. increase the funding to partnerships that undertake statutory work by applying an inflationary uplift in line with the published Consumer Price Index figures (CPI);
3. reduce funding to nil for other organisations over a 3-year period; and
4. encourage all organisations to seek alternative funding by drawing their attention to other potential income streams that are funded by WDBC.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		Localism Act 2011 (Section 1 – Powers of General Competence). Those partnerships required by statute have their own specific legislative requirements;  O&S Partnerships Task and Finish Group Terms of Reference included need to address legal basis for partnerships generally and specific agreements for individual partnerships.  Updated partnership agreements will require individual legal input.
Financial		The proposed future Partnership funding levels are set out in the table in section 3.8.
Risk		A failure to review partnership principles, partnership arrangements and partnership opportunities could lead to:

		<ul style="list-style-type: none"> <li>• Ineffective use of council funds;</li> <li>• Poor quality service to those in need of support;</li> <li>• Inequality of delivery across the council area; and</li> <li>• Knock on resource pressures direct to the council.</li> </ul> <p>These risks are mitigated by detailed reviews akin to the piece of work undertaken by this Task and Finish Group.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity		The services provided by partnerships promote equal opportunities and help prevent discrimination in our communities.
Safeguarding		Partners are required to operate to adopted Child and Vulnerable Adult Safeguarding Policies where appropriate.
Community Safety, Crime and Disorder		Partnerships should provide advice and volunteering opportunities which reduce the potential for anti-social behaviour.
Health, Safety and Wellbeing		Partnerships include consideration of health, safety and wellbeing implications where appropriate
Other implications		N/A

### **Supporting Information**

#### **Appendices:**

Appendix A – Proposed Allocations 2019/20 – 2023/24

#### **Background Papers:**

Budget Proposals report to Council meeting on 20 February 2018; and  
The minutes arising from the Council meeting on 20 February 2018.



Proposed Funding Summary

Partnership	Current Allocation	Proposed 2019/20	Proposed 2020/21	Proposed 2021/22	Proposed 2022/23	Proposed 2023/24
Citizens Advice - inflationary increase in line with CPI	£32,900	£33,722	£34,565	£35,429	£36,315	£37,223
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HoSW LEP	£5,000	£5,000	£5,000	£5,000	£5,000	£5,000
Junior Life Skills	£2,160	£1,440	£720	£0	£0	£0
OCRA	£2,000	£1,333	£666	£0	£0	£0
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World Heritage Site	£4,000	£4,000	£4,000	£4,000	£4,000	£4,000
Young Devon	£3,750	£2,500	£1,250	£0	£0	£0
	<b>£95,275</b>	<b>£81,496</b>	<b>£69,618</b>	<b>£57,764</b>	<b>£58,650</b>	<b>£59,558</b>

Basis for inflationary uplift is Consumer Price Index (CPI). March 2018 CPI was 2.5%  
 Recommend that the latest published CPI figures are used.

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## OVERVIEW AND SCRUTINY COMMITTEE

### DRAFT ANNUAL WORK PROGRAMME – June 18 to April 19

Date of Meeting	Report	Lead Officer / Member
31 July 2018	Q1 Performance Indicators	Jim Davis
	Joint Local Plan Update	Tom Jones
	Task and Finish Group Updates (if any)	
	Connecting Devon and Somerset Programme Manager to be invited to attend	Steve Mullineaux
	Report from the Economy Working Group	Darren Arulvasagam
	Garden Waste Service Update	Jane Savage
	Hub Committee Forward Plan	Kathy Trant
4 September 2018	Joint Local Plan Update	Tom Jones
	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Medium Term Financial Strategy Update	Lisa Buckle
	Planning Enforcement Plan / Protocol and Actions and Performance Indicators – Review	Pat Whymer
2 October 2018	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Corporate Strategy: Delivery Against Themes Update	Nadine Trout
	Joint Local Plan Update	Tom Jones
6 November 2018	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Joint Local Plan Update	Tom Jones
	Q2 Performance Indicators	Jim Davis
	Results of Customer Satisfaction Survey	Nadine Trout
	Community Safety Partnership Annual Report	Louisa Daley
	Safeguarding Update	Louisa Daley
15 January 2019	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Joint Local Plan Update	Tom Jones

	Draft Budget 2019/20	Lisa Buckle
26 February 2019	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Joint Local Plan Update	Tom Jones
	Q3 Performance Indicators	Jim Davis
2 April 2019	Task and Finish Group Updates (if any)	
	Hub Committee Forward Plan	Kathy Trant
	Joint Local Plan Update	Tom Jones
	Draft O+S Annual Report 2018/19	Darryl White

Future Items to be programmed:

IT Procurement (Nadine Trout); and  
Community Housing Briefing (Rob Ellis and Cllr Moody)