

# South Hams Overview and Scrutiny Panel



<b>Title:</b>	<b>Agenda</b>												
<b>Date:</b>	<b>Thursday, 17th October, 2019</b>												
<b>Time:</b>	<b>10.00 am</b>												
<b>Venue:</b>	<b>Cary Room - Follaton House</b>												
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Birch</p> <p style="text-align: center;"><b>Vice Chairman</b> Cllr Smerdon</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Pennington</td> <td>Cllr Reeve</td> </tr> <tr> <td>Cllr Austen</td> <td>Cllr Rose</td> </tr> <tr> <td>Cllr Chown</td> <td>Cllr Spencer</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Sweett</td> </tr> <tr> <td>Cllr McKay</td> <td>Cllr Thomas</td> </tr> <tr> <td>Cllr O'Callaghan</td> <td></td> </tr> </table>	Cllr Pennington	Cllr Reeve	Cllr Austen	Cllr Rose	Cllr Chown	Cllr Spencer	Cllr Jackson	Cllr Sweett	Cllr McKay	Cllr Thomas	Cllr O'Callaghan	
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Cllr Jackson	Cllr Sweett												
Cllr McKay	Cllr Thomas												
Cllr O'Callaghan													
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk												

**1. Apologies for Absence**

**2. Minutes**

**1 - 12**

to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 5 September 2019;

**3. Urgent Business**

brought forward at the discretion of the Chairman;

**4. Division of Agenda**

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;

**5. Declarations of Interest**

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting;

**6. Public Forum**

**13 - 14**

A period of up to 15 minutes is available to deal with issues raised by the public;

**7. Verbal Update the recent Information Commissioner's Office Decision**

**8. Executive Forward Plan**

**15 - 26**

**Note:** If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Democratic Services before **5.00pm on Monday 14 October 2019** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.

**(a) Council Tax Reduction Scheme 2020/21**

**9. Accommodation Strategy - Update Presentation**

**10. Review of Fees and Charges for 2020/21**

**27 - 46**

	<b>Page No</b>
<b>11. Locality Service Update</b>	<b>47 - 52</b>
<b>12. Town Centres Strategy</b>	<b>53 - 60</b>
<b>13. Task and Finish Group Updates:</b> (a) Leisure Review	
<b>14. Annual O&amp;S Work Programme</b>	<b>61 - 62</b>
<b>15. Exclusion of Public and Press</b>	
<p>to consider the following resolution to exclude the public and press:-</p> <p>“That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following items of business in order to avoid the likely disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act”;</p>	
<b>16. Pay and Display Machine Update</b>	<b>63 - 68</b>

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**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL  
HELD AT FOLLATON HOUSE, TOTNES ON  
THURSDAY, 5 SEPTEMBER 2019**

<b>Panel Members in attendance:</b>			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr L Austen	*	Cllr H Reeve
*	Cllr J P Birch (Chairman)	*	Cllr J Rose
*	Cllr M Chown	*	Cllr P C Smerdon (Vice Chairman)
*	Cllr S Jackson	*	Cllr B Spencer
*	Cllr J McKay	*	Cllr J Sweett
*	Cllr D M O'Callaghan	*	Cllr D Thomas
∅	Cllr J T Pennington		

<b>Other Members also in attendance:</b>
Cllrs V Abbott, K J Baldry, H D Bastone, J Brazil, J D Hawkins, T R Holway, N A Hopwood, D W May, G Pannell and J A Pearce

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Deputy Chief Executive; and Senior Specialist – Democratic Services
7	O&S.23/19	Assets Specialist and Fusion Representatives
8(a) and 8(b)	O&S.24/19(a) and O&S.24/19(b)	Commissioning Manager
8(c)	O&S.24/19(c)	Strategic Planning Manager (Joint Local Plan)
9	O&S.25/19	Planning Enforcement Specialist
10	O&S.26/19	Housing Specialists
11	O&S.27/19	Commissioning Manager

**O&S.20/19 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 13 June 2019 were confirmed as a correct record and signed by the Chairman.

However, a Member did wish to express his disappointment that Minute O&S.12/19(c) 'Executive Forward Plan (c): Council Tax Reduction Scheme 2020/21' had not included specific comments that he had expressed at that meeting in relation to increasing the capping level to 30% and an error that he had cited regarding the Minimum Income Floor.

In response, officers advised that, in the event of a Member wishing to have a specific discussion point included in the published minutes, then they had the ability to make the request at that meeting.

**O&S.21/19 DECLARATIONS OF INTEREST**

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

**O&S.22/19 PUBLIC FORUM**

In accordance with the Public Forum Procedure Rules, the Chairman informed that three questions had been received for consideration during this agenda item.

**1. Question from Ms Ella Dangerfield**

*'Has this Council consulted its employees on their views about the ethics and potential financial risks of investing their pension funds in fossil fuel industries?'*

In reply, the Leader of the Council provided the following response:

'The Council's past and present employees were enrolled into the Devon Pension Fund (that was administered by Devon County Council (DCC)). The Investment Strategy was set by the DCC Investment and Pension Fund Committee.

UNISON representatives were included as non-voting members of the Committee. Each year, DCC held an Annual Consultative Meeting, which was open to all members of the Pension Fund. This included presentations on the Pension Fund's Investment Strategy and performance and provided the opportunity for Pension Fund members to ask questions and raise issues. The last two annual consultative meetings had both included presentations on responsible investment including issues around Climate Change.

The Devon Pension Fund's current approach was to manage the risks in relation to Climate Change and to promote change through engagement with companies rather than through divestment. The Devon Pension Fund was a member of the International Investors Group on Climate Change (IIGCC).'

**2. Question from Mr Robert Vint**

*'How will the Council ensure that the forthcoming Plymouth and South West Devon Joint Local Plan Supplementary Planning Document will fully accord with the emerging Climate Action Plans for the South Hams and for Devon? What options are being explored to ensure the construction of zero-carbon homes and to enable the provision of local renewable energy projects in accord with the recommendations of the 'South West Devon Strategic Energy Study' (2013)?'*

In response, the Leader stated that:

‘The Plymouth and South West Devon Supplementary Planning Document (SPD) provided guidance on the application of policies in the Plymouth and South West Devon Joint Local Plan (JLP), which was adopted in March 2019. The JLP set out a strategy that aimed to direct new development to the most sustainable locations, which contained a target to reduce carbon emissions across the plan area by 50% on 2005 levels by 2034, and which had detailed policies which would require developers to implement low carbon building techniques (Policy DEV32) and which enable the provision of local renewable energy projects (Policy DEV33). Additionally, the JLP also supported community-led energy efficiency and energy generation projects. The SPD would provide detailed guidance on how these DEV policies should be applied when planning applications were being considered. It should, however, be noted that the SPD could not introduce new policy measures – new policy could only be introduced through a Local Plan, for example the review and update of the JLP.’

Mr Vint proceeded to ask the following supplementary question:

*‘Is the Council aware of the legal obligation to set robust evidence-based carbon reduction targets and to make these central to Local Plans – and are the Council and its partners therefore preparing to incorporate carbon reduction targets into the Joint Local Plan in light of the recent threat of legal action against Councils that failed to do this?’*

In her response, the Leader felt that she had at least partially answered this question in her original reply and highlighted that the three partner councils in the JLP area had all declared their own Climate Change Emergency. Whilst a particularly technical area, the Leader assured Mr Vint that planning officers were fully aware of the Council’s obligations in this respect. Furthermore, the aforementioned SPD was proposed to make reference to a requirement for the majority of planning applications to include a supporting energy statement.

### **3. Question from Mr Peter Scott**

*‘What progress has been made since May in investigating opportunities for investing in Solar Photovoltaic Panels over Council owned car parks, on Follaton House, and on other Council-owned properties – including those leased to tenants? Have any solar energy businesses been invited to submit proposals to the Council?’*

The Deputy Leader replied that:

'The Council was serious about its provision of renewable energy and reducing its carbon footprint and energy usage not only being generated by the Council, but also by our tenants and residents.

Cllr Baldry (in his capacity as lead Executive Member for the Environment) and the Assets Head of Practice had recently met with an organisation that was able to offer the provision of Solar Photovoltaic Panels across our estate.

This organisation had since concluded that our rental properties were unviable for any provision and that Follaton House was already well provisioned. However, there was felt to be scope with our Leisure Centre buildings and officers had put the organisation in touch with Fusion (our Leisure provider) and had also offered, as a Council, to work in partnership with Fusion to investigate the potential for a Council funded opportunity to be established. The investigations into Council owned car parks were ongoing.'

#### O&S.23/19 **FUSION UPDATE AND FEEDBACK ON THEIR CASHLESS PROJECT**

Representatives from Fusion Leisure conducted a presentation that outlined their cashless project proposals that were to come into effect on 1 October 2019. During their presentation, the representatives expressed their apologies to Members for the late notification and poor communication strategy that had prompted this agenda item.

In the ensuing debate, reference was made to:

- (a) the shift towards cashless. In acknowledging the changing spending habits of consumers, some Members cited their own examples of the shift away from purchasing with cash;
- (b) the detrimental impact on some of the most vulnerable groups in the District. Whilst acknowledging that Fusion was implementing a number of measures to mitigate the impact of the project, some Members did still wish to make the point that there would still be a detrimental impact particularly on some of the most vulnerable groups;
- (c) adopting a pragmatic approach. Fusion representatives emphasised that their core business principles were to ensure that people were active and to increase custom and, as a consequence, they would be adopting a pragmatic approach during the project roll out phase;
- (d) the Communication Strategy that had underpinned this project. A Member stated that his primary concern had related to the lack of advanced communication with Members. In stressing the importance of the Council and Fusion working closely together, it was felt that Members should have been in receipt of a Briefing Note that they could have used to respond to concerns that were being raised by their constituents;



- (e) clear messaging on the website and social media. Fusion representatives recognised that the South Hams was a tourist area and it was therefore vitally important that this project was clearly communicated on their website and social media pages;
- (f) the fraud related risks. The representatives highlighted the extent of the challenges that the business was facing from fraud and advised that they were taking every possible step to keep these risks to a minimum;
- (g) consultation with town councils. The representatives confirmed that they would be happy to attend town council meetings to provide a presentation on the cashless project before the formal 'go live' date of 1 October 2019;
- (h) the management of the reception areas. Whilst there were currently no plans to reduce the staffing levels in the centre reception areas, it was confirmed that the management of these areas would be reviewed in the upcoming months;
- (i) the establishment of a Task and Finish Group. The Panel endorsed the suggestion to establish a Task and Finish Group to undertake a review of the relationship between Fusion and our local communities.

It was then:

### **RESOLVED**

That a Task and Finish Group (comprising of Cllrs Smerdon (Chairman), Austen, O'Callaghan, Reeve and Sweett) be established to undertake a review of the relationship between Fusion and our local communities, with a concluding report being presented to the Panel meeting on the afternoon of 23 January 2020, before Fusion representatives then present their annual report to the next Panel meeting on 27 February 2020.

Also, in reviewing the relationship, the Task and Finish Group should visit all four Leisure Centres in the District and the concluding report should include reference to the delivery of Fusion's key objectives and consequent outcomes.

## **O&S.24/19 EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan. In accordance with Procedure Rules, formal requests had been made for three future Executive agenda items to be first considered by the Panel. These items were as follows:

**(a) Partnership Funding Levels 2020/21**

The lead Executive Member for Communities advised that the Executive report would be seeking adoption of a 'Commissioning Model' based approach to award partnership funding for a three year period (instead of the current process of reviewing annually). The Member also informed that it was to be recommended that future funding decisions would be based upon one (or all) of the following:

- Local need;
- Alignment to the Council's Corporate Strategy; and
- Statutory duty.

With no questions forthcoming, the lead Executive Member was thanked for his update.

**(b) Customer Satisfaction Quarterly Updates**

The lead Executive Member advised that the key updates related to the Council website. Of particular note, the Panel was informed that a designated website officer had now been recruited and had started in their new role on Monday, 2 September 2019.

With regard to feedback on the Council website, it was noted that the views of Members and stakeholders (including town and parish councils) would be welcomed. In addition, it was noted that the Council was struggling to gain feedback from customers and, as a result, if any Members knew of potential volunteers in their local wards who could help to review the effectiveness of the website, then they were asked to contact the lead Member or the Commissioning Manager accordingly.

**(c) Local Development Scheme**

For clarity, the Leader advised the Panel that every Local Authority was required to prepare a Local Development Scheme (LDS) for its approval. It was noted that the LDS could be summarised as being a three year project plan that set out a definitive timetable for local development related documents.

**O&S.25/19 PLANNING ENFORCEMENT PLAN REVIEW**

The Panel considered a report that recommended that the Executive approve:

- an updated Enforcement Plan;
- a Harm Assessment Matrix;
- a draft Enforcement Plan.

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

- (a) The Panel was advised that, due to the budget implications and the complexity of the cases, outsourcing of some of the service workload was not deemed to be a viable option;
- (b) With regard to the role that could be played by local ward Members, it was agreed that drop-in sessions would be held with Planning Enforcement officers in the next few months in an attempt to reduce the number of cases. Members were of the view that such was the importance of regular dialogue between officers and local ward Members that this action should be given greater priority in the draft Enforcement Plan.

In addition, the Panel felt that consideration should be given to Members being in receipt of notification of each Planning Enforcement Case (once it has been registered) within their local ward alongside its priority rating;

- (c) the role of the Locality Service. The Panel acknowledged the role played by Mobile Locality Officers in supporting the Enforcement function. As a general point, the Panel also felt that it would now be timely to review the Locality Service and requested consideration of this matter at its next meeting on 17 October 2019;
- (d) the communication links between Planning Enforcement and the Development Management service. The Enforcement Specialist confirmed that, whilst there was always room for further improvements, the communication links between Enforcement and Development Management was now much better;
- (e) the status of the Enforcement service. Whilst it was defined as a discretionary service, Members were of the view that it was a critically important function that should be appropriately resourced and therefore proceeded to emphasise their support for the proposal to increase staffing levels and requested that the draft Action Plan be updated to reflect this need;
- (f) the proposed 80% target for enforcement cases that were prioritised as 'low'. When questioned, officers felt that any increase in the proposed targets would result in them becoming unrealistic and almost unachievable.

It was then:

### **RECOMMENDED**

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

1. the updated Enforcement Plan; the Harm Assessment Matrix and the proposed Enforcement Plan be approved;

2. Council be **RECOMMENDED** that the additional two permanent staff for Planning Enforcement be approved to be funded from the Planning Enforcement Reserve in 2019/20 and to be built into the Budget Setting process as a cost pressure for 2020/21; and
3. Members receive notification of each Planning Enforcement Case (once it has been registered) within their local ward alongside its priority rating.

## O&S.26/19 **HOMELESS STRATEGY ACTION PLAN**

Consideration was given to a report that sought to recommend to the Executive that the draft Homelessness Strategy Action Plan 2019/20 and the draft South Hams and West Devon Rough Sleeper Strategy 2019/22 be adopted.

During the ensuing discussion, reference was made to:-

- (a) the appreciation for the work undertaken by the service. A number of Members wished to record their thanks for the excellent work and commitment of the officers within the housing service;
- (b) cascading the Action Plan and Strategy. Officers assured the Panel that, once adopted, the Action Plan and Strategy would be published on the Council website. Furthermore, the Panel requested that copies of these documents should be sent to Town and Parish Council Clerks with an explanatory note of the relevant services (and officer contact details) that were provided by the Council;
- (c) homelessness prevention sessions in local schools. Having been informed that the prevention sessions that had been held to date had been well received, officers also advised that they were committed to providing a future session at the King Edward VI Community College in Totnes.

It was then:

### **RECOMMENDED**

That the Executive be **RECOMMENDED** that:

1. the Homelessness Strategy Action Plan 2019/20 and the South Hams and West Devon Rough Sleeper Strategy 2019/22 be adopted; and
2. once adopted, copies of these documents be sent to Town and Parish Council Clerks with an explanatory note of the relevant services (and officer contact details) that are provided by the Council.

## O&S.27/19 **CORPORATE STRATEGY**

The Panel considered a report that provided an update on the Council's progress in refining its service offerings under each of the Council's six corporate themes namely: Efficient and Effective Council; Communities; Enterprise; Environment; Homes; and Wellbeing.

During the ensuing discussion, the following points were raised-

- (a) The Panel emphasised the importance of any set targets being based upon the SMART (Specific, Measurable, Achievable, Relevant and Time-bound) principles;
- (b) As part of its recommendations to the Executive, the Panel felt that targets should be included that were aligned to the following subject areas:
  - o Climate Change;
  - o Electrical Vehicle Charging Points; and
  - o Planning Enforcement.

It was then:

### **RESOLVED**

1. That the Panel acknowledge the progress made to date on refining the Council's Corporate Strategy; and
2. That the Executive be **RECOMMENDED** to:-
  - a. Provide the Panel with its targets that are to be based upon the SMART (Specific, Measurable, Achievable, Relevant and Time-bound) principles; and
  - b. Include targets arising from the following subject areas:
    - Climate Change;
    - Electrical Vehicle Charging Points; and
    - Planning Enforcement.

## O&S.28/19 **CLIMATE CHANGE AND BIODIVERSITY – CITIZENS' ASSEMBLY**

In accordance with the Council resolution (Minute 29/19(b) refers), the Panel was given the opportunity to comment on the following recommendation that was generated by the Climate Change and Biodiversity Working Group that was to be submitted to the Council meeting to be held on 26 September 2019:

*'That the Working Group be provided with full particulars of the Citizens' Assembly proposed by Devon County Council including, but not limited to, the issues and matters to be addressed, the number of assembly members and their geographic spread and means of administration / operation.*

*(This will inform the benefits and options of establishing a Citizens' Assembly for the South Hams.)'*

In discussion, the following comments were made:-

- (a) The Panel was of the view that the lack of any timeframe in the Working Group recommendation was unfortunate and a number of Members felt that it would be appropriate for the full particulars to be provided to the next meeting of the Working Group;
- (b) With regard to the Terms of Reference for the Working Group, officers committed to circulating these to all Members. As a specific point, a Working Group Member sought clarification as to whether or not the Terms of Reference had been amended to reflect the fact that the Council was a 'Category 1' responder;
- (c) It was acknowledged that a number of town and parish councils had expressed a wish to be involved in the development of the Action Plan. By way of an assurance, the Leader informed that the Action Plan would be included as a discussion point during the next Town and Parish Council event;
- (d) A Member advised that he would seek clarity over the scope and extent of the Action Plan during the next Council meeting that was to be held on 26 September 2019.

#### O&S.29/19 **BREXIT – MAIN RISK AREAS TO THE COUNCIL AND FUTURE COMMUNICATION STRATEGY TO MEMBERS**

The Deputy Chief Executive provided an update on Brexit and advised that:

- he had been assigned the role of Council lead officer for Brexit;
- to date, very little information had been forthcoming from Central Government;
- the Council was in the process of reviewing its Business Continuity Plans based upon some of the potential outcomes that may arise from Brexit;
- the Devon County Council Chief Executive had taken on the role of Regional Lead for Brexit;
- all Members would play an important role as Community Leaders in their local wards;
- the significant impact on the Council that would arise from a potential snap General Election. In light of the potential short timeframes, the Panel was informed that there would be an inevitably detrimental impact on some Council service standards; and
- contact had already been made with the local fishing industry.

Moving forward, the Panel concluded that future Brexit related communication to Members should be undertaken via a regular 'Brexit Briefing Note'. In the event of the content of any of these being considered to be confidential, then Members would be advised accordingly.

O&S.30/19 **ANNUAL PANEL WORK PROGRAMME**

During consideration of the latest version of the Panel's Annual Work Programme, the following additions, amendments and deletions were made:

- (a) The Panel acknowledged that it had earlier agreed a proposal to review the Locality Service at its next meeting on 17 October 2019 (Minute O&S.25/19 above refers);
- (b) Members also noted that the concluding report of the Leisure Task and Finish Group would be presented to the Panel meeting on the afternoon of 23 January 2020 (Minute O&S.23/19 above refers).

(Meeting started at 10.00 am and concluded at 1.25 pm)

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Chairman

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## **PUBLIC FORUM PROCEDURES**

### **(a) General**

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

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

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

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

An issue may be rejected by the Monitoring Officer if:

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

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

This is the Leader of Council's provisional forward plan for the four months starting October 2019. It provides an indicative date for matters to be considered by the Executive. Where possible, the Executive will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

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

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

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

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

*Leader of the Council – Cllr Judy Pearce*

*Deputy Leader – Cllr Hilary Bastone*

*lead Executive Member for Health and Wellbeing – Cllr Jonathan Hawkins*

*lead Executive Member for Communities and Enterprise – Cllr David May*

*lead Executive Member for Environment – Cllr Keith Baldry*

*lead Executive Member for Customer Service Delivery – Cllr Nicky Hopwood*

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

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

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

<b>Portfolio Area</b>	<b>Report Title and Summary</b>	<b>Lead Officer/ Member</b>	<b>Documents to be considered in making decision</b>	<b>Date of Decision</b>	<b>Consultees and means of Consultation</b>
<b>OTHER DECISIONS</b>					

Communities/ Wellbeing	<b>Title:</b> Council Tax Reduction Scheme 2020/21 <b>Purpose of the report:</b> It is an annual requirement for the Council to revisit its existing council tax support scheme	Issy Blake/ Cllr May and Cllr Hawkins	Report of Head of Housing, Revenues and Benefits Practice	31 October 2019	
Enterprise	<b>Title:</b> Accommodation Strategy <b>Purpose of report:</b> To make recommendations for a future accommodation strategy	Chris Brook/ Cllr May	Report of Head of Assets	31 October 2019	
Environment Page	<b>Title:</b> Review of Parking Permits <b>Purpose of Report:</b> To review the number of permits issued and the impact on the management of the parking service	Cathy Aubertin/Cllr Baldry	Report of the Head of Environment Services	31 October 2019	
Council (Joint Local Plan)	<b>Title:</b> Statement of Community Involvement <b>Purpose of Report:</b> To seek authority to go out to consultation on the statement of Community Involvement	Richard Grant/Cllr Pearce	Report of the Strategic Planning Manager (Joint Local Plan)	31 October 2019	
Council (Joint Local Plan)	<b>Title:</b> Supplementary Planning Documents for the JLP <b>Purpose of Report:</b> To approve for consultation the Supplementary Planning Documents for the JLP	Richard Grant/Cllr Pearce	Report of the Strategic Planning Manager (Joint Local Plan)	31 October 2019	
Communities	<b>Title:</b> Partnership Funding <b>Purpose of Report:</b> To consider funding levels for Partnerships for the next three years	Nadine Trout/ Cllr May	Report of the Commissioning Manager	31 October 2019	
Enterprise	<b>Title:</b> Langage Enterprise Proposals <b>Purpose of the report:</b> To make recommendations to facilitate development, growth and enterprise at Langage Energy Park	Chris Brook/ Cllr May	Report of Head of Assets	31 October 2019	
Council	<b>Title:</b> Budget Update report, including the announcement on the one-year Spending Review for 2020-21	Lisa Buckle/Cllr Pearce	Report of Strategic Lead Finance	31 October 2019	

	<b>Purpose:</b> To update Members on the anticipated Government announcement on the One Year Spending Review for 2020-21				
Leader – Strategic Assets	<b>Title:</b> Formation of a wholly owned company <b>Purpose of Report:</b> To consider the formation of a wholly owned company to facilitate commercial activity	Chris Brook/ Cllr Pearce	Report of Head of Assets	28 November 2019	
Council	<b>Title:</b> Revenue Budget Monitoring Quarter 2 <b>Purpose of report:</b> A revenue budget monitoring report to monitor income and expenditure variations against the approved revenue budget for 2019/20, and to provide a forecast of the year end position	Pauline Henstock/ Cllr Bastone	Report of Head of Finance	28 November 2019	
Council	<b>Title:</b> Capital Budget Monitoring Quarter 2 <b>Purpose of report:</b> The report advises Members of the progress on individual schemes within the approved capital programme for 2019/20, including an assessment of their financial position	Pauline Henstock/ Cllr Bastone	Report of Head of Finance	28 November 2019	
Council	<b>Title:</b> Write Off Report for Quarter 2 <b>Purpose of report:</b> The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.	Lisa Buckle/ Cllr Bastone	Report of Strategic Lead of Finance	28 November 2019	
Council	<b>Title:</b> Draft Revenue Budget Proposals 2020/21 <b>Purpose:</b> To present Budget proposals for 2020/21	Lisa Buckle/Cllr Pearce	Report of Strategic Lead of Finance	28 November 2019	
Council	<b>Title:</b> Draft Capital Programme Proposals 2020/21 <b>Purpose:</b> To present Capital Programme proposals for 2020/21	Lisa Buckle/ Cllr Pearce	Report of Strategic Lead of Finance	28 November 2019	
Environment	<b>Title:</b> Grounds maintenance service <b>Purpose of report:</b> To consider recommendations from the review of service performance	Cathy Aubertin/ Cllr Baldry	Report of the Group Manager Commercial Services and Head of Environment Services Practice	6 February 2020	





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Report to: **Overview & Scrutiny Panel**  
Date: **17 October 2019**  
Title: **Council Tax Reduction Scheme 2020/21**  
Portfolio Area: **Customer First - Cllr Hawkins**

Wards Affected: **all**

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

Date next steps can be taken: Executive 31 October 2019

Author: **Lorraine Mullineaux** Role: **Senior Housing Benefit Specialist**

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

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## **RECOMMENDATION**

**That the Overview & Scrutiny Panel RECOMMEND to Executive to continue with the existing Council Tax Reduction Scheme for 2020/21 with no changes.**

### **1. Executive summary**

- 1.1 Members will recall that a new Council Tax Reduction scheme was introduced in April 2019. Members at the time requested an early review of the scheme, to ensure that its primary aim of providing more support to the most vulnerable was achieved, whilst having a limited impact on other groups.
- 1.2 An analysis contained within section 3 of the report shows that the new scheme has helped even more residents than the original modelling anticipated, had a positive impact on council tax collection rates and had a negative impact on fewer residents.
- 1.3 The scheme the council developed is now being actively considered across the majority of Devon Local Authorities.
- 1.4 It is an annual requirement for Councils to revisit their existing council tax support scheme and make a decision as to whether to

replace or revise it. If we were to make changes to our scheme for 2020/21 we are required by law to:

- Consult with the major precepting authorities
- Consult with other persons who it considers are likely to have an interest in the operation of the scheme.

## 2. Background

2.1 Council Tax Reduction (CTR also known as Council Tax Support - CTS) was introduced in April 2013 as a replacement for the national Council Tax Benefit Scheme, with a 10% funding reduction. The CTR scheme is for working-age customers only and is a local scheme, however there is a national scheme that exists for pension age recipients and this is prescribed by regulations that cannot be varied locally. Therefore any savings to the scheme must come from working age customers.

2.2 Local Schemes must take account of:

- Our duties to protect vulnerable people (these duties already exist under the Equality Act 2010, The Care Act 2014, Child Poverty Act 2010, The Housing Act 1996)
- The Armed Forces Covenant.

And:

- Support work incentives and in particular avoid disincentives for those moving into work

2.3 Since 2013/14, funding for Council Tax Reduction has been included within the overall local government funding grant. The Authority therefore decides how much funding is available to support the Council Tax Reduction Scheme.

2.4 The aim of the local scheme is to be 'cost neutral'. By this we mean that the level of Government grant would equal forecasted Council Tax Reduction expenditure for 2020/21

2.5 The following table sets out the annual expenditure and caseload:

	Total caseload	Working age caseload	Pension age caseload	Working age expenditure £	Pension age expenditure £	Total expenditure £
April 14	6,174	2,802	3,372	1,900,285	3,062,544	4,962,829
April 15	6,005	2,751	3,254	1,816,016	3,009,416	4,825,432
April 16	5,273	2,344	2,929	1,747,454	2,836,706	4,584,160
April 17	5,166	2,349	2,817	1,876,611	2,906,834	4,783,445
April 18	5,079	2,397	2,682	1,959,118	2,879,962	4,839,081
April 19	4,867	2,132	2,735	2,106,601	2,787,950	4,894,551

- 2.6 The slight increase in expenditure is primarily due to the level of increase in council tax for 2019/20.

### **3 Outcomes/outputs**

- 3.1 Our Banded Council Tax Reduction Scheme continues to support the Council's local policy priorities, in particular:-
- Reducing inequalities by protecting the most vulnerable people in our area as we continue to disregard child benefit, Disability Living Allowance and war pensions.
  - Supporting work incentives by increasing the weekly amount a person or couple can earn before their income is used in the assessment of council tax reduction.
- 3.2 The banded scheme has seen an increase in support to approximately 1,984 (87%) low income residents. The scheme has not only benefited our most vulnerable residents i.e. those with no income but it has also benefited those in low paid employment.
- 3.3 This is higher than the original modelling which anticipated that 1,899 residents would see an increase in support.
- 3.4 Whilst most residents have benefited from the scheme there have been 305 residents (13% of claimants) that have been adversely impacted, with 110 (4%) no longer qualifying. This is mainly due to the £6,000 capital limit, those with large families and the introduction of the Minimum Income Floor (MIF). However these changes now bring us in line with the rest of the Devon Authorities.
- 3.5 The adverse impact has seen less residents affected than the original modelling which anticipated 460 residents would be worse off.
- 3.6 Self Employed Claimants
- 3.6.1 As of the end of 31st March 2019 South Hams had 170 working age self-employed claimants in receipt of CTR.
- 3.6.2 115 (68%) claimants saw an increase in their CTR entitlement and 55 (32%) claimants saw a reduction in their entitlement and of those, 8 (6%) no longer qualify for any CTR.
- 3.6.3 Of the 170 claimants the minimum income floor (MIF) was applied to 131. 39 have not had MIF applied. 5 were new businesses and 34 either had a second job or were declaring income above the MIF threshold.

- 3.7 South Hams overall collection rate at the end of Quarter 1 2019/20 was 29.73%, this shows an increase of 0.08% on the same period last year, the collection rate for working age residents shows an increase of 4.04% when compared to last year. This demonstrates that providing more financial assistance to those most in need can have a positive effect on the collection rate.
- 3.8 The Authority continues to have an Exceptional Hardship Fund (EHF) which was widely promoted along with the new banding scheme. Amendments were made to the Policy to include residents that no longer had any entitlement to CTR following the introduction of the new scheme on the 1<sup>st</sup> April 2019. To date there has been twenty one awards, totalling £9,610.01. Ten of the awards were made to residents who were affected by the MIF. To date no applications for EHF have been refused.
- 3.9 We have received 4 official complaints following the introduction of the banding scheme, the complaints have mainly been about the introduction of MIF and not the actual scheme. This is a very small number of complaints when compared to the number of claims involved in the scheme.
- 3.10 One of the main drivers and objectives for the banded scheme was to make it simpler for the claimant to understand and claim, and as a consequence reduce the numbers of queries and calls. The telephone statistics show that this objective has been achieved. In April 2018 we answered 1173 calls, whilst in April 2019 the figure was 944 calls. This shows a decrease of 20%, even with the introduction of a new scheme. Whilst looking at the whole of quarter 1 in 2018 we answered 3406 calls and in 2019 this reduced to 2618 over the same period. This represents a decrease of 23%. This has allowed us to flex our two customer services advisors who now answer Council Tax calls as well as Benefits. We have also managed to flex case management resources across Housing, Council Tax and Recovery whilst improving service performance.

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

- 4.1 It is recommended to make no changes to the Council Tax Reduction Scheme at this time. This is based on the evidence provided in the report, and the finding that having a banded scheme is exceeding all of the original objectives that it set out to achieve.
- 4.2 It is also an endorsement of our approach that Devon County Council are actively encouraging all other Devon Local Authorities to adopt a banded scheme similar to the South Hams and West Devon model.

## 5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The relevant powers for this report are contained within the following legislation;  Clause 34 of the Welfare Reform Bill provides for the abolition of Council Tax Benefit from 31 <sup>st</sup> March 2013 and introduces the Local Council Tax Support Schemes to be administered by Local Authorities
Financial implications to include reference to value for money	Y	The scheme as is, requires no additional funding from this Authority.  The scheme also indicates it has impacted positively on the collection rate
Risk	Y	If Members wish to support an alternative scheme it is essential that this was modelled, costed, consulted with and had the agreement of all major preceptors by the 31 <sup>st</sup> January 2020. This would have significant impact on officer resource and would almost certainly be a more expensive scheme. This course of action is not recommended by officers. If a new scheme was not agreed in the time frame the scheme would revert to the existing one by default.
Supporting Corporate Strategy	Y	Wellbeing – To support our most vulnerable residents.
Climate Change - Carbon / Biodiversity Impact	N	No direct carbon/biodiversity impact arising from the recommendations
Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	An Equalities Impact Assessment was completed in December 2018.
Safeguarding	N	No direct implications
Community Safety, Crime and Disorder	N	No direct implications

Health, Safety and Wellbeing	Y	The policy is designed to protect our most vulnerable.
Other implications		

**Supporting Information**

**Appendices:**

None

**Background Papers:**

The Council Tax Reduction Scheme

Report to: **Overview and Scrutiny Panel**  
Date: **17 October 2019**  
Title: **Review of Fees and Charges for 2020/21**  
Portfolio Area: **Support Services – Cllr H Bastone**  
Wards Affected: **All**  
Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken: **Council Meeting on 19 December 2019**

Author: **Roderick Hewson** Role: **Finance Business Partner**  
**Pauline Henstock** **Head of Finance Practice and Deputy S.151 Officer**  
Contact: **01822 813582** [roderick.hewson@swdevon.gov.uk](mailto:roderick.hewson@swdevon.gov.uk)  
**01803 861377** [pauline.henstock@swdevon.gov.uk](mailto:pauline.henstock@swdevon.gov.uk)

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## **Recommendations:**

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

- 1. it approves the proposed fees and charges set out for Parks, Open Spaces and Outdoor Sports in Appendix A.**
- 2. it approves the proposed Environmental Health charges in Appendix B.**
- 3. it approves the proposed unchanged fees and charges set out for Development Management in Appendix C.**
- 4. delegated authority is given to the Director of Place and Enterprise in consultation with the Portfolio holder, to set the Lower Ferry fees to take account of market conditions including competitor charges.**
- 5. it approves that charges be introduced for the use of the existing electric charging points at Follaton House.**
- 6. delegated authority is given to the Commissioning Manager for Waste along with the CoP Lead for Waste in consultation with the Portfolio holder, to set the Commercial Waste charges, once the review is complete as set out in paragraph 3.14.**
- 7. it approves the changes to Boat Storage Charges set out in paragraph 3.15.**
- 8. it approves the introduction of Proof of Life charges with immediate effect, once approval from Members has been received as set out in paragraph 3.16.**

9. it approves the changes to S257 Footpath Diversion Orders charges with immediate effect, once approval from Members has been received as set out in paragraph 3.17.
10. delegated authority is given to the Section 151 Officer and the Portfolio Holder to set the Local Land Charges as appropriate for cost recovery.

## 1. Executive summary

- 1.1 This report sets out proposals for any changes to fees and charges for all services for 2020/21.

## 2. Background

- 2.1 The Council has the power to levy fees and charges for various services and functions it undertakes. Some of these fees are set by statute while for others the Council can make "reasonable" charges for the services it provides. The undertaking of regular reviews of charges allows, where possible, for the Council to recover the cost of officers' time in providing the service.

## 3. Outcomes/outputs

### **Parks, Open Spaces, Outdoor Sport and Recreation**

- 3.1 For most charges, the proposal is to increase fees by around 3-4% to reflect inflation and the rising costs to the Council of providing these services as shown in Appendix A. This is unlikely to generate significant additional income for 2020/21.

### **Environmental Health Charges**

- 3.2 Appendix B sets out proposals for Environmental Health Charges for 2020/21.
- 3.3 Environmental Health charges were reviewed for 2016/17 to ensure that the Council charges were consistent across SHDC and WDBC and complied with the legislation in terms of the maximum charge being full cost recovery. The charges were changed to reflect this requirement and the review of charges for 2020/21 reflects the full cost recovery concept and the proposals are as follows.
- 3.4 New animal licensing regulations were introduced in October 2018. This year's (2019-20) fees were based on estimates of the times to be taken for the various requirements of the new regulations. In practice these turned out to be slight underestimates, so additional staff time has been allocated this year, also staff costs



have risen due to the pay award. All costs have been calculated by assessing staff time taken for all licensing work divided according to pay scale and adding other relevant costs. The proposed costs are in line with those of other Devon Local Authorities.

- 3.5 The setting of fees for the issuing of licences for Hackney Carriage and Private Hire Vehicles, as well as Private Hire operators is governed by the Local Government (Miscellaneous Provisions) Act 1976, this requires that where the fee set is proposed to be greater than £25 the Council must advertise these changes for a period of 28 days, and publish a notice in the local newspaper. Due to the cost of the advertisement of fees it is not economically beneficial to the local authority to increase these fees by inflation each year. Fees for these licences will be reviewed on a 3 yearly basis to ensure that the Council is not subsidising the delivery of the service substantially. Therefore, no increases are proposed for 2020/21.
- 3.6 A new charge of £300 is being introduced in response to new legislation whereby tenants are able to request that a Local Council carries out an inspection of the rented property to support a civil action taken against a landlord. In addition, a charge of £41 per hour will be levied if attendance at court is necessary.
- 3.7 In the event of a serious private water supply sampling failure, a new fee of £100 will be charged for the officer time required to investigate further.
- 3.8 Following a review of charges for the granting and renewal of zoo licenses, increases are proposed to reflect the time spent by officers in processing applications and inspecting premises.
- 3.9 In terms of additional income, the changes to existing Environmental Health and Licensing charges shouldn't have a significant impact since most charges are remaining the same and those that are increasing are based on cost recovery rather than income generation.
- 3.10 We currently charge £60 for a Disclosure & Barring Service (DBS) which covers the cost of an enhanced check and administration fees. The cost to us from central government is set to decrease by £4 and so the proposal is to pass this saving on to our customers and charge £56 for the service instead. This action will be cost neutral to the Council.

### **Development Management**

- 3.11 Substantial changes were made to many of the Development Management fees and charges in 2019/20. It is considered that these figures represent fair and appropriate amounts to charge for 2020/21 and so the proposal is to freeze charges at their current

levels for 2020/21 and then review once again when setting fees for 2021/22. A breakdown of these fees can be found at Appendix C to this report.

### **Lower Ferry, Dartmouth**

- 3.12 It is requested that responsibility for setting Lower Ferry charges is delegated to the Director of Place and Enterprise in consultation with the Portfolio Holder. This will provide assurance that the charges are set to reflect the competitive environment in which the ferry operates.

### **Follaton House Electric Charging Points**

- 3.13 It is proposed to charge for the use of the electric charging points outside Follaton House. A report regarding the introduction of electric vehicle charging points in public car parks will be presented to the next meeting of the Overview and Scrutiny Committee.

### **Commercial Waste**

- 3.14 The pricing model for Commercial Waste charges requires consideration of budget performance, disposal charges and market factors. A large scale review is soon to commence that will determine the best way forward for the service and will include proposals for suitable fees and charges. Given the timing of this review, it is requested that the Commissioning Manager for Waste along with the CoP Lead for Waste are given delegated authority for setting Commercial Waste charges in consultation with the Portfolio Holder.

### **Boat Storage**

- 3.15 Boat storage charges had stayed the same since the Harbour Authority took over the running of the lifting operations in 2010. Boat storage charges are reviewed annually and set in line with boat yards offering similar facilities for winter storage, once our lifting costs have been allowed for. The proposed fees for 2020/21 are summarised in the table below and are expected to yield approximately £2,000 of additional income:

<b>Batson Boat Park</b>	<b>2019/20 Current Fee</b>	<b>2020/21 Proposed Fee</b>
Daily Rate	£8.00	£10.00
Daily Rate – Large Space	£12.00	£15.00
Weekly Rate	£59.40	£60.00
Weekly Rate – Large Space	£89.10	£90.00
Trailer (under 4.5m) per day	£5.30	£6.00
Trailer (over 4.5m) per day	£6.40	£8.00
Trailer (under 4.5m) per week	£26.00	£36.00
Trailer (over 4.5m) per week	£32.30	£48.00

Time Zone/Area 1 (Oct to end Mar)	£55.00	£57.00
Time Zone/Area 2 (Oct to end Apr)	£78.50	£82.00
Weekly charge (only avail Dec-Feb)	£3.30/m	£3.50/m
Lift in or out	£14.00/m	£15.00/m (not less than £120)
Launch	£14.00/m	£14.00/m
Environmental levy for filtering of scrubbing water	£1.30/m	£1.50/m
Yacht cradle hire (9m and over) Zone 1 and 2	£250.00	£260.00
Or yacht cradle hire per month	£49.00/month	£50.00/month
Powerboat props hire Zone 1 and 2	£190.00	£200.00
Or powerboat props per month	£39.00/month	£40.00/month
<b>Bowcombe</b>		
Dinghy parking (per annum)	£108.32	£109.00
Dinghy parking racks (per annum)	£84.46	£88.00

### **Proof of Life**

- 3.16 British nationals in receipt of pensions from a foreign country are required to periodically confirm 'Proof of Life' to continue receipt of their pension payments. This requires completion of a form with ID and utility bills in order that the form can be validated. Within the last couple of years, GP's have introduced a fee for completing the form. This ranges from £30 - £60. As a result, Councils have now experienced an increase in the numbers of people requesting that we sign the forms for them. In the absence of a charging policy, we have continued to do this for free. While the volumes are not currently large (under 30 in the past 12 months), introducing a small fee of £25 would cover the costs of validating the forms. The proposal is to introduce these charges with immediate effect, once approval from Members has been received.

### **S257 Footpath Diversion Orders**

- 3.17 This fee relates to applications to divert a Public Right Of Way (PROW) to facilitate the delivery of a development using section 257 of the Town and Country Planning Act. The proposal is to increase the fee from £1,460 to £2,500 to reflect the actual costs of providing the service. Since there are 2-3 applications each year on average, this is likely to increase income overall by approximately £2,100 in 2020/21, with increased income in 2019/20 dependant on whether any further applications are received. The proposal is to introduce these increases with immediate effect, once approval from Members has been received.

### **Local Land Charges**

- 3.18 Local Land Charges (LLC) is a statutory service where the income raised is intended to cover the cost of providing the service, so far as it's possible to do so. Officers are in the process of determining

the actual cost of providing the service in order to ensure the appropriate fees are being charged. It is proposed that delegated authority is given to the Section 151 Officer in consultation with the Portfolio Holder to agree the LLC fees for 2020/21.

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

4.1 The recommendations contained in this report are the actions proposed by officers of the Council in appropriate positions relating to each area. A key risk of not increasing fees where proposed is that the Council fails to raise income sufficient to cover the running of a particular service.

#### 5. Proposed Way Forward

9.1 The level of fees and charges will continue to be monitored during the year.

#### 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Council has the power to introduce, maintain and increase charges under S.19 of the Local Government (Miscellaneous Provisions) Act 1976 or as set out in specific pieces of relevant legislation.
Financial implications to include reference to value for money	Y	The estimated additional income that could be generated from the review of fees and charges for 2020/21 is £4,100. This is made up of £2,000 in relation to boat storage and £2,100 in relation to S257 Footpath Diversion Orders. Other items are expected to be either cost neutral or have a non-material impact in 2020/21.
Risk	Y	Achieving anticipated income targets in the current financial climate – regular monitoring of corporate income streams and revenue budgets ensures early identification of variances.
Supporting Corporate Strategy	Y	The Fees & Charges setting process supports all six of the Corporate Strategy Themes of Council, Homes, Enterprise, Communities, Environment and Wellbeing.
Climate Change - Carbon /	Y	None directly arising from this report, although the introduction of electric car charging stations alluded

Biodiversity Impact		to in this report should reduce carbon emissions in the District.
<i>Comprehensive Impact Assessment Implications</i>		
Equality and Diversity		None directly arising from this report.
Safeguarding		None directly arising from this report.
Community Safety, Crime and Disorder		None directly arising from this report.
Health, Safety and Wellbeing		None directly arising from this report.
Other implications		None directly arising from this report.

**Supporting Information**

**Appendices:**

Appendix A – 2020/21 Proposed Charges for Outdoor Recreation

Appendix B – 2020/21 Proposed Charges for Environmental Health

Appendix C – 2020/21 Proposed Charges for Development Management

**Background Papers:**

None

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Outdoor Recreation and associated charges proposed for 2020/21			Appendix A
	2019/20	Proposed 2020/21	
ACTIVITY	Total fee £	Total fee £	
<b>EVENTS Per Day</b>			
Administration fee (all events)	55.00	57.00	
<b>MEMORIALS</b>			
New Memorial Bench	1,550.00	1,600.00	
Sponsor a Bench	620.00	640.00	
Memorial Tree	270.00	280.00	
<b>SITE SPONSORSHIP</b>			
The Embankment, Dartmouth	540.00	560.00	
Norton	320.00	330.00	
Batson Creek	810.00	830.00	
Whitestrans	540.00	560.00	
Cliff House Gardens	320.00	330.00	
Courtenay Park	320.00	330.00	
The Embankment, Kingsbridge	810.00	830.00	
Recreation Ground	540.00	560.00	
Brittons Field	320.00	330.00	
Duncombe Park	320.00	330.00	
Borough Park	540.00	560.00	
Vire Island	540.00	560.00	
Longmarsh	540.00	560.00	
<b>PLAY AREA INSPECTION</b>			
Per Play area per annum	200.00	210.00	
<b>HIGH HEDGE COMPLAINTS</b>			
Per complaint	535.00	550.00	
<i>Fees are inclusive of VAT where applicable</i>			

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<b>Appendix B - Environmental Health Charges Proposed for 2020/21</b>		
	<b>Current Fee 2019/20</b>	<b>Proposed Fee 2020/21</b>
<b><u>Acupuncture, Tattooing, Ear-piercing &amp; Electrolysis</u></b>		
Register of Person	£115.00	£115.00
Register of Premises	£115.00	£115.00
Changes to Premises registration particulars	£41.00	£41.00
<b><u>Animal Licence</u></b>		
Standard licence *	£234.00	£350.70
Home dog boarding	£234.00	£276.70
Each additional licenseable activity	£87.00	£124.55
Rescore visit	£120.00	£120.00
Vets and fees expenses	Actual Cost	Actual Cost
<b><u>Dangerous Wild Animal Licence</u></b>		
Licence Fee (initial and renewal)	£394.00	£394.00
Plus vets fees and expenses	Actual cost	Actual cost
<b><u>Eco Certificate</u></b>		
	£100.00	£100.00
<b><u>Film Classification Licence</u></b>		
Licence per film	£103.00	£103.00
Licence per festival	£515.00	£515.00
<b><u>Food Export Certificate</u></b>		
Export Certificate initial set up	£153.00	£153.00
Export Certificate renewal	£61.00	£61.00
Amendment to existing certificate (in addition to renewal fee)	£22.00	£22.00
<b><u>Food Hygiene Score Revisit inspection fee</u></b>		
Food Hygiene Score Revisit inspection fee	£130.00 per visit	£130.00 per visit
Food Hygiene Advice visit	£130 first hour , £65 per hour thereafter	£130 first hour , £65 per hour thereafter
Safer Food Better Business pack	£20 for the Catering SFBB Pack plus a years diary. £6 for a years diary	£20 for the Catering SFBB Pack plus a years diary. £6 for a years diary
<b><u>Food Premises Register</u></b>		
Food Premises Register (Full copy)	£304.00	£304.00
Food Premises Register (Part copy)	£103.00	£103.00
<b><u>Food Safety</u></b>		
Issue of unfit food certificate	£101.00	£101.00
<b><u>Hackney Carriage and Private Hire</u></b>		
Hackney Carriage Vehicle - fully wheelchair accessible	£20.00	£20.00
Hackney Carriage Vehicle - non wheelchair accessible	£181.00	£181.00
Private Hire Vehicle - fully wheelchair accessible	£20.00	£20.00
Private Hire Vehicle - non wheelchair accessible	£160.00	£160.00
Driving Licence (1 year)	£110.00	£110.00
Driving Licence initial application fee	£109.00	£109.00
Knowledge test	£50.00	£50.00
DBS	£60.00	£56.00
Driving Licence (3 years)	£281.00	£281.00
Replacement Plate	£20.00	£20.00
Transfer of ownership of vehicle	£50.00	£50.00
Operator Licence (Private Hire Only) 1 year	£125.00	£125.00
Operator Licence (Private Hire Only) 5 years	£472.00	£472.00
Replacement Driver's Badge	£15.00	£15.00
<b><u>Homes in Multiple Occupation</u></b>		
New Applications (new properties/change of ownership)	£372.00	£372.00
Renewals (every 5 years)	£372.00	£372.00

<b>Appendix B - Environmental Health Charges Proposed for 2020/21</b>		
	<b>Current Fee 2019/20</b>	<b>Proposed Fee 2020/21</b>
<b><u>Housing Act Enforcement Notice fee</u></b>		
Housing Act Enforcement Notice fee	£41.00 per hour	£41.00 per hour
<b><u>Housing Suitability (Immigration Inspection Certificate)</u></b>		
Housing Suitability (Immigration Inspection Certificate)	£80.00	£80.00
Inspection and report on Housing Conditions under the Homes (Fitness for Human Habitation) Act 2018	new charge	£300.00
Charge for Court appearance by Inspecting officer	new charge	£41.00 per hour
Depositing site rules with the Local Authority	£79.00	£79.00
Hypnotism Authorisation	£58.00	£58.00
<b><u>Private Water Supply</u></b>		
Private Water Supply Sampling Fee	£72.00	£72.00
Private Water Supply sample failure investigation	new charge	£100.00
Private Water Supply Risk Assessment	£212.00 per risk assessment	£212.00 per risk assessment
<b><u>Residential Mobile Home/Caravan Site Licences</u></b>		
Annual Fee (£13 per pitch with a minimum of 5 pitches)	£65.00	£65.00
Transfer of Licence	£100.00	£100.00
Standard amendment	£200.00	£200.00
Site Expansion Amendment (Standard Amendment fee plus £10 per pitch)	£200.00 plus £10.00 per pitch	£200.00 plus £10.00 per pitch
Initial Licence (5 pitch site plus £10 per pitch thereafter)	£200.00	£200.00
Replacement Licence (due to loss)	£10.50	£10.50
Deposit of Site Rules	£77.00	£77.00
Service of Enforcement Notice	£40.00 per hour	£40.00 per hour
<b><u>Scrap Metal Dealer Licence</u></b>		
Grant of a Site Licence	£185.00	£185.00
Renewal of a Site Licence	£134.00	£134.00
Transfer from a Site to a Collector Licence	£77.00	£77.00
Grant of a Collector Licence	£134.00	£134.00
Renewal of a Collector Licence	£88.00	£88.00
Transfer from a Collector to a Site Licence	£82.00	£82.00
Change of Licence Holder's details	£16.00	£16.00
Change of Licensed site	£82.00	£82.00
Change of Site Manager	£44.00	£44.00
<b><u>Sex Establishments</u></b>		
New Application (Inclusive of first year annual licence)	£4,600.00	£4,600.00
Annual Renewal Fee	£450.00	£450.00
Transfer or Variation	£1,300.00	£1,300.00
Plus Premises Licence / Club Premises Certificate	Statutory Cost	Statutory Cost
<b><u>Zoo Licence</u></b>		
Grant of Licence (Valid 4 years)	£818.00	£1,107.00
Renewal of Licence (Valid for 6 years)	£717.00	£1,353.00
Transfer of Licence	£370.00	£370.00
Partially exempt premises	70% of above fees	Remove reduction
Inspection	Actual Cost	Actual Cost
* Standard licences are for the following activities. Dog boarding kennels, catteries, dog breeding establishments, horse riding establishments, pet shops, dog day care, keeping or training animals for exhibition.		

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
Confirmation of closure of enforcement case where it was found not expedient to take action. (available for a 12 month period following closure of the case)	£60	£60	If the Council has been in contact with you recently to investigate a breach of planning control and determined not to take any action you will be verbally advised of the outcome. Use this service if you require a letter of comfort confirming the Council's decision on the matter on a case closed in the last 12 months.
Confirmation of compliance with Enforcement Notice or Breach of Condition Notice (including site visit)	£300	£300	Includes a site visit, full check of the enforcement case and written confirmation of the outcome. Use this service if you require confirmation that an Enforcement Notice served by the Local Planning Authority has been complied with.
Confirmation of compliance with listed building consent (available for a 12 month period following completion of the development)	£300	£300	Includes a site visit to compare the development against the plans and written confirmation of our findings. Only available within 12 months of completion. Use this service if you have completed a listed building project and you wish to sell the property.  If the completion was over 12 months ago, use the 'help resolving conveyancing issues' service detailed below

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
Help resolving planning history questions	£500	£500	Includes a full check of the planning and planning enforcement history, a site visit to view the development, a 1 hour meeting if it is deemed necessary by the case officer, any necessary in house consultations, written confirmation of the outcome, a formal decision as to whether enforcement action will be taken and/or confirmation of steps required to remedy the situation, if any. Response will be provided in 20 working days in most cases (can be extended by agreement if further consultation or investigation is required). Use this quick service if you are buying or selling a property/land and a planning query arises through the conveyancing process. For example, unauthorised works have been discovered or planning conditions have not been complied with.
Confirmation of compliance with section 106 planning obligations (desktop assessment)	£160 plus additional £115 if site visit needed	£160 plus additional £115 if site visit needed	This is a desktop check of the Council's records. If the clause in the agreement requires something to be undertaken on site it would be necessary to undertake a site visit for which there will be an additional charge. Use this service if you require confirmation that the clauses of the agreement have been complied with

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
Duty Planner	£40	£40	This is a 30 minute appointment with one of the Development Management planners by telephone or face to face.
<p>The Validation checking service fee is in addition to the planning for processing. This will include an assessment of whether an application is valid, fee queries, and technical questions regarding what type of application is needed. There are three fee levels based on the complexity of the development. This would be undertaken on an appointment basis.</p>			<p>The Validation checking service fee is in addition to the planning for processing. This will include an assessment of whether an application is valid, fee queries, and technical questions regarding what type of application is needed. There are three fee levels based on the complexity of the development. This would be undertaken on an appointment basis.</p>
Major Development - This will include 1 validation check of the application at plus 1 re-check	£85	£85	
Minor Development - This will include 1 validation check of the application at plus 1 re-check	£50	£50	

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
Householder and Other Development - This will include 1 validation check of the application at plus 1 re-check	£40	£40	
Pre-Application Fees	£180 plus £180 for any additional meeting/response required	£180 plus £180 for any additional meeting/response required	<b>Householder/Listed Building/Advertisements</b> one meeting with a written response
	£180	£180	<b>Small Minor (1-2 Dwellings or non-residential floor space up to 499 sqm, telecommunications, Lawful development Certificate Advice and changes or use except dwellings, where there is no operational development)</b>  One Scoping meeting with agreed notes from the meeting
	£420 (£240 if it follows a scoping meeting) plus £180 for any additional	£420 (£240 if it follows a scoping meeting) plus £180 for any additional	Full pre-app – one meeting plus a written response.

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
	meeting or response	meeting or response	
	<p>£240</p> <p>£600 (£360 if it follows a scoping meeting) plus £180 for any additional meeting or response</p>	<p>£240</p> <p>£600 (£360 if it follows a scoping meeting) plus £180 for any additional meeting or response</p>	<p><b>Minor Development (between 3 – 9 dwellings or non-residential floor space between 500 – 999 sqm or a site area up to 1 Ha)</b></p> <p>One Scoping meeting with agreed notes from the meeting</p> <p>Full pre-app – one meeting plus a written response.</p>
			<p><b>Small Scale Majors (up to 30 dwellings or Non-Residential floor space between 1000 – 4999 sqm or a site area between 1 – 2 Ha)</b></p>

Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
	£480	£480	One Scoping meeting with agreed notes from the meeting
	£1800 (£1320 if it follows a scoping meeting). Or a specific PPA.	£1800 (£1320 if it follows a scoping meeting). Or a specific PPA.	Full pre-app – two meetings plus a written response. If more than two meetings are required the pre-app will be the subject of a specific PPA.
	£720  Specific PPA	£720  Specific PPA	<p><b>Large Majors (Over 31 dwellings or Non-Residential floor space over 500sqm or a site area over 2 Ha all renewable energy proposals unless a domestic scale and all development that requires an EIA)</b></p> <p>One Scoping meeting with agreed notes from the meeting</p> <p>Full Pre-app</p>
Exemptions:	No Charge	No Charge	100% Affordable Housing schemes
	No Charge	No Charge	Facilities for the disabled



Activity	Current Fee £ (2019/20)	Proposed Fee £ (2020/21)	Comments
	No Charge	No Charge	Parish/Town Council
Pre-App Charges Notes:			<p>Floor space refers to gross external floor space The fee stated are inclusive of VAT</p> <p>For the purposes of pre-app fees flats and holiday accommodation are considered as dwellings.</p> <p>Fees will be the subject of review</p>

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Report to: **South Hams Overview and Scrutiny Panel**

Date: **17 October 2019**

Title: **Locality Service Update**

Portfolio Area: **Customer First**

Wards Affected: **All**

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

Date next steps can be taken: Immediately following this meeting.

Author: **Kate Hamp** Role: **Case Management Manager**

Contact: **01803 861302 kate.hamp@swdevon.gov.uk**

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## **Recommendations:**

**That the Panel support the proposed way forward for the Locality Service as outlined in Section 5 below.**

### **1. Executive summary**

- 1.1 This report is presented in response to a proposal from the Panel to review the Locality service on 5<sup>th</sup> September 2019.
- 1.2 The report summarises the activity and reviews performance of the Locality service during 2019 and looks to the future challenges over the next 12 months.

### **2. Background**

- 2.1 The Locality Service was born in 2015 to consolidate and deliver the statutory duties carried out 'off site' in the local area and also engage with our communities, enable our customers and build partnerships.
- 2.2 This flexible resource delivers a visible on street service to our residents and communities.
- 2.3 The Locality Service in South Hams is made up of 6 Mobile Locality Officers, 3 Local Engagement Officers and 1 Localities Case Manager (shared with West Devon). The team is managed by the Localities Team Leader, Richard Easthope.

- 2.4 The Mobile Locality Officers (MLOs) are the frontline response team carrying out a wide range of tasks including, private water supply testing, tree inspections, putting up planning notices, carrying out initial visits for planning enforcement cases, play park inspections, election canvassing, dog control and littering and fly tipping enforcement. They are also the first responders to

Tasks	Total number carried
fly tipping, graffiti and environmental nuisance.	

- 2.5 The Locality Engagement Officers (LEOs) work at a more senior level, leading on more complex, place based issues, handling formal complaints and supporting the MLOs. They also take a proactive role, engaging with the local communities as well as attending town and parish meetings and building partnerships. They are key contacts for Members when resolving customer issues and also manage the Members' Sustainable Community Locality Fund. Additionally they take a role in education, consultation and digital roll out.
- 2.6 The Localities Case Manager looks after the inbox (to which all Localities queries are sent) and prioritises and coordinates the team's activities to ensure that they are deployed effectively and safely at all times.
- 2.7 The workload of the Localities team does not stand still and over the last 12 months we have taken on new work including the monitoring of the new waste collection and cleansing contract. The team have also taken on taxi rank inspections, carrying out the housing survey for the New Homes Bonus and larger scale tree inspections. The introduction of the new waste and cleansing contract has seen the LEOs take on a more visible town centre role, ensuring any issues are identified and rectified early.
- 2.8 During the meeting of Overview and Scrutiny on 5<sup>th</sup> September 2019, the Panel acknowledged the role played by the Mobile Locality Officers in supporting the Enforcement function, however there were concerns that competing demands were affecting their ability to support the service
- 2.9 The Localities Service strongly supports the Corporate Themes of 1) Council, by delivering frontline statutory services; 2) Communities, by engaging and supporting our local communities; and 3) Environment by playing a key part in keep our local area clean and safe.

### 3. Outcomes/outputs

- 3.1 The table below shows the volumes of work managed by the Locality Service in 2019.

	<b>out Jan – Aug 2019</b>
Play Park inspections	1360
Private Water Supply Quality Testing	200 approx.
Toilet Inspections	150 (started Jul 19)
Street Inspections	300 (Started Jul 19)
Recycling Bank Inspections	170 (started Jul 19)
Reporting Full Litter Bins	110 (started Apr 19)
Fly Tip – investigate report or collect	227
Abandoned vehicle labelling	90
Routine Tree Inspections	800 approx.
Dog patrols	160
Empty Home Inspections	538
SeaMoor lettings Housing Inspections	51
Annual residential land availability site survey	202 visits
Planning Enforcement Visits	72
Planning Notices put up	1016
General Street Scene Enquiries	129
General Waste Enquiries	174
Formal complaint stage 1	108
Formal complaint stage 2	1

- 3.2 The new work generated by the waste and cleansing contract both in terms of monitoring and assisting with the transition has created some challenges for both the MLOs and LEOs. The MLO work has been managed carefully to ensure that those duties that need to be done within a strict time window are prioritised. Play park inspections are still done as scheduled on a monthly or weekly basis depending on use. Requests for planning enforcement visits, housing inspections and responses to fly tips or putting up planning notices are prioritised and completed promptly. The monitoring responsibilities for the waste and street cleansing are scheduled around these other duties and can be flexed depending on demand, meaning that the team remain agile and responsive. This also allows us to ensure that the MLOs are usefully employed throughout their working week.
- 3.3 In response to the concern that the conflicting demands were impacting the MLO's ability to support Planning Enforcement, it was found that over the busy summer months it could take up to a week to respond to requests for sites visits. Outside of peak periods, visits are usually carried out within 2 working days.
- 3.4 The LEO workload has changed significantly to accommodate the additional town centre monitoring and resolution of complaints and issues related to the transition period. Dealing with Waste related issues and monitoring can now take up in excess of 60% of their time.

- 3.5 Key to coping with this continuously evolving workload is the Localities Case Manager who constantly monitors the Localities inbox and deploys the tasks as they come in.
- 3.6 The team are dedicated to providing high quality customer service and feed into our Customer Satisfaction meetings on a weekly basis, suggesting improvements and discussing customer feedback.

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

- 4.1 Much of the MLO work supports our statutory duties so therefore their workloads are very structured and any change or decision to stop doing a piece of work would require arrangements for this work to be picked up elsewhere.
- 4.2 The LEO role, being largely proactive and supportive, is more flexible and allows focus on initiatives or areas of particular need. Much of this is discretionary work, with the exception of the work in relation to the waste contract, therefore the Council can decide how to best deploy the team in order to support the Corporate Themes.
- 4.3 A recent workshop with the LEOs identified strong partnerships that had been built in many of our town centres, with the LEOs clearly identified as a 'go to' person to resolve issues. The LEOs also reported good productive relationships with Members. However, they are aware that their role has changed significantly over the 4 years since the service was formed and would welcome a refocus to ensure they are delivering a service that reflects the needs of the Council.
- 4.4 Informal consultation with Members has shown that in general Members are happy with the service provided by the Locality service including the support of the LEOs, but there does seem to be some lack of understanding as to the full extent of their duties.

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

- 5.1 The focus on continuous improvement in customer satisfaction, alongside roll out of more digital services provides plenty of challenges for the Locality service over the next 12 months. We need to support the rollout of digital services in our communities, as well as identify and support those vulnerable customers who are struggling to make contact.

- 5.2 A refocus of the duties of the LEOs incorporating feedback from Members is planned to ensure that they are providing the best value and reflecting the current needs of the Council.
- 5.3 The review of duties will take into account the planned roll out of the Devon aligned waste service in 2020. This will place additional pressure on the team, engaging with communities via roadshows and educational events and resolving issues on the ground.
- 5.4 The review will also include an investigation into what further support could be offered to the Planning Enforcement function, both in terms of ensuring prompt response to visit requests and a look into compliance and monitoring support.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	There are no legal implications to this update report to Members but the Localities Service supports many of the Council's statutory and discretionary services.
Financial implications to include reference to value for money	N	
Risk	Y	A risk assessment will need to be carried out in the event of a decision to cease any duties currently undertaken by the service.
Supporting Corporate Strategy	Y	The Localities Service strongly supports the Corporate Themes of 1) Council, by delivering frontline statutory services; 2) Communities, by engaging and supporting our local communities; and 3) Environment by playing a key part in keep our local area clean and safe.
Climate Change - Carbon / Biodiversity Impact	Y	Travelling around the district is intrinsic to the work of the Localities team which does has a negative environmental impact. Prior to the formation of the team, individual duties were carried out by officers across the organisation making separate journeys – this would have had a far greater negative impact.
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	

Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

**Supporting Information**

**Appendices: None**

**Background Papers:**

Minutes of a meeting of the Overview and Scrutiny Panel held on Thursday, 5 September 2019



Report to: **Overview and Scrutiny Panel**  
Date: **17 October 2019**  
Title: **Town Centres Strategy**  
Portfolio Area: **Customer First**  
Wards Affected: **All**  
Urgent Decision: **Y** Approval and clearance obtained: **Y**

Date next steps can be taken: **ongoing**

Author: **Thomas Jones** Role: **Head of Place Making**  
Contact: **01803 861404 email: thomas.jones@swdevon.gov.uk**

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## **Recommendation:**

**That the Overview & Scrutiny Panel support the continuing use of Officer time to seek to co-ordinate action and to seek opportunities to collaborate with communities with the objective of furthering the resilience and self sufficiency of the main towns in the South Hams District and the hinterland(s) that they serve.**

## **1. Executive summary**

- 1.1 The Overview & Scrutiny Panel Meeting of 4 October 2018 agreed that the Council should seek to collaborate with its local communities with the objective of supporting the vitality of the main towns in the South Hams District.
- 1.2 The project recognises that the Council is well placed to influence, promote and lead local initiatives to further the resilience of our main towns – in line with a key objective of the Joint Local Plan (JLP), which is for Thriving Yowns and Villages.
- 1.3 The Head of Place Making, with Case Management Support, has engaged in initial meetings with the following communities:
  - Ivybridge;
  - Modbury; and
  - South Brent.

- 1.4 Contact has also been made with the following Town Council Clerks and dates are being agreed to meet:
- Kingsbridge;
  - Totnes;
  - Dartmouth; and
  - Salcombe.
- 1.5 The major output to date is that the Head of Place Making submitted to the Ministry of Housing, Communities and Local Government (MHCLG) on 22 March 2019, in collaboration with Ivybridge Town Council and Ivybridge Neighbourhood Plan Group, a Bid for funding through the Government's Future High Streets Fund.
- 1.6 Initial meetings have indicated that potential for collaboration exists in the following areas:
- parking and traffic management;
  - public realm improvements;
  - inclusivity and access to services and facilities;
  - joint ventures to deliver health and other services;
  - joint ventures to deliver housing; and
  - active transport.
- 1.7 Within the Council, Officers are linking other work streams, notably the Capital Programme of the Assets Team, Health and Well Being and Climate Change.
- 1.8 It is anticipated that the creation of the Place Making and Enterprise Directorate will better facilitate joint working with communities.
- 1.9 The project also provides a very early opportunity for communities to feed objectives and opportunities into the review of the JLP, which is likely to commence by 2022. With this in mind, the Head of Place Making has contacted the Government's Future High Streets Task Force and is meeting with health providers with a view to seeking funding for a 'Healthy Town' audit for South Hams, possibly in collaboration with West Devon Borough Council and Dartmoor National Park.
- 1.10 The Head of Place Making continues to work with the respective Ward Councillors to guide discussion and outcomes.

## **2. Background**

- 2.1 Reports commissioned by the Government / main political parties together with anecdotal evidence, including frequent reports in the media, indicate that the use of on line retail services is having a profound impact on the amount and mix of retailers on the High Street.

- 2.2 Evidence, (including reports supplementing the Joint Local Plan) and discussions with local communities and service providers, indicates that the long term sustainability of other Town Centre functions is uncertain. South Hams District Council has initiated a series of meetings with local communities to consider issues and the opportunities to resolve them. The meetings are being convened by Town and Parish Councils. The respective local Ward Members and the Head of Place Making are working with these bodies to shape and guide discussion and to help identify opportunities for action.
- 2.3 In December 2018, the Government launched the Future High Streets Fund and Task Force, leading the Councils to focus on this potential funding stream.
- 2.4 South Hams District Council submitted, in March 2019 and in collaboration with Ivybridge Town Council, the Ivybridge Neighbourhood Planning Group and others, a bid for funding.
- 2.5 The bid was unsuccessful. The FHF Task Force has provided generic feedback. This combined with review by Officers of successful bids indicates that the key reason that the bid was not successful is the small scale of the problems experienced by towns in South West Devon when compared with elsewhere in the Country; comparatively limited scale / population reach of potential projects; and the absence of specific and significant capital projects in the bid.
- 2.6 The Head of Place Making considers that it is unlikely that a bid for Ivybridge or another town is likely to be successful for these reasons and that instead the focus of efforts should be to seek funding for a pilot study that would start with a Healthy Towns audit. The Head of Place Making has contacted the Future High Streets Task Force and local / regional health providers (Public Health England, the NHS and the Clinical Commissioning Groups) with a view to considering joint working to design, bid and undertake the work.
- 2.7 The meetings with communities have and will continue to consider other matters. Each agenda will be set by the respective community leaders, including Ward Councillors. This approach recognises that each town has a unique combination of circumstances, although the majority of the individual issues are the same. Should any town wish to submit a bid for the second round of FHF Ward Councillors and the HoPM would, of course, provide support.
- 2.8 A key factor in identifying opportunities for action will follow advice from the Local Government Chronicle (LGC) and Local Government Association (LGA) that funding bids will need to be driven by evidence of direct and indirect benefits in terms of financial returns and quantifiable social value.

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

- 3.1 Meetings to date have typically brought together Town and Parish Councils, Neighbourhood Planning Groups and a variety of special interest groups. Meetings have taken place in South Hams and West Devon. With respect to South Hams the following formal meetings have taken place (there have been other related / informal meetings – some of which are referenced below):
- Two in Ivybridge;
  - One in Modbury; and
  - One in South Brent.
- 3.2 Dates are actively being arranged for Totnes and Kingsbridge. Dartmouth and Salcombe have expressed interest in meeting.
- 3.3 Significant outputs to date include the FHSF bid for Ivybridge. This was unsuccessful, but proved a useful exercise in bringing together the various stakeholders / interested parties. This has served three notable purposes to date. Firstly, assisting community engagement with respect to the Council's proposals for development at Leonard's Road; secondly, helping to precipitate a round table meeting, to be Chaired by Sir Gary Streeter, with health providers; and thirdly, Officers from Strategic Planning, Open Space Sport and Recreation Team and Devon County Highways / Transport met a collective of groups that are pursuing cycle and footpath projects across the District, West Devon Borough and the National Park. In this respect further meetings are planned to discuss the scope for working together on funding bids.
- 3.4 In Modbury, an outcome of the initial meeting has been a series of informal discussions regarding better utilisation of the White Hart pub and a commitment to review the use of Council owned land adjacent to that property.
- 3.5 Similarly, in South Brent, a commitment has been made to meet again, on site, to engage in further discussion regarding the optimum use of Council land and other car parking facilities / resources in the Town. The South Brent meeting also provided the opportunity to exchange ideas with the Sustainable South Brent Group and this will feed into the 'greening the economy' strand of the Climate and Biodiversity Action Plan.
- 3.6 A common agenda that is emerging from meetings is concern with respect to current and future provision of and access to health services together with the linked issues of green infrastructure and active transport. Officers have, consequently, compared notes with colleagues leading in health and well-being. The potential to bring the overlapping agendas together is being discussed. Related to this the Future High Streets Fund Task Force (MHCLG) have recently contacted the Head of Place Making to advise that they are

considering the details of the Ivybridge bid and will offer 'some support'. The nature of that support is unknown. Officers have taken the opportunity, therefore, to respond by advising that the Council continues to liaise with local communities and is interested in discussing the potential for funding to run a pilot project. The objective would be to review and assess rural community centres against the same criteria being used for the Healthy New Towns Agenda. Contact has been made with Devon County Council, Public Health England, Clinical Commissioning Groups and the NHS with a view to potential collaboration. The Head of Place Making is meeting representatives of PHE, CCGs and NHS to discuss this amongst other matters on 10 October 2019.

- 3.7 Initial discussion with Totnes Town Council and local interest groups indicates that this agenda fits well with the objectives of the town, notably the 'Inclusive Totnes' initiative.

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

Options are available to the Council. These include:

- 4.1 **Option 1** – if Members consider that wider activity in the Council covers the linked issues described sufficiently well then the Council could choose not to continue pursuing the Town Centre resilience / self sufficiency agenda as a specific and co-ordinated project.
- 4.2 **Option 2** – continue to convene Town Centre Meetings with communities leading and the outcomes providing evidence and focus for other work streams at the Council.
- 4.3 **Option 3** - the Council could take a more active role in promoting, leading and delivering change in the community. This might be achieved by a lead Officer / Officers and Councillors dedicating additional time to convening meetings, assessing opportunities and creating working groups / task and finish groups to deliver against the agenda.
- 4.4 The advantage of Option 1 would be to free up the time of the Head of Place Making for other tasks at the Council including providing planning support to Development Management and Assets. The disadvantage would be to lessen the ability of the Council to work collaboratively with communities to deliver change that would support the objectives of both improving resilience of communities and providing intelligence and a framework for capital investment that would deliver community benefits and financial returns.
- 4.5 The advantages and disadvantages of Option 2 are the reverse of Option 1. In addition, the ongoing nature of discussion is proving a valuable means to build better relationships with our communities

and is acting as early and informal consultation ahead of the review of the JLP.

- 4.6 The advantage of Option 3 would be to provide a strong platform for collaboration with our communities to address the challenges of Brexit and the Climate and Biodiversity emergency; and deliver beneficial outcomes from the networks and ideas that are building through initial meetings and discussion.
- 4.7 It is recognised that there would be financial implications in pursuing this option. It would be necessary for the Council to have the capacity, knowledge and skills both with regard to numerous subject areas and project management. Implementing Option 3 would require new or diverted Officer resource.
- 4.8 Option 2 is recommended since it retains the strength of the benefits of engagement and co-ordination to communities and the capital development agenda as well as the relationships and collaboration essential to the effective local government. In addition the role in informing the review of the JLP in a collaborative manner is of great value.
- 4.9 Option 1 is not considered appropriate at this time since there is no other strong framework in place to secure co-ordination within and outside the Council.
- 4.10 Option 3 is not preferred since the Council is currently in the process of reviewing Officer roles. In this respect it is recommended that the approach is reviewed following the re-organisation of the Council's third tier of management.

## **5. Proposed Way Forward**

- 5.1 The Council recognises the importance of continuing to improve collaborative links and action with our communities as well as the benefits of communities having formal and informal opportunities to help steer the capital investment programme.
- 5.2 The Head of Place Making, with Case Management support, will continue to meet with and discuss this agenda with a view to
  - a. Identifying Town specific and District wide issues to be noted and, where possible and appropriate, resolved;
  - b. A network of organisation and individuals that can work together to resolve these issues;
- 5.3 The Head of Place Making will prepare a report for the consideration of the Panel in April 2019 with a view to establishing whether the approach is effective and / or necessary.

## **6. Implications**

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	This project seeks to support other mandatory services, but is discretionary. If effective it would support all six Council Strategies and provide a valuable link between Place Making and Assets.
Financial implications to include reference to value for money		The recommended course of action (Option 2, paragraph 4.2) has no direct financial implications. An successful outcome would be that the capital programme delivers projects that are value for money.
Risk		The risk exists that the project could involve extensive discussion with limited tangible outcomes. To guard against this the proposal includes a review of progress in April 2020 such that activity could be either accelerated or the project ended.
Supporting Corporate Strategy		If effective it would support all six Council Strategies and provide a valuable link between Place Making and Assets.
<b>Comprehensive Impact Assessment Implications</b>		
Equality and Diversity		A focus for the project is accessibility to services / resilience of Town Centres. In convening meetings Town and Parish Councils are encouraged to recognise equality and diversity such that any subsequent actions can properly be informed by the community.
Safeguarding		There are no direct Safeguarding implications.
Community Safety, Crime and Disorder		A focus for the project is to promote safe and inclusive Town Centres. Any subsequent projects can benefit from input from the Police Liaison Officer.
Health, Safety and Wellbeing		A focus for the project is accessibility to services / resilience of Town Centres. This includes health services, green infrastructure and active transport.
Other implications		No direct implications.

### **Supporting Information**

#### **Appendices:**

None.

#### **Background Papers:**

None.

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## OVERVIEW AND SCRUTINY PANEL

### DRAFT ANNUAL WORK PROGRAMME – 2019/20

Date of Meeting	Report	Lead Officer
21 November 2019	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates: - Leisure Review	Jon Parkinson
	Community Safety Partnership: Annual Report	Louisa Daley
	Safeguarding: Annual Report	Louisa Daley
	Ombudsman Annual Letter	Catherine Bowen
	Delivery of Social Affordable Housing within the South Hams	Chris Brook / Issy Blake
	2019 Customer Satisfaction Survey	Nadine Trout
	Council Car Parks: Electric Vehicle Charging Points – Options Report	Chris Brook
	2019 Member Induction Review	Darryl White
	Quarterly Performance Indicators	Jim Davis
23 January 2020 (am)	Draft Budget 2020/21 (joint meeting with DM Committee Members)	Lisa Buckle
23 January 2020 (pm)	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates: - Leisure Review (concluding report)	Jon Parkinson
	Food Safety Service Plan: Six Monthly Update (to include: opportunities available to increase income and those areas identified for improvement and future development (with reference being made to training and public health advice)).	Ian Luscombe
	Peer Challenge Action Plan Update	Neil Hawke
27 February 2020	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (if any)	
	Leisure Contract – Fusion Annual Report	Jon Parkinson
	Waste Contract Monitoring Report	Jane Savage
	Development Management: Service Capacity – 6 Month Review	Pat Whymer

	General Dispensations – Multi & Dual Hatted Members	Catherine Bowen
23 April 2020	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (if any)	
	Performance Indicators	Jim Davis

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