

# South Hams Overview and Scrutiny Panel



<b>Title:</b>	<b>Agenda</b>												
<b>Date:</b>	<b>Thursday, 3rd November, 2016</b>												
<b>Time:</b>	<b>10.00 am</b>												
<b>Venue:</b>	<b>Cary Room - Follaton House</b>												
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Saltern <b>Vice Chairman</b> Cllr Wingate</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldry</td> <td>Cllr Hopwood</td> </tr> <tr> <td>Cllr Birch</td> <td>Cllr May</td> </tr> <tr> <td>Cllr Blackler</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Brown</td> <td>Cllr Pringle</td> </tr> <tr> <td>Cllr Green</td> <td>Cllr Smerdon</td> </tr> <tr> <td>Cllr Hawkins</td> <td></td> </tr> </table>	Cllr Baldry	Cllr Hopwood	Cllr Birch	Cllr May	Cllr Blackler	Cllr Pennington	Cllr Brown	Cllr Pringle	Cllr Green	Cllr Smerdon	Cllr Hawkins	
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Cllr Green	Cllr Smerdon												
Cllr Hawkins													
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk												

**1. Apologies for Absence**

**2. Minutes**

**1 - 12**

to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 6 October 2016;

**3. Urgent Business**

brought forward at the discretion of the Chairman

**4. Division of Agenda**

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

**5. Declarations of Interest**

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

**6. Public Forum**

**13 - 14**

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

**7. Executive Forward Plan**

**15 - 20**

**Note:** If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Member Services before **5.00pm on Monday, 31 October 2016** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.

**8. Community Safety Partnership**

**21 - 26**

Lead Executive Member: Cllr Wright

**9. Transitional Resources Monitoring Report 27 - 34**

Lead Executive Member: Cllr Wright

**10. Locality Service Performance 35 - 42**

Lead Executive Member: Cllr Bastone

**11. Disabled Facilities Grant: Verbal Update**

Lead Executive Member: Cllr Bastone

**12. Task and Finish Group Updates (if any):**

- (a) **Dartmouth Lower Ferry**; Lead Executive Member: Cllr Gilbert
- (b) **Partnerships**; Lead Executive Member: Cllr Ward
- (c) **Waste and Recycling**; Lead Executive Member: Cllr Gilbert
- (d) **Events Policy**; Lead Executive Member: Cllr Gilbert and
- (e) **Permits Review** Lead Executive Member: Cllr Gilbert.

**13. Actions Arising / Decisions Log 43 - 46**

**14. Draft Annual Work Programme 2016/17 47 - 48**

to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community

**15. Exclusion of Public and Press**

to consider the following resolution to exclude the public and press:-

“That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item of business in order to avoid the likely disclosure to them of exempt information as defined in paragraphs 1 and 3 of Part 1 of Schedule 12A to the Act”;

**16. Beach Water Safety 49 - 54**

Lead Executive Member: Cllr Gilbert

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**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL  
HELD AT FOLLATON HOUSE, TOTNES ON  
THURSDAY, 6 OCTOBER 2016**

<b>Panel Members in attendance:</b>			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr K J Baldry	*	Cllr D W May
*	Cllr J P Birch	*	Cllr J T Pennington
*	Cllr J I G Blackler	*	Cllr K Pringle
∅	Cllr D Brown	*	Cllr M F Saltern (Chairman)
*	Cllr J P Green	*	Cllr P C Smerdon
*	Cllr J D Hawkins	*	Cllr K R H Wingate (Vice Chairman)
*	Cllr N A Hopwood		

<b>Other Members also in attendance:</b>
Cllrs H D Bastone, I Bramble, J Brazil, P K Cuthbert, R D Gilbert, M J Hicks, P W Hitchins, T R Holway, J A Pearce, R C Steer, R J Tucker, L A H Ward and S A E Wright

<b>Item No</b>	<b>Minute Ref No below refers</b>	<b>Officers in attendance and participating</b>
All		Executive Director (Service Delivery and Commercial Development) and Senior Specialist – Democratic Services.
3	O&S.24/16	IT Community Of Practice Lead and Contact Centre Manager
8	O&S.27/16	Development Management Officer
11 and 12	O&S.30/16 and O&S.31/16	Group Manager – Commercial Services

**O&S.21/16 WELCOME**

On behalf of the Panel, the Chairman welcomed Cllr J P Birch to his first Panel meeting.

**O&S.22/16 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 4 August 2016 were confirmed as a correct record and signed by the Chairman.

**O&S.23/16 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 and these were recorded as follows:

Cllr J D Hawkins declared a personal interest in agenda item 12(d): 'Task and Finish Group Updates – Events Policy' (Minute O&S.31/16(d) below refers) by virtue of being a member of the Dartmouth Regatta Committee but had left the meeting before the debate and vote on this agenda item;

Cllr P C Smerdon declared a personal interest in agenda item 12(b): 'Task and Finish Group Updates – Partnerships' (Minute O&S.31/16(b) below refers) by virtue of being a trustee of the South Hams Community and Voluntary Service and remained in the meeting during the debate and vote on this agenda item; and

Cllr M F Saltern declared a personal interest in Item 8: 'Sherford Development: Update on Proposals and Vision and Consideration of the Economic Benefits' (Minute O&S.27/16 below refers) by virtue of being the Vice-Chairman of the Ivybridge Academy Trust that was to include Sherford Primary School within its area.

## O&S.24/16 **URGENT BUSINESS**

The Chairman advised the Panel that he had agreed for one urgent item to be raised at this meeting that related to a verbal report from the lead Executive Member for Support Services entitled: '*Telephone System Update*'. This urgent item had been brought forward to this meeting in light of the recent (and ongoing) problems with the Council's telephone system.

### **(a) Telephone System Update**

The Executive Member for Support Services introduced this urgent item and specifically highlighted that:

- the fault was the responsibility of BT and the Council had developed a workaround solution;
- the implementation of the new fibre telephony system would lead to an increase in lines into the Council from 43 to 200, with the potential for this to increase further up to a maximum of 1,000;
- BT had now been in receipt of formal notice of the Council's intention to terminate its current contract. It was further confirmed that there was a 17 day notice period;
- in the interim, all telephone calls had been redirected to West Devon Borough Council and then forwarded on to the Council. However, the Member did acknowledge that the current automated message was unfortunate and should be revisited;
- realistically, the new telephony system would be fully operational by the second week in November;
- the new system would result in a financial saving to the Council.
- during the testing phase, officers were finding that the new system was much improved for both the user and the customer;

- despite the recent system problems, the Council had still received just over 25,000 telephone calls during September 2016. Whilst a more detailed performance report would be presented to a future Panel meeting, it was noted that performance was steadily improving.

In welcoming the update, a Member wished to thank the IT Specialist Officer who had been working over a number of weekends to rectify the problem. This view was subsequently endorsed by the Panel.

## O&S.25/16 PUBLIC FORUM

In accordance with the Public Forum Procedure Rules, the following questions had been received for consideration during this agenda item:

### **(a) Questions from Georgina Allen:**

- (i) *Could we please be informed of the precise steps that would need to be taken to remove T3 from the Joint Plan?*
- (ii) *Could you explain why it is necessary for an area to be in the Joint Plan for it to be enhanced? Surely it is possible to improve an area without it being in a document intended to explain where development will go?*
- (iii) *What covenants and charters cover the land in T3?*
- (iv) *Would the Council accept the outcome of a full referendum regarding whether or not T3 should be in the Joint Plan if the town council carried one out?*
- (v) *Seeing as the land in T3 is held in trust by SHDC, could the council explain how it can justify selling assets against the wishes of a community?*
- (vi) *Could the council please explain why they told a meeting of the market traders that none of the square would be built on, when they have plans for commercial units on the front and 20 houses on the back?*
- (vii) *Can T3 be taken out of the Joint Plan without it affecting the five year supply cover?*
- (viii) *How can T3 be left in the Joint Plan if it means the Neighbourhood Plan will fail its referendum if T3 is left in?*

### **(b) Question from Richard Szczepura:**

*The T3 area of Totnes in the Joint Local Plan is identified as a target for the building of some 70 houses. There are quite a number of recent and proposed developments in Totnes, such as the two new houses next to the Nursery car park, the submitted application for two affordable houses in Paige Adams Road and the proposed housing included in the outline plans for the Brunel site next to the railway station. Can account been taken of these houses, and future proposals, as an alternative to building in the T3 area?*

**(c) Question from Lyn Szczepura:**

*The T3 area of Totnes in the Joint Local Plan is identified as a target for the building of some 70 houses. If the identified car parks were to be built on, up 180 parking places would be lost in the centre of the town. A large number of residents living in central Totnes do not have private parking facilities and rely on these car parks. People in employment often need convenient access to their vehicles if they have to travel to work, without this their livelihoods could be affected. If these existing car parking facilities are removed, what plans are in place to provide essential accessible parking for residents?*

In the order that they were presented, Cllr Hicks (lead Executive Member) provided the following responses:

**Response to Question (a)(i):**

“The decision as to which proposals were included in the final plan sat with the individual Councils which made up the Joint Plan. The current plan (with a small p) was to finalise the preparation of the Plan sometime in early 2017 and we would not know until then what would, or would not, be included.”

**Response to Question (a)(ii):**

“The preparatory work which was completed before any proposal was included in the Plan, enabled a number of processes in the normal planning system to be partially completed. I believe the question included a misunderstanding about what a Local Plan was all about. It was a plan for an area for the future and included many aspects not just development. The aspiration of this Council had always been to support the furthering of the town centre amenity and operation subject to the necessary funding. Indeed, the development of the Town Centre over the last twenty years or so had been facilitated by this Council in conjunction with local organisations and the Town Council.”

**Response to Question (a)(iii):**

“I am not able to answer this question at this moment but we have our relevant legal officers working on it. As a matter of interest they have just completed a similar exercise for a site in Kingsbridge.”

**Combined Response to Questions (a)(iv), (v) and (viii):**

“The Local Plan process, which was now in its second year, was underpinned by the Neighbourhood Plan (NP) process. It was important to note (and N.P.Groups know this) that a Neighbourhood Plan had to accord with the Local Plan and this was a safeguard to limit the chance of either plan being found “unsound” by the Inspector.

There was no requirement for the Local Plan to be submitted to a referendum. This was, however, the requirement for Neighbourhood Plans. We believe the Neighbourhood Plan would not fail in Totnes.



The members of the group were responsible residents of Totnes and I am sure they would represent their findings accurately to the Town.

South Hams District Council was a legally constituted body with a formal constitution. We do not hold our assets “in trust” in the true sense of the phrase but our Constitution required that decisions about selling assets and, indeed, buying assets are made within a series of controlled processes. One important requirement was that these decisions were made in the best interests of the whole South Hams area.”

**Response to Question (a)(vi):**

“I am not aware of any meetings where such a broad ranging commitment had been made by this Council. However, we were supportive of the principal of a Market Square in the centre of Totnes i.e. within T3 and the questioner knew full well that there was a protection in force for this area. The difficulty came from defining the area exactly. This additional definition would be included in the Plan at Reg. 19. All those concerned could be assured that during the remaining process and any subsequent potential planning would be subject to a whole load of consultation, design etc. before any decisions were made and our interest would be enhancement – nothing less. Having plans (with a small p) did not mean a decision made. We were always considering new proposals.”

**Response to Question (a)(vii):**

“There was a very tenuous connection between T3 and a five year land supply. Such land supply was the result of a complicated and detailed calculation which was carried out at regular intervals throughout the life of a Local Plan and was applicable to the larger planning areas not local issues.”

**Response to Question (b):**

“It was wrong to assume that figures which were inserted in the Local Plan such as the 70 in T3 refers to houses per se. What we talk about when considering possible numbers on individual sites was dwellings. It was incorrect to refer to this as a target. It was just a possibility for consideration. One further factor. Because these were not targets they should not be used as sort of bargaining numbers.”

**Response to Question (c):**

“I would make the same comment concerning targets as in question b (above). Your question related to car parks. As the Local Planning Authority, we had given many assurances about the feared loss of car parking space in Totnes. Please accept our current assurance that car parking provision in Totnes centre would not be lost.”

In concluding this agenda item, the Chairman thanked the questioners and Cllr Hicks for his responses. Since the allocated fifteen minute time slot had expired, the Chairman advised the questioners that, if they wished to ask any supplementary questions, they should send them in writing to: [member.services@swdevon.gov.uk](mailto:member.services@swdevon.gov.uk)

**O&S.26/16 LATEST PUBLISHED EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan and, with no issues being raised, duly noted its contents.

**O&S.27/16 SHERFORD DEVELOPMENT: UPDATE ON PROPOSALS AND VISION AND CONSIDERATION OF THE ECONOMIC BENEFITS**

The Managing Director of Brookbanks Consulting Limited presented an update to the Panel that provided some background context, the current position of the project and the future proposals.

In the subsequent discussion, reference was made to:-

- (a) the positive feedback received from the recent Sherford Member Site Visit. A number of Members who had attended the visit wished for their thanks to be passed on to the Resident Engineer;
- (b) the ongoing developer commitment. The Managing Director confirmed that the three on-site developers each remained committed to the project;
- (c) housing build numbers being slightly below target (currently 250 per annum against the target of 360). The Panel was given assurances that there were no issues related to skills shortages at present, but this would continue to be closely monitored. In reply to a specific request, the Managing Director confirmed that he would let the Panel know after the meeting how many apprentices were working on-site;
- (d) affordable housing numbers. Members were informed that affordable homes were beginning to be constructed and, in light of planning permission having been granted for 20% within the first phase of development, this would equate to 550 affordable homes being built at this time. It was also agreed that the mix of affordable housing type for this project would be circulated to Members outside of the meeting. In quashing any rumours in this respect, the Managing Director stressed that there was absolutely no intention to transfer any affordable or market housing to any other local authority;
- (e) renewable energy. In light of technology advancements, the Panel was advised that there was every likelihood that more than the 50% target of energy demand on site would be met through renewable energy sources;
- (f) the on-site public realm. Whilst typically for such developments, the work on the public realm would commence once the first 700-1,000 properties had been sold, the Managing Director hoped that it may start at an earlier point for this project;

- (g) public transport provision. When questioned, it was confirmed that public transport provision would commence upon occupation of the 50<sup>th</sup> house;
- (h) highways issues. Some Members highlighted the detrimental impact from the project works on Deep Lane Junction, Elburton residents and the Plants Galore business. Whilst the disruption was felt to be both regrettable and inevitable, the Managing Director advised that he would nonetheless give further consideration to alleviating the problems and potential safety issues outside of the meeting;
- (i) the benefits of timber frame housing. A number of Members highlighted the benefits of using timber frame housing (e.g. off-site production, more environmentally friendly and faster construction);
- (j) phase two of the project. It was anticipated that a planning application for phase two of the project would be submitted within the next 12-18 months.

O&S.28/16 **NEW (NORTHERN, EASTERN, WESTERN) DEVON CLINICAL COMMISSIONING GROUP**

The Chairman introduced the Head of Commissioning and the Interim Director of Integrated Commissioning from NEW Devon CCG, who were in attendance to provide a presentation and respond to Member questions. In addition, the Head of Integration for South Devon and Torbay CCG was also in attendance in the event of any specific questions relating to that part of the South Hams.

The presentation included reference to the seven priorities of the NEW Devon CCG and how these were being delivered by the organisation. The Panel noted that the priorities were as follows:

- Urgent Care;
- Children and Young People;
- Elective Care;
- Individual High Cost Packages of Care;
- Health and Wellbeing Hubs;
- Mental Health; and
- Primary Care.

In discussion, the following points were raised:-

- (i) Some Members were of the view that the recent consultation exercise undertaken by the South Devon and Torbay CCG was very leading which brought into question the merits of the process. In reply, the representative advised that the questionnaire had been designed with a range of stakeholders being involved, however she did advised that the view of the Member had already been made on recent occasions. As a comfort, the Panel was advised that stakeholder meetings were ongoing and would help to form a set of proposals to be presented to the Governing Body during early 2017;

- (ii) With regard to the proposals specifically relating to Dartmouth, a local ward Member informed that the Riverview Care Home proposal was broadly supported. However, the Member urged the CCG to take account of the overwhelming majority of local residents and include provision for 8 dedicated hospital beds rather than the current proposal of 4, which was felt to be insufficient;
- (iii) A Member stated his view that the model to close Community Hospital Beds was a good concept. However, in reality, the concept did not work. In expanding upon the point, Members recognised that there were benefits to care at home, but emphasised that this was not always appropriate. In addition, a Member also highlighted the challenges arising from the rurality of the district and, as an example, made reference to the reluctance of a number of carers to be travelling on rural roads during the winter months;
- (iv) The representatives confirmed that the matter of some patients not being able to access services which were actually closer to their homes, but outside of the CCG geographical area of responsibility, was currently being reviewed across all CCGs;
- (v) In recognising the importance of Members being kept up to date with the workings of the CCGs, it was requested that the representatives be invited to provide a further update to the Panel at its meeting on 4 May 2017;
- (vi) A Member questioned how the CCGs could guarantee that older residents who lived on their own still received the appropriate level of care in their own homes. In response, the representatives advised that multi-disciplinary intermediate care teams had been established who met on a daily basis to ensure that care was in place and appropriate for an individual's needs.

## O&S.29/16 **JOINT SH/WD ECONOMY WORKING GROUP FINDINGS AND DELIVERY PLAN**

Members were presented with a report that presented a progress update on the work of the Joint Economy Working Group.

In the subsequent discussion, reference was made to:-

- (a) continuation of support for the Growth Hub. The Panel confirmed its support for the Working Group proposal whereby £3,000 of funding should be retained in the Budget to continue with the Growth Hub initiative;
- (b) the importance of the Economy priority. A Member emphasised the importance of this corporate priority and was of the view that the proposals should have sought more resource and capability to support the Economy;

- (c) the proposal to spend £8,000 to direct tailored support for up to 100 South Hams businesses from Business Information Point. If approved, it was confirmed that this proposal would be subject to a Service Level Agreement;
- (d) such were the close linkages identified between the work of the Economy Working Group and the Joint Local Plan Steering Group, that an additional recommendation was **PROPOSED** and **SECONDED** as follows:
- “That the Economy Working Group meet with the Council’s representatives on the Joint Local Plan Steering Group to progress those issues identified in the action plan that relate directly to the Joint Local Plan Policy and Allocation. “*
- (e) the statement that ‘SH had the lowest level of economic inactivity in Devon’. In expressing his surprise at this statement in Appendix 2 of the presented agenda report, a Member asked that the figures that supported this comment be circulated to the Panel.

It was then:

#### **RESOLVED**

1. That the Executive be **RECOMMENDED** that the short term Economy Delivery Plan (as attached at Appendix 1 of the presented agenda report), including using £8,000 from the Invest to Earn earmarked allocated reserve (as discussed in paragraph 5.2 below), be adopted;
2. That the work of the Joint Economy Working Group and the economy update ahead of the budget setting process be noted; and
3. That the Economy Working Group meet with the Council’s representatives on the Joint Local Plan Steering Group to progress those issues identified in the action plan that relate directly to the Joint Local Plan Policy and Allocation.

#### O&S.30/16 **PARKING ARRANGEMENTS FOR VEHICLE TAX EXEMPT MOTORISTS**

Members were presented with a report that sought to consider the recommendation to maintain the current parking charge arrangement for disabled motorists, who are also vehicle tax-exempt.

It was then:

### **RECOMMENDED**

That the Executive **RECOMMEND** to Council that the arrangements for disabled vehicle tax-exempt motorists remain unchanged, but that the public consultation in respect of this be repeated.

## **O&S.31/16 TASK AND FINISH GROUP UPDATES**

### **(a) Dartmouth Lower Ferry**

The Chairman advised that negotiations were currently ongoing with staff fully involved in the process.

### **(b) Partnerships – Update Report**

The Chairman made reference to the Task and Finish Group currently reviewing the submitted business cases for the CAB and CVS and it was still intended that an outcome report would be presented to the Panel meeting on 24 November 2016.

### **(c) Waste and Recycling**

In providing an update, the lead Executive Member for Commercial Services informed that:

- once 90% full, all recycling banks in the South Hams were now being emptied. Whilst the Group was still looking at service improvements in this respect, it was not deemed cost effective to empty banks whilst only half full;
- the round review was progressing well and it was anticipated that an outcome report would be ready during the Autumn;
- the Group was aiming to publish its findings on the recycling sack project before the end of December 2016.

### **(d) Events Policy Principles**

The Panel considered a report of the Events Task and Finish Group that presented a set of guiding principles that were proposed to be used to form the basis of the new Policy.

In introducing this agenda item, the Group Chairman advised that he had been made aware of some appetite amongst some of his colleagues for the proposed guiding principles to be published for further public consultation before a decision was taken.

In discussion, it soon became apparent that there were a strong difference of views amongst Members. As a principle, some Members expressed their support for the principle whereby events that were hosted on Council owned land (that would result in a consequent loss of income to the Council) should see the authority being reimbursed accordingly.

In contrast, other Members expressed their disquiet at the guiding principles and made particular reference to:

- the proposal being particularly contentious, mean-spirited and short sighted;
- the principle being front page news in local papers throughout the South Hams;
- the proposals being contrary to the 'Big Society' agenda, which would affect the semblance of volunteerism and the tremendous wellbeing that such events brought to local communities. As a consequence, these recommendations would bring into question the actual viability of a number of local events;
- the economic benefits arising from such events. As an example, a local Ward Member highlighted that it had been conservatively estimated that the Dartmouth Regatta event generated an additional £3.5 million to the local economy;
- the disparity whereby most of the proposed charges were set at £50 per day, whereas those events in Dartmouth were proposed to be £150 per day;
- the belief that the Council should in fact be working to preserve and support the traditions of the South Hams and its wonderful array of events.

Some Members of the Task and Finish Group proceeded to express their frustrations that a number of their colleagues had not expressed their deep frustrations at an earlier time during the review.

As a way forward, the overriding need to address the current disparity was recognised and still remained and the following motion was therefore **PROPOSED** and **SECONDED**:-

*“That the Task and Finish Group be reconvened with the purpose of focusing on the objective to ensure parity of fees and charges for events on SHDC land / premises.”*

When put to the vote, the motion was declared **CARRIED**. In addition, the lack of town based ward Member involvement on the Group was identified as a shortcoming. It was therefore agreed that Cllr P Cuthbert be added to the membership of the Group, with the lead Executive Member for Commercial Services also taking on an increased role during the review.

It was then:

### **RESOLVED**

That the Task and Finish Group be reconvened with the purpose of focusing on the objective to ensure parity of fees and charges for events on SHDC land / premises.

#### **(e) Permits Review**

The Panel noted that the first Group meeting had been held and the current list of permits had been initially considered. Furthermore, the next Group meeting had been scheduled to take place on Thursday, 20 October 2016.

#### **O&S.32/16 ACTIONS ARISING / DECISIONS LOG**

The Panel noted the latest log of Actions Arising and Decisions.

#### **O&S.33/16 DRAFT ANNUAL WORK PROGRAMME 2016/17**

In consideration of its Annual Work Programme, the following points were raised:

- (a) A further progress update on the Sherford project was requested to be added to the work programme for the Panel meeting on 6 April 2017;
- (b) Further to the request above (Minute O&S.28/16 refers), it was agreed that representatives from both of the local CCGs should be invited to attend the Panel meeting on 4 May 2017;
- (c) The Panel concluded that a briefing paper on the Street Naming and Numbering function would be useful and it was concluded that this item should be considered at a Panel meeting during early 2017;
- (d) Following a Member request for the Staff Survey Action Plan to be scheduled as a future agenda item, the majority view amongst the Panel was that this was an operational issue that was a matter for the Head of Paid Service. Officers did extend an invitation to any interested Members to meet with the Head of Paid Service and discuss the contents of the Action Plan outside of this meeting;
- (e) With regard to the 'Customer Services – Six Month Update' (scheduled for 24 November 2016 Panel meeting), Members requested that the period during which the telephony problems had arisen should be separated out from the rest of the performance data.

(Meeting started at 10.00 am and concluded at 12.40 pm)

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Chairman



## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel. 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 Manager 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 20 October 2016. 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 Panels in planning their contribution to policy development and holding the Executive to account.

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

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

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

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

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

*Cllr Michael Hicks – lead Executive Member for Business Development*

*Cllr John Tucker – Leader of the Council*

*Cllr Lindsay Ward – Deputy Leader of the Council*

*Cllr Simon Wright – lead Executive Member for Support Services*

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

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

**INDEX OF KEY DECISIONS**

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

**KEY DECISIONS:**

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

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

**(For this purpose significant expenditure or savings shall mean:**

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

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

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

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

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

<b>Service</b>	<b>Title of Report and summary</b>	<b>Lead Officer and Executive Member</b>	<b>Decision maker</b>	<b>Anticipated date of meeting</b>
Strategy and Commissioning	<b>Business Development Opportunities</b>	DA/Cllr Hicks	Council	STANDING ITEM
Commercial Services	<b>Fleet Replacement Report (Deferred from 15 September)</b>	HD/Cllr Gilbert	Council	20 October 2016
Strategy and Commissioning	<b>Self and Custom Build Policy – draft for consultation</b>	PB/Cllr Hicks	Executive	20 October 2016
Support Services	<b>ICT Strategy</b>	MW/Cllr Wright	Council	20 October 2016
Customer First	<b>Council Tax Reduction Scheme</b>	IB/Cllr Bastone	Council	20 October 2016
Support Services	<b>2016/17 Revenue Budget Monitoring Report</b>	LB/Cllr Wright	Executive	20 October 2016
Support Services	<b>2016/17 Capital Budget Monitoring Report</b>	LB/Cllr Wright	Executive	20 October 2016
Customer First	<b>Health and Safety Policy</b>	IL/Cllr Bastone	Council	20 October 2016
Strategy & Commissioning/Customer First	<b>Draft Policy on Flying Drones from Public Open Space</b>	LC&CB/Cllr Tucker	Council	1 December 2016
SLT	<b>Sherford Delivery Team</b>	SJ/Cllr Tucker	Council	1 December 2016
Strategy & Commissioning	<b>Devolution – Combined Authority Scheme</b>	SJ/Cllr Tucker	Council	1 December 2016
Customer First	<b>Devon Home Choice and Allocations Policy</b>	IB/Cllr Bastone	Council	1 December 2016
Support Services	<b>Draft Budget Proposals for 2017/18</b>	LB/Cllr Tucker	Council	1 December 2016
Support Services	<b>Draft Capital Programme Proposals for 2017/18</b>	LB/Cllr Tucker	Council	1 December 2016
Support Services	<b>Treasury Management Mid Year Update 2016/17</b>	LB/Cllr Wright	Executive	1 December 2016
Support Services	<b>Write Off Report (Q1 and Q2 2016/17)</b>	LB/Cllr Wright	Executive	1 December 2016
Customer First	<b>Housing Benefit Risk Based Verification Policy</b>	IB/Cllr Bastone	Council	2 February 2017
SLT	<b>Local Authority Controlled Company – Final Decision</b>	SJ/Cllr Tucker	Council	2 February 2017
Support Services	<b>Revenue Budget Proposals for 2017/18</b>	LB/Cllr Tucker	Council	2 February 2017
Support Services	<b>Capital Programme Proposals for 2017/18</b>	LB/Cllr Tucker	Council	2 February 2017
Customer First	<b>Approval of Homelessness Strategy</b>	IB/Cllr Bastone	Council	9 March 2017

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

SJ – Steve Jordan – Executive Director Strategy and Commissioning and Head of Paid Service

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

LB – Lisa Buckle – Finance COP Lead and s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

SM – Steve Mullineaux – Group Manager Support Services

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team



IB – Isabel Blake – COP Lead Housing, Revenues and Benefits  
LC – Lesley Crocker – Senior Specialist Media and Communications

CB – Chris Brook – COP Lead Assets  
TJ – Tom Jones – COP Lead Place Making



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# Agenda Item 8

Report to: **Overview and Scrutiny Panel**  
Date: **3 November 2016**  
Title: **Community Safety Partnership**  
Portfolio Area: **Customer First**  
Wards Affected: **All**

Relevant Scrutiny Committee: N/A

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

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

Author: **Rebecca Hewitt** Role: **Senior Community Safety Officer, South Devon and Dartmoor Community Safety Partnership**

Contact: **01626 215873**  
**Rebecca.hewitt@teignbridge.gov.uk**

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## **RECOMMENDATION**

- 1. That Members note the report**
- 2. That Members identify any issues to be raised at the next Community Safety Partnership meeting**

### **1. Executive summary**

The purpose of this report is to provide Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

## **2. Background**

South Devon and Dartmoor CSP operates across Teignbridge, South Hams and West Devon and is a statutory partnership.

## **3. Outcomes/outputs**

The CSP is intelligence led and delivers in the context of the Devon Strategic Assessment and also the Police and Crime Plan that is owned by the Police and Crime Commissioner. The CSP is focussing on the most vulnerable within our community who are affected by crime and ASB. The CSP works collaboratively across Devon to tackle issues such as child sexual exploitation, modern slavery, drug misuse, prejudice related crime, preventing violent extremism and domestic violence and abuse.

In 2015/16 the CSP received a £20,000 grant of Safer Communities funding from the PCC via the Safer Devon Partnership. For 2016/17 this grant will be for £19,000.

## **KEY ACHIEVEMENTS**

### **Achievements across South Devon and Dartmoor**

- Vulnerability events – more than 140 attendees over two events which included inputs on CSE, DVA, Immigration, Veterans, Alcohol and Modern Slavery with very positive evaluations provided.
- DVA Survivors – 20 Carbon Monoxide detectors were sourced and 110 alarms purchased for distribution via the MARAC process and Fire Home Safety checks
- Veterans – Following links made at the Vulnerability events, Veterans service has developed working links with both HMP Dartmoor and HMP Channings Wood.
- DVA Campaigns – Supported Devon wide campaigns by distributing resources to partners
- Sexting – workshops piloted within secondary schools to target at risk young people.
- New Psychoactive Substances – Three training sessions delivered in October and November
- Honest Truth – Charity continues to develop and is now delivering in 18 Counties of the UK. Paignton Zoo event saw 2,500 spoken to about road safety. Has received nearly 45,000 visits to the website and more than 3,000 road safety pledges

- Last Order alcohol theatre production – Delivery in Ivybridge, Kingsbridge, South Dartmoor Community College, Tavistock, Okehampton, Dawlish and Teignmouth
- Mental Health Bitesize training – four bitesize training sessions were delivered to delegates from a range of frontline agencies
- Mental Health toolkit – Supported development of the toolkit with promotion materials created and distributed to partner agencies
- Name that tag – Four posters showing prolific graffiti produced to identify perpetrators
- Phoenix delivery - Three Phoenix programmes were run for ASB perpetrators seeing 36 young people from Ivybridge, Newton Abbot and Tavistock address the behaviour and learn positive new skills
- Social Media – Account now established for the CSP with 418 Twitter followers and 88 Facebook likes
- Prevent – contributed to Devon delivery plan
- Understanding Islam training – 350 delegates attended the training
- Chelsea’s Choice – 2,300 year 8 students to see a theatre production and follow up workshops on child sexual exploitation
- CSE training sessions – 13 sessions delivered by Barnado’s funded by the Devon Children Safeguarding Board, facilitated by the CSP with frontline staff from a wide range of agencies

### **Achievements in South Hams**

- Facilitated training on safeguarding and child sexual exploitation to taxi drivers
- Chelsea’s Choice - 610 Year 8 students have seen a theatre production and follow up workshops on child sexual exploitation through work with Kingsbridge, King Edward VI College and Dartmouth Academy.
- Phoenix project delivery – programme ran in Ivybridge with 12 students, this had excellent media coverage and the Mayor of Ivybridge attended the passing out parade.

### **Achievements in ASB**

- A great success for South Hams is the continued multi-agency working. ASB meetings to discuss individuals causing ASB occur monthly in both areas. Both meetings have representatives from Police, Social Landlords, YOT and

Education. It is a result of these multi-agency meeting, the realisation that no one agency can resolve issues of anti-social behaviour which has resulted in referral reducing from 142 in 2014/15 to 84 in 2015/16. The biggest reduction was the referrals from the Police in 2014/15 there were 71 from the Police in South Hams. In 2015/16 this was reduced to 14 in South Hams.

- An excellent example of multi-agency working occurred in Dartmouth. There is 2 individuals living in separate properties although only a few hundred yards apart. One was a heavy drug user the other a suspected supplier. The drug user would visit her supplier and as a result anti-social behaviour occurred. Normal interventions failed to resolve the problem, both parties refused the offer of help in relation to their drug use. As a result a Criminal Behaviour Order (CBO) was sought in relation to the drug user who was the main cause of the ASB. The CBO restricted her from attending the other parties address with a positive requirement to engage with RISE in connection with her drug use. On conviction she was given a Conditional Discharge and the Court felt the CBO application disproportionate and refused it. While both parties are tenants of DCH, DCH decided to take out Injunctions against both parties. These injunctions have been granted with supporting evidence from the Police. South Hams District Council have also started a Noise Complaint against the female. Whilst there is frustration with the Justice System, positive action continues to resolve the issues.
- Mr X, a street drinker from Totnes was the cause of many incidents of ASB and crime. Despite attempts to control his behaviour he failed to engage with any agency. As a result following an arrest an application for a Criminal Behaviour Order (CBO) was made. Mr X decided to move to Cornwall. After detailed discussions with the local Totnes Policing team it was strongly felt that he would return after a short period. Therefore it was decided to pursue the CBO application. This involved John Ward attending Truro Magistrates Court. As a result the application was successful. Mr X has not returned to Totnes.

- Mr Y is known as the 'Swan Man.' He frequents the Tidal Road in Aveton Gifford where he would feed the swans. He became over protective of the swans and as a result was the cause of anti-social behaviour towards, dog walkers, horse riders and canoeists using the area. As a result the Police issued a Community Protection Notice (CPN) against Mr Y. The evidence supporting the application was provided by both the Police and SHDC. The CPN excluded him from the Tidal Road and a part of the River Avon. Mr Y decided to appeal the issue of the CPN. The Magistrates Court dismissed the appeal, but varied the CPN to last for 1 year only. The CPN has recently expired and Mr Y has returned to the area. At this time there has been no further issues.

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

The CSP has adopted an intelligence led approach and is directed by the findings of the Peninsula Strategic Assessment. Each year a workshop is held including representatives from statutory partners to review the Strategic Assessment and agree the projects for the following year. Spend of budgets relates to those priorities agreed annually. Due to the nature of the work it is essential that responses are also made to emerging issues and threats such as child sexual exploitation or metal theft.

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

The main considerations for members include –

- The Chief Constable of Devon and Cornwall Police has a mission statement to detect and prevent crime; protect the vulnerable and reduce crime. This creates a clear focus on safeguarding. This approach is mirrored in the priorities of the CSP.
- The CSP will continue to engage all statutory partners in the development of the Local Delivery Plan which sets out the work of the CSP directed by the Peninsula Strategic Assessment.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address						
Legal/Governance		<p>The CSP works under several sections of legislation including –</p> <p>Crime and Disorder Act 1998            Police Reform Act 2002            Anti-Social Behaviour Act 2003            Police and Justice Act 2006            Policing and Crime Act 2009            Section 9 of the Domestic Violence, Crime and Victims Act (2004).            Anti-Social Behaviour , Crime &amp; Policing Act 2014</p>						
Financial		<p>2015/6 income to the CSP included a £20,000 grant of Safer Communities funding from the PCC via the Safer Devon Partnership and contributions from agencies and income to support specific projects.</p> <p>South Hams District Council costs for 2015/16:</p> <table> <tr> <td>Officer time</td> <td>£25,000</td> </tr> <tr> <td>Support services (includes HE, Finance etc</td> <td>£13,437</td> </tr> <tr> <td><b>Total contribution</b></td> <td><b>£38,437</b></td> </tr> </table>	Officer time	£25,000	Support services (includes HE, Finance etc	£13,437	<b>Total contribution</b>	<b>£38,437</b>
Officer time	£25,000							
Support services (includes HE, Finance etc	£13,437							
<b>Total contribution</b>	<b>£38,437</b>							
Risk		The report is for information and as such there is no risk associated with decisions to set out.						
Comprehensive Impact Assessment Implications								
Equality and Diversity		The CSP addresses issues including hate crime and specific crimes relating to vulnerable members of the community such as distraction burglary.						
Safeguarding		CSP staff engage in a number of safeguarding forums and promote effective safeguarding practice in their work. This links to internal Council safeguarding.						
Community Safety, Crime and Disorder		The report details the many implications on Community Safety of West Devon engagement in the CSP.						
Health, Safety and Wellbeing		The CSP works closely with public health and other partners on health and wellbeing issues including alcohol and licensing.						
Other implications								

Report to: **Overview and Scrutiny Panel**  
Date: **3 November 2016**  
Title: **TRANSITIONAL RESOURCES MONITORING REPORT**  
Portfolio Area: **Cllr S Wright**  
Wards Affected: **All**  
Relevant Scrutiny Committee:

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

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

Contact: [steve.mullineaux@swdevon.gov.uk](mailto:steve.mullineaux@swdevon.gov.uk), (01803) 861412

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## **RECOMMENDATION**

**It is recommended that the Panel note the contents of the Transitional Resources monitoring report and the progress to date.**

### **1. Executive summary**

- 1.1 This report will provide members with an update on the impact on services areas of the temporary, fixed-term transitional resources approved by council in June 2016 to improve customer satisfaction and public perception of the Council.
- 1.2 The report also provides an update on the current expenditure of the additional approved funds.

## **2. Background**

- 2.1 The T18 programme was designed to meet the challenges of reduced budgets without cutting statutory frontline services. The programme was designed to improve customer satisfaction by providing the customer with improved access to services and delivering efficiencies by streamlined service delivery.

Whilst the budget reductions have been achieved, the transition to the new model has resulted in increased call volumes, increased call waiting times and service backlogs.

- 2.2 The resourcing model and staff numbers developed by Ignite were based on:

- 2.2.1 The new technology being delivered and more importantly embedded across the organisation.
- 2.2.2 New more efficient and streamlined processes implemented and embedded.
- 2.2.3 Customers using the new technology and process to self-serve rather than calling or visiting.

- 2.3 Due to a number of factors listed below the technology has been delayed:

- 2.3.1 The councils IT resources were reduced at the start of the programme.
- 2.3.2 The delivery of the technology solutions from the supplier has suffered delays.
- 2.3.3 A number of the solutions have needed significant development to meet the requirements of the council.
- 2.3.4 The availability of staff for testing and training has been limited due to the need to carry on day to day customer activity.

- 2.4 The impact of the technology delays has impacted on the roll-out of new processes and channel shift, as a result the delivery of online services has been severely impacted.

## **3. Current position**

- 3.1 All temporary fixed term resources have now been recruited, these have been a mixture of agency staff, already working at the council and new recruits. Staff have been deployed so that existing agency staff with experience have been given more complex work and new staff deployed in to less technical roles.



- 3.2 A transition improvement team led by the seconded manager from Support Services and supported by the managers of Case Management, Specialists, IT and Business Improvement, now meets fortnightly and is working through the action plan to improve processes and technology in each area.
- 3.3 Of the £545,000 of additional approved funds £223,000 (41% of total) has been spent as of end of September (Period 6). Expenditure has been front-loaded to gain the maximum service improvement as early as possible.
- 3.4 Monthly call volumes had been at the highest levels for a number of years and as a result call waiting times were unacceptably long. Call volumes have reduced since the peak of June 2016 and call volumes in September were the lowest this year – and more significantly, the trend prior to the BT phone line problems were also lower.
- 3.5 A number of services had backlogs of work, which in turn was generating increased call volumes and higher levels of customer dissatisfaction. The services of particular concern were;
- Planning
  - Waste
  - Car Parking
  - Council Tax
  - Housing Benefit
  - DFG's

Further details of progress are provided in section 4.0

- 3.6 The new contact centre phone system has now been installed and is working well, new telephony infrastructure (digital lines) will be completed during the first 2 weeks of November. The new website is currently under development.
- 3.7 Channel shift technologies are beginning to have a positive effect, with easy to use online Housing Benefit forms and an online direct debit form resulting in 50% take up and in turn positively impacting service delivery timescales.

#### **4. Service by Service update**

##### **4.1 Contact Centre Performance**

Contact centre performance has improved steadily over the last 3 months. This is evidenced by the latest Contact centre performance report which shows that;

4.1.1 Call volumes are decreasing (see table below)

	April	May	June	July	August	Sept
No of calls to CC 2016/17	27501	26390	29694	25420	27072	24274
No of calls to CC 2015/16	22436	20309	23744	27049	24461	26723

4.1.2 The % of calls answered is increasing (see table below)

	April	May	June	July	August	Sept
Calls answered 2016/17	69.5	70.8	71	71.9	72.8	77
Calls answered 2015/16	88.8	79.4	71	74	70.2	70

4.1.3 The % of calls answered in 20 seconds is increasing (see table below)

	April	May	June	July	August	Sept
% of calls ans within 20s 2016/17	30	33	35	32	38	44
% of calls ans within 20s 2015/16	59	43	35	33	39	42

4.1.4 The % of calls waiting more than 7 minutes to be answered is reducing (see the table below)

	April	May	June	July	August	Sept
% of calls answered after 7min 2016/17	40	37	36	38	35	26
% of calls answered after 7min 2015/16	23	29	32	33	28	26

4.2 Detailed service update.

The table below shows in more detail how the transitional resources are now being deployed and the impact the resource is having.

Service area	Original objectives	Progress to date
Waste and Trade Waste	Support whilst new processes are implemented. Embed case management skill set around dealing with operational services. Support to ensure the trade waste service retains and develops customer base.	<ul style="list-style-type: none"> <li>A working group across CS, CF and Customer Services has improved service delivery</li> <li>Backlogs have been reduced significantly.</li> <li>Numbers of incoming service delivery failures have reduced by 50%.</li> </ul>

Planning	<p>Improve responsiveness to customer telephone queries.  Reduce backlog.  Implement Peer Review recommendations.  Support whilst new processes are implemented.  Reduce validation times.</p>	<ul style="list-style-type: none"> <li>• W2 processes have been introduced and work continues to streamline the process and shift to Case Management. This will include the movement of validation to L7 case managers to free up specialists.</li> <li>• Determination times still holding although we did see a slip in validation times over the summer due to high volumes of applications/staff leave.</li> </ul> <p><b>** See also paragraph 4.3</b></p>
Car Parking	<p>Reduce backlogs and reduce the risk of income reducing.  Provide support whilst new technology is purchased and implemented.</p>	<ul style="list-style-type: none"> <li>• No longer a backlog in this area of work.</li> <li>• Parking permits were over 200 now down to 30.</li> <li>• Parking appeals almost 500, now down to 18.</li> <li>• New applications and enquiries can expect to be turned around within 5 working days.</li> <li>• Work ongoing to introduce digital permits in Spring 2017.</li> </ul>
Environmental Health and Licensing	<p>Support for licensing and high risk inspections whilst new processes are implemented.  Reduce the risk of income reducing.  Support additional DFG workloads.</p>	<ul style="list-style-type: none"> <li>• Significant improvements in DFG's.</li> <li>• The timescale between Application received and Application made) – from August to September the overall average went from 105 days to 56 days.</li> <li>• Improved Approval to Completion time down from 72 days to 59 days.</li> <li>• The biggest improvement is the number of outstanding actions – previously we were 30 days behind on our outstanding actions, all cases are now up to date.</li> </ul>
Council Tax and Housing Benefits	<p>Support to reduce backlogs.  Training and support to contact centre  Additional capacity whilst channel shift</p>	<ul style="list-style-type: none"> <li>• The additional FTE in this area has enabled us to reduce backlogs and improve performance.</li> <li>• Council Tax: all general change of circumstances dealt with within 2 weeks.</li> <li>• Online direct debit mandate now working.</li> </ul>

	technologies go live. Protect income and proactive enforcement.	<ul style="list-style-type: none"> <li>• Benefits: 50% of new claims are now submitted online</li> <li>• New claims processing times have reduced significantly - 20 days in September compared to 42 days in June.</li> </ul>
Housing Advice	Support to protect vulnerable customers whilst new processes are introduced.	<ul style="list-style-type: none"> <li>• Transitional resources have allowed us to maintain vital services, although as yet this area has not been a focus for process change.</li> </ul>
Support Services	Consolidation and streamlining of all invoice processing to reduce burden on Customer First, Commercial Services and Strategy & Commissioning case management.	<ul style="list-style-type: none"> <li>• Invoice processing has now been centralised and rolled out across the organisation. This is freeing up Customer First case managers to focus on customer activities.</li> <li>• There will be a dip in performance as the team are addressing invoice processing backlogs that have built up across the organisation.</li> </ul>
Building Maintenance and Transport, Fleet and Health and Safety (Commercial Services Depot Based)	Case management resource to support the business need in commercial services - this is specifically important in relation to building maintenance and transport, fleet and health and safety for the manual workforce. There is also a temporary resource allocated to the support of the operational supervision whilst the Phase 2 round changes are implemented.	<ul style="list-style-type: none"> <li>• Case management resources are now in place.</li> <li>• In order to increase effectiveness and provide additional support the responsibilities for the line management of case managers in Commercial Services (Waste) is being undertaken by Support Services. This is freeing up Commercial Services management to focus on operational performance.</li> </ul>

Assets	Support to aid transfer of work from specialist to case management.	<ul style="list-style-type: none"> <li>The asset register has been brought up to date resulting in immediate time savings for specialists.</li> </ul>
Strategic Planning & Place	Support to aid transfer of work from specialist to case management Additional support for local and neighbourhood plans, TAP and community grants.	<ul style="list-style-type: none"> <li>Control over backlogs in other areas has allowed focus on TAP and community grants.</li> <li>Queries, claims and applications are now being actioned within agreed timescales.</li> <li>All TAP documents re-written and made available on the website.</li> </ul>

4.3 Planning – concerns remain over the performance of the development management service. A 12% increase in application numbers is putting a huge pressure on staff who have exceptionally high caseloads. Whilst determination performance is still above target, customer complaints volumes are still unacceptably high. The transition improvement team are now primarily focussed on the planning service and additional performance measures are now reported to the Development Management Committee on a monthly basis.

4.4 The recruitment of a number of apprentices has proved challenging and only 1 of the 4 roles identified for the contact centre has been filled. A new round of recruitment is underway. The apprentice roles will build capacity, provide additional resilience as transitional resources end, provide future capacity to backfill against natural wastage and ensure we meet our commitments to the national apprentice programme.

4.5 Additional technical fixed term resource has been recruited to review and redesign the council’s website (look, feel and content) to improve the customer access and journey. This is on target.

## 5 Financial Implications

5.1 Transitional resources are within the additional approved budget and remain on target as stated in paragraph 3.3. There are no new financial implications.

## 6 Risks

- 6.1 That service improvements are not sustainable when transition resources are removed. The transition improvement team are prioritising service improvement work accordingly so that incremental improvements mean that transition resources can be redeployed as backlogs are reduced.

## 7 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	None
Financial	Y	See Section 6.
Risk	Y	See Section 7.
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	None
Health, Safety and Wellbeing	N	The report recognises staff welfare concerns and the proposals will support permanent staff.
Other implications	N	None

Report to: **Overview and Scrutiny Panel**  
Date: **3 November 2016**  
Title: **LOCALITY SERVICE PERFORMANCE**  
Portfolio Area: **Customer First**

Wards Affected: **All**

Relevant Scrutiny Committee: **N/A**

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

Date next steps can be taken: Any recommendations generated for the Executive will be considered at its next meeting on 1 December 2016

Author: **Nadine Trout** Role: **Locality Manager**

Contact: **Nadine.Trout@swdevon.gov.uk**

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## **RECOMMENDATION**

**To note the performance of the Locality Service and support the close ongoing monitoring of the Service by the Locality Manager and Group Manager.**

### **1. EXECUTIVE SUMMARY**

- 1.1** Further to scrutiny of the Locality Service in March this year, this report provides an update on agreed revisions to the Service to meet business need.
- 1.2** The report provides performance figures for place based case management; heavy footfall engagement events; Member support including locality fund processing and Civica Mobile.
- 1.3** The revisions to the Service have been well received with evidence that the Locality Service is widely appreciated.

## 2. BACKGROUND

- 2.1** The Locality Service is a relatively new service which came into operation in June 2015. In essence the Locality Service acts as a liaison and support service which undertakes work on behalf of a number of services across the organisation.
- 2.2** There are two distinct roles in the Locality Service namely, Mobile Locality Officers and Locality Engagement Officers. Whilst the Mobile role is well understood and received it was felt the Locality Engagement role needed refinement.
- 2.3** A report to this Committee in March of this year detailed proposed refinements which were subsequently approved by Executive. Section 3.0 of this report provides a performance update on the refinements made.

## 3. PERFORMANCE UPDATE APRIL-OCTOBER 2016

It was agreed the following areas of work should be the focus of activity for the three **Locality Engagement Officers**.

### 3.1 Place Based Case Management

It was agreed Locality Engagement Officers should continue to staff the locality inbox on a daily basis and handle place based case management requests. Since April Locality Engagement Officers have dealt with **706** cases. Breakdown as follows:

Environmental Protection	56
Waste and Street Scene	457
Council Tax/Business Rates	128
Environmental Health Nuisance	65
<b>TOTAL</b>	<b>706</b>

- 3.1.1** Locality Engagement Officers have also dealt with 6 stage 1 formal complaints on behalf of other services and **over 300** Round Review appeals. The timely dedicated support of the Locality Team has been recognised by Senior Leadership as a significant contribution towards the success of the spring Round Review project.

### 3.2 Engagement Events

It was agreed Locality Engagement Officer should focus on **place based consultation** with householders when new services are introduced or withdrawn and to use **heavy footfall** locations.

#### 3.2.1 Round Review

In April Locality Engagement Officer organised and staffed 9 Round Review Roadshow events to inform residents of changes to the Council's recycling and waste collection service. At these events Locality Engagement Officers met with **1,532 residents**, handed out 453 rolls of sacks and provided invaluable feedback on how service changes were being received.



### **3.2.2 Joint Local Plan**

In July and August Locality Engagement Officers organised and staffed 14 Joint Local Plan events to raise awareness of the Joint Local Plan process and signpost residents to the Council's website to have their say. At these events Locality Engagement Officers met with **886 residents**, handed out 630 post cards signposting the website and recorded the top three most popular Joint Local Plan issues at each event.

### **3.3.3 Junior Life Skills**

In October Locality Engagement Officers worked with **850** school children from 40 different schools as part of Junior Life Skills week and facilitated mini workshops on the importance of recycling. It is proven that educating young people has a positive impact on increasing recycling rates as their *pester power* makes parents do the right thing i.e. recycle as opposed to sending waste to landfill.

### **3.2 Member Support and Sustainable Community Locality Fund**

Since April 2016 Locality Engagement Officers have promptly processed **over 130** individual Member requests for Sustainable Community Locality Funding. Locality Engagement Officers have also provided Member support in establishing land ownership; coordinating events; facilitating community litter picks; signposting additional funding opportunities and resolving local place based issues.

### **3.3 Civica Mobile**

Significant developments have been made on the implementation of Civica Mobile which will soon allow Mobile Locality Officers to access cases out in the field and significantly reduce the amount of double handling of service requests.

### **3.4 Mobile Locality Officer Role**

The Mobile Locality role continues to go from strength to strength with the team recently adding visual tree inspections; housing benefits evidence gathering and shellfish water quality testing to their remit. Please see **Appendix A** for a full list of Mobile Locality Officer tasks.

## **4. OUTCOMES**

**4.1** By adopting the approved refinements the Locality Service has met business need which is evidenced by the progress update in section 3 above and also in the feedback in **Appendix B** attached.

**4.2** By closely monitoring the workload of the team the Locality Manager has been able to flex resource to best suit business need across the organisation and in addition deal with unexpected workload requests e.g. the BT Payphone Consultation.

## 5. OPTIONS AVAILABLE AND CONSIDERATION OF RISK

5.1 The Council potentially has 3 options available. Risks associated with each are as follows:

Option	Risk
1. Revert to previous service delivery	Medium risk - not fully satisfying Member and business need.
2. Continue with current service delivery	Low risk – resources are in place and evidence shows the Locality Service is well received.
3. Alternative service delivery	High Risk - no known external providers and loss of control of front facing service.

5.2 The options have been developed based on current service information, Member feedback and discussion with Leadership Team service leads around business need and service development.

5.3 Based on evidence and feedback it is recommended that Option 2 is pursued.

## 6. IMPLICATIONS

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	O&S is responsible for monitoring the T18 programme and overseeing the performance of the Council.
Financial	N	There are no direct financial implications of the contents of the report.
Risk	Y	As outlined in section 5.0 of the report
<b>Comprehensive Impact Assessment Implications</b>		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

## APPENDICES

APPENDIX A. SH Mobile Locality Officer Tasks

APPENDIX B. SH Localities Feedback Examples April – October 2016

## APPENDIX A - MOBILE LOCALITY OFFICER TASKS

Activity	Description
Abandoned vehicles	<i>Reporting and stickering</i>
Business rates	<i>Site visits to check occupancy status</i>
Business units	<i>Allowing access for potential tenant viewings</i>
Car park machines	<i>Reporting and repairing jammed meters</i>
Cemeteries	<i>Grave stone visual inspections and push tests</i>
Council tax	<i>Site visits to check occupancy status</i>
Dead animals	<i>Reporting and if possible removal</i>
Deliveries	<i>Including important court papers/documents and food parcels</i>
Direct lets	<i>Property checks</i>
Dog bins	<i>Reporting full bins and monitoring</i>
Dog fouling	<i>Patrols and enforcement</i>
Elections	<i>Polling booth delivery and collection</i>
Events	<i>Marshalling</i>
Fire alarm	<i>Testing at business units</i>
Fly posters	<i>Reporting and removal</i>
Fly tips	<i>Reporting and evidence gathering</i>
Food caddy liners	<i>Delivery to town councils</i>
Graffiti	<i>Reporting and if possible removal</i>
Grounds maintenance	<i>Reporting and monitoring</i>
Gypsies and travellers	<i>Reporting and evidence gathering</i>
Housing Benefits	<i>Evidence gathering</i>
Licensing	<i>Checking alcohol licences are on display</i>
Meter readings	<i>For council owned assets</i>
Missed bins	<i>Monitoring and advising residents</i>
Nuisance	<i>Collection of evidence sounds recordings and photos</i>
Photographs	<i>For engineers and other specialists</i>
Planning enforcement	<i>Evidence gathering</i>
Planning notices	<i>Siting and removal</i>
Play parks	<i>Inspections and reporting of repairs</i>
Recycling banks	<i>Reporting full banks and monitoring</i>
Recycling contaminated waste	<i>Site visit and advising residents how to recycle</i>
Recycling sacks	<i>Delivery to town councils and occasionally to residents</i>
Strategic planning	<i>Reporting housing completions and employment land sites</i>
Street cleansing	<i>Reporting and monitoring</i>
Toilet checks	<i>Reporting defects to repairs</i>
Trade waste	<i>Site visit and advising businesses of correct use</i>
Trees	<i>Reporting and routine visual inspections</i>
Water quality testing	<i>Collection of private supply and shell fish water samples</i>

***Note, this is not an exhaustive list, the team also cover ad hoc requests as and when required. In essence the six Mobile Locality Officers act as the eyes and ears of the Council – reporting, checking, evidence gathering and acting as general runners responding to business need.***

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## APPENDIX B. Localities Feedback April – October 2016

*Unbelievable response Tim....bumped into Alan walking back to my car...he was already on the case! Localities Rule!*

**Email from a resident regarding repair to a bench in Dartmouth, 17 October 2016**

*I am most grateful to Dan for his help today.*

**Email from a Member regarding survey assistance, 27 September 2016**

*Thank you for your ultra-fast response.*

**Email from a Member re a fly tipping incident, 08 September 2016**

*Thank you very much for this work and support, this shows good work in the field by SHDC officers working with communities and other organisations.*

**Email from a Member regarding a beach clean event, 05 September 2016**

*The Localities Team are doing well in rapidly processing Members Locality Budget applications, in some cases on the day the forms are submitted!*

**Email from a Member, 31 August 2016**

*Superb!*

**Email from a Town Clerk regarding prompt waste clearance, 25 August 2016**

*Very helpful on all manner of topics over recent months – always responds promptly and either from his own knowledge gives a response or liaises with the relevant people at SHDC quickly.*

**Email from a Town Clerk re place case management issues 04 August, 2016**

*Thanks to Tim and Dan for all their hard work at the Show. I saw for myself that they worked flat out throughout the day in continuous contact with the public. Everyone was pleased with our attendance.*

**Email from a Member regarding a Joint local Plan Engagement event, 29 July 2016**

*Dai, how thrilled I was on our return from the west country this afternoon to find your photos waiting for me in my inbox. I had not realised you were the photographer too! Your photographs have put my few snaps to shame. Thank you for thinking of sending those on to me and for the lovely time we had during and after the ceremony in Dartmouth where everyone remarked on how well you had organised such a splendid occasion.*

**Email from an attendee at a Memorial Event, 26 July 2016**

*Just to say how very helpful Tim has been. He always gets back to me so quickly and directly answers the questions I ask. Very impressed.*

**Email from a Parish Clerk re a Locality Engagement Officer, 14 July 2016**

*So efficient after weeks of discussions with Follaton House! I now have a brand new black bin & and opted for the smaller brown bin as only have a court yard garden so minimal garden waste which I can just take to the tip! Didn't realise the small bins were available so all sorted and can't thank you enough.*

**Email from a resident regarding waste collection, 17 May 2016**

*Thank you very much for arranging the collection of the brown caddy I did not need. It was collected within an hour or so of our conversation on the phone on Thursday. Brilliant service! Thank you again.*

**Email from a resident regarding the Round Review, 08 May 2016**

*Thank you for all the effort and dedication you have put in that ensured this was a success. You outstripped my expectations.*

**Email from Extended Leadership Team member regarding Round Review, 25 April 2016**

# Agenda Item 13

## OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
6 October 2016	Urgent Business: Telephone System Update <b>O&amp;S.24/16(a)</b>	In welcoming the update, a Member wished to thank the IT Specialist Officer who had been working over a number of weekends to rectify the problem. This view was subsequently endorsed by the Panel.	Steve Mullineaux	
6 October 2016	Public Forum <b>O&amp;S.25/16</b>	In concluding this agenda item, the Chairman thanked the questioners and Cllr Hicks for his responses. Since the allocated fifteen minute time slot had expired, the Chairman advised the questioners that, if they wished to ask any supplementary questions, they should send them in writing to: <a href="mailto:member.services@swdevon.gov.uk">member.services@swdevon.gov.uk</a>	Cllr Hicks	Supplementary Questions have subsequently been received.
6 October 2016	Sherford Development <b>O&amp;S.27/16</b>	A number of Members who had attended the recent site visit wished for their thanks to be passed on to the Resident Engineer.  In reply to a specific request, the Managing Director confirmed that he would let the Panel know after the meeting how many apprentices were working on-site.  It was also agreed that the mix of affordable housing type for this project would be circulated to Members outside of the meeting.  Whilst the traffic disruption was felt to be both regrettable and inevitable, the Managing Director advised that he would nonetheless give further consideration to alleviating the problems and potential safety issues outside of the meeting.	Ian Sosnowski  Ian Sosnowski  Ian Sosnowski  Ian Sosnowski	Email sent to all Members on 14 October 2016.
6 October 2016	CCG Reps <b>O&amp;S.28/16</b>	In recognising the importance of Members being kept up to date with the workings of the CCGs, it was requested that the	Darryl White	Work programme updated

		representatives be invited to provide a further update to the Panel at its meeting on 4 May 2017.		accordingly.
6 October 2016	Joint Economy WG Findings and Delivery Plan <b>O&amp;S.29/16</b>	<p>The Panel confirmed its support for the Working Group whereby £3,000 of funding should be retained in the Budget to continue with the Growth Hub initiative;</p> <p>Regarding the proposal to spend £8,000 to direct tailored support for up to 100 South Hams businesses from Business Information Point. If approved, it was confirmed that this proposal would be subject to a Service Level Agreement;</p> <p>The statement that 'SH had the lowest level of economic inactivity in Devon'. In expressing his surprise at this statement in Appendix 2 of the presented agenda report, a Member asked that the figures that supported this comment be circulated to the Panel.</p> <p><b>RESOLVED</b></p> <ol style="list-style-type: none"> <li>1. That the Executive be <b>RECOMMENDED</b> that the short term Economy Delivery Plan (as attached at Appendix 1 of the presented agenda report), including using £8,000 from the Invest to Earn earmarked allocated reserve (as discussed in paragraph 5.2 below), be adopted;</li> <li>2. That the work of the Joint Economy Working Group and the economy update ahead of the budget setting process be noted; and</li> <li>3. That the Economy Working Group meet with the Council's representatives on the Joint Local Plan Steering Group to progress those issues identified in the action plan that relate directly to the Joint Local Plan Policy and Allocation.</li> </ol>	<p>Darren Arulvasagam</p> <p>Darren Arulvasagam</p> <p>Clr Ward</p> <p>Darren Arulvasagam</p> <p>Darren Arulvasagam</p> <p>Darren Arulvasagam / Tom Jones</p>	To be considered by the Exec at its meeting on 1 December 2016
6 October 2016	Parking Arrangements for Vehicle Tax	That the Executive <b>RECOMMEND</b> to Council that the arrangements for disabled vehicle tax-exempt motorists remain	Cathy Aubertin	To be considered by the Exec (in the



	Exempt Motorists <b>O&amp;S.30/16</b>	unchanged, but that the public consultation in respect of this be repeated.		first instance) at its meeting on 1 December 2016
6 October 2016	Task and Finish Group Updates (b) Partnership – Update Report <b>O&amp;S.31/16(b)</b>	The Chairman made reference to the Task and Finish Group currently reviewing the submitted business cases for the CAB and CVS and it was still intended that an outcome report would be presented to the Panel meeting on 24 November 2016.	Louisa Daley	Work programme updated accordingly.
6 October 2016	Task and Finish Group Updates (d) Events <b>O&amp;S.31/16(d)</b>	That the Task and Finish Group be reconvened with the purpose of focusing on the objective to ensure parity of fees and charges for events on SHDC land / premises.  In addition, the lack of town based ward Member involvement on the Group was identified as a shortcoming. It was therefore agreed that Cllr P Cuthbert be added to the membership of the Group, with the lead Executive Member for Commercial Services also taking on an increased role during the review.	Darren Arulvasagam  Darren Arulvasagam	Since the meeting, the Group composition has changed further with Cllr Birch replacing Cllr Baldry
6 October 2016	Draft Annual Work Programme <b>O&amp;S.33/16</b>	A further progress update on the Sherford project was requested to be added to the work programme for the Panel meeting on 6 April 2017;  The Panel concluded that a briefing paper on the Street Naming and Numbering function would be useful and it was concluded that this item should be considered at a Panel meeting during early 2017;  Following a Member request for the Staff Survey Action Plan to be scheduled as a future agenda item, the majority view amongst the Panel was that this was an operational issue that was a matter for the Head of Paid Service. Officers did extend an invitation to any interested Members to meet with the Head of Paid Service and	Ian Sosnowski  Kate Hamp  Steve Jorden	Work programme updated accordingly.  Item scheduled on to the work programme for the meeting to be held on 23 Feb 2017

		<p>discuss the contents of the Action Plan outside of the meeting;</p> <p>With regard to the 'Customer Services – Six Month Update' (scheduled for 24 November 2016 Panel meeting), Members requested that the period during which the telephony problems had arisen should be separated out from the rest of the performance data.</p>	<p>Steve Mullineaux / Anita Ley</p>	
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## OVERVIEW AND SCRUTINY PANEL

### DRAFT ANNUAL WORK PROGRAMME – 2016-17

Date of Meeting	Report	Lead Officer
24 November 2016	Executive Forward Plan: Homelessness Strategy Devon Home Choice and Allocations Policy	Kathy Trant Isabel Blake Isabel Blake
	Fees and Charges 2017/18	Lisa Buckle
	Ombudsman Update and Annual Review Letter	Catherine Bowen
	Customer Services – Six Month Update	Anita Ley
	Development Management – Six Month Update	Pat Whymer
	Task and Finish Group Updates including: Partnerships: Concluding Report	Louisa Daley
	O+S Annual Update Report	Darryl White
	Quarterly Performance Measures	Jim Davis
	Joint Economy WG Update	Darren Arulvasagam
19 January 2017	Executive Forward Plan	Kathy Trant
	Draft Budget 2017/18	Lisa Buckle
	Quarterly Performance Measures	Jim Davis
23 February 2017	Executive Forward Plan	Kathy Trant
	Devon and Cornwall Housing – Annual Update	Paul Crawford
	Street Naming and Numbering Briefing Paper	Kate Hamp
6 April 2017	Executive Forward Plan	Kathy Trant
	Sherford Project Update	Steve Jorden
	Health and Safety Policy Progress Report	Ian Luscombe
4 May 2017	Executive Forward Plan	Kathy Trant

	Draft Annual Report	Darryl White
	NEW Devon and South Devon and Torbay CCG Representatives	

Future items to be programmed:-

- DNPA report on Sustainable Community Fund;
- Our Plan: South Hams Updates.

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