

South Hams Overview and Scrutiny Panel



Title:	Agenda												
Date:	Thursday, 23rd February, 2017												
Time:	10.00 am												
Venue:	Cary Room - Follaton House												
Full Members:	<p style="text-align: center;">Chairman Cllr Saltern Vice Chairman 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	
Cllr Baldry	Cllr Hopwood												
Cllr Birch	Cllr May												
Cllr Blackler	Cllr Pennington												
Cllr Brown	Cllr Pringle												
Cllr Green	Cllr Smerdon												
Cllr Hawkins													
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
Committee administrator:	Member.Services@swdevon.gov.uk												

- 1. Apologies for Absence**
- 2. Minutes** **1 - 4**
to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 19 January 2017
- 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** **5 - 6**
A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Executive Forward Plan** **7 - 10**
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 20 February 2017** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.
- 8. Devon and Cornwall Housing - Annual Update**
Lead Executive Member – Cllr Bastone
- 9. Empty Homes Strategy** **11 - 24**
Lead Executive Member – Cllr Bastone
- 10. Street Naming and Numbering Briefing Paper** **25 - 26**
Lead Executive Member – Cllr Bastone

11. Transitional Resources - Quarterly Monitoring Report	
Lead Executive Member – Cllr Wright	
Report to follow	
12. Quarterly Performance Measures	27 - 38
Lead Executive Member – Cllr Hicks	
13. Task and Finish Group Updates	39 - 56
Lead Executive Member – Cllr Gilbert	
a) Dartmouth Lower Ferry	
b) Waste and Recycling	
c) Events Policy	
14. Actions Arising/Decisions Log	57 - 58
15. Draft Annual Work Programme 2016/17	59 - 60

This page is intentionally left blank

**MINUTES OF THE MEETING OF THE
OVERVIEW & SCRUTINY PANEL
HELD AT FOLLATON HOUSE, TOTNES ON
THURSDAY, 19 JANUARY 2017**

Panel Members in attendance:			
* 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		

Other Members also in attendance:
Cllrs I Bramble, J Brazil, B F Cane, J M Hodgson, T R Holway, R J Tucker, R J Vint, J A Pearce, R C Steer and S A E Wright

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Head of Paid Service, Executive Director (Service Delivery and Commercial Development) and Senior Specialist – Democratic Services
8	O&S.62/16	Specialist – Performance and Intelligence and Contact Centre Manager

O&S.58/16 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 24 November 2016 were confirmed as a correct record and signed by the Chairman.

O&S.59/16 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, but there were none made.

O&S.60/16 PUBLIC FORUM

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

Questions received from Cllr Birch:

1. *Are officers and/or Executive Members in discussions and/or correspondence with any potential developers in respect of the possible development of any of the Council owned car parks within South Hams?*
2. *When did officers and/or Executive Members first meet with the developer mentioned in the Council's press release dated 19 December 2016 to discuss and/or receive a presentation concerning the proposed development of car parks within South Hams?*
3. *Which Executive Members were present?*
4. *Which car parks were mentioned in the discussion and/or presentation?*
5. *What was the outcome of the discussion/presentation and were there further presentations and/or discussions? If so when?*
6. *Were there any reports and/or correspondence prepared or received following the presentation mentioned at Question 2 above?*

In response to these questions, Cllr Tucker advised that:-

- An initial meeting had been held on 9 November 2015. The meeting had taken place following an approach from a Developer and was attended by Council officers and Cllrs Hicks and Ward. During this meeting, it became apparent that all Council owned car parks were of potential interest to the Developer;
- A further meeting was held in Modbury on 14 March 2016 between Cllr Ward (as local ward Member) and the Developer specifically on future development proposals in that parish;
- On 12 May 2016, a telephone conference call was held during which the Developer was informed that the Council was not willing to take the discussions any further;
- A report was presented to the Overview and Scrutiny Panel at its meeting on 7 April 2016 entitled 'Income Generation Proposals' (Minute O&S.100/15 refers) which made reference to these proposals. Cllr Tucker confirmed that a copy of this report and appendices would be sent to Cllr Birch; and
- Following the initial meeting, the particular car parks that the Developer had inspected were: Shadycombe Car Park, Salcombe; the Nursery Car Park, Totnes; and Modbury.

O&S.61/16 **LATEST PUBLISHED EXECUTIVE FORWARD PLAN**

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

In so doing, the Panel was advised that there was a likelihood that two further items would be included on the Executive agenda for its meeting on 2 February 2017 that related to a possible Asset Disposal and a Section 106 Expenditure matter.

O&S.62/16 **PERFORMANCE DASHBOARDS**

The Panel considered a report that presented a new method to present performance information. In so doing, it was intended that the new display information would ensure that performance was presented in a more easy to understand way.

In discussion, the following points were raised:-

- (a) The Panel expressed its support for the retention of the existing format of performance reporting whereby detailed reports are formally presented on a quarterly basis;
- (b) The key indicators of interest to the Panel being in relation to the:
 - Development Management Service;
 - Customer Contact Centre;
 - Revenue and Benefits service;
 - Number of Complaints;
 - Time taken to pay invoices;
 - Number of missed bin collections.
- (c) In respect of missed bins, Members requested that detailed comparative information be presented in the future to enable for the success of the new In-Cab technology to be gauged;
- (d) At a future meeting, the Panel specifically requested that they be in receipt of a report that outlined exactly how the Revenue and Benefits service operated;
- (e) Members again asked that their thanks be passed on to the Customer Contact Centre staff for the demonstrable service improvements. In recognising that the number of calls and visitors had reduced, Members hoped that the new Council website (scheduled to go live in the upcoming weeks) would further assist with the Channel Shift agenda. Following earlier guarantees, the Panel was assured that Members would be given the opportunity to test the new website before it went live;
- (f) A Member expressed his belief that the covalent system was particularly impressive.

It was then:

RESOLVED

That the performance dashboards have been reviewed and the comments (as outlined above) be taken into account during the preparation of future quarterly performance reports.

O&S.63/16 TASK AND FINISH GROUP UPDATES

(a) Dartmouth Lower Ferry

The Chairman advised that the next Group meeting was to be held on 1 February 2017 and it was hoped that a concluding report would be presented to the next Panel meeting on 23 February 2017.

(b) Waste and Recycling

It was noted that a meeting had been held on 16 January 2017 and the Group was now focusing on drafting a report that outlined potential future service options.

(c) Events Policy

The Group Chairman advised the Panel that its next meeting would be taking place on Thursday, 2 February 2017.

O&S.64/16 ACTIONS ARISING / DECISIONS LOG

The contents of the latest version of the Log was presented and subsequently noted with no further issues or comments being raised.

O&S.65/16 DRAFT ANNUAL WORK PROGRAMME 2016/17

In consideration of its Annual Work Programme, the Panel noted that a number of requests had been made during the course of both this meeting and the earlier Joint meeting with Members of the Development Management Committee. As a consequence, the Panel requested that officers meet with the Panel Chairman and be given delegated authority to update the Work Programme accordingly.

With regard to the future use of Follaton House, it was noted that current heating inefficiencies should be included in this project. On this specific aspect, Members recalled that a commitment had been previously given for Cllrs Hopwood and Wingate (who both had expertise in this area) to be fully involved in discussions with officers. However, the point was made that there had been no such dialogue held with them to date.

(Meeting started at 12.30 pm and concluded at 12.55 pm)

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.

This page is intentionally left blank

SOUTH HAMS DISTRICT COUNCIL: EXECUTIVE LEADER'S FORWARD PLAN

This is the Leader of Council's provisional forward plan for the four months starting 9 March 2017. 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)

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 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

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

INDEX OF KEY DECISIONS

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

KEY DECISIONS:

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

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

(For this purpose significant expenditure or savings shall mean:

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

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

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

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

OTHER DECISIONS TO BE TAKEN BY THE EXECUTIVE

Service	Title of Report and summary	Lead Officer and Executive Member	Decision maker	Anticipated date of meeting
SLT	Sherford Delivery Team	SJ/Cllr Tucker	Council	Date TBC
Strategy and Commissioning	Business Development Opportunities	DA/Cllr Hicks	Council	STANDING ITEM
Support Services	2016/17 Revenue Budget Monitoring	LB/Cllr Wright	Executive	9 March 2017
Support Services	2016/17 Capital Budget Monitoring	LB/Cllr Wright	Executive	9 March 2017
Support Services	Treasury Management Strategy 2017/18	LB/Cllr Wright	Council	9 March 2017
Customer First	Community Reinvestment Project Fund Grant Allocations	RS/Cllr Bastone	Executive	9 March 2017
Commercial Services	Lower Ferry	HD/Cllr Gilbert	Council	9 March 2017
Commercial Services	Enforcement in Dittisham car parks	CA/Cllr Gilbert	Executive	9 March 2017
Commercial Services	Waste Contract Procurement	HD/Cllr Gilbert	Council	9 March 2017
Customer First	Approval of Homelessness Strategy	IB/Cllr Bastone	Council	9 March 2017
Customer First	Community Housing Policy	CB/Cllr Bastone	Council	9 March 2017
Strategy & Commissioning	Commercial Property Investment	DA/Cllr Hicks	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

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

LC – Lesley Crocker – Senior Specialist Media and Communications

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team

CB – Chris Brook – COP Lead Assets

TJ – Tom Jones – COP Lead Place Making



South Hams
District Council

Agenda Item 9

Report to: **Overview and Scrutiny Panel**
Date: **23 February 2017**
Title: **Empty Homes Strategy update**
Portfolio Area: **Customer First**
Wards Affected: **All**
Relevant Scrutiny Committee:

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

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

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

Contact: **01822 813713 Ian.Luscombe@swdevon.gov.uk**

Recommendations:

That the Panel endorses the approach to dealing with empty homes as a means of meeting the wider housing need.

1. Executive summary

- The Council adopted the latest Empty Homes Strategy in 2014. The aim of the strategy is to deal with the number of empty homes and return them to use as a way of providing housing to meet the housing need of the area. The strategy agreed a co-ordinated approach, identifying a number of measures that are available to the Council for dealing with empty homes.
- This report updates the work carried out under the Empty Homes Strategy

- The Council has continued to respond to requests for assistance regarding Empty Homes and considered taking action to return properties that are found to be vacant into use, as part of its day to day function. The Environmental Health team carry out inspections of private rented accommodation to work to improve housing standards in the area.
- The resource to proactively seek out and engage with empty property owners has not been available, however recent recruitment will now enable this work to go ahead
- The task of returning empty homes back into use has become more difficult, with many of the properties with relatively easy remedies have been dealt with.
- The monitoring function of the Council, to identify and report on numbers of empty properties, is now carried out by Locality Officers.

2. Background

- In 2014 the Council agreed its second Empty Homes Strategy. The strategy was in response to the growing concerns regarding Empty Homes which were identified as a wasted resource in light of the well documented housing shortage both nationally and in the South Hams. Empty Homes and other properties were also identified as having an adverse effect on the amenity and increasing crime and disorder in a locality. Members have requested an update on this work carried out during 2016-17.
- There are high levels of housing need and affordability of housing is a key issue for South Hams.
- According to South Hams Council Tax records there are approximately 418 properties empty between 1 month and 24 months and an additional 53 properties that have been empty for up to 1 month. There are a further 128 classified as "empty and uninhabitable" up to 12 months. The number of long term empty homes (empty over 24 months) is 54.
- Properties become empty for a number of reasons, the most common being when a property requires renovation and the owner lack the funds to carry out the works. Another occurs when a property is inherited and the new owners are unsure what to do with the property ie rent or sell on.
- The 2014 Empty Homes Strategy introduced a co-ordinated approach to tackling the problem of empty homes and identified the most effective solutions to meet local housing need.
- In the past year the Environmental Health Team has continued to respond to enquiries and service requests regarding empty properties.
- The monitoring work of identifying and reporting empty homes has been moved to the Localities team.
- The Environmental Health team has focussed resource on other key areas, notably Disabled Facilities Grants. This has meant that very little work has been done to proactively deal with empty properties.
- Bringing empty homes back into use is often a long term process. The task is becoming more difficult with the properties with the more willing owners have been dealt with, leaving the more difficult cases to resolve remaining.

- We now have a L4 Specialist in post to drive this strategy across the Council and an experienced L5 Housing based Specialist in post to support and deliver solutions.
- We intend to participate in the Wessex Loans "Empty Property Loan" campaign that will market the use of Wessex Loans to assist owners of empty homes bringing them back to a usable standard.
- We need to update the strategy to consider any Government policy changes, in particular the Government White Paper identifies a concern with Empty Properties. The Council should focus resource on pro-active work to engage with empty home property owners and use the options available to bring the property back into use.
- We will be working with other Communities of Practice and partners to identify opportunities for more successful interventions targeted on high risk areas, ie those areas where there is a distinct housing need and/or suffers from the effects of wider visual degradation that an empty home may contribute to.

3. Outcomes/outputs

- Appendix A shows the numbers of empty homes in South Hams over the last 3 years
- The number of Empty Homes in South Hams are reducing but at a slow rate

4. Options available and consideration of risk

- The Council may choose to not carry out work in relation to Empty Homes as it is a discretionary service.
- This would miss an opportunity to reduce the housing shortage and also risk blight to areas where empty homes are an eyesore and attract low level crime.
- Bringing an empty homes property back into use also attracts the New Home Bonus.
- Over the last decade the importance of reducing the number of potential homes that lay empty has been recognised by Government and been the subject of increased media and public pressure. There have been various initiatives and legislative changes designed to either force or encourage owners to bring properties back into use. These include increased powers for Local Authorities, changes to Council Tax to allow Councils to financially penalise owners and most significantly the introduction of the New Homes Bonus.

5. Proposed Way Forward

- Members are asked to endorse the Council's work to bring empty homes back into use.
- This approach is in accordance with the Councils' Homes priority
- This aspiration to reduce numbers of long term empty homes can be met by the focussing of expertise and existing resource onto the area of Empty Homes work

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		Dealing with empty Homes is a discretionary service however it has the potential to have a significant impact upon housing provision. Bringing empty homes back into use fits with the Councils Homes Priority and its intention to provide good quality, affordable housing.
Financial		The report has no financial implications. The work in the report will be covered by existing staff resources. Long term empty homes brought back into use qualify for the New Homes Bonus
Risk		That numbers of Empty Homes in South Hams area increase, an opportunity to reduce the housing shortage is missed and properties become an eyesore and attract low level crime.
Comprehensive Impact Assessment Implications		
Equality and Diversity		There are no equality and diversity implications
Safeguarding		There are no safeguarding implications
Community Safety, Crime and Disorder		The risk of not dealing with long term empty properties is that they will fall into disrepair and become a contributing factor to low level crime such as vandalism
Health, Safety and Wellbeing		There are no health , safety and wellbeing implications
Other implications		

Supporting Information

Appendices:

Appendix A – Empty Homes by category
Appendix B – Empty Homes Strategy 2014

Background Papers:

None

Appendix A – Empty Homes by category

CTB1 - October 2016

Empty & Unfurnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLC	72	100	84	75	43	26	17	1	418
PCLC1M	5	16	12	7	8	1	4	0	53
PCLD	21	15	19	20	23	18	11	1	128
PREM	16	13	5	8	4	3	5	0	54
Empty & Furnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLB-2H	456	376	561	693	770	506	516	95	3973

CTB1 - October 2015

Empty & Unfurnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLC	90	102	80	76	49	21	30	4	452
PCLC1M	18	20	12	10	10	7	3	0	80
PCLD	9	10	23	18	17	5	6	2	90
PREM	15	17	5	9	5	3	2	1	57
Empty & Furnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLB-2H	442	385	563	683	788	524	517	93	3995

CTB1 - October 2014

Empty & Unfurnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLC	92	118	104	84	60	31	28	5	522
PCLC1M	16	16	25	8	7	4	9	0	85
PCLD	14	22	31	25	19	15	19	2	147
PREM	13	16	5	8	7	2	5	2	58
Empty & Furnished									
Disc type	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
PCLB-2H	434	370	545	696	751	509	500	89	3894

Key:

Disc type	
PCLC	Empty between 1 month and 24 months - no relief from Council Tax
PCLC1M	Empty up to 1 month - full relief from Council Tax
PCLD	Empty & uninhabitable up to 12 months - 50% relief from Council Tax
PREM	Empty over 24 months - 50% additional premium added to Council Tax
PCLB-2H	Empty but furnished - second homes? - no relief from Council Tax



Empty Homes Strategy 2014



Contents

	Page
1. Introduction	3
2. Objectives	3
3. Background	3
3.1 The National Context	3
3.2 Why do properties become empty?	4
3.3 Changes to Government Policy	4
3.4 New Homes Bonus	4
4. Empty Homes and the South Hams	4
4.1 The Local Context	4
4.2 Empty Homes and other related Strategies Policies and Plans	5
4.2.1 National Planning Policy Framework (NPPF)	5
4.2.2 Our Plan – shaping our communities to 2031	5
4.2.3 South Hams and West Devon Connect Strategy 2011 -15	5
4.2.4 South Hams District Council Homelessness Strategy (2008-13)	5
4.2.5 Private Sector Housing Renewal	5
5. Targeting the Problem	6
5.1 Sources of Information	6
5.1.1 Council Tax Database	6
5.1.2 Notification by the Public and other parties	6
6. Prioritising Intervention	6
6.1 A Targeted Approach	6
6.2 Action Plan	8
6.3 Performance Management	8

1. Introduction

In 2010 the Council developed and adopted its first Empty Homes Strategy. The strategy was in response to the growing concerns regarding Empty Homes which were identified as a wasted resource in light of the well documented housing shortage both nationally and in the South Hams. Empty Homes and other properties were also identified as having an adverse affect on the amenity and increasing crime and disorder in a locality.

The Strategy introduced a co-ordinated approach to tackling the problem of empty homes and identified the most effective solutions to meet local housing need. Four years on the strategy has been successful in terms of meeting its objectives and other benefits due to changes in Government policy.

Key successes include;

- Reduction in number of empty properties from in excess of 600 to approximately 300
- In 2012 following the introduction of the New Homes Bonus (NHB) the implementation of a range of interventions including an occupancy survey by Environmental Health resulted in NHB income of an estimated £2,500,000 over the subsequent 6 years
- Direct interventions using grants and the Councils Direct Lets Scheme had brought 28 properties back into use and enabled families from the Councils waiting list to be housed.
- A number of vacant flats/voids above shops have been brought into use providing much needed accommodation in Town centres and generating the momentum for future activity.

A Task and Finish group was set up in order review the strategy in terms of performance, relevance and to identify new opportunities. The following document outlines the new objectives and strategic approach arising from the review.

2. Objectives

- Maximising the use of existing housing stock
- Increasing the availability of housing especially at affordable rents
- Reducing the adverse impact on an area of empty, run down property
- Maximising the income from the generation of New Homes Bonus (NHB) for future investment

3. Background

3.1 The National Context

Empty Homes Statistics (March 2014) estimate that there are 635,127 empty homes in the UK (of which 232,600 have been empty for more than 6 months). This is equivalent to 2.79% of the total number of homes.

It is estimated that England needs a supply of about 200,000 homes a year to meet housing needs. The Council recognises that properties that are empty could play a more important role in meeting housing demand. While, there is clearly a need to build new homes, ignoring the potential of empty homes is a costly environmental mistake. Creating homes from empty properties saves substantial amounts of materials over building new houses. It also minimises the amount of land used for development. Refurbishing and repairing empty homes can also help improve streets and

neighbourhoods, as empty properties are often unsightly attracting problems, such as fly tipping, vandalism and arson.

3.2 Why do properties become empty?

Research demonstrates that there are a wide variety of reasons, the most common theme is that the property requires renovation and the owner lacks funds and/or the expertise to carry out the works. Another occurs where property is inherited and either the new owners are undecided on what action to take such as rent or sell on. Family disputes relating to inheritance and/or divorce also result in properties remaining empty.

There are numerous reasons why a property may be empty and a balanced approach supporting owners both directly through financial incentives, advice and where necessary, enforcement is needed to secure change.

3.3 Changes to Government Policy

Over the last decade the importance of reducing the number of potential homes that lay empty has been recognised by Government and been the subject of increased media and public pressure. There have been various initiatives and legislative changes designed to either force or encourage owners to bring properties back into use. These include increased powers for Local Authorities, changes to Council Tax to allow Councils to financially penalise owners and most significantly the introduction of the New Homes Bonus.

3.4 New Homes Bonus

The New Homes Bonus (NHB) is a grant paid by central government to councils for increasing the number of homes and their use. The grant is effectively 'top-sliced' from the Revenue Support Grant and therefore not new money. However, the grant is not ring fenced and represents a substantial source of income for future investment.

NHB is paid each year for 6 years. It's based on the amount of extra Council Tax revenue raised for new-build homes, conversions and long-term empty homes brought back into use. There is also an extra payment for providing affordable homes.

The key factor is that every property that becomes a long term empty (greater than 6 months) during the annual measurement period reduces the net increase in properties generated through development. There is essentially no NHB benefit from enabling the construction of a new property if another is allowed to become empty. The direct impact, per additional empty, is a loss of approximately £9K over six years.

4. Empty Homes and the South Hams

4.1 The Local Context

According to Council Tax records there are approximately 300 long term empty properties in the South Hams District. There are high levels of housing need and affordability of housing is a key issue for South Hams.

In the South Hams the average house price in Q3 2012 was £245,000 (source SHMNA) and median average full time gross earnings in 2014 £23,601 (source HMRC Survey of Personal

income data). This problem is exacerbated in rural areas where young people are regularly unable to access local housing and have to move away from family and friends. Social housing remains in high demand and the supply of affordable housing is a priority for South Hams District Council.

4.2 Empty Homes and other related Strategies, Policies and Plans

4.2.1 National Planning Policy Framework (NPPF)

The National Planning Policy Framework (NPPF) came into force on the 27th March 2012. The NPPF is key part of Government reforms to make the planning system less complex, more accessible and to protect the environment and promote sustainable growth.

4.2.2 Our Plan – shaping our communities to 2031

The District and Borough Councils are leading the way on a new plan for each area: Our Plan. Our Plan draws partners, stakeholders and communities together to develop a high level strategic approach as to how services are delivered to ensure they are meeting needs in the most effective way.

The importance of bringing empty properties back into use is highlighted in Our Plan where it is stated that the Council will monitor effectiveness of its Empty Homes Strategy as a means of meeting housing need.

4.2.3 South Hams and West Devon Connect Strategy 2011 -15

The Connect Strategy (2011-2015) was produced by the South Hams and West Devon Connect Partnership. It is the overarching strategic document which sets the priorities for the area and how partners will work together to improve the quality of life for our communities whilst safeguarding the environment for future generations.

The Strategy is underpinned by four Delivery Plans including the Homes Delivery Plan which includes a target to bring 5 empty homes back into use as affordable homes.

4.2.4 South Hams District Council Homelessness Strategy (2008-13)

The Homelessness Strategy 2008-13 identifies the use of a range of schemes including Deposit Bonds, Rent in Advance and Direct Lets as key tools in tackling and preventing homelessness.

4.2.5 Private Sector Housing Renewal

The return to use of empty properties plays a significant role in improving conditions in the private sector and therefore contributes to the objectives identified in the Private Sector Housing Renewal Policy. By engaging positively with empty property owners the Council can also assist in the improvement of standards in the private rented sector through general advice and information as well as through enforcement where necessary.

5. Targeting the Problem

5.1 Sources of Information

In order to target activity aimed at delivering against the strategy objectives it is important to have a clear picture of the numbers, location and impact of empty homes in the District. In the South Hams there are two main sources of information for identifying and increasing information available on empty homes in the district. These sources will be utilised to create a prioritised list for future action

5.1.1 Council Tax Database

Council Tax records are generally accepted to be a very useful source of information for local authorities to understand their empty homes problem. These records indicate the location of an empty property, the length of time empty and the name and address of the person responsible for paying the council tax (usually the owner). Limited information is also available on the reason for the property being empty.

Since adoption of the 2010 strategy there have been significant changes to Council Tax exemptions for empty properties. These include changes to the time that an exemption applies and the ability to charge 150% of the Council Tax rate to owners of unfurnished properties that have been empty for longer than two years.

As a result we have a more accurate picture of where properties are and why they are vacant. There is also a greater incentive to bring them back into use as there is a greater financial impact on the owner.

In the past there has been little financial incentive to keep records accurate in terms of the number of empty properties as there was no direct impact on council tax revenue. The introduction of NHB and the abovementioned changes now make it vital to proactively manage records to ensure they are accurate.

5.1.2 Notification by the Public and other parties

The Council receives complaints and information regarding potentially empty dwellings from varying sources including members of the public, District and Parish Councillors and the Police. This information enables the Council to look at the properties that are potentially causing concern for residents and will be included in the prioritisation.

6. Prioritising Intervention

6.1 A Targeted approach

During implementation of the 2010 Strategy it became clear that a range of approaches were necessary to deal with different circumstances and that the issues can be very complex and time consuming.

Figure 1 sets out the options open to the Council ranging from the simple provision of information through to enforcement activity.

Figure 1 - Options for Returning Empty Properties to Use

Advice and Information
To empty property owners and members of the public

Help owners to sell property

- interface between empty property owners and interested purchasers/developers
- Advice on estate agents/auctions

Help owners to rent property

Providing information on being a landlord

- Landlord Manual and Landlord Training

Tenant Finding Council Schemes

Deposit Guarantee Scheme/Tenancy Start Up Scheme. Where property is ready to let, in area of housing need and owner is prepared to manage the property themselves.

Direct Lets Scheme

Free no-obligation visit and schedule of works prepared by EH Officer. Where property is in area of housing need and owner prefers Council to manage property.

Empty Homes Grant/Loan

Where property requires renovation; a range of grants and loans as appropriate to the individual case will be offered to bring property up to the decent homes standard. Free no-obligation visit and schedule of works prepared by EH Officer. Grants are conditional on owner letting to council nominated tenants for a minimum period.

Enforcement Action Improving condition of property	Where property is adversely affecting amenity of an area, Council may serve Section 215 Notice (Town and Country Planning Act 1990)	➔	Planning Enforcement
	Where property is dangerous or requires boarding up, Council may carry out works or require owner to carry out works to make the property safe (Building Act 1984)	➔	Building Control
	Where a property is likely to become a danger to public health (Public Health Act 1936), is causing a statutory nuisance (Environmental Protection Act 1990) or where there are pest control issues (Prevention of Damage by Pests Act 1949) the Council may serve notices or carry out works to remedy conditions	➔	Environmental Health/Street Scene
	Where a hazard exists at a property that has the potential to result in harm (The Housing Act 2004) the Council may service notices or carry out works to remedy conditions	➔	Private Sector Housing Team

Enforced Sale

Where a local land charge has been made on a long term empty property (possibly through enforcement action outlined above), the council can force the sale of the property to a third party such as a registered social landlord.

Empty Dwelling Management Order (EDMO)

Where property has been empty for over 6 months for no apparent reason and the owner has refused all reasonable offers of assistance. The property must be in the area of housing need and no prospect of property becoming occupied under current owner. The Council would facilitate any capital works needed to allow the property to be leased and used to accommodate people in housing need. An interim EDMO can be obtained relatively quickly and cheaply but the Council will need to assess costs against potential income when applying for a final EDMO.

Compulsory Purchase Order (CPO)

Where property is long term empty, in poor condition and in an area of housing need, ultimately for those owners who fail to re-use their property the threat and use of compulsory purchase powers will be considered. This power is most appropriate for property which require extensive renovation and where EDMO unlikely to be persuasive or cost effective

6.2 Action Plan

In order to work towards the Strategy Objectives we will;

- **Target, using all channels, promotional activity and awareness raising, aimed at property owners on the benefits of bringing their properties back into use both in financial and social terms;**
- **Offer a range of support and incentives, through grants/loans, to bring properties back into use in areas of high housing need**
- **Use targeted action and enforcement to bring properties back into use in line with the Strategy objectives**
- **Work with property owners to develop a scheme aimed at providing shared, affordable accommodation through conversion/adaptation of existing properties**
- **Proactively manage the Council Tax database to ensure that accurate records are maintained to assist in targeting future action whilst maximising income from New Homes Bonus for future investment.**
- **Continue to work with Members, local communities, partners and property owners to identify and develop opportunities for investment to support the strategic objectives.**

6.3 Performance Management

The Councils strategic approach since 2010 has had a marked impact on reducing the number of empty homes. Whilst the volume of remaining properties fluctuates with time there remains an underlying base of longer term empties which are difficult to return to use primarily due to the excessive cost or ownership/probate challenges. In view of this, setting specific measurable targets is difficult.

The following targets and indicators will support delivery of the strategic objectives;

Measure	Target	Monitoring Period
Units of accommodation brought back into use (by direct intervention)	10	Annual
Units of affordable accommodation brought back into use (by direct intervention)	5	Annual

Performance Monitoring (Data)	Target	Monitoring Period
Change in the number of long term empty homes on the Council Tax list	↓ (against baseline at point of strategy adoption)	Quarterly

South Hams Overview and Scrutiny Panel Thursday, 23 February 2017

STREET NAMING AND NUMBERING BRIEFING PAPER

Kate Hamp, Case Management Manager
Kate.Hamp@swdevon.gov.uk 01803 861302

The naming and numbering of streets and buildings within South Hams is a Statutory Function of South Hams District Council and is covered by Sections 17, 18 and 19 of the Public Health Act 1925 which was formally adopted by the Council on 18 March 1976. Decisions on these matters are made and controlled by the Council.

The purpose of this control is to make sure:

- Emergency Services can find a property quickly – delays cost lives
- Mail is delivered efficiently
- Visitors can easily find where they want to go
- There is a reliable delivery of services and products
- Service providers have up to date and accurate records. Poor record keeping is only a disadvantage to the customer
- The Council will bill the right person, in the right property, at the right time for Council Tax and National Non-Domestic Rates (NNDR)

Street Naming Proposals

As far as street naming proposals are concerned the Council encourages developers or owners to propose their own preferred names for consideration, preferably in liaison with the local Town or Parish Council.

It is desirable that any suggested street name should:

- Avoid duplicating any similar name in use in a town/village or same postcode area.
- Reflect the history or geography of the site or area
- Be easily to pronounce and spell.
- Not cause offence
- Avoid using names relating to a living or deceased person.

Proposals will be received by the Council and checked against our criteria, then forwarded to the Town/Parish Council and ward members for consideration. The

Town/Parish Council have **21 days** to consider the name and may approve or may suggest another name.

Once the street name has been agreed the Council will officially allocate the street name in accordance with the Local Land and Property Gazetteer (LLPG) and Street Name and Numbering (SNN) conventions to ensure our practices are compliant with the British Standard BS7666:2006.

Street Nameplates

Maintenance of street nameplates becomes the Council's responsibility once a street has been adopted.

Nameplates are erected as per the Council's Specifications and Installation Guidelines. The cost of installing street nameplates will be borne by the property developer.

It is not lawful to erect a street nameplate until the street name has been confirmed in writing by the Local Authority.

Sherford

The Street Name and Numbering for Sherford has been carried out in partnership with Plymouth City Council. Street Naming and Numbering Officers from both authorities have been working together on this project since November 2015.

For the first phase of development, Brixton Parish Council were asked to put forward a list of suggestions. Amongst other things this included lists of flowers, lanes, historical field names, agricultural and local references.

After discussion, and due to this being the only phase within Plymouth's boundary, it was decided that Plymouth would choose the first theme. The theme chosen was 'Constellations'.

A consultation containing the proposed names took place on 5th October 2016. Responses were invited from Brixton Parish Council, the local Ward Members and Royal Mail. Royal Mail agreed to the names but no further responses were received.

All the roads in Phase 1 have now been named, however we are currently unable to officially issue the addresses due to delays with creating the UPRNs. These will be issued as soon as we are able.

Future phases are yet to be named and once again if names are not proposed by the developers we will seek suggestions from the Parish Council at that time. Proposed names will go out for consultation with the Parish Council and Ward Members who will have the opportunity to put forward alternatives.

Performance Report

Report to: Overview and Scrutiny Panel

Date: 23rd February 2016

Title: Q3 2016/17 Performance Report

Portfolio Area: Strategy & Commissioning

Author: Jim Davis, Specialist - Performance & Intelligence

Presented by: Cllr Michael Hicks

Recommendations:

1. Members note the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report.

Performance Report

Executive summary

- 1.1. Performance measures for Quarter 3 have stayed relatively consistent with the previous quarters with continued small improvements building on earlier successes.
- 1.2. Q3 performance had no measures at 'Red'.
- 1.3. Issues with Devon County data collection means recycling figures are not available for the whole quarter, more detail and most up to date figures are available on the online dashboards. Information we have about these measures are in the exception report (Appendix B)
- 1.4. Planning determination performance in Q2 was above target for all types of applications for the fourth successive quarter.
- 1.5. New dashboards have been developed to display information in an easy to understand way.
- 1.6. These are available online from any web-enabled device and can be used to monitor performance in between the O&S reporting cycle. There is a regular update of the previous month's figures that occurs by the 3rd Wednesday of the month, for SLT to keep on top of performance issues.

2. Background

- 2.1. The current set of indicators came from a review of all Performance measures which was undertaken by a Task & Finish Group. The format has changed to allow better viewing in black & white and to include target information to provide context.
- 2.2. The balanced scorecard had four areas including information about the T18 Programme. The programme has moved past the active project management phase so these measure are less informative and new measures will be developed possibly focusing on website transactions and uptake or online services.
- 2.3. The new web-based performance dashboards provide monthly up-to-date information to provide context against the report that comes to Committee and gives access to a much larger range of data if desired.
- 2.4. Dashboards available are: O&S, Planning (inc enforcement), complaints, SLT Monthly Measures, and CST, to cover a wide range of council information.

3. Outcomes/outputs

- 3.1. **Appendix A** is the balanced scorecard – this contains the high level targeted performance information.
- 3.2. **Appendix B** is an information and exception report. This contains the data only performance information for context and the detail of the targeted measures which have fallen below target in the quarter being reviewed.

Performance Report

3.3. **Appendix C** contains the description of the targets chosen for the Balanced Scorecard

3.4. Covalent Dashboards are accessed via a web-link and users have access to more than one dashboard. All the dashboards can be 'drilled into' for more information and they can be viewed on any web-enabled device, smartphone or ipad.

4. Options available and consideration of risk

4.1. O&S reporting could be dealt with completely through dashboards or in conjunction with reports, with the report element focusing on other areas such as management comments rather than data.

5. Proposed Way Forward

5.1. Feedback from Members is encouraged to improve dashboard usability and usefulness to aid Members fulfil their scrutiny role. Further training sessions will be organised and communicated through the Member bulletin.

5.2. The fourth 'area' of the balanced score card focuses on web uptake and processes

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	Whilst there are no longer statutory performance measures, some measures are still reported nationally. We collect these in the same format as required to improve consistency. Other measures aim to improve efficiency & understand workload.
Financial	N	There are no direct financial implications of the contents of the report
Risk	Y	Poor performance has a risk to the Council's reputation and delivery to our residents. These proposals should give the Scrutiny Committee the ability to address performance issues and develop robust responses to variation in delivery
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	
Safeguarding	N	

Performance Report

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

Supporting Information

Appendices:

- Appendix A – Corporate Balanced Scorecard
- Appendix B – Background and Exception Report
- Appendix C – Explanation of targets
- Appendix D – CST Dashboard
- Appendix E – Planning Dashboard

Background Papers:

None

Approval and clearance of report

None

Corporate Balanced Scorecard

Community/Customer

Q2	Q3	
	-	Overall waste recycling rate % <i>(Awaiting data from DCC)</i>
	-	Residual waste per household <i>(Awaiting data from DCC)</i>
		Average no. of missed bins
		CST: % of calls answered
		CST: % of calls answered in 20 secs

Online uptake

Q2	Q3	
		Ratio of benefits web/post submissions (IEG4)
		Ratio of web/call-post-email submissions (W2)

Updated measures to replace the T18 programme measures that added little extra information.

Additional measures to better quantify online uptake and benefit to the council will be developed as the new website goes live.

Processes

Q2	Q3	% of planning applications determined within time frame
		Major(Statutory)
		Minor
		Other

Q2	Q3	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances

Performance

Q2	Q3	
		EH: % of nuisance complaints resolved at informal stage
		Avg days short term sickness/FTE
		Complaint response speed

Key

	Below target performance
	Narrowly off target, be aware
	On or above target

This page is intentionally left blank

Information Report



Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant.

PI Description	Managed By	Q3 15/16	2015/16	Q3 2016/17		16/17	Comment (If Applicable)	
			YTD or Total		YTD or total			
<p>Planning Enforcement (Workload)</p> <p>Change: Due to issues extracting the information, breaking down the action in each enforcement case isn't possible. Volume of all current outstanding work is being reported instead</p>	Pat Whymer	-	-	<p>Enforcement cases closed: 57 Live enforcement cases: 178 Enforcement cases received: 101</p> <p>Backlog closed: 95 Backlog remaining: 171</p>		-	<p>Figures as at the end of Dec, the end of Q3.</p> <p>Latest figures available on the online dashboards as soon as it is available</p>	
<p>All: Complaints resolved</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	Area	2016/17 Q2			Total	Avg Time (Days)	YTD	<p>This breakdown of area and average time to complete timings is only available for the completed complaints.</p> <p>89 complaints were logged during the quarter, 34 of the completed processes were service issues that were dealt with immediately and aren't formal complaints. The remaining 11 processes that are yet to be completed will be a mix between service issues and formal complaints.</p> <p>Note: Service Issues – Some issues are logged as complaints as the customer has a justified concern. Often these are simple issues resolved by talking with the customer so don't form part of our formal complaints process but still are captured for improvement and analysis purposes</p>
	Case Management	1	Case Management	0	-	4		
	Council Tax	5	Council Tax	0	-	7		
	Customer Service Team	7	Customer Service Team	5	18	17		
	Environmental Health	1	Environmental Health	0	-	2		
	Environmental Protection	1	Environmental Protection	0	-	1		
	Housing Benefits	5	Housing Benefits	1	14	6		
	Housing Advice	-	Housing Advice	1	53	1		
	ICT/Internet	1	ICT/Internet	-	-	1		
	Legal	1	Legal	0	-	1		

PI Description	Managed By	Q3 15/16	2015/16	Q3 2016/17			16/17	Comment (If Applicable)
			YTD or Total				YTD or total	
	Planning		13	Planning	9	25	29	
	Waste		43	Waste	22	39	65	
	Commercial Services		3	Commercial Services	3	35	7	
	Car Parks/Parking		4	Car Parks/Parking	3	26	11	
	Total		40	Total	44	32	151	
	Service Issues		60	Service Issues	34	N/A	147	
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	347	YTD 1001	874			YTD 1999	Equivalent to 2.44 days/FTE for the Qtr. Q2 figure: 1.99/FTE
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	203	YTD 381	277			YTD 708	Equivalent to 0.77 days/FTE for the quarter. Q1 figure: 0.72/FTE Public sector averages for all sickness (long term and short term) are around 2-3days/FTE
Top 5 call types	Anita ley			1) Call in wrong Queue 2) Revenues Move 3) Order recycling container 4) Missed waste 5) EH New enquiry			-	Last Qtr 1) Waste - Missed Bin 2) Council Tax - Move 3) Waste - order/Query about r/sack 4) Benefits - Change of circs - first enquiry 5) Waste - Order bin or caddy / repair / extra / Collection
Top 5 website views/trend	Kate Hamp		-	Not available due to staff unavailability (paternity leave) Figures will be updated on Online O&S dashboard as soon as they become available			-	1. Planning 2. Contact Us 3. Dartmouth Lower Ferry 4. Recycling & Waste 5. Joint Local Plan
% of customer contact through online interaction (W2) Demonstrating channel shift	Kate Hamp		-	26.2%			Q2 23.8%	We are now receiving over 25% of requests via the web with over 16500 accounts being registered (registration won't be necessary in the future to simplify the customer journey).

PI Description	Managed By	Q3 15/16	2015/16	Q3 2016/17	16/17	Comment (If Applicable)
			YTD or Total		YTD or total	
						<p>The new website with simplified and standardised scripts, that don't require customers to log in, make it far quicker and easier for the public to interact online. Halving the mouse clicks needed in most instances and smoothing the customer journey, especially when submitted by smartphone.</p> <p>This should start to have an effect towards the end of Q4 and that effect will be visible most quickly to members through using the online dashboards.</p>
Total number of online transactions	Kate Hamp		-	Workflow360(W2): 4955	<i>Via Workflow 360:13726</i>	Number of online interactions continues to increase as well as the percentage of all contact through online means
% of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Anita Ley	70%	70%			Measure no longer captured in new phone system. Online CST dashboard has more measures data updated monthly and broken down into call types and answer speed.
Nuisance complaints Received	Ian Luscombe		-	88	308	The nuisance process (covering noise, odours, smoke, etc) has now gone into Workflow360, this has moved the processes into the Customer Service Team and case management with specialist involvement only required later for more complex investigation.
Average time taken for processing Disabled Facilities Grants (Portion under council control) (Days)	Ian Luscombe	-	-	1 day	2.6days	<p>This is the portion of the process completely under the council's control (from application to approval). Our target is completion within 5 days</p> <p>The average number of days is 1 and has been improving steadily throughout the year</p>

Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Oct 2016	Nov 2016	Dec 2016	Q3 2016/17		Action Response
			Q2	Value	Value	Value	Value	Target	
% of household waste sent for recycling	Claire Spencer		55.9 %	49.3%	50.2 %			55%	Still awaiting December figures from DCC
Residual household waste per household (average kgs per	Claire Spencer		100	32	33			92kgs	Still awaiting December figures from DCC

Measure	Target	Explanation
Overall waste recycling rate %	55%	A combination of recycling, re-use & composting for household waste. A self-set stretching target based on historic collection rates and current ambitions
Residual waste per household	92kg/qtr	The residual waste left after recycling and re-use. Equivalent to c.14kg per fortnightly collection per household
Avg number of missed bins	<75 per 100,000	
<i>*Average Call Answer Time No longer captured</i>	<i>1 min</i>	<i>Additional information captured in CST Dashboard but overall figure not collated. Individual areas have % of calls answered in 5 minutes</i>
<i>*% of enquiries resolved at first point of contact: No longer captured</i>	<i>60%</i>	
% of calls answered	90%	Target set at this level as we would expect some calls dropped as customers choose to follow recorded message recommendation and submit requests online rather than hold on the phone
% of calls answered in 20 secs	50%-80%	A goldilocks measure that captures how much time CST have without a queue. Being too high would signify over-resourcing
% of Applications determined within time frame Major	60%	Statutory performance measure target
% of Applications determined within time frame Minor	65%	Old statutory performance measure target
% of Applications determined within time frame Other	80%	Old statutory performance measure target
Avg End to End time Benefits New Claims	24 days	Time for processing new claims
Avg End to End time Benefits Change of circumstances	11 days	Time for processing changes to existing claims
% of nuisance complaints resolved at informal stage	90%	Handling nuisance complaints informally saves time and money and often provides a more satisfactory outcome for all involved
Avg days short term sickness/FTE	1.5days/qtr	Private sector average of c.6 days/year, Public sector average of c.8 days has informed this initially stretching target. Agile working has had a very

		positive impact on sickness as people feeling under the weather have remained at home, working and reduced the likelihood of transfer of communicable infections to colleagues.
Complaint response speed	30 days	Time to respond to a Level 1 complaints
<i>T18: Programme timescales on track</i>	<i>Against Plan</i>	Superseded
<i>T18: Performance vs. Budget</i>	<i>Under/over spend</i>	Superseded
<i>T18: No. of Processes live</i>		Superseded
Ratio of web/call-post-email submissions (W2)	20% increasing over time	Ratio for customers calling vs self-servicing using integrated processes online. Customers currently fill in online forms but this then requires input into our systems. The new integrated approach inputs directly to our system and routes work where needed. Initially requires creation of account before first submission so expectation of slight drop off in ratio to begin with and then increasing as more customers sign up. Communication initiatives will be coordinated at key times during the year, for example, with annual council tax bills to drive sign ups so a stepwise increase in submissions is expected.
Ratio of benefits web/post submissions (IEG4)	10% increasing over time	Web submissions via IEG4 portal versus phone or postal submissions.

Report to: **Overview & Scrutiny Panel**

Date: **23 February 2017**

Title: **Events Policy Update**

Report of: **Events Task & Finish Group**

Chair: Cllr Ian Bramble

Wards Affected: **All**

Date next steps can be taken: After recommendation to Executive

Author: **Darren Arulvasagam** Role: **Business Development Group Manager**

Contact: Darren.Arulvasagam@swdevon.gov.uk

01803 861222

Recommendations:

- 1. That the Panel approve the suggested principles for the revised SHDC events policy and consultation process as detailed in section 3.**
- 2. That the Events Task & Finish Group prepare a Events Policy based on these recommendations for approval at the next Executive meeting after the consultation is completed**
- 3. Once live, the policy is reviewed annually and the fees levied are reviewed as part of the regular SHDC fee & charge setting process**

1. Executive summary

- 1.1. The Overview and Scrutiny Panel requested that a Task & Finish group be formed to review the Council's events policy.
- 1.2. This group has concluded its investigations and now recommends a set of guiding principles which would be used to form the basis of the new policy.
- 1.3. The key change will see the new policy being applied consistently. The emerging policy is not designed to generate profit for the Council, instead it is designed to remove ambiguity and ensure that officers can more easily support event organisers by having a clear policy and charging regime to follow.
- 1.4. The administration fee for all confirmed event bookings is to be increased to £55 from its current £50 fee. This fee will apply to all event bookings and is non-negotiable.

- 1.5. No charge will be made for the hire of any event land (other than when the right to hold the event is awarded via a tender process).
- 1.6. If a car park is required to be closed to enable the running of an event, then at the discretion of the Car Parks Senior Specialist, a fee equivalent to the estimated lost car park income will be levied where this can be justified based on historical data. Where it can be proved that additional car parking space is available despite the event being held, then no loss of parking charge will be made.

2. Background

- 2.1. The Overview and Scrutiny panel recommended at its meeting on 19th November 2015 that a task and finish group was set up to review the events policy of the council.
- 2.2. The existing SHDC events booking form is shown in Appendix 1. This would be updated when the new policy is agreed. There is no specific events policy currently – the booking form is the only ‘policy’ in existence and this had led to deviations and inconsistencies in applying the current charging methodology.
- 2.3. A series of meetings between the members and key officers has been undertaken. A consultation with the public also took place between June and August this year. Based on the information shared throughout the events review, the principles on which to base a new SHDC events policy have been prepared. The Council is not looking to make a profit from events and in any case, is precluded from doing so under Government legislation and Local Authority powers.

3. Outcomes / Outputs

- 3.1. The events task and finish group have prepared a set of working principles, which look to minimise changes to the existing policy.
- 3.2. The changes from the current ‘policy’ and arrangements are:
 - 3.2.1. The administration fee for all confirmed event bookings is to be increased to £55 from £50. This fee will apply to all event bookings and is now non-negotiable.
 - 3.2.2. No charge will be made for the hire of any event land (other than when the right to hold the event is awarded via a tender process).
 - 3.2.3. If a car park is required to be closed to enable the running of an event, then at the discretion of the Car Parks Senior Specialist, a fee for opportunity cost of lost car park income will be levied where this can be justified based on historical data. Where it can be proved that additional car parking space is available within the town or parish despite the event being held, then no loss of parking charge will be made.
- 3.3. It is proposed that the fees and charges detailed are approved by Members as part of the annual fees and charges process and not specifically in relation to the approval of the emerging events policy. The policy should also be reviewed on an annual basis.

- 3.4. Once Members have provided feedback on the principles, the task and finish group will prepare the events policy, and consult with Members, Parish/Town Councils, local chamber of Commerce and prior consultation respondents & event organisers. Once complete, the policy will be recommended to Executive for approval, and if granted, will come into effect from 1st April 2018.

4. Options available and consideration of risk

- 4.1. The events task and finish group was formed to review the events process and charging methodology. O&S panel Members could opt to leave the events policy as is (as shown in Appendix 1). However, the task and finish group was formed to focus on inconsistencies in the application of the policy.
- 4.2. The overview and scrutiny panel can make recommendations to the events task and finish group to make changes to the recommendations presented.
- 4.3. The events task and finish group conducted a public consultation to aid the review of the council's events policy. This was held between June and August 2016 and was promoted by the Council's website, elected Members, press coverage and proactive contact with previous event organisers. 26 responses were received during this period and the group reviewed these responses before compiling the recommendations contained in this report. The group has advised these respondents that a further consultation will be completed ahead of the Council approving any revised policy
- 4.4. The subject of charging for events is highly emotive and the group Members have sought to achieve a practical solution which will limit impact on all groups, but which will achieve the aims of the Council to be consistent and fair in its dealings with event organisers.

5. Proposed Way Forward

- 5.1. The overview and scrutiny panel are requested to approve the recommendations highlighted in this report.
- 5.2. In conjunction with officers, the Events Task & Finish group will then prepare an Events policy based on these recommendations for approval at a forthcoming SHDC Executive after a further public consultation. It is anticipated the new policy will come into effect from 1st April 2018.
- 5.3. Officers will ensure that the proposed fees and charges detailed in any new policy will be reviewed as part of the wider SHDC fee & charge setting process, scrutinised by the Overview & Scrutiny Panel.

6. Implications

Implications	Relevant to proposals	Details and proposed measures to address
Legal / Governance	Y	The recommendations are not in themselves a new policy. The policy will be reviewed when it is presented for adoption by Council later this year. The Council cannot derive a profit from fees and charges. The approach presented in this report will see the Council aiming to recover its costs.
Financial	Y	The aim of the events policy is not to make a profit from events, instead it aims to improve the financial position by more consistently applying the charging policy for events. The new events policy will remove some previous inconsistency in application of fees.
Risk	Y	<p>The events task and finish group conducted a public consultation to aid the review of the council's events policy. This was held between June and August 2016 and was promoted by the Council's website, elected members, press coverage and proactive contact with previous event organisers. 26 responses were received during this period and the group reviewed these responses before compiling the recommendations contained in this report. If this reports recommendations are approved, a further consultation will be completed, before the policy is finalised and adopted for 1st April 2018.</p> <p>The subject of charging for events is highly emotive and the group members have sought to achieve a practical solution which will limit impact on all groups, but which will achieve the aims of the Council to be consistent and fair in its dealings with event organisers.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	N/A
Safeguarding	N	N/A
Community Safety, Crime and Disorder	N	N/A
Health, Safety and Wellbeing	N	N/A
Other implications	N	N/A

Supporting Information

Appendices:

Appendix 1: Current SHDC Event Booking Form. Note: The charges contained in here would change when the new policy is approved.

Background Papers:

- Report & appendices entitled "Events Policy Principles", presented to O&S October 6th 2016
- Scrutiny Scope for Events T&F Group

This page is intentionally left blank

PROCEDURES FOR STAGING AN EVENT ON COUNCIL PROPERTY

South Hams District Council owns numerous Parks, Gardens, Car Parks and other outdoor facilities. The Council recognises the opportunities for these sites to host a range of enjoyable, exciting and well managed private and community events.

Good quality events require careful preparation and management and these Procedures set out the matters that will need to be considered by anyone wishing to operate an event on SHDC land – and the terms and conditions under which events can be booked with SHDC.

You should read these Procedures in full and take the necessary actions set out. You should then sign a copy of this form, to acknowledge that you have read and understood these procedures, and return a copy with your Event Booking Form.

1) What Constitutes an Event?

An event is anything which is organised in advance and which visitors are expected or invited to attend.

The following activities, which are considered potentially to be “events”, would not be allowed to take place on SHDC property:

- a) Party political activities
- b) Circuses with animals
- c) Any other activities which are deemed to be –
 - o unlawful,
 - o likely to cause a legal nuisance,
 - o likely to cause offence to members of the public or have any element that might be abusive, racist, sexist, or otherwise insensitive to others or
 - o capable of bringing the council into disrepute

If there remains a concern as to whether an event should be authorised on SHDC land it is proposed that the matter be decided by the appropriate Head of Service in consultation with the Monitoring Officer and the Ward members(s).

2) What other Licences might I need?

Under the Licensing Act 2003 various types of event require specific licensing to be in place – under what is called a *Temporary Events Notice (TEN)*. Organisers are responsible for ensuring that all necessary notices are obtained and that no illegal event takes place on the land. As a general guide you will have to obtain a Temporary Event Notice if your event is of the following nature:-

• Retail sales of alcohol	• Performance of dance
• Provision of late night refreshment (hot food and drink) after 23:00 hours	• Provision of facilities for making music
• Boxing or wrestling for entertainment	• Provision of facilities for dancing
• Performance of live music	• Exhibition of a film
• Performance of recording music	

To obtain a Temporary Event Notice or for further information contact **South Hams District Council Licensing department on 01803 861234**

The responsibility lies with you to submit the necessary Temporary Event Notice **at least 10 working days** before the event takes place accompanied with the **fee of £21.00**. Please return completed Temporary Events Application Notices to the Licensing Department, South Hams District Council, Follaton House, Plymouth Road, Totnes TQ9 5NE

Please Note – Royal Avenue Gardens in Dartmouth is covered by a Premises License – therefore submission of a Temporary Events Notice will not be required for this area only.

Music Performance License – It is a legal requirement for events containing music to ensure that the appropriate license is obtained for permission to use copyright music on behalf of the publishers. Please contact Performing Rights Society on tel - 0800 068 4828 / musiclicence@prsformusic.com / fax – 01733 312 912 or visit www.prsformusic.com

3) What Insurance is required?

Where an event is proposed on SHDC property it is necessary that the event organisers retain their own public liability insurance to cover the additional risks that might occur with the event. The Organisers agree to indemnify South Hams District Council fully and effectively against all claims, loss, damages or costs arising out of the Organisers' use of the Council's land.

Organisers must have Third Party Insurance to a value of £5,000,000 minimum to cover against any accident or injury arising directly or indirectly as a result of the event. The Council reserves the right to insist on a higher indemnity limit if the nature of the event makes that appropriate. The £5,000,000 is also unlimited in terms of multiple events.

4) i) What Costs are involved?

Organisers must be aware that there will be a charge for Events on Council Land which will apply to all events taking place in Parks and Gardens from 1st April 2014.

Charity / Community Events *	No Charge	Administration Fee £50 <i>(applicable to all confirmed events)</i>
Commercial Events or Trading	£240 per day *	
Circus/Funfairs	£240 per day £60 per set up and stand down day and Utility Charges	

* Can be reduced at discretion of Natural Environment and Recreation Manager where specific benefits to Council priorities are identified by the event organiser.

ii) When an event is booked on a car park / town and civic squares a charge will be determined by the Head of Property Services.

When considering requests for activities on SHDC property the Council will use the following assessments when considering whether the event is for “community” or “commercial” benefit.

- a) The extent to which the commercial activity contributes to community benefit, community vibrancy or beneficial activity either in isolation or as part of a combined event on council property.
- b) The extent to which the commercial activity is likely to have a detrimental impact on existing trading or commercial activity in the locality
- c) The extent to which the proposed commercial activity as a stand alone or part of an overall event will contribute financial income to help support management of council property.

ii) If you require use of council land for filming / photo purposes – please contact the Communications Office on 01803 861369 or e-mail public.relations@southhams.gov.uk for booking details (please note a fee maybe charge).

5) Use of Site

- i) **Cleaning** - The Organisers of the event will be required to demonstrate how waste will be managed for the event by producing a waste management plan. They shall leave the site as found in a clean and tidy condition. Excessive costs incurred by the Council for removal of waste, street cleaning or toilet cleaning will be recharged to the Organisers.

ii) **Damage to Site** – As the event organiser you are responsible for ensuring that there is no damage caused to Council property. You should leave the site in a clean and tidy condition and the cost of any repair or reinstatement necessary due to damage caused directly or indirectly as a result of the event shall be borne by the Organisers.

iii) **Services** – some of the Council sites have a power supply or water supply. If required there will be an additional charge for arrangements of supply and use.

6) **Health & Safety** - Organisers should undertake a risk assessment to quantify hazards which might arise during the event and devise procedures to minimise any risk. They are also responsible for ensuring that all activities comply with the requirements of the Health and Safety at Work Act 1974 and all other relevant Health & Safety Legislation. You will need to submit a written Risk assessment to accompany your Event Booking Form. If you need advice please contact the Risk and Health & Safety Advisor, on 01803 861475 (pete.osborne@southhams.gov.uk). In the case of visiting fairs (and other events where relevant), he will need to be satisfied that health and safety standards are met before the event is opened to the public.

7) **Police Presence** - Where the presence of police or ambulance at an event is desirable or necessary, it is the responsibility of the Organiser to arrange it, and to pay any charge made for this service. Guidance on the involvement of the police can be found from the link below and information is available at the bottom right hand corner of the web page.
<http://www.devon-cornwall.police.uk/YourRightInformation/FreedomInformation/Pages/Feesandcharges.aspx>

8) **Traffic Management** – Both the event and traffic management of the event is the responsibility of the event organiser. Early liaison with Devon County Council will help to deliver a successful event for the organisers and visitors and will minimise disruption to the local community and travelling public. Therefore if your event is likely to impact on the free flow of traffic on any highway - you must register your event with Devon County Council, who will liaise with the local police Traffic Management and Road Casualty Reduction Officer. Devon County Council (DCC) will require at least 56 days notice of the event and please contact DCC on 0845 155 1004 or visit their website on http://www.devon.gov.uk/index/transport/roads/road_licences/eventaffectinghighway.htm
Please note there will be additional charges for road licenses / police presence if needed.

9) What other issues need to be considered and addressed?

(i) **Noise Levels** - Organisers of events must ensure that the activity will not cause significant disturbance or nuisance to those living nearby. In particular, events involving amplified music or speech, the use of generators or plant or those which will continue late into the evening must be carefully monitored and controlled. Where such events are planned, discussions with the Council's Environmental Health Service on 01803 861234 well in advance of the event is recommended. http://www.southhams.gov.uk/index/residents_index/ksp_environment/ksp_environment-noise.htm

(ii) **Food Hygiene** - Persons supplying and handling food must satisfy current food safety legislation and have received appropriate training or instruction in food hygiene. For further advice call the Council's Environmental Health Service on 01803 861234 / http://www.southhams.gov.uk/index/residents_index/ksp_environment/ksp_food_hygiene_and_safety.htm

(iii) **Fly posting** - The Organisers are responsible for ensuring that no posters or other advertisements for the event are displayed without any relevant statutory consent having first been obtained, particularly Advertisement Consent.

(iv) **Balloons** - Organisers are responsible for ensuring that no balloons are released from Council land. It is Council policy to prohibit balloon releases in view of the problems they cause in terms of pollution, litter and the danger posed to livestock and wildlife.

- (v) **Circus** - It is Council policy not to permit the use of its land by any circus or similar event which includes performing animals, and the Organisers are responsible for ensuring that this policy is adhered to

10) Cancellation - The Council reserves the right to cancel the event without notice (although notice will be given if practicable) and without liability of any kind, should weather, ground conditions or other factors render this necessary.

All persons signing the application form should sign these conditions to confirm acceptance of them. If signing as an organiser you will be assumed to be signing on behalf of the club, society, association or company undertaking the event.

Signature/s

On behalf of Organisation.....Dated.....

Data Protection

The information that you have provided will be held by South Hams District Council.

The information will be used for consultation purposes regarding this event and will be held securely at all times.

The Council may share the information with local councillors / town/parish councils / emergency services / insurers as necessary to ensure the appropriate service is delivered and with other organisations, if required by law. If you wish to see the personal data that the Council holds, please contact the Data Protection Officer.

Event Application Booking Form South Hams District Council Sites and Premises

Please note – this form should be submitted at least 28 days prior to the event date. No consideration will be given to applications with less than 28 days notice. You will receive written confirmation that permission has been granted to use the site or premises.

The information on this form is required to ensure that all events on South Hams District Council (SHDC) sites and premises are organised safely. The information is also valuable to assess how SHDC's sites and premises are used.

Data Protection

The data controller is SHDC. The information supplied in this form may be shared with all relevant services of SHDC, the emergency services and other regulatory bodies unless such sharing of information is prohibited by statutory instrument.

Section 1 a) – Event Organiser Details

Name of organisation:	Contact Name:
Contact address:	
Post Code:	
Telephone – Daytime: Evening: Mobile:	Email:
Website (if applicable):	

1. The person listed first will be treated by the Council as the contact point for correspondence.
2. ALL persons listed must sign this event application form and the enclosed procedures form and will be responsible for ensuring that those procedures are complied with.

Section 1 b) – Event Details

Name of Event:	Proposed site/premises:
Proposed event date(s):	Proposed event times: Start: Finish:
Date/time site is required for set-up:	Date/time site will be vacated:
Detailed description of the proposed event (continue on a separate sheet if necessary)	
Anticipated attendance figure Anticipated age group	
Is your event a (please tick)	
Charity <input type="checkbox"/> / Community <input type="checkbox"/> Commercial <input type="checkbox"/> / Non-commercial <input type="checkbox"/> Civic Event <input type="checkbox"/> / Religious <input type="checkbox"/> Club <input type="checkbox"/> / Schools <input type="checkbox"/>	

Section 2 - Licensing (see point 2 on procedures guidelines)

You may be required to apply for a temporary event notice (TEN) which must be submitted a clear 10 working days before the event. **Please refer to point 2 of Procedure Guidelines.** This is a legal requirement under the licensing Act 2003. It is the event organiser's responsibility to ensure that the event is licensed appropriately.

The following are types of licensable activity (please tick which, if any, your event Involves)

• Retail sales of alcohol	• Performance of dance
• Provision of late night refreshment (hot food and drink) after 23:00 hours	• Provision of facilities for making music
• Boxing or wrestling for entertainment	• Provision of facilities for dancing
• Performance of live music	• Performance of a play
• Performance of recording music	• Exhibition of a film
• Other (please specify)	

Section 3 – Insurance

Event organisers are required to hold a current policy of Public Liability for Third Party risks (including product liability where appropriate). The limit of which should be a minimum of £5 million although SHDC reserves the right to require a higher limit if deemed necessary. Organisers are responsible for ensuring that any individual participant in the event has an adequate Public Liability Insurance of £5 million.

***Organisers must complete the Statement of Insurance Form and provide a copy of their up to date public liability cover note highlighting £5,000,000 cover.**

Section 4 – Charges

Organisers must be aware that there will be a charge for certain Events on Council Land – **please refer to point 4 of Procedures Guidelines.** An invoice will be sent to you after the event has taken place.

All event applications - **£50 administration charge**

Charity & Community Events – **no charge**

Commercial Events or Trading - **£240 per day (to include utility charges if applicable)**

Circus / Funfairs - **£240 per day (£60 per set up and stand down day and utility charges if applicable)**

Please do not send in cheques.

Please can you provide details of whom the invoice should be sent if different from the address above:

NameAddress.....

Post Code.....Tel No.Mob No.

E-mail

Section 5 – Use of Site

How will you keep the area free of litter and refuse?

The organisers of the event will be required to demonstrate how waste will be managed for the event and shall leave the sites as found in a clean and tidy condition (**please refer to point 5 of Procedure Guidelines**).

Section 6 – Health and Safety

Organisers must provide a **risk assessment (enclosed)** and **detailed site plan** showing the positions of proposed activities for e.g. stalls, marquees, arena, exhibition units, lighting, PA and generators etc. These plans must be submitted at least 28 days prior to the event. **Please refer to point 6 of Procedure Guidelines.**

Although your event will be considered by SHDC you are advised to inform all emergency services as soon as possible, if you think it is relevant and necessary for your event. This will enable them to fully consider all aspects of the event.

- Devon and Cornwall Police
- South West Ambulance Service
- Devon & Somerset Fire and Rescue Services
- Coastguard
- Civil Aviation Authority
- Salcombe Harbour Master
- Dartmouth Harbour Master

Please Note
 Power is not generally available on our sites. If you use a generator, please note all equipment must be Portable Appliance tested.

 No petrol-fuelled generators are permitted. All generators should be of a “super silenced” type. Please provide as much information as possible about these items. All electrical equipment has to be PAT tested

 Inflatables (bouncy castle etc) must be PIPA, BIHA or ADIPS registered with £5 million Public Liability

Terms and Conditions

If permission is granted for this event, I hereby agree to abide by the information given on this form and comply with South Hams District Council’s terms and conditions for event. I also agree to comply with any reasonable instructions given by all authorised officers and the Devon and Cornwall Police.

Signature:..... Name (in capitals)

Date.....

Checklist – Supplied documentation	
<input type="checkbox"/>	Signed terms and conditions
<input type="checkbox"/>	Public Liability Insurance (organiser)
<input type="checkbox"/>	Public Liability Insurance (participants/Contractors (if applicable))
<input type="checkbox"/>	Risk Assessment
<input type="checkbox"/>	Site plan/route map
<input type="checkbox"/>	Waste Management Plan
<input type="checkbox"/>	Event schedule/programme

Please complete and send this form and supporting documentation to: **Case Management (Customer First), South Hams District Council, Follaton House, Plymouth Road, Totnes TQ9 5NE – Tel No. 01803 861234 / jane.hoff@southhams.gov.uk**

PLEASE NOTE FAILURE TO PROVIDE 28 DAYS NOTICE WILL RESULT IN AUTOMATIC REFUSAL OF THE EVENT.

Admin Use Only:

Action	Date	Action	Date
Date Received		Date to consultation	
Queries to applicant		Change (if applicable)	
Date approved		Invoice No. / Date sent	

STATEMENT OF INSURANCES HELD BY ORGANISATIONS OR INDIVIDUALS HOLDING EVENTS ON COUNCIL PROPERTY
--

Event organisers are required to hold a current policy of Public Liability for Third Party risks (including product liability where appropriate). The limit of which should be a minimum of £5 million although SHDC reserves the right to require a higher limit if deemed necessary. Organisers are responsible for ensuring that any individual participant in the event has an adequate Public Liability Insurance of £5 million.

All documentation (including Public Liability Insurance certificates must be sent to SHDC at least 28 days prior to the event. Failure to comply may result in SHDC refusing to grant permission for the event booking.

Organisation	
Address	
Venue of event	
Nature of Event	

This is to certify that the above organiser is holding the following insurance cover:-

Public Liability Insurance

Insurer's Name and Address	
Expiry Date	
Policy Number	
Sum Insured	Per incident £
	Per annum £

(To be not less than £5,000,000 per incident. Number of incidents in any one year to be unlimited. This limit may be increased at the discretion of the Council as circumstances dictate.)

I hereby authorise South Hams District Council to make a claim upon any of the above policies if necessary.

Signature Date

*On behalf of

*Organiser/Insurance Broker to Organiser/Insurer to Organiser (*Delete as appropriate)

Please enclose a copy of your public liability insurance cover note with your application.

Risk Assessment for Events on Council Premises

Location:	Date(s):	Details of event (please include anticipated numbers):

Completed by:	Date:

Contact details:	
Telephone:	Email address:

Risk Assessment – Preliminary Checklist (will any of the following be involved in the event?)

Hazards Present	Yes	What are the issues/risks to be considered	Is a Risk Assessment Required? YES/NO
Electrical/gas			
Electrical maintenance			
Pressure systems			
Harmful substances			
Noise			
Manual handling/ergonomics			
Storage of articles or substances			
Working environment			
Slips, trips and falls			
Structures and layout			
Access and egress			
Public			
Fire/explosion			
Working at height			

Risk Assessment (please continue on additional sheets if necessary)

What are the hazards?	Who might be harmed and how?	Measures to be put in place to control or remove the risk	Who is going to do it?	Date to be completed

Council Land Events Waste Management Plan

The Council needs to ensure that waste generated by an event is managed in accordance with legislation, please complete the following form in as much detail as possible.

Name of Event

Location of Event

Date and Times of Event

1) Commercial Waste Generated By Event

		Details
a)	Name of Company / Organisation	
b)	Type of Company / Organisation	
c)	Location at the event	
d)	Type of waste generated	
e)	How will the waste be stored?	
f)	Where will the containers be located? (please include on site plan if applicable)	
g)	Who will collect the waste?	
h)	Is there a duty of care in place? (anticipated amount of waste)	

**PLEASE NOTE IF THE ARRANGEMENTS CHANGE ON EACH DAY -
THEN A PLAN FOR EACH DAY WILL BE REQUIRED.**

For further Information please contact Waste Management – 01803 861234

OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
19 January 2017	Public Forum O&S.60/16	A report was presented to the Overview and Scrutiny Panel at its meeting on 7 April 2016 entitled 'Income Generation Proposals' (Minute O&S.100/15 refers) which made reference to these proposals. Cllr Tucker confirmed that a copy of this report and appendices would be sent to Cllr Birch.	Darryl White	Report sent via email to Cllr Birch on 20 January 2017
19 January 2017	Performance Dashboards O&S.62/16	<p>The Panel expressed its support for the retention of the existing format of performance reporting whereby detailed reports are formally presented on a quarterly basis.</p> <p>The key indicators of interest to the Panel being in relation to the:</p> <ul style="list-style-type: none"> o Development Management Service; o Customer Contact Centre; o Revenue and Benefits service; o Number of Complaints; o Time taken to pay invoices; o Number of missed bin collections. <p>In respect of missed bins, Members requested that detailed comparative information be presented in the future to enable for the success of the new In-Cab technology to be gauged.</p> <p>At a future meeting, the Panel specifically requested that they be in receipt of a report that outlined exactly how the Revenue and Benefits service operated</p> <p>Members again asked that their thanks be passed on to the Customer Contact Centre staff for the demonstrable service improvements. In recognising that the</p>	<p>Jim Davis</p> <p>Jim Davis</p> <p>Jim Davis</p> <p>Isabel Blake</p> <p>Anita Ley</p>	<p>A Revenue and Benefits service overview has been scheduled for May 2017 meeting</p>

		number of calls and visitors had reduced, Members hoped that the new Council website (scheduled to go live in the upcoming weeks) would further assist with the Channel Shift agenda. Following earlier guarantees, the Panel was assured that Members would be given the opportunity to test the new website before it went live.	Steve Mullineaux	
19 January 2017	Task and Finish Group Updates (a) Dartmouth Lower Ferry O&S.63/16(a)	The Chairman advised that the next Group meeting was to be held on 1 February 2017 and it was hoped that a concluding report would be presented to the next Panel meeting on 23 February 2017.	Helen Dobby	
19 January 2017	Draft Annual Work Programme O&S.65/16	As a consequence, the Panel requested that officers meet with the Panel Chairman and be given delegated authority to update the Work Programme accordingly. With regard to the future use of Follaton House, it was noted that current heating inefficiencies should be included in this project. On this specific aspect, Members recalled that a commitment had been previously given for Cllrs Hopwood and Wingate (who both had expertise in this area) to be fully involved in discussions with officers. However, the point was made that there had been no such dialogue held with them to date.	Darryl White / Cllr Saltern Stuart Truss	Work programme updated as attached to this meeting agenda.

OVERVIEW AND SCRUTINY PANEL

DRAFT ANNUAL WORK PROGRAMME – 2016-17

Date of Meeting	Report	Lead Officer
6 April 2017	Executive Forward Plan	Kathy Trant
	Sherford Project Update	Steve Jordan
	Health and Safety Policy Progress Report	Ian Luscombe
	Task and Finish Group Updates	
	DNPA report on Sustainable Community Fund	Rob Sekula
	DM Action Plan Implementation Update	Drew Powell / Pat Whymer
4 May 2017	Executive Forward Plan	Kathy Trant
	Draft Annual Report	Darryl White
	NEW Devon and South Devon and Torbay CCG Representatives	
	Task and Finish Group Updates	
	Revenue and Benefits Service Overview	Issy Blake

Page 59

Future items to be programmed:-

- Our Plan: South Hams Updates;
- Future Use of Follaton House – to include heating;
- Renewable Energy – Income Generation Opportunities (Task and Finish?);
- T18 Payback Period.

This page is intentionally left blank