

# South Hams Overview and Scrutiny Panel



<b>Title:</b>	<b>Agenda</b>												
<b>Date:</b>	<b>Thursday, 6th July, 2017</b>												
<b>Time:</b>	<b>10.00 am</b>												
<b>Venue:</b>	<b>Cary Room - Follaton House</b>												
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Saltern <b>Vice Chairman</b> Cllr Smerdon</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldry</td> <td>Cllr Hicks</td> </tr> <tr> <td>Cllr Birch</td> <td>Cllr Huntley</td> </tr> <tr> <td>Cllr Blackler</td> <td>Cllr May</td> </tr> <tr> <td>Cllr Cane</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Green</td> <td>Cllr Pringle</td> </tr> <tr> <td>Cllr Hawkins</td> <td></td> </tr> </table>	Cllr Baldry	Cllr Hicks	Cllr Birch	Cllr Huntley	Cllr Blackler	Cllr May	Cllr Cane	Cllr Pennington	Cllr Green	Cllr Pringle	Cllr Hawkins	
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Cllr Green	Cllr Pringle												
Cllr Hawkins													
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk												

**1. Apologies for Absence**

**2. Minutes**

**1 - 10**

to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 18 May 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**

**11 - 12**

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

**7. Executive Forward Plan**

**13 - 16**

**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, 3 July 2017** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.

**8. Section 106 Agreements**

**17 - 28**

**9. Revenue and Benefits Performance and Service Update**

**29 - 50**

- 10. Scrutiny Proposal Form: 51 - 54**
- (a) Discretionary Grant Funding Review;**
  - (b) Contact Centre/Performance Measures**
- 11. Hearing Decision Notice arising from Code of Conduct Sub Panel meeting held on 28 June 2017 (to follow)**
- 12. Task & Finish Group Updates (if any):**
- (a) Dartmouth Lower Ferry**
- 13. Actions Arising/Decision Log 55 - 58**
- 14. Annual Work Programme 2017/18 - to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community 59 - 60**

Members of the public may wish to note that the Council's meeting rooms are accessible by wheelchairs and have a loop induction hearing system

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**N.B.** Legal and financial officers will not, as a general rule, be present throughout all meetings, but will be on standby if required. Members are requested to advise Member Services in advance of the meeting if they require any information of a legal or financial nature.

\* \* \* \* \*

**MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER**  
**THIS AGENDA HAS BEEN PRINTED ON**

**ENVIRONMENTALLY FRIENDLY PAPER**

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darryl.white@southhams.gov.uk

**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL  
HELD AT FOLLATON HOUSE, TOTNES ON  
THURSDAY, 18 MAY 2017**

<b>Panel Members in attendance:</b>			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr K J Baldry	*	Cllr E D Huntley
∅	Cllr J P Birch	*	Cllr D W May
*	Cllr J I G Blackler	*	Cllr J T Pennington
∅	Cllr B F Cane	*	Cllr K Pringle
*	Cllr J P Green	*	Cllr M F Saltern (Chairman)
*	Cllr J D Hawkins	*	Cllr P C Smerdon (Vice Chairman)
∅	Cllr M J Hicks		

<b>Other Members also in attendance:</b>
Cllrs H D Bastone, I Bramble, J Brazil, D Brown, P K Cuthbert, R D Gilbert, T R Holway, N A Hopwood, J A Pearce, R C Steer, K R H Wingate and S A E Wright

<b>Item No</b>	<b>Minute Ref No below refers</b>	<b>Officers in attendance and participating</b>
All		Head of Paid Service; Executive Director (Service Delivery and Commercial Development); and Senior Specialist – Democratic Services
8	O&S.6/17	Senior Specialist – Environmental Health
9	O&S.7/17	Specialist – Performance and Intelligence
11	O&S.9/17	Group Manager: Commercial Services; Lead Specialist – Waste Strategy; and Operations Manager

**O&S.1/17 WELCOME**

The Chairman welcomed Cllr Huntley to her first meeting of the Overview and Scrutiny Panel.

**O&S.2/17 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 6 April 2017 were confirmed as a correct record and signed by the Chairman.

**O&S.3/17 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.4/17 PUBLIC FORUM**

In accordance with the Public Forum Procedure Rules, there were no issues received for consideration.

**O&S.5/17 EXECUTIVE FORWARD PLAN**

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

In response to a query, it was confirmed that the 'Productivity Plan Joint Committee' agenda item had evolved from the Devolution proposals and would ultimately be presented to the Council for determination.

**O&S.6/17 UPDATE PRESENTATION ON EMERGENCY PLANNING AND BUSINESS CONTINUITY**

The Senior Specialist – Environmental Health conducted a presentation that provided an update with regard to Emergency Planning, Response and Resilience.

In so doing, the Panel noted that the Council was a Category 1 responder (as defined by the Civil Contingencies Act 2004) and duties of the authority were therefore:

- To produce, maintain and test plans on how the Council would respond to emergencies;
- To warn and inform the public in regards to emergencies and provide advice before emergencies;
- To work with other Category 1 responders through the Local Resilience Forum;
- To ensure that the Council could continue to deliver its services during an emergency; and
- To provide advice on Business Continuity to others.

To meet these duties, the Council:

- adopted an Emergency Response Plan in February 2017;
- actively warned the public utilising social media and its website about potential emergencies;
- remained an active member of the Devon, Cornwall and Isles of Scilly Local Resilience Forum; and
- remained a member of both the Devon Emergency Planning Service and the Devonport Off-site Emergency Planning Group.

In the ensuing discussion, reference was made to:-

- (a) related information being circulated to the wider membership outside of this meeting. The Panel requested that Members be in receipt of:
- o a copy of the presentation;

- a link to the Community Risk Register;
  - the adopted Guidance for Elected Members on Responses to Major Emergencies; and
  - additional explanatory information on the Devon Resilience Forum;
- (b) Strategic Rest Centres (SRCs) in the South Hams. Members were informed that the SRC plan for Devon was currently under review. At present, the Panel noted that there were 6 SRCs across the South Hams in various locations (e.g. Leisure Centres and Colleges) which could each accommodate up to 1,000 people. With regard to the management of each SRC, such were the resource implications that local authorities were heavily reliant upon support from the voluntary sector.
- As part of the review, it was confirmed that usage levels would be taken into account. In recent times, it was noted that a SRC had only been used once in the South Hams and it was acknowledged that, in every likelihood, affected residents would tend to go and stay with friends and family instead;
- (c) the role of town and parish councils. The Panel noted that a number of proactive town and parish councils had adopted their own local emergency plan and the view was expressed that all councils should follow suit;
- (d) reacting to emergencies. Officers confirmed that, regardless of the time of day or night, the Council was in a position to react immediately to an emergency in the district, with six officers being on call at all times. Whilst this level of resource was currently deemed appropriate by officers, it was recognised that this would need to be subject to regular review by lead officer(s) and Executive Member(s).

In conclusion, the Chairman wished to thank the Senior Specialist – Environmental Health for his informative presentation and responses to Member questions and it was then:

### **RESOLVED**

That the Panel recognise that the Council has a robust approach to Emergency Planning in place, which is supported by hard working and diligent lead officers.

## **O&S.7/17 QUARTER 4 2016/17 PERFORMANCE INDICATORS**

The Panel considered a report that presented the Quarter 4 performance indicators for 2016/17.

In discussion, the following points were raised:-

- (a) The Panel was broadly supportive of the suggestion to re-establish a Joint Task and Finish Group with West Devon Borough Council Members to undertake an in-depth review of the Performance Indicators and targets. However, before a final decision was taken, it was requested that the Terms Of Reference be presented to the next Panel meeting for ultimate approval;
- (b) The Panel debated at length the performance of the Planning Enforcement service amidst concerns that the backlog of cases was again on the increase. Some Members expressed their frustration that the Executive had not overseen improvements to the service and reiterated the levels of criticism that they were receiving at town and parish council meetings. In addition, the view was expressed that, if the local knowledge of ward Members was being appropriately used, then this could assist in reducing the backlog.

Having been informed that officers were undertaking a review of the service to ensure that the backlog trend was reversed, Panel Members gave a strong steer to the Executive and officers regarding the importance of this piece of work and requested that it be in receipt of a detailed report at its meeting on 27 July 2017.

- (c) Members highlighted and welcomed some positive performance improvements in the following areas:
  - Number of days lost due to long-term sickness;
  - Number of days lost due to short-term sickness; and
  - The percentage of customer contact through online interaction (demonstrating Channel Shift);
- (d) Some confusion was expressed over the presentation of the performance information relating to complaints resolved. In response, officers took the Panel through the indicator and advised that the total number of complaints received was 100, with 45 being logged as 'corporate' complaints. Specifically regarding the complaints that had taken an average of 39 days, this was largely attributed to particularly complex matters that required responses to the Local Government Ombudsman for which time extensions had been sought and agreed;
- (e) With regard to the Contact Centre, a number of previously raised concerns were reiterated in relation to the time taken to answer calls. Whilst a number of Members considered the 20 second call answer target to be unrealistic, they equally felt that customers who had to wait a number of minutes to have their calls answered was unacceptable. The lead Executive Member reminded those present of the opportunity for Members to visit the Contact Centre and shadow an officer and confirmed that she had requested that officers set up additional such sessions in the upcoming months.



In response to a request, it was agreed that the Member Hotline Number should be re-circulated and the benefits of using the Skype facility to contact officers was also emphasised.

Finally, the Panel also expressed its wish, in principle, to carry out a detailed review of the Contact Centre and asked that the draft Terms Of Reference for this piece of work be presented to the next Panel meeting prior to a final decision being made. Upon drafting the terms of reference, the need to work closely with the Performance Measures Task and Finish Group was recognised.

### **RESOLVED**

1. That the principle of establishing a joint SH/WD Task and Finish Group to review the Performance Indicators and targets be supported, subject to the draft Terms Of Reference being presented to the next Panel meeting on 6 July 2017 for approval;
2. That the Panel receive a detailed report entitled: 'Planning Enforcement Service Review' at its meeting on Thursday, 27 July 2017;
3. That the principle of establishing a Contact Centre Review Task and Finish Group be supported, subject to the draft Terms Of Reference being presented to the next Panel meeting on 6 July 2017 for approval;

## **O&S.8/17 OVERVIEW AND SCRUTINY ANNUAL REPORT**

The Panel considered a report that presented its draft Annual Report. It was noted that it was a constitutional requirement for the Panel to report annually to full Council on its workings and to make recommendations for future work programmes and amended working methods (if deemed appropriate).

During discussion, reference was made to:-

- (a) the work carried out by the Panel. As a general point, Members highlighted the extensive amount of work that had been undertaken by the Panel during 2016/17 and wished to thank the lead officers for their commitment and support to the Overview and Scrutiny function;
- (b) the Sherford Development. The Panel requested that, before being ultimately approved, the paragraph relating to the Sherford Development (page 44 of the presented agenda refers) be amended;
- (c) beach and water safety. Whilst the item had been exempt from the public and press at the time of its consideration by the Panel, officers confirmed that this matter was now in the public arena;

- (d) publication of the Annual Report. The Panel was advised that the Report would be distributed widely once it had been approved by the Council.

It was then:

**RECOMMENDED**

That Council be **RECOMMENDED** to approve the Annual Report for 2016/17, subject to the Sherford Development paragraph (page 44 of the presented agenda report refers) being amended.

O&S.9/17 **TASK AND FINISH GROUP UPDATES**

**(a) Dartmouth Lower Ferry**

The Chairman of the Task and Finish Group read the following statement to the meeting:-

*‘Since the last Panel meeting, officers have continued negotiations with the Lower Ferry workforce. These were in conjunction with the UNITE union regional representative. Negotiations would be concluded by the middle of June with a start date for the new terms and conditions due to commence from 1 July. Officers were hopeful that agreement could now be reached, but should this not be the case, they would report back to the Task and Finish Group.*

*Work to improve efficiency within operational service delivery and review of future tariffs was already underway, with the service now being overseen by the Salcombe Harbour Master.’*

In the ensuing debate, reference was made to:-

- (a) the lack of information contained within the statement. A Member expressed his frustration at the lack of information provided by the statement and sought more clarity regarding the review. In reply, other Members countered that, until the negotiations had been concluded, it would not be appropriate to disclose any further information. However, assurances were given that the negotiations were being carried out in accordance with the direction of travel that had already been set by Members;
- (b) the wish to re-convene the Task and Finish Group. Members recognised the need to re-convene the Group and those in attendance were reminded of the ability for all Members to be able to attend and partake at these meetings.

## **(b) Waste and Recycling**

The Panel considered a report that highlighted areas that had been explored to try and identify savings within Waste Operations whilst meeting the Council's obligations under the Devon Resource & Waste Management Strategy that looked to align recycling and waste practices regionally and in line with best environmental practice.

In his introduction, the lead Executive Member for Commercial Services advised that the Group recommendations had been amended in light of the views expressed and feedback gleaned from the Member Workshop on 27 April 2017.

In discussion, reference was made to:-

- (i) the garden waste charging proposals. The majority of Members welcomed the recommendation to delay further consideration of the proposals to charge for garden waste;
- (ii) recycling cartons. The ability for the Council to now recycle cartons was also welcomed by the Panel;
- (iii) the potential income generating measures (as outlined in paragraphs 3.12 to 3.14 of the presented agenda report). Some Members advised that they were unable to support those potential income generating measures as currently stated in paragraphs 3.12 to 3.14 of the presented agenda report. For the projected sums of money anticipated, these Members felt that it was simply not worth pursuing these measures at this current time. However, the majority of Panel Members were supportive of the suggestion that a £35 charge could be imposed on new standard 180 litre wheeled bins for any newly built properties and for any householder requests to be in receipt of additional bins;
- (iv) round optimisation. For certain remote areas on the outskirts of the South Hams boundaries, a Member made the point that it would be more cost effective for neighbouring local authorities to collect their waste and recycling. In reply, officers informed that this issue had been raised at the Devon Authorities Waste Reduction and Recycling Committee, who had opted against pursuing this suggestion any further;
- (v) the work of the Task and Finish Group. Since this was the last meeting of the Group before it was re-constituted as a Working Group, some Members expressed their disappointment at the apparent lack of progress that had been made. In accepting that there was an element of risk in any recommendations made, these Members reminded the Panel that the waste and recycling service was responsible for a number of the budgetary pressures and customer complaints faced by the Council;

(vi) the service relationship with Devon County Council (DCC). Whilst a number of concerns were raised over the potential rise in disposal costs, the lead Executive Member did give an assurance that dialogue continued between the Council and DCC and it was still hoped that a satisfactory way forward could be established for both authorities;

(vii) the notes arising from meetings of the SH/WD Joint Steering Group (JSG). To ensure that the Panel was able to maintain a watching brief on the work of the JSG, it was **PROPOSED** and **SECONDED** that:-

*'the notes arising from meetings of the SH/WD Joint Steering Group be presented to future Panel meetings for consideration.'*

When put to the vote, this proposal was declared **CARRIED**.

It was then:

### **RECOMMENDED**

That the Executive be **RECOMMENDED** that

1. the key findings of the Waste Working Group be referred to the SH/WD Joint Steering Group and used to inform the Budget Setting process for 2018/19;
2. with immediate effect, the Council furthers discussions with Devon County Council related to disposal costs linked to service design and transfer station use;
3. efficiencies linked to current service delivery (as outlined in the Working Group scope) and at paragraphs 3.4 – 3.11 inclusive are delivered during 2017/18 where proven to be operationally feasible;
4. a charge of £35 per container be imposed on new standard 180 litre wheeled bins for any newly built properties and for any householder requests to be in receipt of additional bins; and
5. the notes arising from meetings of the SH/WD Joint Steering Group be presented to future Panel meetings for consideration.

### O&S.10/17 **ACTIONS ARISING / DECISIONS LOG**

The contents of the latest version of the Log was presented.

In response to a question, officers gave an assurance that they would ask for a progress update to be circulated to all Members on the pre-application service review.

In consideration of its Annual Work Programme, the following comments, additions and amendments were made:-

- (a) It was agreed that a Planning Enforcement Service review would be scheduled on to the Work Programme for the Panel meeting on 27 July 2017;
- (b) Members were informed that, instead of being presented to a future Panel meeting, a Briefing on the 'New Single Council' proposal had been arranged for all Members to take place on the afternoon of Thursday, 29 June 2017;
- (c) Bearing in mind the likely length of the next Panel meeting agenda on 6 July, Members agreed that the following items should be deferred to a later meeting:
  - An overview of the Sickness Absence Monitoring Report; and
  - Health and Safety Policy Progress Report;
- (d) That an update on Village Housing Initiatives be scheduled on to the Work Programme for the Panel meeting on 24 August 2017.

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

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Chairman

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## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel. This session will last for up to fifteen minutes at the beginning of each meeting.

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

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

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

An issue may be rejected by the Monitoring Officer if:

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

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

This is the Leader of Council's provisional forward plan for the four months starting 29 June 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](http://www.southhams.gov.uk))

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

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

*Cllr John Tucker – Leader of the Council*

*Cllr Simon Wright – Deputy Leader and lead Executive Member for Support Services*

*Cllr Keith Wingate – lead Executive Member for Business Development*

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

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

*Cllr Nicky Hopwood – lead Executive Member for Customer First*

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

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

## INDEX OF KEY DECISIONS

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

### KEY DECISIONS:

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

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

(For this purpose significant expenditure or savings shall mean:

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

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

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

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

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

<b>Service</b>	<b>Title of Report and summary</b>	<b>Lead Officer and Executive Member</b>	<b>Decision maker</b>	<b>Anticipated date of meeting</b>
SLT	<b>Sherford Delivery Team</b>	SJ/Cllr Tucker	Council	Date TBC
Strategy and Commissioning	<b>Business Development Opportunities</b>	DA/Cllr Wingate	Council	STANDING ITEM
Strategy & Commissioning	<b>Commercial Property Acquisition Strategy</b>	DA/Cllr Wingate	Council	20 July 2017
Support Services	<b>Treasury Management (External Borrowing)</b>	LB/Cllr Wright	Council	20 July 2017
Support Services	<b>Write Off Report Q4 2016/17</b>	LB/Cllr Wright	Executive	20 July 2017
Support Services	<b>Medium Term Financial Strategy</b>	LB/Cllr Wright	Council	20 July 2017
Strategy & Commissioning	<b>Update from JSG – Proposal for Single Council</b>	JSG/Cllr Tucker	Council	20 July 2017
Strategy & Commissioning	<b>Update from JSG – Waste Options</b>	JSG/Cllr Tucker	Council	20 July 2017
Customer First	<b>Salcombe Land Holdings</b> – an options appraisal for the long term future of land holdings in Salcombe	CB/Cllr Tucker	Executive	20 July 2017
Customer First	<b>Quayside Phase 2</b> – to update Members on the master plan outcomes include public consultation for Quayside and put forward next steps for consideration	CB/Cllr Tucker	Executive	14 September 2017
Strategy & Commissioning	<b>Productivity Plan Joint Committee</b>	DA/Cllr Tucker	Council	14 September 2017
Support Services	<b>Business Rates Relief Policy</b>	IB/Cllr Wright	Council	14 September 2017
Support Services	<b>Transformation Programme Closedown</b>	LB/Cllr Wright	Executive	14 September 2017
Customer First	<b>Food Safety Audit</b>	IB/Cllr Hopwood	Executive	7 December 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 8

Report to: **Overview and Scrutiny Panel**  
Date: **6 July 2017**  
Title: **Section 106 Agreements**  
Portfolio Area: **Support Services – Councillor S Wright**

Wards Affected: **ALL**

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

Author: Lisa Buckle                      Role: **Finance Community of Practice Lead**  
Alex Rehaag                                **Place and Strategy Specialist**

Contact: **Email [lisa.buckle@swdevon.gov.uk](mailto:lisa.buckle@swdevon.gov.uk)**  
**01803 861413**

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## **Recommendations:**

### **That the Overview and Scrutiny Panel:**

- 1. notes the amount of Section 106 funding held at 31 March 2017 as set out in Appendix A (totalling £4.413 million) and the future reporting arrangements;**
- 2. approves the flowchart showing the process for spending S106 funding for Affordable Housing; and**
- 3. approves the draft application form for S106 funding for Affordable Housing.**

## **1. Executive summary**

- 1.1 Appendix A sets out the Section 106 contributions that the Council is in receipt of, which totals £4.413 million. This is made up of £4.288 million of S106 Deposits which have conditions attached, a further £0.038 million where there

are no conditions attached and a further £0.087 million in Capital Grants Unapplied.

- 1.2 Appendix A sets out the amount of S106 funding held by the Council at 31 March 2017 and also the purpose of the S106 funds (e.g. affordable housing contribution or open space, sport and recreation which is also known as OSSR).

## **2. Background of S106 Agreements**

- 2.1 Under S106 of the Town and Country Planning Act 1990, as amended, contributions can be sought from developers to be put towards the costs of providing community and social infrastructure, the need for which has arisen directly as a result of a new development taking place.
- 2.2 The purpose of the S106 Fund is therefore to support and enable local communities to provide and improve open spaces, sport recreation and community facilities and the public realm in order to enhance the quality of life across the South Hams District.
- 2.3 It is important to note that S106 contributions may only be spent on new facilities or improvements to facilities where the new development has, at least in part, contributed to the need for that facility or will have an impact on existing facilities. This means that funding will be invested in facilities based within the same locality or catchment area in which the contributing development is located. The legislation also restricts the extent to which contributions can be pooled for larger projects.
- 2.4 The level of funding contribution is negotiated with developers during the planning application process. However the District Council normally only receives the payment of a S106 monies either when the development work commences or more often, when it is partially complete.
- 2.5 The District Council is the accountable body for the spending of S106 monies that relate to such provision as public open space, sport and recreational facilities and the public realm. The District Council must therefore allocate all funds in accordance with the S106 legal agreement that the District Council will have already entered into with the land owner or developer.
- 2.6 Legal agreements can include the County Council as a signatory to the agreement where developer contributions will be required for education, highways and transportation, civic amenity and library facilities, as key examples.
- 2.7 Legal agreements will normally specify a time period within which any submitted contributions must be spent (where no phasing is otherwise agreed as part of the agreement).

## **3. Open Space, Sport and Recreation (OSSR), Community and Landscape projects**

3.1 A report to the Executive on 10<sup>th</sup> September 2015 set out various delegations in relation to the spending of Open Space, Sport and Recreation (OSSR), Community and Landscape projects. This report gave an update on all of the OSSR schemes. It also stated that consultation with Ward Members and Town and Parish Councils will be undertaken to finalise the specific details of identified projects or to agree priorities for spend through the OSSR Plans.

3.2 The figures for OSSR in Appendix A total £1.3 million.

#### **4. Affordable Housing S106 contributions**

4.1 Appendix B sets out a flowchart showing the process for spending S106 Deposits for Affordable Housing for Members' approval.

4.2 In addition, Appendix C sets out a suggested draft application form for S106 funding for Affordable Housing for Members' approval.

4.3 In addition to the Section 106 receipts shown in Appendix A for affordable housing (these total £0.79 million), there is anticipated to be a further £1 million of funding for affordable housing when/if the trigger points are met on developments in the future from signed S106 agreements.

#### **5. Accounting arrangements for Section 106 Deposits**

5.1 Section 106 deposits are shown under the Creditors section of the Council's Balance Sheet as it is money that has been paid to the Council with conditions attached as to how that money is spent, in accordance with the S106 agreement. This totals £4.288 million at 31 March 2017. In addition, there is £0.038 of S106 funding with no conditions attached and this is shown in Earmarked Reserves. There is a further £0.087 million of funding in Capital Grants Unapplied.

#### **6. Monitoring fee of Section 106 agreements**

6.1 The list of S106 Deposits are shown in Appendix A. Some of these S106 Agreements have a clause within the S106 Agreement which states that the Council shall be entitled to use up to a five per cent (5%) part of the total payments and contributions payable pursuant to the provisions of the Agreement, towards the costs to be reasonably and properly incurred by the Council in monitoring compliance with the S106 Agreement and in assessing the details submitted to the Council for approval pursuant to the S106 Agreement.

6.2 For clarity, the figures shown in Appendix A are before any monitoring fee has been deducted by the Council.

6.3 In 2015 a case against Oxford County Council held that a monitoring fee was an administrative function of the Council and could not be sought by the County Council. The Court accepted that there may be occasions where monitoring fees could be sought, for example, on large scale developments where obligations are phased.

## **7. Future monitoring reports on S106 funding**

- 7.1 A schedule of Schedule 106 funds which are held by the Council will be reported to Members on a quarterly basis as part of the report to the Executive on the monitoring of the Capital Programme.
- 7.2 The Affordable Housing Supplementary Planning Document September 2008 details the management and spend of Affordable Housing contributions. Officers from Affordable Housing, OSSR and Finance will produce a further Appendix which details the S106 contributions by Ward/Parish and splits these into the categories of Affordable Housing, OSSR and 'Other'. This will be provided in the Members' Bulletin at a future date.



## 8. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	<p>S106 agreements are secured under Section 106 of the Town and Country Planning Act to support projects that mitigate the impact of development. The Council has an obligation to spend the funds in accordance with the terms of the agreement.</p>
Financial	Y	<p>Appendix A sets out the Section 106 contributions that the Council is in receipt of, which totals £4.413 million.</p> <p>The Council's Financial Procedure Rules require that where expenditure over £30,000 is proposed, that this needs to be agreed by Executive. A report to the Executive on 10<sup>th</sup> September 2015 set out various delegations in relation to the spending of Open Space, Sport and Recreation, Community and Landscape projects.</p> <p>The expenditure relates to s106 funds specifically for the purpose of mitigating impacts from development. The parameters for expenditure (in particular the location and type of project that can be supported) are prescribed in the s106 agreement.</p>
Risk	Y	<p>There is a risk of funds not being spent in accordance with the s106 agreement. To address this, where any s106 funds are passed to community groups to develop and deliver projects, offers of grants will be made with appropriate terms and conditions securing the interest of the Council and ensuring that the requirements of the s106 agreements are adhered to. If ambiguity exists over the appropriateness of a project, agreement of the developer will be sought.</p> <p>Some s106 agreements have 'clawback' clauses allowing the developers to be re-paid the money if it is not spent within a certain timeframe. Thus there is a risk of communities losing out if money is not spent within the specific timeframes. Careful monitoring will prevent this from happening.</p>

		<p>There is a risk of funds not being spent in accordance with community aspirations and that community benefits may not be secured for the long term. Any recipients of grant offers will need to hold necessary powers and have a suitable organisational structure in place. Where necessary Community Use Agreements will be implemented to secure long term community use.</p> <p>There is a risk that the requirements of the Council's Financial Procedure Rules will not be met. All payments will be made in accordance with the Rules and contracting/tendering procedures where relevant.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	N/a
Safeguarding	N	N/a
Community Safety, Crime and Disorder	N	N/a
Health, Safety and Wellbeing	N	N/a
Other implications	N	none

### **Appendices**

Appendix A – Summary of S106 Deposits as at 31st March 2017

Appendix B – Flowchart showing the process for spending S106 Deposits for Affordable Housing

Appendix C – Draft application form for S106 funding for Affordable Housing

### **Background**

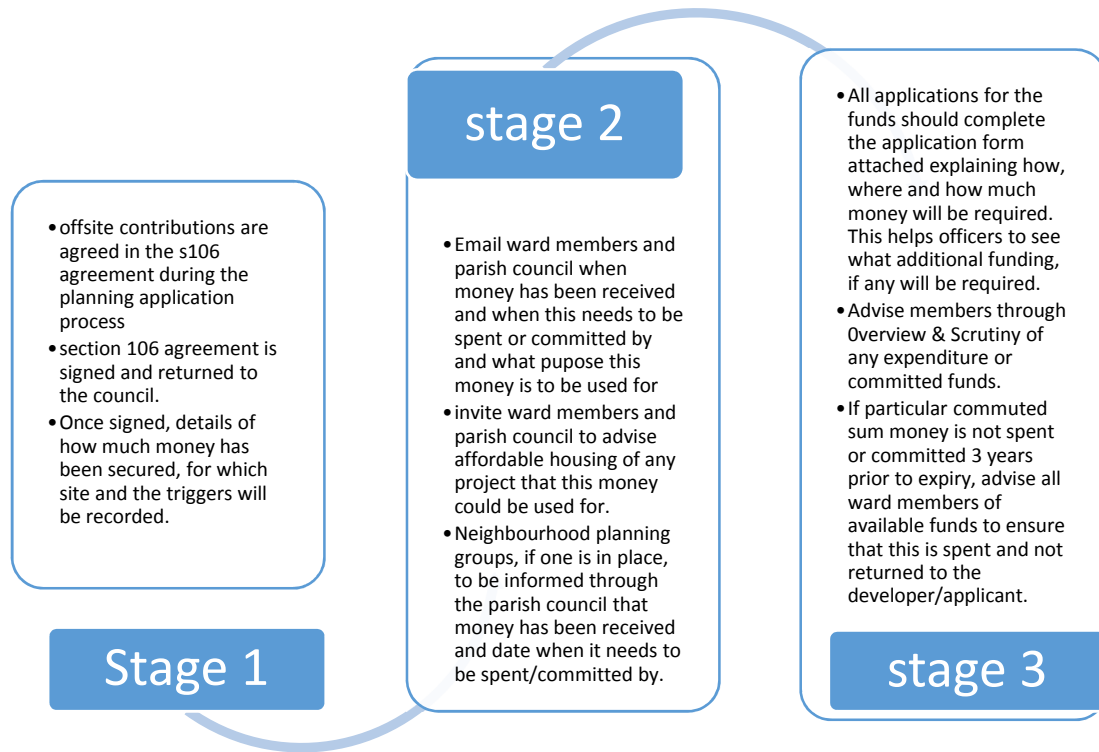
Report of Lead Specialist for Place and Strategy – Executive 10 September 2015 – Release of S106 Funds for Open Space, Sport and Recreation, Community and Landscape projects.

SECTION 106 DEPOSITS 2016/17					APPENDIX A
BALANCE SHEET CLASSIFICATION: LONG TERM LIABILITIES - REVENUE					
COST CENTRES: S0500 & S0501					
Classification Code	SITE	Date Received	Restriction/ Committed End Date	Conditions and Use (OSSR = Open Space Sport and Recreation)	TOTAL S106 DEPOSITS AT 31.3.2017 £
<b>REVENUE</b>					
<b>Langage Energy Centre</b>					
1007	- Landscape Fund (PG01)		25 years	As described	164,165.17
1008	- Local Liaison Group (PG02)		25 years	As described	6,478.81
1009	- Public Art (PG03)		25 years	As described	116,136.77
1010	- Migrant Workers (PG04)		No restriction/ committed end date	As described	1,551.18
1011	- Air Monitoring Equipment (PG05)		25 years	As described	28,909.64
1012	- Ecology Park (PG06)		25 years	As described	34,841.03
1013	- Ecology Park Mtc (PG07)		25 years	As described	34,841.03
2020	- Construction of starter units (PG08)			As described	1,195,047.08
2021	- Bus interchange - deep lane junction (PG09)		25 years	As described	28,453.19
2022	- Enhanced bus services (PG10)		25 years	As described	227,628.54
2118	Langage Consultants Fees (MP)			As described	30,568.38
2255	New Parks Farm, Blackawton (06/2313/09/F)	05/09/11	25 years	Required as a result of the development - spent on OSSR within or directly relating to the parish of Blackawton or on such other Blackawton Community project as the Council shall see fit	2,596.00
2338	Steam Packet Inn, Kingswear	03/09/12	5 years	Open Space Sport and Recreation Contribution	2,465.25
2384	Land West of Ermington (21/1425/12/F)	12/02/13	5 years	OSSR	38,900.00
2411	Maypool House Youth Hostel (30/2787/10/F) - Dwelling One	20/03/12	No restriction/ committed end date	Affordable Housing Contribution( £10,000) and Open Space (£4,868.75)	14,868.75
2806	Maypool House Youth Hostel (30/2787/10/F) - Dwelling Two	10/02/16	No restriction/ committed end date	Affordable Housing Contribution	15,000.00
2428	Former Old Chapel Inn, Bigbury (05/0227/11/F)	02/05/13	No restriction/ committed end date	Affordable Housing Contribution (£97,578), Open Space Sport and Recreation Contribution (£12,198) towards open public space	109,776.00
2429	Milizac Close (Underhay) Yealmpton (62/2948/11/O)	13/05/13	5 years	Sport and Recreation Contribution towards improved facilities for formal sport and recreation relating to the development	14,965.48
2460	Loughrigg Coronation Rd,Salcombe (42/0652/11/F)	20/08/13	10 years	Affordable Housing Contribution (£8952.75) , Open Space Sport and Recreation Contribution (£11,625)	20,577.75
2652	Land Ven Farm Brixton (07/2022/12/F)	13/05/14	No restriction/ committed end date	Sport & Recreation/Employment	40,500.00
2652	Land Ven Farm Brixton (07/2022/12/F)	13/05/14	No restriction/ committed end date	Conservation of Tamar Estuaries Complex SPA	967.30
2652	Land Ven Farm Brixton (07/2022/12/F)	12/05/16	Capital spend	Open Space Sport and Recreation Contribution towards open public space/sport/recreation scheme within the parish of Brixton	12,000.00
2691	Warland Garage (56/2793/11/F & 56/1520/12/F)	04/08/14	25 years	Affordable Housing Contribution	9,689.01
2698	Boathouse Dartmouth Quay (15/2046/13/F)	17/08/14	5 years	Tree planting in Dartmouth	8,000.00
2705	Trennels, Herbert Rd, Salcombe (41/0929/13/F)	21/10/14	25 years	Affordable Housing Contribution (£93,001), OSSR(£13,650)	106,651.00
2714	Windward, Stoke Fleming	30/03/15	No restriction/ committed end date	OSSR	22,913.00
2715	Harvey's Field (32/0844/12/F)	04/03/15	10 years	£60,000 for Employment (Rural Growth Network) administered by LEP	61,507.10
2716	Bonfire Hill, Salcombe (41/1915/13/F)	04/03/15	5 years	Open Space Play (£40,913) and Sports (£64,060) and Maintenance (£11,666) and Ecology (£61,475) and uplift	193,857.29
2717	Old Grist Mill 53/1706/07/F	12/01/15	No restriction/ committed end date	OSSR	39,035.88
2718	Sawmills Field, Dartington 14/1744/13/F	11/12/14	7 years	Improved facilities for off-site open space and play provision in Dartington (£44,667), improved sports facilities in Dartington (£90,837) and uplift	150,191.40
2749	Alston Gate, Malborough 33_46/1890/11/F	29/03/15	5 years	Public open space contribution	30,000.00
2789	Marridge Farm, Ugborough	25/09/15	No restriction/ committed end date	OSSR	13,650.00

SECTION 106 DEPOSITS 2016/17					APPENDIX A
BALANCE SHEET CLASSIFICATION: LONG TERM LIABILITIES - REVENUE					
COST CENTRES: S0500 & S0501					
Classification Code	SITE	Date Received	Restriction/ Committed End Date	Conditions and Use (OSSR = Open Space Sport and Recreation)	TOTAL S106 DEPOSITS AT 31.3.2017
2802	Riverside, Totnes	07/12/15	No restriction/ committed end date	Affordable Housing Contribution (£100,000), playing fields contribution (£267,155) and Play (£92,260)	459,415.00
2808	Leyford Close, Wembury (58/0176/13/O)	09/02/16	5 years	Sports and Recreation Contribution and Tamar Estuaries SAC Management Contribution	182,698.69
2819	Churchstow (11/0046/14/F)	29/04/16	No restriction/ committed end date	Affordable Housing Contribution	19,689.00
2820	Follaton Oak, Totnes (56/2346/10/O)	15/04/16	7 years	Education (£165k DCC), Green Travel Plan (£35k), and Open Space, Sport and Recreation Contribution (£60k), Pedestrian Path Contribution (£12k), Indexation Uplift (£77K) less (£244K) money owed to Devon County Council	105,265.07
2835	Gara Rock Hotel, Salcombe (20/2104/13/F)	17/05/16	No restriction/ committed end date	Affordable Housing Contribution (£334,895.40), OSSR (£6,423.10)	341,318.50
2838	Treetops, Salcombe (41/3063/13F)	30/06/16	5 years	Affordable Housing Contribution (£13,000), OSSR (£7,000)	20,000.00
2850	Sorley Tunnel (11/2425/07/F)	28/07/16	No restriction/ committed end date	OSSR	8,130.18
2860	Plot 2 Godwell Lane, Ivybridge (27/1758/11/F)	07/10/16	No restriction/ committed end date	OSSR	141,609.95
2861	Barn Conversions at Butlas Farm (07/1601/08/F)	08/11/16	No restriction/ committed end date	Open space, sport and recreation contribution within or directly related to the parish of Brixton	16,254.51
2862	Lutton Farm Barns, Ivybridge (12/0053/07/F)	08/11/16	No restriction/ committed end date	Public open space contribution	8,965.15
2863	Land at SX 8638 5117, Ivatt Road, Dartmouth (15/0587/13/F)	08/11/16	No restriction/ committed end date	Open space, recreation and/or sports facilities within Dartmouth	17,889.58
2866	Tumbly Hill, Kingsbridge (28/1571/06/F)	08/11/16	10 years	Public Open Space Contribution towards the provision of public open space required as a result of the Development	7,725.10
2867	Centry Farm, Kingsbridge (28/0731/08/F)	08/11/16	25 years	Public Open Space Contribution shall be spent on Open Space Sport and Recreation for the use of the public within or directly related to the Parish of	686.73
2868	Venn Barn, Venn Lane, Stoke Fleming (51/1771/07/F)	08/11/16	25 years	Open Space, Sport and Recreation within, or directly related to, the Parish of Dartmouth	3,534.25
2878	South Embankment, Dartmouth (15/2092/15/F)	15/12/16	25 years	Open Space Sport and Recreation Contribution for the purposes of providing, improving or enhancing the open space, sport and recreational facilities within Coronation Park Dartmouth	4,875.00
2894	Meadowside, Totnes (56/2246/13/F)	27/03/17	5 years	Sports Pitch contribution in the vicinity of the development	64,173.28
Various	Other				36,536.00
<b>Subtotal ccS0500</b>					<b>4,215,498.02</b>
<b>Sherford (ccS0501)</b>					
2600	Sherford Review Panel Set up Contribution				8,690.50
2601	SRP Annual Contribution				1,690.66
2602	Fees - Parish Council				0.00
2603	Fees - Monitoring				20,805.88
2604	Economy - Economy & Training				1,611.75
2893	Sherford Delivery Team				40,000.00
<b>Subtotal ccS0501</b>					<b>72,798.79</b>
<b>TOTAL S106 DEPOSITS (WITH CONDITIONS)</b>					<b>4,288,296.81</b>
PG28	Rathvendon, Bigbury (1023)			No conditions	7,312.50
PG36	Sedgewell Sands, Marine Drive			No conditions	7,372.00
2726	St Johns Ambulance, Dartmth 15/1389/12/F			Affordable Housing - provision, enhancement, management	23,000.00
<b>TOTAL S106 DEPOSITS (NO CONDITIONS)</b>					<b>37,684.50</b>
<b>Capital Grant Unapplied (Cost centre S0585)</b>					

SECTION 106 DEPOSITS 2016/17					APPENDIX A
BALANCE SHEET CLASSIFICATION: LONG TERM LIABILITIES - REVENUE					
COST CENTRES: S0500 & S0501					
Classification	SITE	Date	Restriction/	Conditions and Use	TOTAL S106
Code		Received	Committed End Date	(OSSR = Open Space Sport and Recreation)	AT 31.3.2017
	Fallapit House, East Allington			Affordable Housing	87,124.50
<b>TOTAL CAPITAL GRANTS UNAPPLIED</b>					<b>87,124.50</b>
Note: The amounts shown above are before any monitoring fee has been deducted, where this is set out in the S106 Agreement.					
(See Section 6 of the covering report which explains this in more detail)					

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- If funds are unspent or uncommitted, dependant on the wording of the s106 agreement, within a specified period of time, the available commuted sum will be opened up to all areas of the district on a first come first served basis to ensure that the funds are spent and not returned.
- All applications will be assessed to verify the likelihood of the funds being spent.
- If more than one application for a particular s106, the application will be assessed by affordable housing in conjunction with the ward members and the Leader, Deputy Leader and Executive Member of Customer First.
- Members will be informed of all s106 contributions which affordable housing have collected/agreed on a 6 monthly basis.

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By contacting us, the community wishes to utilise Section 106, offsite funding for affordable housing. This funding can only be used in the context of housing due to the legal limitations. If you wish to access money for Open Space Sports & Recreation, please contact Rob Sekula on [rob.sekula@swdevon.gov.uk](mailto:rob.sekula@swdevon.gov.uk)

Name of community

Contact details

Please detail who you are eg, ward member, parish council, Neighbourhood Planning Group, other  
.....

Do you have a specific project, scheme or site identified, if yes please provide as much detail about the scheme as possible?.....  
.....  
.....  
.....

If you do not have a project, scheme or site identified, do you wish to understand all options available? YES/NO (if yes a member of the team will be in contact with you, please ensure that we have your name and telephone number/email address)

In order for us to provide the correct advice, please could you advise us of the outcome/s this money could deliver? Please provide as much detail as possible e.g. type, tenure and size of accommodation, bringing empty homes in to use, site purchase.....  
.....  
.....  
.....

Do you currently have a site in mind to deliver your project, if so please provide a location plan, landowner details and whether the community have an agreement in principle to deliver housing on this site?.....  
.....  
.....

Has planning been applied for or granted on the potential site? YES/NO

**If you have not yet discussed site selection, we can assist you with this process, please indicate if you would like guidance regarding this.**

Do you have access to any funding? If yes please advise us of the source and amount of funding so far? Alternatively please advise us of any applications/contact you have made.....  
.....

**If you have not yet been awarded any funding, we can advise you of funding sources dependant on your project.**

If you have a business plan or funding has been awarded please provide as much detail as possible, please attach this to your form or email this to [affordable.housing@swdevon.gov.uk](mailto:affordable.housing@swdevon.gov.uk)

Please indicate an estimate of how much funding is required.....  
.....

Do you know if a housing need has been identified? YES/NO

Have you entered into any pre-application discussions with the local authority? YES/NO

When do you aim to complete your project, an indicative timescale would be useful if possible?

For any queries please contact [affordable.housing@swdevon.gov.uk](mailto:affordable.housing@swdevon.gov.uk)

Report to: **Overview & Scrutiny Panel**  
Date: **6 July 2017**  
Title: **Revenues & Benefits Performance and Service Update**  
Portfolio Area: **Customer First – Cllr Bastone**  
Wards Affected: **All**  
Relevant Scrutiny Committee:

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

Date next steps can be taken:

Author: **Isabel Blake** Role: **COP lead Housing, Revenues & Benefits**

Contact: **01822 813551/Isabel.blake@swdevon.gov.uk**

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## **RECOMMENDATIONS:**

**That the Panel NOTE the:**

- 1. current position and performance of the Revenues & Benefits Service; and**
- 2. initiatives and improvement currently under development**

### **1. Executive summary**

- 1.1 This report seeks to give Members more of an insight into the current performance of the Revenues & Benefits service areas. It is also intended to give an update and assurances about how these key areas of business, with high levels of customer interaction are continuing to develop, using innovative new products that will improve customer service and drive through efficiency.

### **2. Background**

- 2.1 The Revenues Service exists to collect Council Tax from Residents and Business Rates from Businesses on behalf of all preceptors, for the purpose of clarity this is listed below

<b>Council Tax - 43,769 properties (31/03/17)</b>	<b>Business Rates - 5,549 premises (31/03/17)</b>
73% DCC (including adult social care)	50% Central Government
10% Police & Crime Commissioner for Devon & Cornwall	<b>40% SHDC</b>
<b>9% SHDC</b>	9% DCC
5% Devon & Somerset Fire & Rescue Authority	1% Devon & Somerset Fire & Rescue Authority
3% (approx. average) Town/Parish Council	

2.2 In 2016/17 our in-year collection rate for council tax was 98.12% (a slight reduction of 0.05% on the previous year's figure) and 97.70% for Business Rates (a reduction of 1.35% on the previous year). It is important to note that these figures relate to in-year collection, and efforts to collect the remaining debt do not cease. There are several mitigating reasons for the business rate collection reduction, due to an unavoidable reduction in the number of courts and repayment arrangements concerning one large business that alone related to 0.7% of the total collection fund. (Please see appendix 1 for month by month collection information)

2.3 Whilst our collection rate remains strong, we also work hard to recover unpaid taxes. Our recent audit recommended we firm up on our approaches around persistent broken arrangements and failed direct debits. When internal lines of recovery are unsuccessful, the Council do refer to an external debt collector. The table below details cases referred to the external debt collector in 16/17

	Council Tax	Business Rates
Cases Referred	169	46
Returned at our request	6	12
Returned uncollectable	14	8
Total debt available for collection	£145,211.46	£91,777.76
Total Remittance	£21,151.38	£13,441.94

\*further cases have made arrangements with the debt collector and this amount will continue to come in as the debt is cleared.

2.4 Whilst it is right and proper that we ensure that outstanding debt is pursued wherever possible, it is important to note the safety net of council tax reduction. Currently we have 5166 council tax reduction claimants. Of this 2803 are pensioner claims and a further 2363 are from working age people.

## Benefits

- 2.5 The purpose of the Housing Benefits Service is to assess and administer applications for payment towards rent on behalf of the Department of Work & Pensions. The South Hams has a current caseload of 5702 active claims.
- 2.6 In 2016/17 the service processed 1066 new claims. As an annual average these took 27.68 days against a target of 24 days. In addition the service also processed 17564 changes in circumstances and these were completed on average over the year in 9.73 days against a target of 11 days.
- 2.7 The Service is also responsible for the allocation of Discretionary Housing Payments (DHP). This is a pot of money that we receive from the DWP to provide claimants affected by housing benefit reforms with further assistance for their housing costs. In the last financial year South Hams awarded in excess of £40k, assisting 137 claimants with a weekly DHP award. This helped 8 claimants that had been affected by the Benefit Cap, 46 claimants affected by the reductions in Local Housing Allowance (LHA) rates, 31 claimants that hadn't been affected by any welfare reforms but were suffering financial hardship and 52 claimants that had been affected by the spare room subsidy. We also awarded £52,588.47 to 114 claimants as one-off payments to assist with rent in advance, removal fee's and we also paid off arrears for 63 claimants to avoid eviction and prevent homelessness

## Resource

- 2.8 Staff levels for each service is made up as follows

	Benefits	Revenues
Specialist	1	1
Case Management	12.3 FTE	7.5 FTE
Interim Resource	3 FTE (provided by off-site contractor)	3 FTE (1X fixed term, 2x provided by off-site contractor)

\*3.7 FTE interim resource are covered by vacancies on the establishment

- 2.9 There are current backlogs in each service, as of the 22<sup>nd</sup> June these were;

	Benefits	Revenues
Backlog	396	2897
Oldest date	30 <sup>th</sup> May 2017	2 <sup>nd</sup> May 2016

\*items in backlog include outstanding correspondence, work waiting to be processed, changes in circumstances etc

- 2.10 There is a further backlog in our recovery work, with 250 outstanding pieces of work, the oldest has a date of November 2016.

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

- 3.1 It is our aim to reduce our temporary resource to zero by March 2018, with the majority ceasing in September 2017. We will do this by reducing demand on the service, by investing in our digital offer, giving our residents choice in how they interact with us and by improving our internal processes. We are also investigating our debt recovery options, in a way to better improve our collection rates, whilst supporting our vulnerable customers and ensuring we offer easier ways to pay.

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

- 4.1 It has not been an option for the Council to continue delivering these services in the same way. If we are not successful in our proposed changes we will ultimately collect less, incur larger housing benefit overpayment debts, we risk being qualified by the DWP and therefore subject to more scrutiny, whilst at the same time not processing work in a timely manner, resulting in high customer dissatisfaction (which could ultimately lead to homelessness, if we are unable to put into payment housing benefit applications) and unacceptable levels of work related-stress on our staff.

### **5. Initiatives Underway**

- 5.1 In the autumn of 2015 we began work with a software supplier – IeG4 who were able to offer us solutions for both our Revenues & Benefits Services. These were an online Housing Benefit application form, a web portal for Council Tax and Housing Benefit Accounts and automated processing.

#### **5.2 Online Housing Benefit Application**

For the first time in South Hams we are now able to offer benefit claimants the ability to complete their application for benefit online. The intuitive form directs the customer to only the pages they need to complete as part of their form, rather than a paper form running to an excess of 20 pages which was complex and confusing for even those familiar with the process. The online claim form can also, whilst the form is being completed, performs a check for what evidence is needed based on the risk based verification principles. The customer is then presented with a list of evidence they need to provide and given the opportunity to upload photographs (if copies are sufficient) to ensure all the information is complete for the processing of the claim. This removes the manual entry of paper forms onto the computer system, the need to write out requesting further information as well as the return of in-complete forms back to the claimant. Since February 2017 (date of transfer for housing benefit into the W2 corporate IT) 83% of new claims have been completed online. Whilst the figures for changes in circumstance demonstrate a need to further work on this area – 11% since February we fully expect this to improve further as more people make their initial claim online and have a good experience.

### **Online Account**

South Hams Customers for both Council Tax and Housing Benefit now have the opportunity to sign up for an online account. This allows them to make changes to their application at a time and place convenient to themselves, without needing to phone in or come into our offices. The Account can give the customer details on their direct debit (including changing details of this), how much remains on their bill, when their next payment is due and allows them to add or remove people from their application or report a move. For Benefits this will allow them to complete the changes in circumstance, see details of when their next payment is scheduled, and any additional information we may be waiting for. To date there have been 2271 online accounts created. (Appendix 2,3,4)

It is important that vulnerable customers are not adversely impacted or that there are any delays in them claiming because they are not confident in using the online solution. For this reason we offer support, access to IT in our own reception, the use of friend, family and advocates where appropriate and in the exceptional cases we will send a localities officer out to assist someone who really is unable to claim by themselves. We still stock paper forms and these are offered when necessary. It is important to encourage people to self-serve when possible but ensuring we continue to provide a safety net for our most vulnerable customers.

### **Automated Processes**

Currently in test stage we have commenced work on automated processes or robotics, which will remove the need for any human intervention in a number of processes such as single person discount, direct debit set up and change of address. These processes will be able to "work" up to 24 hours a day (there will be downtime for vital daily system reconciliation) 7 days a week and afford us our biggest opportunity to ensure workload requirements are able to be met. Once live this element of service change will remove our reliance on the interim resource currently provided. We are one of the first few Local Authorities in the country to begin working with robotics, recognising the need to embrace changes in technology to ensure we can continue to deliver our services in the future and our partnership with IeG4, has been hugely positive.

### **Challenging work practices**

As part of our ongoing improvements it has been necessary to look at existing work practices and find ways we can ensure our staff are equipped to be able to work in the most efficient way whilst offering quality customer service. In Revenues we have drawn up a timetable of improvements. This includes additional training for our CST, supporting them to resolve more at the first point of contact, organising the work in a different way, and working with a critical friend to ensure we are doing everything in the most efficient way possible. In Housing Benefit we have worked with the case managers to ensure creations of overpayment are avoided

wherever possible and that timetables for returning information are adhered to.

### **Debt Recovery**

It has been recognised that our corporate approach to debt recovery requires improvement. Within Housing Benefit we have used some of the interim resource to specifically concentrate on recovery of overpayments. In 16/17 we were able to recover £114,035.96 (detail of outstanding overpayments can be found at Appendix 5)

The Council is also revisiting the service level agreement we hold with our debt collector and bailiff. We are also undertaking a piece of work to understand whether debt recovery as a corporate function would be better provided by a third party supplier or whether there is a business case to build a central resource in-house.

The focus remains finding the best way to run good quality services which are customer focused and offer value for money.

## **6. Implications**

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	Whilst there is legislation governing both Revenues & Benefit functions, this is not relevant to this report
Financial	N	Whilst there has been expenditure on software and interim resource this report does not seek additional funding for either.
Risk	N	This report is not seeking any decision making, however it is recognised that there are significant risks in this service area notably financial, performance & customer satisfaction and legislative compliance
Comprehensive Impact Assessment Implications		
Equality and Diversity		n/a
Safeguarding		n/a



Community Safety, Crime and Disorder		n/a
Health, Safety and Wellbeing		n/a
Other implications		n/a

**Supporting Information**

**Appendices:**

**Appendix 1 – In-year Collection Rates for Council Tax & Business Rates**

**Appendix 2, 3, 4 detailed breakdown of online account activity**

**Appendix 5 – Extract from Audit Annual Report (Appendix D)**

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CTAX 2016/17	South Hams		
	Last Year	This Year	% Difference
APR	10.51	10.07	-0.44
MAY	19.93	19.10	-0.83
JUN	30.12	29.58	-0.54
JUL	39.10	38.60	-0.50
AUG	48.02	47.66	-0.36
SEP	57.00	56.50	-0.50
OCT*	66.48	65.68	-0.80
NOV	76.25	75.85	-0.40
DEC	85.36	84.62	-0.74
JAN	94.34	93.80	-0.54
FEB	96.44	96.11	-0.33
MAR	98.17	98.12	-0.05

NNDR 2016/17	South Hams		
	Last Year	This Year	% Difference
APR	11.07	10.07	-1.00
MAY	20.33	18.12	-2.21
JUN	32.10	28.38	-3.72
JUL	41.11	37.43	-3.68
AUG	49.82	46.44	-3.38
SEP	58.63	55.62	-3.01
OCT*	66.10	65.35	-0.75
NOV	76.49	74.18	-2.31
DEC	84.99	82.20	-2.79
JAN	94.38	91.14	-3.24
FEB	96.60	94.58	-2.02
MAR	98.18	96.83	-1.35

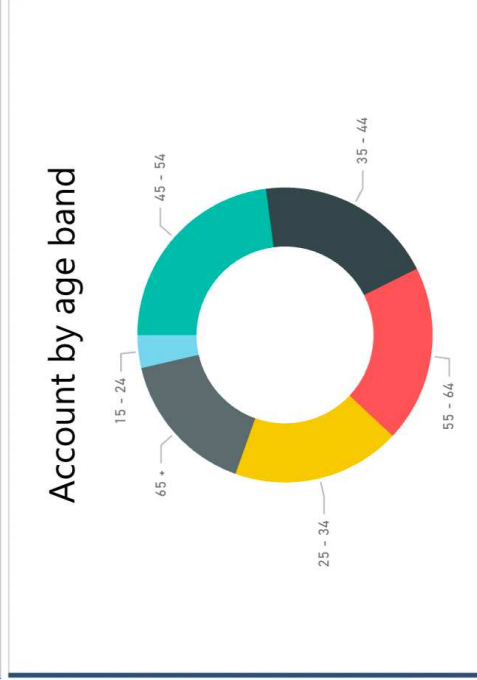
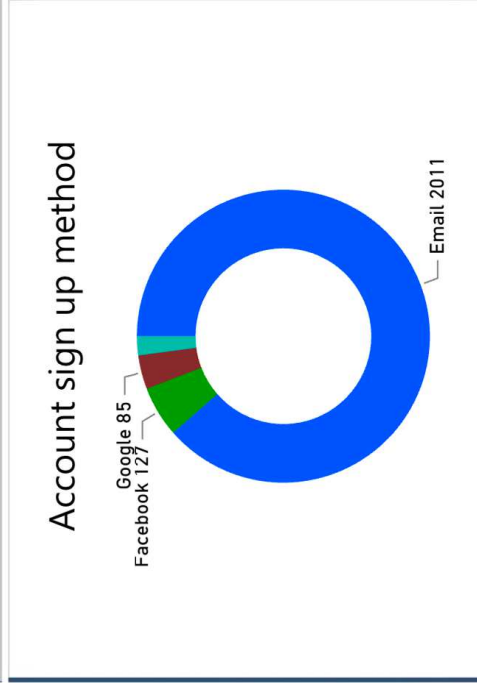
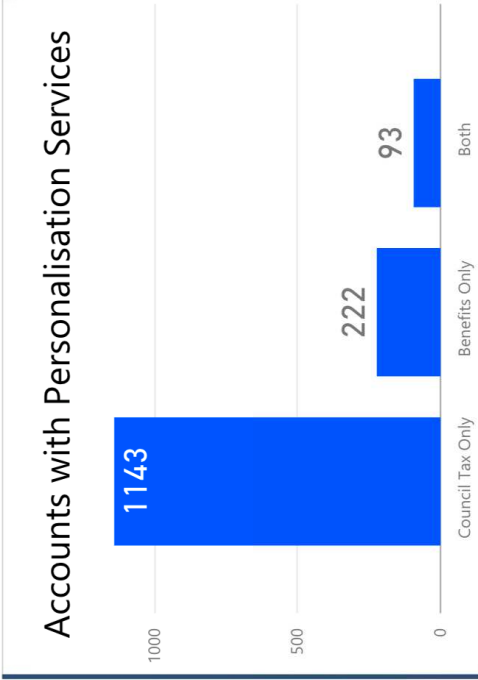
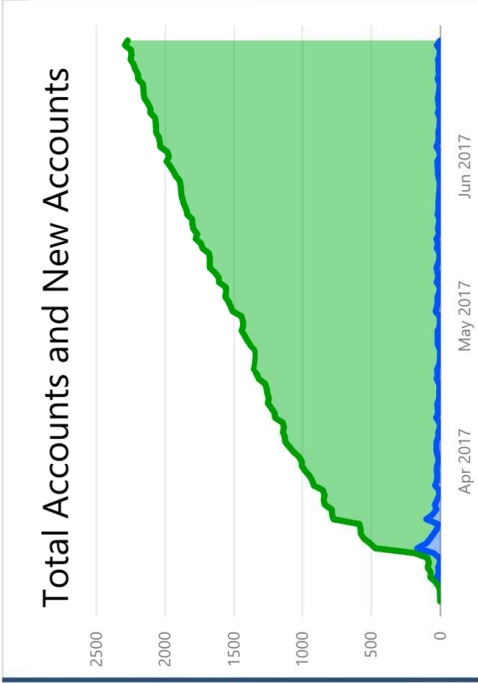
\* South Hams only - October 2014 figures used as 2015 reports failed to run anc

d cannot be run retrospectively

# OneVu Accounts - Analysis

27/06/2017 11:00

Total Accounts	<b>2271</b>
New Accounts Last 7 days	<b>83</b>
vs Previous 7 days	<b>-16%</b>
Avg. New Daily Accounts	<b>12</b>
% Created Out of Hours	<b>38</b>
Count of Out of Hours	<b>857</b>
% Personalised	<b>64</b>



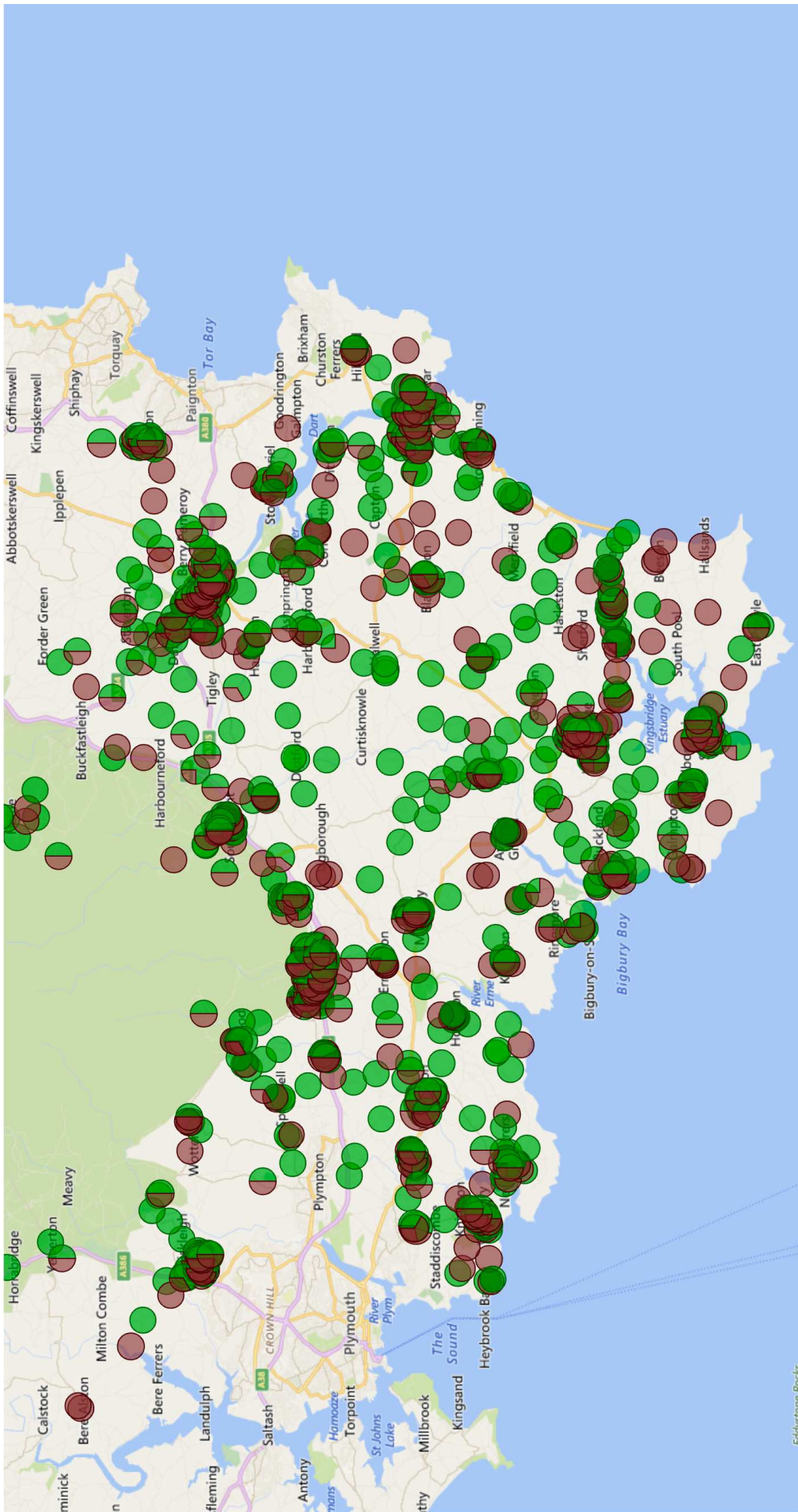
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ACCOUNTS OPENED BY MONTH



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**Strategic Debt Review 2016-17**

Table 1 - 2016/17 Strategic Debt Review Data Summary - South Hams

Debt Stream	2013/14		2014/15		2015/16		2016/17	
	Value	% inc rease/ decrease	Value	% inc rease/ decrease	Value	% inc rease/ decrease	Value	% inc rease/ decrease
Sundry Debtors (monetary value) £	378,119	-	426,411	12.8%	465,761	9.2%	550,428	18.2%
Housing Benefit Overpayments (monetary value) £	1,112,151	-	1,269,962	14.2%	1,140,497	-10.2%	1,239,587	8.7%
Council Tax (collection rate) %	98.8	-	98.3	-0.5%	98.2	-0.1%	98.1	-0.1%
Business Rates (collection rate) %	98.6	-	98.6	0.0%	98.2	-0.4%	96.8	-1.4%

## APPENDIX D

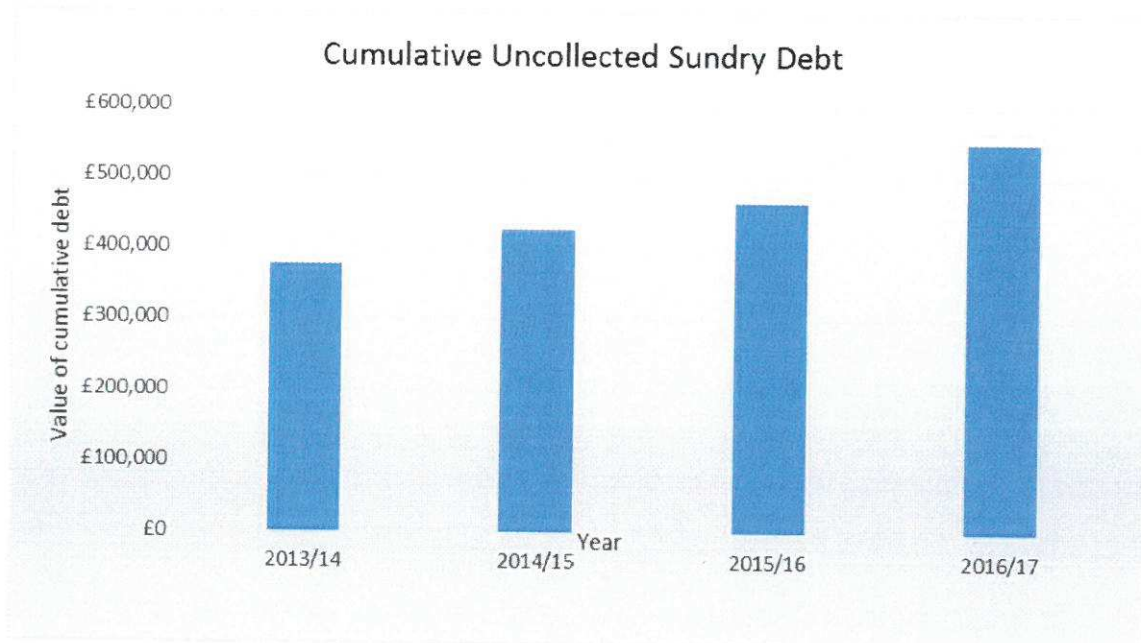
The following paragraphs provide a high level summary of the levels of each type of debt.

### Sundry Debts

Table 2 shows the cumulative uncollected sundry debt for the Authority. The figures shown for each year end exclude any invoices less than thirty days old (recovery not commencing until this point), but do include a number of credits owed by the Council to debtors which, at 31 March 2017, totalled £25.8k.

It is to be noted that the Council issued a Section 106 invoice for £141,610 in October 2016. The debtor has disputed the invoice for several months, but has recently made an offer to clear the account. Although not yet collected, this invoice is not reflected in Table 1 above or the table below, so as not to distort year on year trends.

Table 2: Cumulative Uncollected Sundry Debt Values for SHDC at 8th June 2017

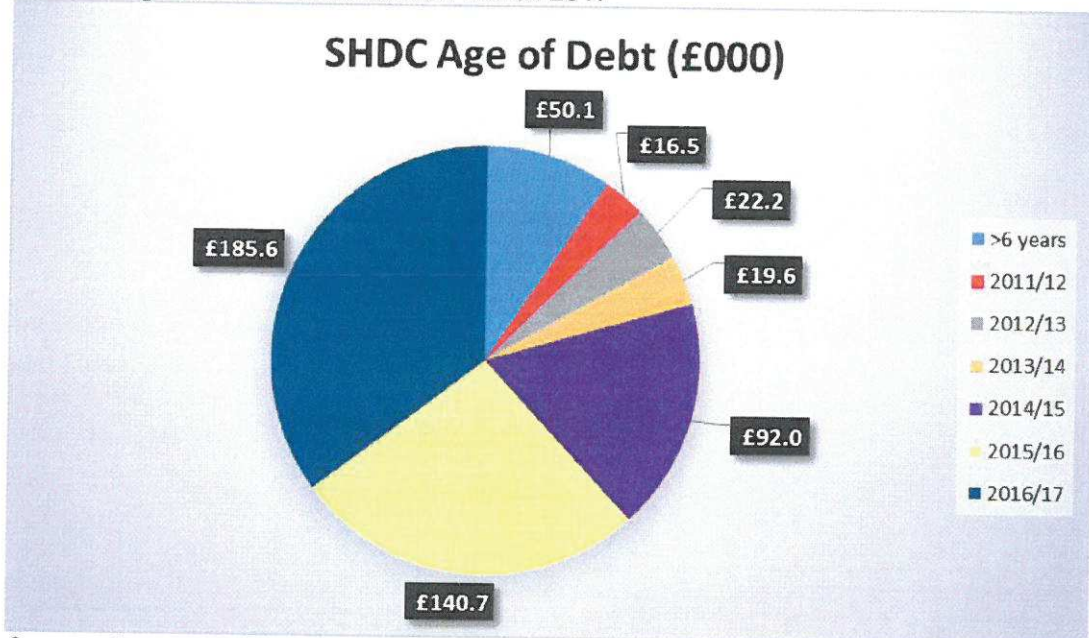


Source: Sundry Debtor System Reports

**APPENDIX D**

Table 3 shows the proportions of outstanding sundry debt aged between one and six years or more.

Table 3: Age of Debt Profile as at 31 March 2017

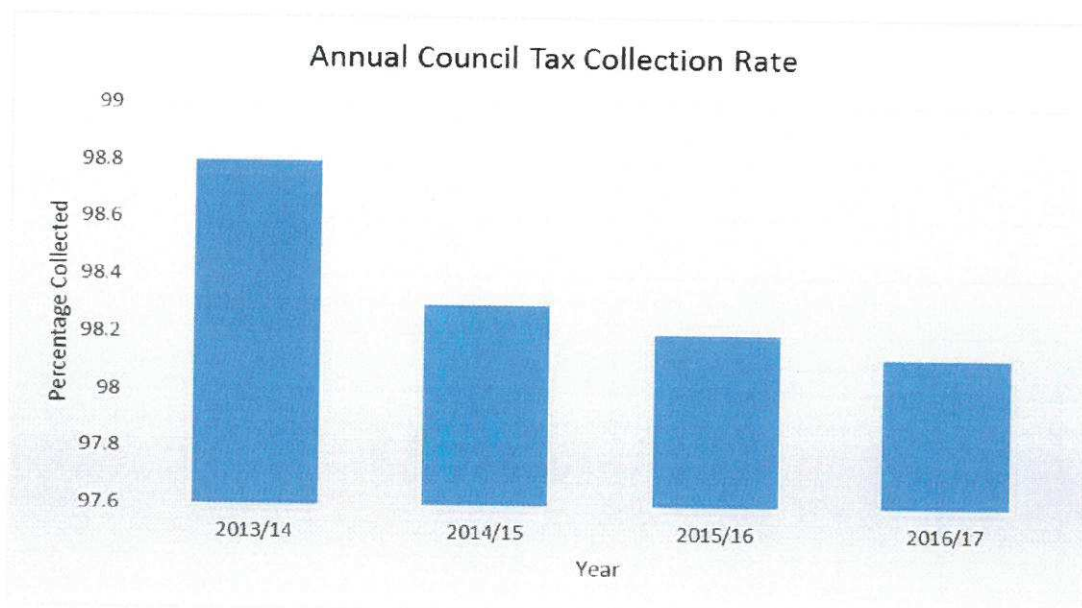


Source: Sundry Debtor System Reports

**Council Tax**

The Council Tax collection rate for the Authority is shown in Table 4. Recovery rates remain high and compare well to both the national and “shire” averages including other Devon authorities.

Table 4: South Hams Annual Council Tax Collection Rate



Internal Audit: 2016/17 Annual Report

Source: Covalent performance indicator data

The collection rate has reduced by 0.05% compared to 2015/16.

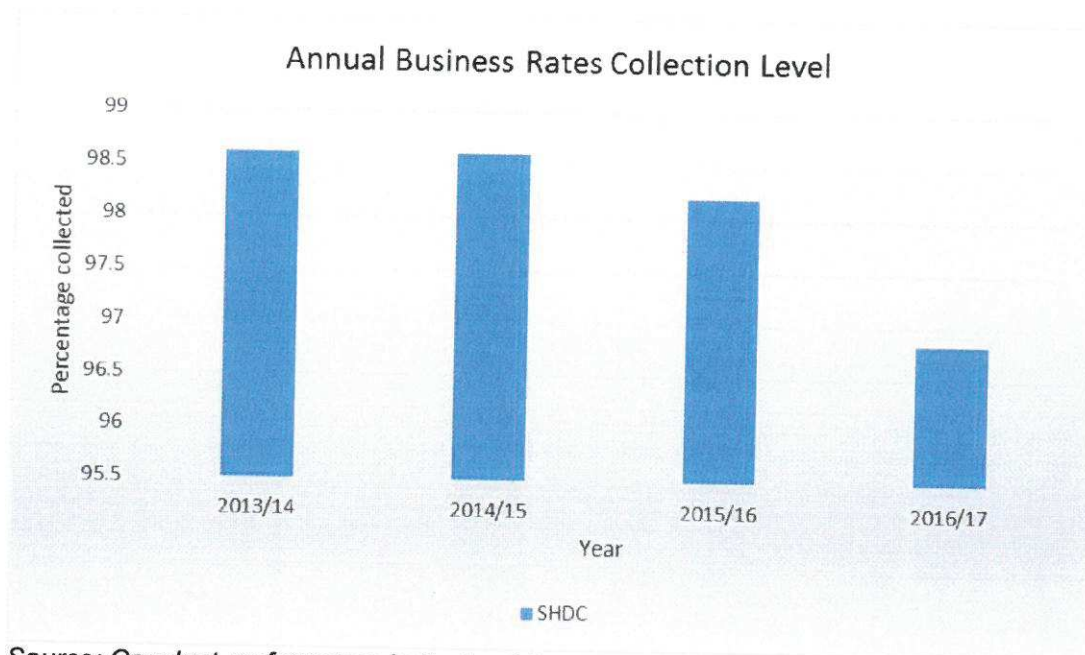
The slight reduction in collection rate is partly attributed to the fact that since 2015 a contribution to Council Tax is payable by those residents of working age who are in receipt of Council Tax Reduction and also there were delays in issuing the first bills of 2016/17 which will have had a knock on effect on instalment due dates.

**Business Rates**

Business Rates collection levels remain reasonable, as shown in Table 5, and generally compare well to both the national and “shire” averages including other Devon authorities.

Despite this, there is still a reduction of 1.35% for the Council compared to the previous year's collection rate. This is attributed to several causes. a mid-year national revaluation of medical centres leading to a number of over-payments and a few large companies paid their rates later than expected which, in itself, had a 0.7% adverse impact on the collection rate.

Table 5: SHDC Annual Business Rates Collection Levels

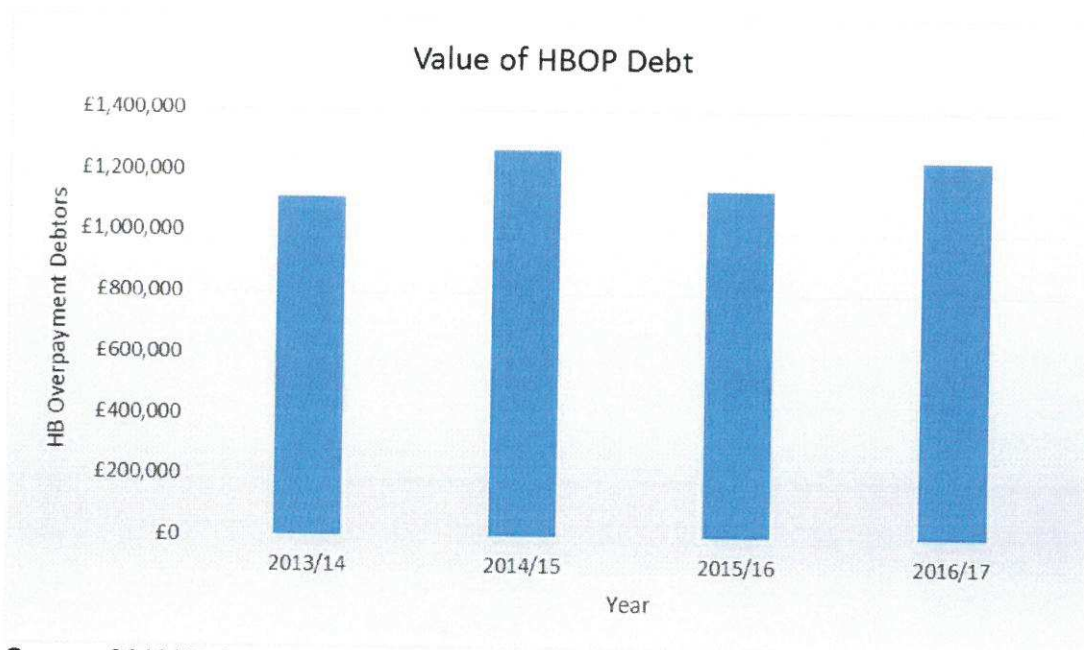


Source: Covalent performance indicator data

**Housing Benefit Overpayments (HBOP)**

Table 6 shows levels of HBOP debt since 2013/14. We understand that recent HBOP debt levels may have increased partly due to the use of RTI (Real Time Information). This has identified unreported changes of circumstances which have resulted in overpayments.

Table 6: South Hams Housing Benefit Overpayments (HBOP)



Source: 2016/17 Accounts Closedown working papers

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# Agenda Item 10

## Scrutiny Proposal Form

(This form should be completed by sponsoring Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

**Note:** The matters detailed below have not yet received any detailed consideration. The Overview and Scrutiny Panel reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Steve Mullineaux	Date of referral	6 <sup>th</sup> July 2017
Proposed topic title	Joint Task & Finish Group to Agree Council Performance Indicators		
What needs to be scrutinised and why?	<p>The corporate balanced scorecard contains a number of performance indicators, which provide information on the overall service provided by the council.</p> <p>It is proposed that this is reviewed and updated to consider the new range of information that can be extracted out of the system and reconsider what measure drive performance in the direction that is best for our residents.</p>		
Link to national, regional and local priorities and targets	A comprehensive set of performance indicators are required in order to evidence whether the council is delivering the appropriate service outcomes for its customers and delivering value for money.		
<p>Key Objectives</p> <p>Please keep to SMART objectives (Specific, Measurable, Achievable, Relevant and Timely)</p>	<ul style="list-style-type: none"> <li>• Initial meeting: Agree upon a common set of performance indicators across both South Hams and West Devon that cover the functional aspects of council performance</li> <li>• Agree approach to style of reporting, for example including a rolling programme of in-depth service area reporting, Q1 Planning, Q2 Benefits, Q3 Waste</li> <li>• Subsequent meeting to confirm 'functional' performance indicators and targets developed earlier and use gap analysis to consider council priorities and develop additional measures to evidence council effectiveness against priorities. This should ensure a complete suite of measures to encompass all council activity, both statutory and discretionary.</li> </ul>		
<p>How long do you think is needed to complete this exercise? (Where possible please estimate the number of weeks, months and meetings required)</p>	<p>The exercise is expected to be completed by end of September 2017, with a recommendation to the relevant scrutiny or executive / hub committee as appropriate.</p> <p>An initial joint meeting supported by officers will be held to explore the functional measures. It is envisaged that this will set the direction for the more detailed work which will be completed by the performance and intelligence team. A second meeting will be held to confirm the functional measures and targets and perform the gap analysis of the councils' priorities. A third shorter meeting</p>		

	could be held to confirm the further work done out of the second meeting and finalise the proposal for Overview & Scrutiny's consideration.
Is the matter one of concern to residents/local businesses?	<b>NO</b> ( <i>not specifically, though it is envisaged the monitoring of performance will ultimately be of benefit to them</i> )
Can Scrutiny influence and change things? (If yes, please state how you think Scrutiny can influence or change things).	<b>YES</b> ( <i>via the task &amp; finish group and through the final debate and agreement of the proposal</i> )
Does the matter relate to an underperforming service or area?	<b>NO</b> ( <i>However, It is felt that the review is required to ensure the PIs are fit for purpose</i> )
Does the matter affect a large number of residents or a large geographical area of the County (If yes, please give an indication of the size of the affected group or area).	<b>YES</b> ( <i>All residents</i> )
To your knowledge, is anyone else looking at this matter? (If yes, please say who is looking at it).	No, but it is intrinsically linked to the work currently being done on council priorities
Where can relevant evidence and/or data be found?	The T&F group will work with officers from the performance and intelligence team, along with relevant group managers.

Please return this form to: **Darryl White, Democratic Services, South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE**

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

## Scrutiny Proposal Form

(This form should be completed by sponsoring Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

**Note:** The matters detailed below have not yet received any detailed consideration. Overview and Scrutiny reserve the right to reject suggestions for scrutiny that fall outside the Council's remit.

Proposer's name and designation	Nadine Trout, Commissioning Manager	Date of referral	08.06.17
Proposed topic title	SH Task & Finish Group – Discretionary Grant Funding Review		
What needs to be scrutinised and why?	Discretionary grant funding has been in place for many years and has not been subject to comprehensive review. Current spend equates to a sizeable budget.		
Link to national, regional and local priorities and targets	To ensure council tax money is best spent and aligned to corporate priorities.		
Key Objectives Please keep to SMART objectives (Specific, Measurable, Achievable, Relevant and Timely)	Review existing discretionary grant funding. Consider value for money, alignment to priorities and whether want to continue or scale back funding.		
How long do you think is needed to complete this exercise? (Where possible please estimate the number of weeks, months and meetings required)	1-2 T&F meetings each lasting up to 1.5 hours supported by Nadine Trout, Commission Manager.  Ideally meetings would take place as soon as possible and before budget setting in the Autumn.		

Is the matter one of concern to residents/local businesses?	<b>YES / NO</b>
Can Scrutiny influence and change things? (If yes, please state how you think Scrutiny can influence or change things).	<b>YES / NO</b> <b>By agreeing to the formation of a T&amp;F group; nominating members to sit on it and tasking said members to form a set of recommendations on future partnerships to forward to Exec.</b>
Does the matter relate to an underperforming service or area?	<b>YES / NO</b> <b>Discretionary grant funding arrangements do not appear to be as tightly managed as they could be. Internal audit has highlighted a need to review and welcome member involvement.</b>
Does the matter affect a large number of residents or a large geographical area of the County (If yes, please give an indication of the size of the affected group or area).	<b>YES / NO</b> <b>All residents as it relates to Council spend ultimately derived from their council tax.</b>
To your knowledge, is anyone else looking at this matter? (If yes, please say who is looking at it).	<b>No.</b>
Where can relevant evidence and/or data be found?	Only significant partnerships were looked at by a joint Member Review Panel as a result of an SH O&S recommendation made on 17.09.15. The Community Safety Partnership, CVS and CAB were deemed as significant partnerships at that time. Furthermore only recommendations were made with regards to funding up until 17/18 and not beyond. The panel did not look at all discretionary grant funding arrangements as it was considered too onerous at the time.

**Please return this form to: Darryl White, Democratic Services**  
**Email: [darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)**



		<p>requested that it be in receipt of a detailed report at its meeting on 27 July 2017.</p> <ul style="list-style-type: none"> <li>- With regard to the Contact Centre, the lead Executive Member reminded those present of the opportunity for Members to visit the Contact Centre and shadow an officer and confirmed that she had requested that officers set up additional such sessions in the upcoming months.</li> <li>- In response to a request, it was agreed that the Member Hotline Number should be re-circulated and the benefits of using the Skype facility to contact officers was also emphasised.</li> <li>- That the principle of establishing a joint SH/WD Task and Finish Group to review the Performance Indicators and targets be supported, subject to the draft Terms Of Reference being presented to the next Panel meeting on 6 July 2017 for approval;</li> <li>- That the principle of establishing a Contact Centre Review Task and Finish Group be supported, subject to the draft Terms Of Reference being presented to the next Panel meeting on 6 July 2017 for approval.</li> </ul>	<p>Anita Ley / Darryl White</p> <p>Anita Ley / Darryl White</p> <p>Steve Mullineaux</p> <p>Steve Mullineaux</p>	<p>Three sessions have been booked in for Members on 6, 13 and 20 July.</p> <p>Hotline number re-promoted in Members' Bulletin on 30 June 2017.</p> <p>Work programme updated accordingly</p> <p>Work programme updated accordingly</p>
16 May 2017	O+S Annual Report <b>O&amp;S.8/17</b>	<p>The Panel requested that, before being ultimately approved, the paragraph relating to the Sherford Development (page 44 of the presented agenda refers) be amended;</p> <p>That Council be <b>RECOMMENDED</b> to approve the Annual Report for 2016/17, subject to the Sherford Development paragraph (page 44 of the presented agenda report refers) being amended.</p>	<p>Darryl White</p> <p>Darryl White</p>	<p>To be considered at the Special Council meeting on 27 July</p>
16 May 2017	Task and Finish Group Updates	Members recognised the need to re-convene the Group and those in	Helen Dobby / Darryl	The next Group meeting has

	(a) Dartmouth Lower Ferry <b>O&amp;S.9/17(a)</b>	attendance were reminded of the ability for all Members to be able to attend and partake at these meetings.	White	been arranged for Friday, 21 July
16 May 2017	Task and Finish Group Updates (b) Waste and Recycling <b>O&amp;S.9/17(b)</b>	<b>RECOMMENDED</b> That the Executive be <b>RECOMMENDED</b> that  1. the key findings of the Waste Working Group be referred to the SH/WD Joint Steering Group and used to inform the Budget Setting process for 2018/19; 2. with immediate effect, the Council furthers discussions with Devon County Council related to disposal costs linked to service design and transfer station use; 3. efficiencies linked to current service delivery (as outlined in the Working Group scope) and at paragraphs 3.4 – 3.11 inclusive are delivered during 2017/18 where proven to be operationally feasible; 4. a charge of £35 per container be imposed on new standard 180 litre wheeled bins for any newly built properties and for any householder requests to be in receipt of additional bins; and 5. the notes arising from meetings of the SH/WD Joint Steering Group be presented to future Panel meetings for consideration.	Helen Dobby	Reccs to be presented to the Executive on 29 June
16 May 2017	Actions Arising / Decisions Log <b>O&amp;S.10/17</b>	In response to a question, officers gave an assurance that they would ask for a progress update to be circulated to all Members on the pre-application service review.	Pat Whymer	
16 May 2017	Draft Annual Work Programme <b>O&amp;S.11/17</b>	In consideration of its Annual Work Programme, the following comments, additions and amendments were made:-  (a) Bearing in mind the likely length of the next Panel meeting agenda on 6 July, Members agreed that the following items should be deferred to a later		

		<p>meeting:</p> <ul style="list-style-type: none"> <li>○ An overview of the Sickness Absence Monitoring Report; and</li> <li>○ Health and Safety Policy Progress Report;</li> </ul> <p>(b) That an update on Village Housing Initiatives be scheduled on to the Work Programme for the Panel meeting on 24 August 2017.</p>	<p>Andy Wilson</p> <p>Ian Luscombe</p> <p>Alex Rehaag</p>	<p>Both items scheduled on the Work Programme for 24 August</p> <p>Work Programme updated accordingly</p>
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## OVERVIEW AND SCRUTINY PANEL

### DRAFT ANNUAL WORK PROGRAMME – 2017-18

Date of Meeting	Report	Lead Officer
27 July 2017	Quarterly Performance Indicators (NB. to include Development Management PI's)	Jim Davis / Pat Whymer
	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	
	Notes arising from the SH/WD Joint Steering Group Meeting held on 20 June 2017	Neil Hawke
	Review of the Street Naming and Numbering Policy	Kate Hamp
	T18 Payback Period and Transitional Funding Arrangements	Lisa Buckle
	Planning Enforcement Service Review	Kate Hamp / Pat Whymer
	Future Use of Follaton House – to include heating	Stuart Truss
24 August 2017	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	
	Village Housing Initiatives Update	Alex Rehaag
	Health and Safety Policy Progress Report	Ian Luscombe
	Position Paper on the levels of support being provided to Neighbourhood Planning Groups	Thomas Jones
	RIPA Update	Catherine Bowen
	Overview of the Sickness Absence Monitoring Process	Andy Wilson
	South Devon College Principal Presentation	
5 October 2017	Executive Forward Plan	Kathy Trant
	NEW Devon and South Devon and Torbay CCG Representatives ( <i>confirmation awaited</i> )	
	Task and Finish Group Updates	
	Allocations Policy and Devon Homes Choice Policy Review	Issy Blake
9 November 2017	Quarterly Performance Indicators (NB. to include Development Management PI's)	Jim Davis / Pat Whymer
	South Devon and Dartmoor Community Safety Partnership – Annual Update	Louisa Daley
	South Hams Citizens Advice Bureau – Annual Update	Louisa Daley
	South Hams CVS – Annual Update	Louisa Daley
	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	

18 January 2018	Draft Budget 2018/19 (joint meeting with DM Committee Members)	Lisa Buckle
	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	
8 February 2018	Quarterly Performance Indicators (NB. to include Development Management PI's)	Jim Davis / Pat Whymer
	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	
22 March 2018	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates	
3 May 2018	Quarterly Performance Indicators (NB. to include Development Management PI's)	Jim Davis / Pat Whymer

Future items to be programmed:-

- Regular Monitoring (Six Monthly) of the Homelessness Strategy 2017/22 and the 2017 Action Plan; and
- Renewable Energy – Income Generation Opportunities (Task and Finish?).