

# South Hams Executive



<b>Title:</b>	<b>Agenda</b>
<b>Date:</b>	<b>Thursday, 26th April, 2018</b>
<b>Time:</b>	<b>10.00 am</b>
<b>Venue:</b>	<b>Repton Room - Follaton House</b>
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Tucker</p> <p style="text-align: center;"><b>Vice Chairman</b> Cllr Wright</p> <p><i>Members:</i>                      Cllr Bastone                      Cllr Hopwood     Cllr Gilbert                      Cllr Wingate</p>
<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

<b>1. Minutes</b>	<b>1 - 6</b>
to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Executive held on 15 March 2018;	
<b>2. Urgent Business</b>	
brought forward at the discretion of the Chairman;	
<b>3. Division of Agenda</b>	
to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;	
<b>4. Declarations of Interest</b>	
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;	
<b>5. Public Question Time</b>	<b>7 - 8</b>
a period of up to 15 minutes is available to deal with questions submitted to the Council in accordance with the Executive Procedure Rules;	
<b>6. Corporate Strategy Review</b>	<b>9 - 14</b>
<b>7. Annual Report</b>	<b>15 - 30</b>
<b>8. Devon Wide Housing Assistance Policy</b>	<b>31 - 60</b>
<b>9. Parking Review</b>	<b>61 - 72</b>
<b>10. Procurement of Pay on Entry Equipment - Public toilets/Disposal of Toilets</b>	<b>73 - 80</b>
<b>11. Dartmouth Lower Ferry - Capital Repairs Programme</b>	<b>81 - 84</b>
<b>12. Batson Quay and Shadycombe Project; Salcombe</b>	<b>85 - 118</b>
<b>13. Reports of Other Bodies</b>	<b>119 - 124</b>

a) Overview and Scrutiny Panel – 22 March 2018



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**MINUTES OF A MEETING OF  
THE EXECUTIVE  
HELD AT FOLLATON HOUSE ON THURSDAY 15 MARCH 2018**

<b>Members in attendance:</b>			
* Denotes attendance			
∅ Denotes apologies for absence			
*	Cllr H D Bastone	*	Cllr R J Tucker (Chairman)
*	Cllr R D Gilbert	*	Cllr S A E Wright (Vice Chairman)
*	Cllr N A Hopwood	*	Cllr K R H Wingate

<b>Also in attendance and participating</b>		
Item 6	E.72/17	Cllrs Baldry, Birch, Green and Pennington
Item 7	E.73/17	Cllrs Baldry, Brazil, Brown, Green, Holway and Pennington
Item 8	E.74/17	Cllrs Green, Hodgson and Pennington
Item 10	E.76/17	Cllr Brazil
<b>Also in attendance and not participating</b>		
Cllrs Bramble, Cuthbert, Hicks, Saltern and Steer		

<b>Officers in attendance and participating</b>		
All items		Head of Paid Service and Senior Specialist – Democratic Services
Item 6	E.72/17	Section 151 Officer
Item 7	E.73/17	Group Manager Commercial Services and Senior Specialist (Waste Strategy and Commissioning)
Item 8	E.74/17	Specialist (Place Making)
Item 10	E.76/17	Group Manager Business Development

**E.69/17      MINUTES**

The minutes of the Executive meeting held on 1 February 2018 were confirmed as a true and correct record and signed off by the Chairman.

**E.70/17      DECLARATIONS OF INTEREST**

Members and officers were invited to declare any interests in the items of business to be considered during the course of this meeting and the following were made:

Cllr R J Tucker declared a personal interest in Item 7: ‘Waste Policies Review’ (Minute E.73/17 below refers) by virtue of a family member using the Clinical Waste Collection service. Whilst he remained in the meeting during consideration of this agenda item, he vacated the Chair, did not take part in the debate and abstained from the vote on this matter.

**E.71/17 PUBLIC QUESTION TIME**

It was noted that no public questions had been received for consideration at this meeting.

**E.72/17 2018/19 TREASURY MANAGEMENT STRATEGY**

Members were presented with a report that sought approval of the proposed Treasury Management and Investment Strategies, together with their associated prudential indicators.

In discussion, reference was made to:-

- (a) the proposal to invest in the CCLA (Churches, Charities and Local Authorities) fund. Whilst acknowledging that there were some risks associated with investing in CCLAs, there was widespread support expressed for this proposal. In the event of an alternative proposal to invest in local projects (e.g. social housing) coming forward, assurances were given that monies could still be withdrawn at relatively short notice from the CCLA fund;
- (b) the decision-making route for the Strategy. Prior to its consideration by full Council, it was confirmed that the draft Strategy would be presented to the Audit Committee at its meeting on 22 March 2018. In reply to a series of questions, a Member of the Audit Committee was encouraged to provide these to officers outside of this meeting to enable for full and detailed responses to be given during the Audit Committee meeting;
- (c) the authorised limit for External Debt. Officers advised that the authorised limit for External Debt for 2018/19 was £14 million.

It was then:

**RECOMMENDED**

That Council be **RECOMMENDED** to approve:

1. the prudential indicators and limits for 2018/19 to 2020/21 (as outlined within Appendix A of the presented agenda report);
2. the Minimum Revenue Position (MRP) statement contained within Appendix A of the presented agenda report (NB. This sets out the Council's Policy on MRP);
3. the Treasury Management Strategy 2018/19 and the treasury prudential indicators 2018/19 to 2020/21 (as outlined within Appendix B of the presented agenda report);
4. the Investment Strategy 2018/19 (as outlined at Appendix C of the presented agenda report) and the detailed criteria included in Appendix D of the presented agenda report and

the counter party list (as detailed at Appendix E of the presented agenda report); and

5. the proposal to invest £500,000 into CCLA Local Authority Property Fund (LAPF) and £1 million into the CCLA Diversified Income Fund (as per Appendix H of the presented agenda report).

## E.73/17 **WASTE POLICIES REVIEW**

Members were presented with a report that proposed revisions to the following policies:

- Assisted Collection;
- Bulky Waste Collection;
- Clinical Waste Collection;
- Collections from Private Roads; and
- Collection from Private Roads Review.

In discussion, reference was made to:-

- (a) some minor typographical amendments. The lead Executive Member for Commercial Services introduced the report and highlighted some minor cross referencing amendments that were required;
- (b) the Clinical Waste Collection. Despite receiving assurances that the use of yellow clinical waste sacks was an accepted industry standard, some non-Executive Members nonetheless had health and safety concerns over this practice;
- (c) the Assisted Collection policy. Instead of the bureaucracy associated with proposing a review every two years, a Member suggested that records could be kept up to date through closer working with the Elections team, who were responsible for maintaining the Electoral Register. In reply, Members of the Waste Working Group committed to investigating the merits of this idea at their next meeting;
- (d) collections from Private Roads Review. For clarity, it was proposed that the 2018/19 Review would see the process for Unadopted Roads be the same as that adhered to for Private Roads collections. Whilst the Review was to look at each road on an individual basis, it was also recognised that a number of roads on new development sites had still to be formally adopted by Devon County Council;
- (e) bulky waste collection prices. In reply to a question, it was confirmed that the proposed charge of £18 per item had been benchmarked against other local authorities. Whilst it would not always result in costs being fully recovered by the Council, an £18 charge was felt to be appropriate for this service.

It was then:

**RESOLVED**

- 1) That the policy updates (as detailed in Appendix 1 of the presented agenda report) be approved, subject to inclusion of the minor typographical amendments highlighted by the lead Executive Member; and
- 2) That such minor changes considered necessary to the highlighted terms be delegated to the Commissioning Manager (Waste), in consultation with the lead Executive Member for Commercial Services and the Chairman of the Waste Working Group.

E.74/17

**SOUTH HAMS SPECIAL AREA OF CONSERVATION – JOINT SUPPLEMENTARY PLANNING DOCUMENT**

Members were presented with a report that sought approval of the publication of the South Hams Special Area of Conservation draft Joint Supplementary Planning Document (SPD) for public consultation.

During discussion, the following points were raised:-

- (i) Some Members highlighted the success of the Ecology Training Session that had taken place on 8 March 2018;
- (ii) All Members were encouraged to partake in the consultation exercise on this draft SPD. Furthermore, a number of Members expressed the view that this was a valuable piece of work;
- (iii) A Member highlighted that, in the consultation statement, there was reference made to a 'series of advisory notes that were being developed to sit alongside this SPD'. The Member emphasised the importance of these being available to be read in conjunction with the draft SPD. In response, officers gave an assurance that these would be circulated to interested Members;
- (iv) Some Members had specific queries which they were asked to send to the lead Executive Member for a response outside of this meeting;
- (v) Assurances were given that the local ward Members and parish clerks for those relevant areas listed in the presented agenda report would be contacted at the start of the consultation exercise;
- (vi) In reply to a request, it was agreed that officers would provide interested Members with the proposed changes since the 2010 document had been adopted.

It was then:

**RESOLVED**

That approval be given to the publication of the South Hams Special Area of Conservation draft Joint Supplementary Planning Document for joint public consultation.

**E.75/17 EXCLUSION OF PUBLIC AND PRESS**

**RESOLVED**

That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item of business as the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act is involved.

**E.76/17 COUNCIL CHARITY LAND**

Consideration was given to an exempt report that sought to recommend that the Council delegate the responsibility for the administration of the land on the terms as outlined in the presented agenda report.

Following a brief discussion, it was then:

**RESOLVED**

1. That Council be **RECOMMENDED** that the governance structure (as proposed in Section 2 of the presented agenda report) be approved; and
2. That, so as to comply with Charity Commission regulations, approval be given to the end of the lease with the organisation referred to in the presented agenda report.

(NOTE: In accordance with Executive Procedure Rule 1.9.4, Cllr Wright abstained from the vote on this item by virtue of being a local ward Member).

***(NOTE: THESE DECISIONS, WITH THE EXCEPTION OF E.72/17 AND E.76/17 PART 1, WHICH ARE RECOMMENDATIONS TO THE SPECIAL COUNCIL MEETING TO BE HELD ON 29 MARCH 2018, WILL BECOME EFFECTIVE FROM 5.00PM ON MONDAY, 26 MARCH 2018 UNLESS CALLED IN, IN ACCORDANCE WITH SCRUTINY PROCEDURE RULE 18).***

(Meeting commenced at 10.00 am and concluded at 10.50 am)

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## **PUBLIC QUESTIONS AT EXECUTIVE MEETINGS**

The Council at its meeting on 21 June 2001 agreed that 15 minutes should be set aside at the beginning of the Council's monthly Executive meetings to allow members of the public to ask questions.

Any member of the public who wants to raise a question at a meeting should:-

- (a) submit the question in writing to the Democratic Services Manager by 5.00 pm on the Monday prior to the Executive meeting. This will allow a detailed answer to the question to be given at the meeting. If advance notice of the question cannot be given, the Chairman of the meeting has the discretion to allow questions on matters which are felt to be urgent;
- (b) ensure that normally questions are no longer than 50 words in length;
- (c) ensure that the question does not relate to a specific planning matter (this is specifically excluded from the public question time);
- (d) ensure that the question relates to something over which the Council has some control and is suitable to be considered, ie, that it is not derogatory to the Council or relates to matters which the Council could consider confidential.

For any further advice on questions for Executive meetings, please contact Kathryn Trant (Member Services Manager).

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# Agenda Item 6

Report to: **Executive**  
Date: **26 April 2018**  
Title: **CORPORATE STRATEGY REVIEW**  
Portfolio Area: **Leader of the Council**  
Wards Affected: **All Wards**  
Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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) **Council**  
**17 May 2018**

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: [Nadine.Trout@swdevon.gov.uk](mailto:Nadine.Trout@swdevon.gov.uk)

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## **RECOMMENDATION**

**That the Executive RECOMMENDS to Council to:**

**Adopt and publish the South Hams Corporate Strategy (as presented at Appendix A)**

### **1. Executive summary**

- 1.1 This report is presented by the Leader of the Council and reviews the Council's progress in refreshing the Council's Corporate Strategy.
- 1.2 Appendix A provides a new, refreshed and more focussed 5 year Corporate Strategy which reflects the views of the Members who participated in two all Member workshops and survey.

### **2. Background**

- 2.1 The current corporate strategy (Our Plan) was devised in 2014 prior to the Council's significant transformation programme. It is therefore considered timely to refresh the strategy to best reflect reduced resources and a more focused service provision.

2.2 On the 8 February 2018 an all Member Workshop was held to discuss the review of the current corporate strategy. There were 16 Members in attendance and discussions focused on the following strategy elements:

- Timeframe
- Vision
- Purpose
- Principles
- Prioritisation
- Themes

2.3 The workshop was followed up by an online survey which was distributed to all Members, to encourage individual Member views and track where possible common consensus. 13 Members completed the survey with a clear majority supporting the ideas presented at the workshop.

2.4 A second workshop was held on the 15 March 2018 at which 13 Members were in attendance. The purpose of the workshop was to progress the corporate strategy further by considering measurable strategy targets.

### **3 Outcomes/outputs**

3.1 This report shows the opportunity for Member involvement in the compilation of the proposed new strategy detailed in appendix A.

3.2 The proposed new strategy better reflects the current resourcing of the authority and acknowledges the challenges faced.

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

4.1 Constitutionally in accordance with the Council's Delegation Scheme only the Council may exercise the following functions:

- To determine the Council's Priorities; and
- To approve and adopt or amend the Council's Policy Framework.

4.2 The Constitution is currently under review it therefore considered timely to review the corporate strategy and priorities at this time.

4.3 To do nothing and not change the current strategy could result in reputational harm as we would be promoting priorities that don't match our current resources and procedures.

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

5.1 It is proposed that the contents of the report are endorsed.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Executive has a responsibility to provide Leadership to the overall activities of the Council.
Financial	N	There are no financial implications as a result of this report that have not already been budgeted for.
Risk	Y	A failure to review and publish a Corporate Strategy could lead to: Lack of coherent policy and delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: Review of this report.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		The publication of a refreshed Corporate Strategy may help understanding of the Council’s position and the way it operates amongst partners and the public.

### **Supporting Information**

#### **Appendices:**

A: Draft South Hams Corporate Strategy

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# 5 year Corporate Strategy 2018 - 2023



South Hams  
District Council

## Our Core Purpose

To make a positive impact on the lives of local people by providing valued and easy to use services.

## Our Guiding Principles

- ▶ Provide value for money and good customer service
- ▶ Be open, honest, listening and responsive
- ▶ Work with partners and communities for mutual benefit
- ▶ Be open minded and embrace change

## Our Challenges

Page 13

- ▶ Withdrawal of core central government funding
- ▶ Setting a balanced budget without cutting statutory services
- ▶ It costs more to deliver services in a rural area
- ▶ High house prices and a dwindling working age population
- ▶ Managing development without compromising our high quality natural and built environment

## How we will measure success

- ▶ Provide key performance indicators for each corporate strategy theme
- ▶ Benchmark performance against national standards
- ▶ Monitor progress quarterly through our Overview & Scrutiny process
- ▶ Refine service standards through targeted annual delivery plans
- ▶ Report annually through our Annual Report process

## Corporate Strategy Themes

### COUNCIL

Delivering efficient and effective services



### HOMES

Enabling homes that meet the needs of all



### ENTERPRISE

Creating places for enterprise to thrive and business to grow



### COMMUNITIES

Council and residents working together to create strong and empowered communities



### ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment



### WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need



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Report to: **Executive**  
Date: **26 April 2018**  
Title: **ANNUAL REPORT**  
Portfolio Area: **Leader of the Council**  
Wards Affected: **All Wards**  
Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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) **Council**  
**17 May 2018**

Author: **Nadine Trout** Role: **Commissioning Manager**

Contact: [Nadine.Trout@swdevon.gov.uk](mailto:Nadine.Trout@swdevon.gov.uk)

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## **RECOMMENDATION**

**That the Executive RECOMMENDS to Council to:**

- 1. Acknowledge the challenges that have occurred throughout the year and endorse the progress and achievements made by the Council.**
- 2. Adopt and publish South Hams Annual Report (as presented at Appendix A) for the financial year 17/18.**

### **1. Executive summary**

1.1 This report is presented by the Leader of the Council and reviews the Council's progress over the last financial year. The Annual Report is presented at Appendix A.

1.2 It is good practice to review the Council's progress across a range of internal and external activities as well as providing a public record.

1.3 Finally the report sets the scene for the upcoming year ahead.

## **2. Background**

- 2.1 The last financial year has been one of significant change for this Council. It is appropriate to take stock of the key issues, successes and challenges met by the Council and how they have been addressed.
- 2.2 It is also important to look at the impact on residents, communities and our organisation.
- 2.3 It is usual to provide an annual report as an externally facing document, which along with its Annual Governance Statement should help reassure the public that the Council is undertaking its statutory functions, delivering its services and meeting its financial responsibilities in an open and transparent way.
- 2.4 This is a public report and is in line with our requirements to be open and accountable.
- 2.5 The report aims to help Members, the public and our staff to better understand the Council's activities and approach to delivering services to our community.

## **3. Outcomes/outputs**

- 3.1 This report shows significant progress made throughout 17/18 and also acknowledges the challenges that have been faced over the past months.
- 3.2 Financial targets are on track, savings have been realised and the Council's internal controls are fit for purpose. (Note, the £x featuring on page 3 of the report will be replaced by true figures once the draft Accounts for 2017/18 are published at the end of May).
- 3.3 The report acknowledges that there has been significant changes to systems to drive efficiencies and service improvements.
- 3.4 2018/19 will see greater focus on digital technology to provide customers with a variety of choices on how to access services and do business with the Council. This as well as a review of waste provision and other key frontline services.

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

- 4.1 Constitutionally, the Leader of Council is required to provide an annual report and it is good practice to do so.
- 4.2 An alternative to the report could be a verbal report from the Leader at Council but it is considered better to have a formal document accessible to the public and published online.

## 5. Proposed Way Forward

- 5.1 It is proposed that the contents of the report are endorsed.
- 5.2 Members' views on the presentation and content of the report would be helpful to inform the Annual Report before final publication.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Executive has a responsibility to provide Leadership to the overall activities of the Council. Constitutionally, the Leader of Council is required to provide an annual report and it is good practice to do so.
Financial	N	There are no direct financial implications as a result of this report.
Risk	Y	A failure to review and publish Council achievements and future actions could lead to: Lack of coherent policy and delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: Review of this Annual Report.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.
Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		However the publication of the Annual Report may help understanding of the Council's position and the way it operates amongst partners and the public.

### **Supporting Information**

#### **Appendices:**

A: The Annual Report

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# South Hams Annual Report

2017 - 2018

DRAFT



# Introduction

The 2017/18 financial year has undoubtedly been a challenging year with the main central government funding for local councils coming to an end on 1st April 2018. We have however, continued to work in partnership with West Devon Borough Council which has allowed South Hams District Council to achieve annual savings of £3.9 million and more importantly protect all front line services.

During the year we have been unrelenting in seeking and attempting to deliver efficiencies and improving services. We have done this by adopting innovative IT solutions and these digital services have significantly reduced the number of calls we received as well as giving our residents and customers more choice on how and when they access our services.

Significant improvements have been made to the majority of the services we provide and we have seen a consistent improvement in the processing of planning applications and housing benefit processing times. The Council has made substantial progress in designing services which are more in line with our customers' requirements and as far as possible are future proofed. Our staff continue to strive for positive change and they, together with the Councillors, are proud of what we have achieved in 2017/18.

Whilst we were disappointed that the proposed merger into a single local authority with West Devon did not go ahead, the year has also seen the Council make good progress with the Joint Local Plan, by working together with West Devon Borough, and Plymouth City Councils. The Joint Local Plan is a strategic planning document which sets out development and growth up until 2034 and will set home building and job targets for all three authorities. The plan has just gone through its public examination and at this stage we are confident that the plan will be supported by the Inspectors and is on track to be adopted later this year.

Commitment  
to Joint Local  
Plan

**£3.9m**  
annual saving

No  
services to  
communities  
removed

Affordable housing continues to be of great concern to many of our residents and communities and I along with the majority of the Councillors are committed to taking action.

One of the key priorities over the coming year will be to research the possible building of Council houses to support the need of affordable houses for the residents of South Hams.

The Council has continued to play an influential role in sub regional debate on a number of key topics including devolution and productivity and continues to work closely with the Heart of the South West Local Enterprise Partnership (LEP) to secure Growth Deals to facilitate economic growth, job creation and prosperity in the area.



A handwritten signature in black ink, appearing to read 'J. Tucker'.

**Cllr John Tucker**

Leader of the Council



A handwritten signature in black ink, appearing to read 'Sophie Hosking'.

**Sophie Hosking**

Executive Director and  
Head of Paid Service

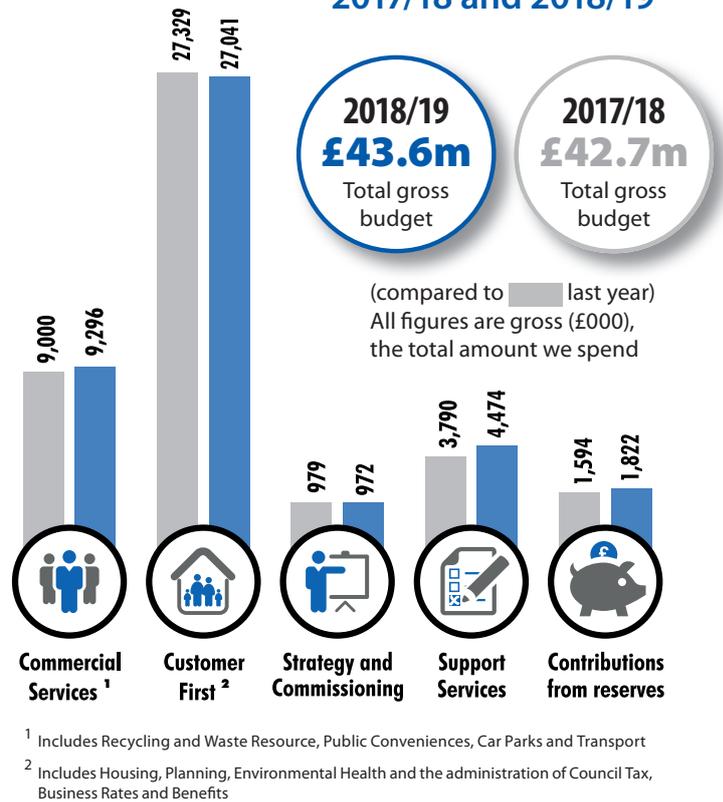
# Finance

The Council's net budget has increased from £8.35 million in 2017/18 to £8.98 million in 2018/19. The money that the Council receives in Government Grant funding (Revenue Support Grant) has been reduced to nil for 2018/19 and the Council will need to be self-sufficient.

The withdrawal of Government funding has happened two years earlier than originally expected. The Council is facing a budget gap of £0.64 million by 2019/20, which the Council is planning to cover through a combination of generating income through business development, ensuring maximum use of its assets and further reduction in costs.

To secure the future of Council services to the public, the Council has increased council tax by £5 from £155.42 in 2017/18. This means that the cost of South Hams District Council's services for an average band D property will be £160.42 for 2018/19. The Council has committed to protecting frontline services where possible.

## The Council's spending plans for 2017/18 and 2018/19

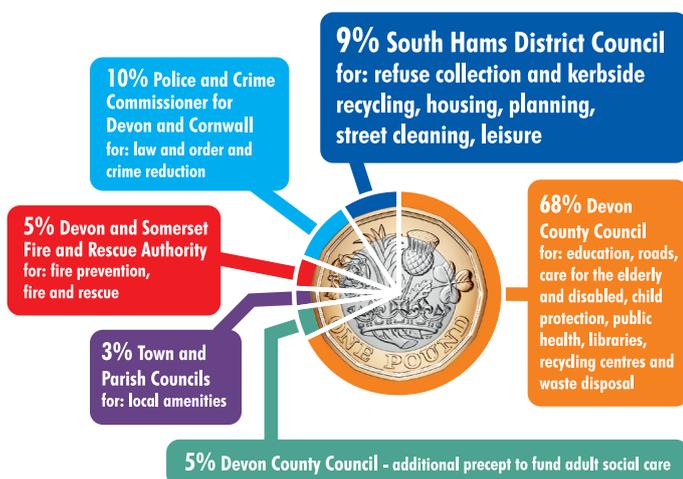


## Financial performance for the year to 31st March 2018

The 2017/18 budget for South Hams was £8.35 million but the actual spend for the year is predicted to be XX% lower providing a saving of £XX,000, which will go into the Council's Unearmarked Reserves which will stand at £X.XX million. The Council's financial strategy recognises the need to maintain these reserves to provide stability for both medium and longer term financial planning and to provide a contingency against unforeseen events. Maintaining a level of reserves also protects against the volatility of some income and expenditure budgets which can be dependent on economic conditions, the weather and tourism.

The Council continues to share staff with West Devon Borough Council. Over the last two years, South Hams District Council has generated ongoing annual savings of £3.9 million from a joint Transformation Programme (T18) and sharing services with West Devon Borough Council. The Councils' shared workforce has been reduced by 30% through the T18 Programme and processes have been redesigned around the customer. The radical programme has changed how the Councils' work, to deliver more efficiencies and to retain the Councils' front line services.

## How your Council Tax is spent



# What your Council Tax money goes towards and who is responsible

- South Hams District Council
- Town and Parish Council
- Devon County Council (DCC)
- Police and Crime Commissioner

**South Hams District Council**

Below is a street scene showing the key services provided by South Hams District Council.

[www.southhams.gov.uk](http://www.southhams.gov.uk)

**Devon County Council**

Here are some of the Devon County Council services which are often mistaken with the services provided by South Hams.

[www.devon.gov.uk](http://www.devon.gov.uk)

**Town and Parish Council**

To find out services from your Town and Parish Council, contact your local clerk ...

[www.southhams.gov.uk/contactyourparishclerk](http://www.southhams.gov.uk/contactyourparishclerk)

**Devon and Somerset Fire and Rescue**

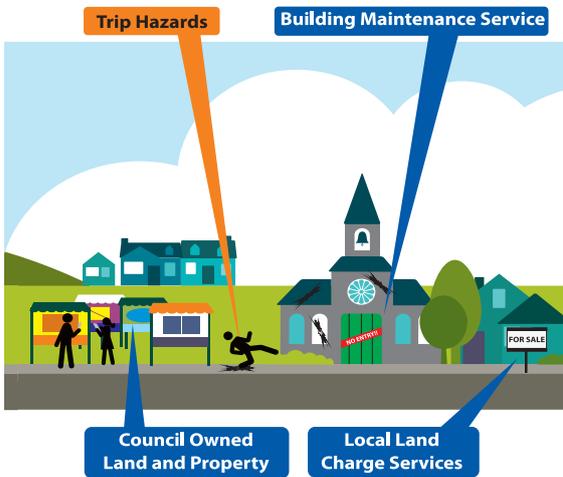
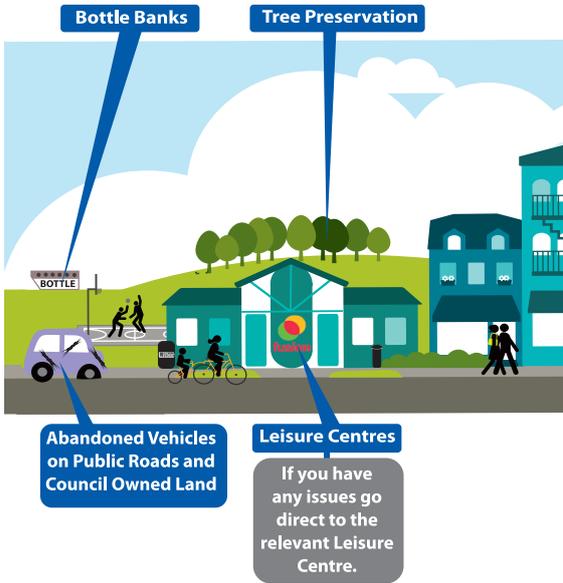
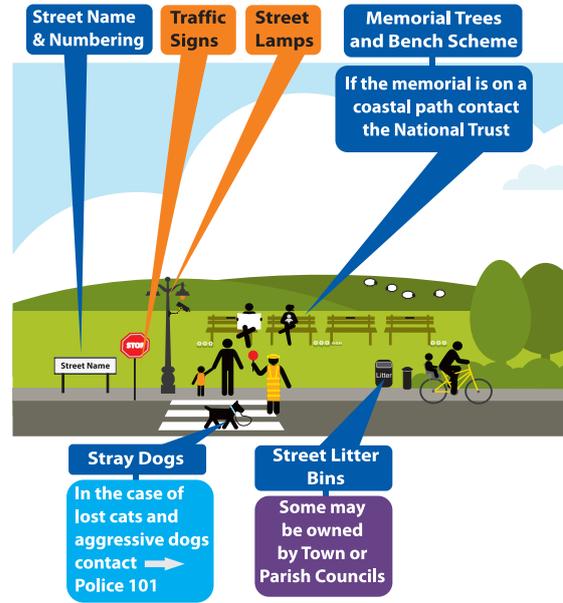
Services provided by DSFR can be found at...

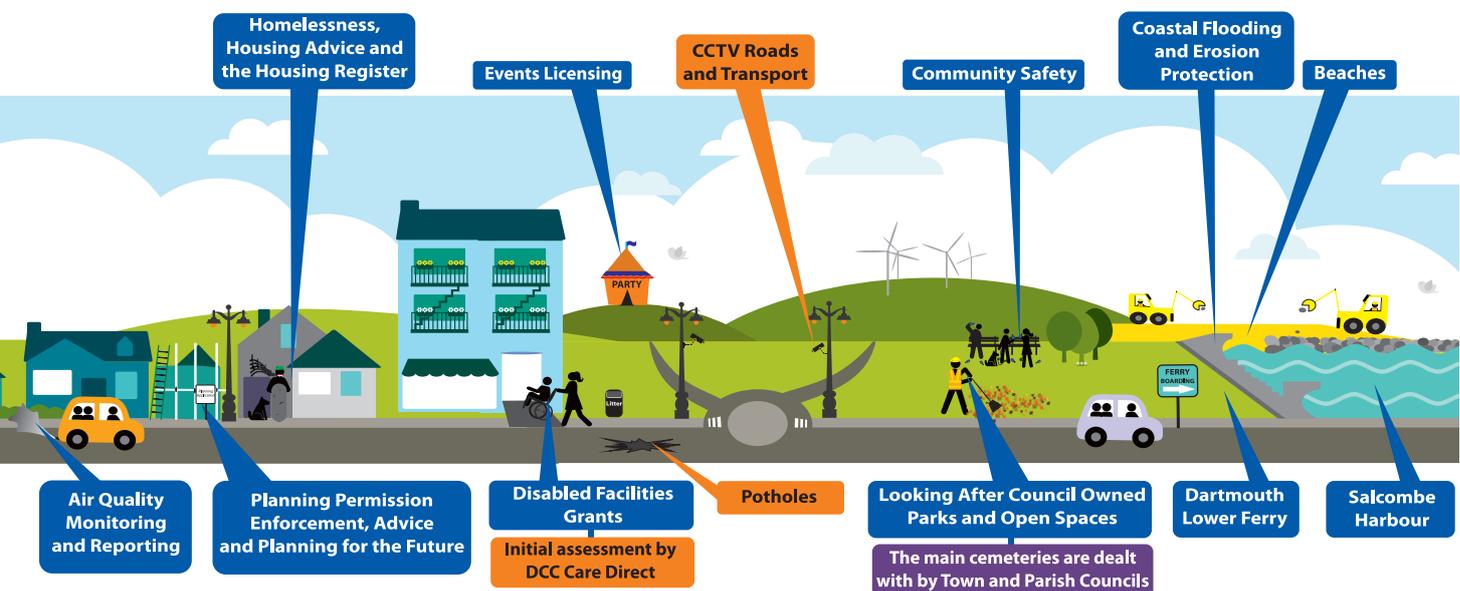
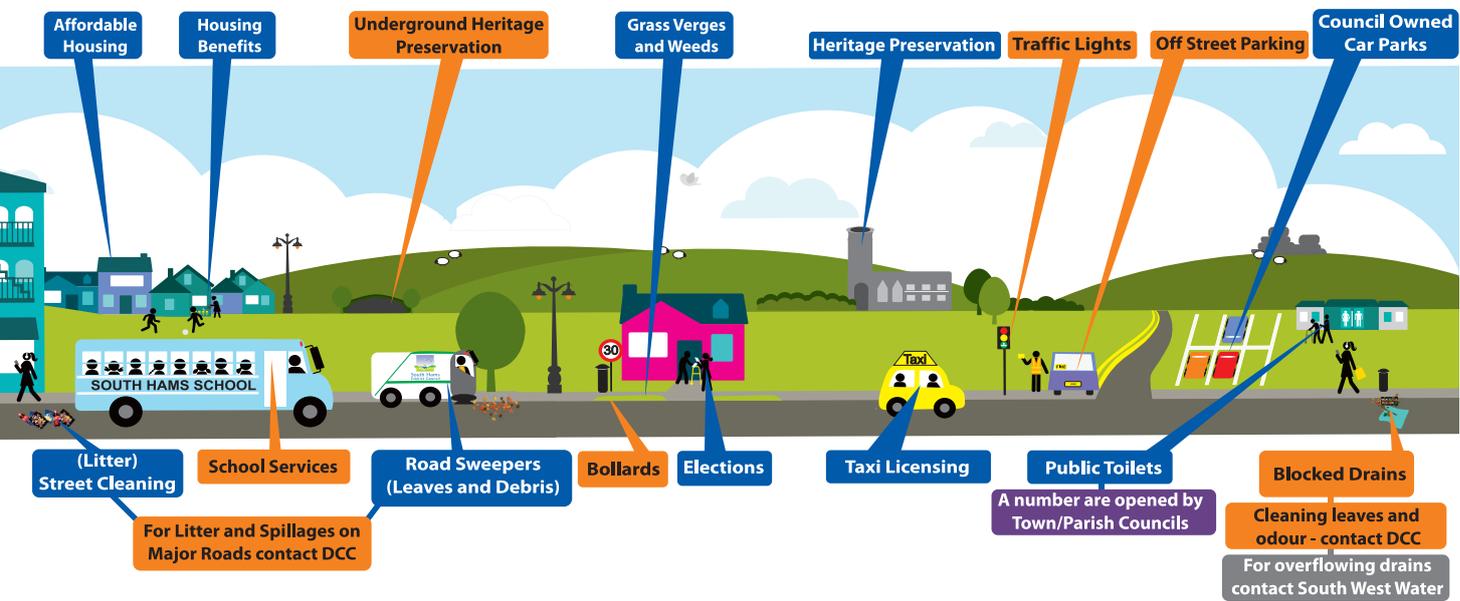
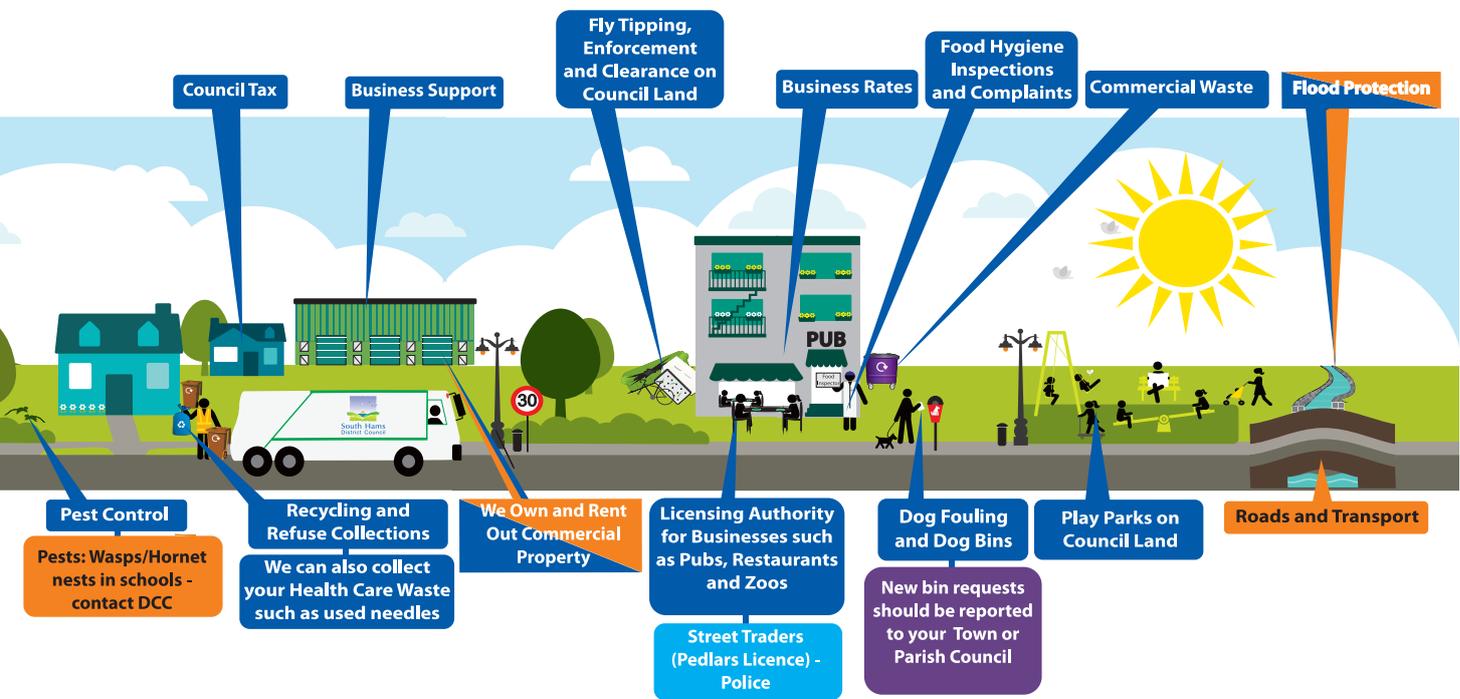
[www.dsfr.gov.uk](http://www.dsfr.gov.uk)

**Police and Crime Commissioner**

For services provided by the Police use the Ask Ned function...

[www.devon-cornwall.police.uk/askned](http://www.devon-cornwall.police.uk/askned)





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# Organisational Effectiveness

Throughout the year we have continued to improve performance to meet the needs of our customers.

We have continued to drive improvements by looking at the experience of our customers when they request or access our services. The year has seen the Council use social media in a much more proactive manner and coupled with our continued development of our localities service, with officers running roadshows in the community, we have engaged with and informed people at the right time. This approach, along with continued investment in simple to use IT systems, has in turn led to a significant reduction in call volumes and a drop in the number of people visiting our offices. As a result we have seen reductions in timescales for the delivery of almost all our services.

## Our Workforce

South Hams District Council and West Devon Borough Council directly employ 274.5 full time equivalent staff to deliver shared services. South Hams District Council also employs a manual workforce of 155 staff to deliver a large number of frontline services. Staff throughout the Councils continue to perform well with sickness levels below the national average. HR policies allow a fair relationship between employer and employee and regular staff briefings and an online staff appraisal system ensures staff are up to speed with Council priorities; and able to evidence their achievements and identify any training needs. Both Councils are committed to providing opportunities to young people and currently have 5 apprentices.

## Audit Assurance

The Council has a number of measures in place to assess its performance. An Audit Committee meets five times a year and its role is to provide an oversight of the financial reporting and audit processes plus the system of internal controls and compliance with laws and regulations. The

Council also has two internal audit staff managed by the Devon Audit Partnership who provide an opinion on the internal control environment and governance processes.

External audit is provided by KPMG who in 2017 reported that they were satisfied that in all significant respects the Council has put in place proper arrangements to secure economy, efficiency, and effectiveness in its use of resources.

## Risk Management

There is a culture of risk ownership and management throughout the Council throughout 2017/18 particular focus has been given to health and safety and information security. Risks are logged centrally and are updated regularly. For each risk, the uncertainties are identified, along with the consequences, likelihood of occurrence and strategic impacts that would result. The Council's Senior Leadership Team review the corporate risk log monthly and updates are reported to Elected Members via the Audit Committee on a biannual basis. Elected Members also have the opportunity to raise concerns with the mitigating actions being taken by officers and can suggest new risks for consideration.

## Governance

The Council has a Governance Framework which comprises of the systems, processes, culture and values under which they operate. This is in place to ensure transparent decision making and proper use of public funds and is reported on annually through the Annual Governance Statement. In addition to the controls and procedures mentioned above, the Council's primary governance documents are set out in the Constitution (for example, Contract Procedure Rules, Financial Procedure Rules and Codes of Governance). The Constitution is reviewed annually and adopted at the Annual Meeting for the forthcoming year. The Council has a Report Monitoring process in which all reports are checked against the principles of clarity, fairness, legality, and financial regularity and soundness. The Statutory Officers' Panel (comprising the Councils' key governance officers) carries out a rolling review of the Council's core policy documents and processes to ensure that they are kept updated, relevant and effective.

# Performance 2017/18



To track the Council's progress throughout the year visit

[www.southhams.gov.uk](http://www.southhams.gov.uk)

Search for Councillors and Committees, Overview & Scrutiny Panel.

For a list of council services visit

[www.southhams.gov.uk](http://www.southhams.gov.uk)

Click on the **View all our services** link on the home page.



Housing benefit claims processing times 4 days faster than the national average



Online transactions increased by 120% to 45,000 transactions



Missed waste collections equate to 179 in every 100,000



Non major planning determinations delivered on time 94%



Call volume decreased by 14%

# Strategies & Plans

The Council has a number of strategic documents and plans that guide its approach to achieving its vision to serve local communities and ensure that it remains financially sustainable.

## Corporate Strategy

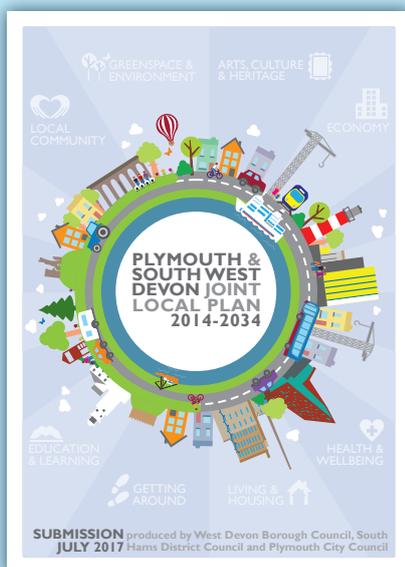
During 2017/18 the Council reviewed its Corporate Strategy and as a result has set the opposite six themes for the next 5 years.

Achievements against each of these themes can be found on pages 9-11 of this report.

## Joint Local Plan

A key responsibility of the Council is to maintain an up to date development plan. The Joint Local Plan, prepared in conjunction with West Devon and Plymouth Councils sets out a strategy and detailed policies that establish a framework to steer housing and employment development to the most sustainable locations and to guide decisions on planning applications.

Following a six week consultation period on the pre-submission draft plan in March/April 2017, the Councils submitted the Joint Local Plan to the Secretary of State on 31 July 2017 for Examination. The Inspector appointed to test the soundness of the plan held public hearings in Winter/Spring 2018 as part of the Examination. It is hoped the Joint Local Plan will be adopted later this year.



## Medium Term Financial Strategy

Looks at financial planning and management for a 5 year period. This helps us to develop a sustainable budget over the medium term. It incorporates key factors such as changes in Government funding, our spending plans, and the levels of savings we need to make to achieve a balanced budget.

## The Asset Management Plan

Sets out the strategic direction for the Council both as a land owner and with respect to its asset portfolio. It is essential to have a long term plan, to facilitate day to day operational decisions. The key points of the plan are to:

- commence a limited programme of residential development
- grow the existing commercial portfolio of small starter units
- facilitate community use of assets if appropriate
- dispose of underperforming and nonstrategic assets for re-investment

# Achievements 2017/18



## COUNCIL

Delivering efficient and effective services

Action	17/18 Progress
Customer Service	Proactive use of social media, roadshows and simple to use IT systems, has led to a significant reduction in call volumes and a drop in the number of people visiting our offices. Thanks to agile IT provision and improved business continuity and emergency response planning the Beast from the East weather event made little impact to our usual service delivery.
Value for Money	As part of the budget setting process for 2018/19, we have agreed to reduce funding or seek efficiencies to ensure statutory delivery outcomes are prioritised. During the year by working collaboratively with other Devon districts we have reviewed our insurance contract which has resulted in a £100,000 saving.
Lobbying	Participated in a number of consultations during the year, including capital investment and borrowing; business rate retention; the formation of the Heart of the South West Productivity Strategy and Joint Committee and the Fair Funding Review. The Council has also been accepted as one of only 10 new business rate retention pilots in England for 2018/19.
Investment	We are actively seeking opportunities to enhance economic growth in the area, using funds derived from the business rate growth pilot and have created an economic regeneration projects earmarked reserve for this purpose. We are also undertaking research with the LGA (Local Government Association) into investment in housing, affordable housing and the private rented sector.

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## COMMUNITIES

Council and residents working together to create strong empowered communities



Action	17/18 Progress
Sustainable Community Locality Fund	Councillors awarded £46,370 to 130+ projects in their communities - including community orchards, sporting equipment and community events.
Town and Parish (TAP) Funding	£74,561 given to 49 projects including community youth projects, village maintenance schemes and Community history projects.
Community Reinvestment Fund	£153,900 awarded to 8 projects including skate parks, community shops and a cinema.
Seamoor Community Lotto	Agreement secured to proceed with a Council led lottery in partnership with West Devon Borough Council and Gatherwell Ltd. to support good causes locally.
Community Asset Transfers	Progress has been made on five asset transfers this year, including; amenity land, parks and playing fields, areas of woodland and Public Toilets. Communities involved include Dartmouth, Wembury, Aveton Gifford, Stoke Gabriel and Totnes.



## HOMES

Enabling homes that meet the needs of all

Action	17/18 Progress
Affordable housing	S106 funding provided to Ivybridge Town Council to purchase land to build 6 units of accommodation for people with learning disabilities, plus a 3 bed learning/training house. Construction also underway on 13 sites within the district which will deliver a total of 366 affordable homes. Schemes completed this year include Newton Ferrers Village Housing Initiative, Totnes Riverside Extra Care scheme, Knighton Road Wembury, Moorview Marldon, Palm Cross, Modbury and Palstone Meadow South Brent, which have provided 134 new affordable homes.
Disabled facility grants	Awarded over £502,900 to 93 projects to facilitate independent living through adaptation of homes including level shower access, stair lifts and rails.
Community Housing Initiative	£1.88m Community Housing Fund targeting homes for those with local connection where the cost of market housing beyond their reach. Internal resource in place and standardised delivery processes being adopted to bring forward a growing number of projects across South Hams.
Sherford	During the year the first residents moved in to Sherford. Work also commenced on a primary school which is set to accommodate 200 plus pupils.

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## ENVIRONMENT

Protecting, conserving and enhancing our built and natural environment

Action	17/18 Progress
Joint Local Plan	Conducted 16 community engagement events, and invited formal representations on the pre-submission plan. Those representations have been considered by the Inspector.
Waste and Recycling	In cab technology installed in collection vehicles allowing for streamlined routes, improved health and safety checks and in future the ability to respond instantly to missed bin reports. Work has also commenced on considering better ways to deliver our recycling and waste services in line with the Waste and Resource Management Strategy for Devon.
Coastal Repair Programme	Delivered in excess of £800,000 of works along the South Hams coast and attracted an additional £½ million Environment Agency funding.



## ENTERPRISE

Creating places for enterprise to thrive and business to grow

Action	17/18 Progress
South Devon Coastal Local Action Group	£317,897 funding awarded to 9 projects in the past 12 months. Projects are expected to provide 6.5 FTE jobs.
Greater Dartmoor Local Action Group	£180,227 funding awarded to 4 projects in the past 12 months. Projects are expected to provide 13.3 FTE jobs.
Business Support	Funded a business support package which has delivered advice to over 60 businesses, hosted 5 workshops and assisted businesses to recruit over 70 employees.
New business units	Construction completed on 7 business units at Admirals Court Dartmouth and 5 units at Burkes Road in Totnes creating 720m <sup>2</sup> in business space and over £1.3 million investment.
Council owned premises	Achieved an average of 94% occupancy rate for all Council owned employment premises.
Sherford Training & Skills Centre	Planning permission approved for a dedicated Training and Skills Centre which will provide facilities for over 50 trainee construction workers.
Sub Regional Productivity Plan	Worked with the Heart of the South West LEP authorities on the draft productivity plan through a series of workshops, consultations and research phases. A joint committee has now been formed to formulate a delivery plan to underpin the strategy. This work is expected to continue through 2018/19.

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## WELLBEING

Supporting positive, safe and healthy lifestyles and helping those most in need

Action	17/18 Progress
Community Safety Partnership	Part funded the Fire Service Phoenix Project and worked with a dozen hard to reach young people. Held quarterly workshops with 5 secondary schools. Worked with 4 schools on the Run, Hide, Tell campaign. Trained 139 taxi drivers on safeguarding and child sexual exploitation issues. Created a Drug Awareness Task and Finish Group.
Junior Life Skills	Worked with 8 partners including the Police, RNLI, Fire Service, Dog Trust and Western Power Distribution to present workshops to 802 children year 6 students on safety, wellbeing and responsible citizenship.
Refugees	Delivered on our pledge to resettle 6 families as part of the Syrian vulnerable person resettlement scheme.
Leisure Centres	A successful first year for our partners Fusion Lifestyle – ½ million user sessions at 4 centres, plus 1,875 swim school members. Capital improvements completed at Dartmouth and works underway at Quayside and Ivybridge, with planning approved for a new swimming pool. Plans at Totnes to be developed shortly.

# Next Steps 2018-19

During the next 12 months we will continue to review how we interact with our customers, focusing on offering easy to use online solutions and keeping our customers informed.

We will be implementing service standards across the majority of our services. When customers contact us or request a service, we will inform them of how we will respond and /or complete their request and when we will complete it, providing the customer with a clear understanding of the services they should expect to receive. For major services we will look to provide on our website, how we are doing in meeting these standards along with our customers feedback.

Building on the increasing take-up of our online services and the similar increasing interaction with our social media channels, we will be rolling out web chat as an additional method of contact for customers. Similarly as technology continues to develop, we will evaluate automation and artificial intelligence type solutions to see if they can improve our delivery or customer experience. We will continue to proactively market our online service offerings so that we reduce demand for services over the telephone and face to face. We will then use this extra staff capacity to provide support to those customers with no or limited access to digital channels and to manage complex enquiries or problems.

## Review of key services

Over the next 12 months we will be benchmarking our services and performance against others and have invited the Local Government Association to carry out a 'Peer Review'. The review is scheduled for September and the review team will be made up of senior members and officers from other leading and comparable councils and they will assess our progress in the following areas;

- Review the various options to secure the financial sustainability of the Council
- Consider the resource pressures for the Council and the implication for the delivery of non-statutory services and how the council may manage these services in the future
- Review the proposed plans for investment and commercial delivery
- Review the extent that the Council has embraced organisational change and the use of e-technology
- Review economic growth and housing and how the Council might deliver this

In addition we will be working with key stakeholders and current contractors to ensure that front line services continue to perform at a high level and can be developed in the future. Recycling, waste collection, street cleansing and grounds maintenance services will all be market tested for quality, environmental suitability, cost and performance.

## Partnership working

We will continue to develop our existing partnerships and create new ones to improve our support to individuals and communities, ensuring that we offer joined up services and customers have a clear understanding of where they can get guidance and support. Through the continued development of our Locality teams we aim to make real difference on the ground, this could be through signposting services or through enabling access to grants to support local initiatives.

## Our financial future

With the withdrawal of Government funding we will need to generate additional income to be able to carry on delivering our current range of services. Over the course of the year we will be considering and implementing proposals to meet this financial challenge; these are likely to include developing investment opportunities and income generating services as well as finding further efficiencies and smarter ways of doing things.

# Agenda Item 8

Report to: **South Hams Executive**  
Date: **26 April 2018**  
Title: **Devon Wide Housing Assistance Policy**  
Portfolio Area: **Environmental Health/Customer First**  
Wards Affected: **All**

Relevant Scrutiny Committee: Overview and Scrutiny Panel

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

Date next steps can be taken: **Council**  
**17 May 2018**

Author: **David Sexton** Role: **Senior Environmental Health Specialist**

Contact: **01822 813716/dave.sexton@swdevon.gov.uk**

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## Recommendations:

1. That the Executive **RECOMMEND** to Council that the existing Homes Assistance Policy be updated and adopted in line with the Devon Housing Assistance Policy.

### 1. Executive summary

1.1 The Disabled Facilities Grant (DFG) for disabled adaptations funding has increased and will be paid by the Department of Health to the Council as part of the Better Care Fund (BCF). This report provides an outline of proposals to utilise the increased funding with the aim of ensuring that vulnerable individuals can remain safe and healthy in their own home. It is proposed to move from just providing DFG's to a range of assistance packages that will include more vulnerable residence

Proposed Assistance packages;

- Mandatory Disabled Facilities Grant (DFG)
- Accessible Homes Grant (including house move)
- Healthy Homes grant
- Home Improvement Loan
- ECO flex top up

Currently the BCF is administered through Devon County and funds are allocated to the 8 Devon Council Districts, in line with Government allocation formula. Currently there is an underspend in the total Devon allocation, so the districts and County have agreed the proposed policy to help ensure a fuller spend over the next two years.

This report is seeking approval to update the existing Home improvement policy to the agreed Devon Home Improvement Policy

## **2. Background**

- 2.1 In 2015 the Government introduced the Better Care Fund (BCF) in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for disabled facilities grants (DFG). The 2017-19 Integration and Better Care fund policy framework document lists the conditions that the better care fund must be used to address and in particular this includes working together on a jointly agreed plan. DFG's are an income assessed grant, so residents on lower incomes tend to get full grants. The grants are used to assist vulnerable residents to continue living in their homes, after there has been an assessment from an occupational therapist, from Devon County social services.
- 2.2 The development of this Devon Housing Assistance policy is in response to this condition. It will allow each council to fully utilise the Better Care Fund allocation to meet specific needs across the county, that may fall outside of the scope of the statutory Disabled Facilities Grant (DFG).
- 2.3 The Better Care Fund provides more funding to the Devon district authorities than is currently required to meet the demand for mandatory DFGs, when you add the total spend of each authority. A wider Devon policy is needed to allow the Devon councils to spend the BCF on assistance that helps a wider range of households and meets more of the BCF objectives.

Central Government has allocated in 2016-17 to;

South Hams £613,119 for DFG's where the demand was £894,942

Central Government has allocated in 2017-18 to;

South Hams £665,755 for DFG's where the demand is nearer £900,000

The current Devon districts total allocation is £6,235,724, there is an expected rise for 2018-19.

Currently there is a Devon Authorities agreement of a 10% top-slice of each authority's DFG allocation, which forms a centrally-held fund. This is used flexibly in a demand led approach to delivery and funding of adaptations.

The figures above show that current government formula for fund allocation is not accurate. The updated Devon policy will help to harmonise the funding for the increased Devon demand.

- 2.4 A Devon task and finish group was set up in November 2016. The aim of the group was to produce a common policy that could be adopted across the whole of Devon by reviewing existing policies and considering policies from other areas.
- 2.5 This policy therefore substantially updates and replaces the Disabled Facility Grant part of the previous West Devon and South Hams Private Sector Housing Renewal Policy adopted in 2012. At that time the policy was adopted on a local basis only (i.e. there was no common Devon-county level approach) as it operated without the strategic, policy framework and funding landscape now in place with integration under BCF.
- 2.6 The final draft version of the new policy can be found in Annex 1 to this report.
- 2.7 The policy has a two-year cycle with an annual review point.
- 2.8 The policy fits into two council priorities, Housing and Wellbeing priorities.

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

- 3.1 The policy aims to provide a consistent approach to the delivery of the Better Care Fund across Devon that satisfies the terms of the funding agreement.
- 3.2 The policy will provide the flexibility and discretion for the councils to provide appropriate assistance to meet the following objectives:

**Objective 1** - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

**Objective 2** – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

**Objective 3** – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

**Objective 4** – assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

- 3.3 These objectives meet the priorities detailed by the BCF and the various Councils in Devon.
- 3.4 The measure of success will be spending the BCF allocation and processing applications within established guidelines.

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

- 4.1 Council could decide not to adopt the new policy and carry on only providing statutory/mandatory DFG's. This would be difficult to justify as the Government have made extra funds available based on assessment of local need.

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

- 5.1 It is proposed to move from just the statutory DFG to a range of assistance packages, the proposed new assistance packages are:

- Mandatory Disabled Facilities Grant (DFG)
- Accessible Homes Grant (including house move)
- Home Improvement Loan
- Healthy Homes grant
- ECO flex top up

- 5.2 The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996. Under the new policy this will continue. Referrals can only be made from Devon County occupational therapists after the resident has had a social care assessment. The enhanced offer is not expected to create a significant amount of extra referrals but it will give us flexibility around how we deal with the cases and is expected help more residents who would normally not get through the statutory process (mainly around contributions) as it is a means tested grant. It is anticipated that the new programme can be delivered through existing recourses. If extra resources are needed the DFG allocation can be capitalised into the revenue budget.

- 5.3 The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant subject to available funding.

- 5.4 This grant is available in the following circumstances:

- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
- Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.
- Where the means test identifies that a contribution is required.
- Where moving house more appropriate than adapting the existing property.

- 5.5 The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier. The grant is only available where a loan is unavailable (see below).

5.6 Wessex Resolutions CIC currently administers loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

- Home repairs and improvements
- Adaptation works where grant is not available
- To cover a client contribution to a grant
- To cover the cost of the work over the grant maximum.
- To bring empty homes back into use
- For landlords to carry out repairs or improvement to rented accommodation
- For energy efficiency improvements

5.7 This grant is to provide top up funding for energy efficiency measures where Energy Company Obligation (ECO) Flex funding and the HHCRO scheme ("Home Heating Cost Reduction Obligation", also known as the "the Affordable Warmth Obligation") have been provided by energy providers (via installers) but the available funding does not cover the full cost of the work.

5.8 The eligibility for ECO Flex funding itself is subject to a separate Statement of Intent issued by each Local Authority setting the local criteria. All ECO funding is not provided by the Local Authority and is accessed through the national Energy Company Obligation scheme and normally through installers

5.9 DFG's are an established mechanism to help vulnerable residents to live independently in their homes. There are already clear referral pathways however once the policy has been approved, the new provisions will be communicated to partner agencies along with clear information on the website.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		<p>The council has a statutory duty to provide DFG's</p> <p>Article 3 of the Regulatory Reform (Housing assistance) (England and Wales) Order 2002 gives a local housing authority power to provide financial assistance for the purpose of improving living conditions in their area. Such assistance may not be given unless the local housing authority has adopted a policy for the provision of such assistance and they have given the public notice of such adoption.</p> <p>The legislative provisions governing disabled facilities grants (DFGs) are contained in the Housing Grants, Construction and Regeneration Act 1996 (as amended) (HGCR 1996).</p>

Financial		<p>The new policy will give flexibility and ability to spend the better care fund allocation. There is currently no direct capital contribution made into the budget by the councils.</p> <p>There is a risk that the funding from the better care fund will stop and thus stopping DFG function. As the policy will be regularly reviewed any changes in BCF funding will be mitigated.</p>
Risk		<p>There is a risk that with poor performance that applications are not processed in the require timescale. Part of the BCF capital can be put into the revenue budget. This means that staff the resource can reflect the demand without an increase in the revenue budget.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity		<p>The grant will become more accessible and benefit more households.</p> <p>Residents from vulnerable groups can sometimes have limited housing choices. In particular, families with young children, older persons and those with a disability can find themselves in poor quality accommodation. The policy aims to safeguard the health, safety and welfare of the following characteristics; Age and Disability. By doing so the policy restricts funding and services available and there may be some households on low income who do not meet the qualification criteria and therefore are unable to access the funding despite still being in need. The option of a Home Improvement Loan is available to such households. This is a necessary restriction due to the amount of funding available which must be targeted on a priority basis and the funding criteria imposed by the BCF.</p> <p>Having regard to this aim, the proposed policy may have a negative impact as it favours those with the above characteristic. As detailed above this may disadvantage households that are in need but do not meet the specified criteria. Poor housing conditions can negatively affect the health, safety and well-being of all residents, irrespective of age. However, certain housing deficiencies can have a more serious and harmful impact on individuals of particular ages. For example, older persons will suffer more in cold homes. The access to assistance within in the policy can be complicated and this could be a disadvantage if an individual is unable to make contact with the relevant person.</p>
Safeguarding		<p>The policy specifically identifies disabled residents as a beneficiary of assistance. The policy also aims to safeguard</p>

		disabled residents by making their homes safer for them to live in.
Community Safety, Crime and Disorder		Is there any potential positive or negative impact on crime and disorder reduction? No
Health, Safety and Wellbeing		<p>Improve utilisation of the Better Care fund allocation for South Hams and West Devon.</p> <p>The Council would make available a mandatory and discretionary grant for disabled adaptations.</p>
Other implications		<p>Political – The proposal will enable an increased number of adaptations and number of people that will benefit from the service.</p> <p>Reputation – This proposal demonstrates the Council’s commitment to improve the DFG service.</p>

### **Supporting Information**

#### **Appendices:**

Appendix one Devon Wide Housing Assistance Policy for the Better Care Fund 2018-19

#### **Background Papers:**

SH/WD Private Sector Housing Renewal Policy 2009 (previous policy)

More information on Wessex Home Improvement Loans is available at <https://www.middevon.gov.uk/residents/housing/private-sectorhousing/homeowners/loans/>

More information on the national ECO Flex scheme is available at <https://www.gov.uk/government/publications/energy-company-obligation-eco-help-to-heat-scheme-flexible-eligibility>

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**DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND  
2018-19**

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# **DEVON WIDE HOUSING ASSISTANCE POLICY FOR THE BETTER CARE FUND 2018-19**

## **1.0 INTRODUCTION**

- 1.1 Purpose This policy is required under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The Order provides councils with the discretion to develop schemes to provide financial assistance to deal with a range of housing issues. This policy sets out the areas on which Devon will focus any available resources in order to improve housing conditions across the district. With limited resources available it is essential that funding is targeted to those areas that contribute to the delivery of the Better Care Fund and Health and Wellbeing Board priorities and local district council priorities.

This policy provides the Devon Councils with the flexibility and discretion to provide appropriate assistance to meet the aims and priorities set out in section 3 below. Appendix 2 allows for each local authority to deliver its own local schemes that may be available over and above the Devon wide schemes.

This policy is owned by the following Councils: Devon County Council East Devon District Council Exeter City Council Mid Devon District Council North Devon District Council South Hams District Council Teignbridge District Council Torridge District Council West Devon District Council

- 1.2 The policy will be reviewed on an annual basis.
- 1.3 The assistance contained within this policy is only available subject to the availability of funding. Where funding is limited priority for spend will be given to the Mandatory Disabled Facilities Grant across the County.

## **2.0 CONTEXT**

- 2.1 Housing and Health Housing is a key determinant of health, and by promoting good quality housing this policy can contribute to reducing health inequalities for the residents of Devon.

In 2008, flexibilities were introduced enabling councils to use government grant that has been allocated for disabled facilities grants to be used more intelligently to deliver adaptations for disabled people outside of the mandatory grant regime.

Research has shown that there is a direct impact on the health and well-being of residents resulting from the homes in which they live; therefore, poor housing can contribute to poor health.

Each year hazards in the home result in unnecessary injuries, episodes of ill-health, and harm to mental health and in many cases the occupiers do not link the poor condition of their homes with a potential negative impact on their health. The poorest housing stock can be found in the private sector, and in some cases residents who own their own home are not able to maintain them and as a result hazards can develop.

An estimated 34,400 excess winter deaths were recorded in England and Wales in 2016/17 as reported by the Office of National Statistics (ONS) in their document Excess Winter Mortality in England and Wales 2016-17. Many of these people die unnecessarily as a result

of living in cold homes each year. Although the data collected does not identify the number of people that die directly as a result of the home environment various studies have found a link and these are detailed within the ONS report. In extreme cases the inability to afford to heat the home results in cold temperatures that create hypothermic conditions; however, for many individuals (particularly older persons) cold homes may result in trips, slips and falls, or injuries/health impacts resulting from cardiovascular, circulatory diseases and respiratory disease.

- 2.2 Better Care Fund In 2015 the government introduced the Better Care fund in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for disabled facilities grants (DFG). The 2017-19 Integration and Better Care fund policy framework document lists the conditions that the better care fund must be used to address. These are:

Condition 1: Plans to be jointly agreed – The plan to use the BCF allocation must be jointly agreed and signed off by the Health and Wellbeing Board, and constituent councils and clinical commissioning groups. The local housing authority must also be involved due to the inclusion of the DFG allocation, which forms part of the fund.

Condition 2: NHS contribution to social care is maintained in line with inflation. - The funding must be used to contribute to the maintenance of adult social care services in each local authority, which also has a health benefit. However, beyond this broad condition, the Department of Health wants to provide flexibility for local areas to determine how this investment in adult social care services is best used.

Condition 3: Agreement to invest in NHS commissioned out of hospital services, which may include 7 day services and adult social care - This should be achieved by funding NHS commissioned out-of-hospital services, which may also include 7-day services and adult social care, as part of the agreed BCF plan.

Condition 4: Managing Transfers of Care - Plans should set out how local partners will work together to fund and implement transfers of care effectively. More detail can be found in the 2017-19 Integration and Better Care Fund Policy Framework. Based on these broad conditions, Devon county Council and the District Councils have identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Health and Wellbeing Board priorities.

- 2.3 Delayed transfers of care. Delayed transfers of care, sometimes referred to as 'bed-blocking', occur when a patient is ready to depart from care and is still occupying a bed. According to NHS England, a patient is ready to depart when: a. A clinical decision has been made that the patient is ready for transfer AND b. A multi-disciplinary team decision has been made that the patient is ready for transfer, AND c. The patient is safe to discharge/transfer. In 2016/17 there were 2.3 million total delayed days in England with 1.3 million of these attributable to the NHS, averaging around 6,200 delayed transfers of care per day with around 3,600 of these attributable to the NHS. Delayed transfers of care in the NHS Briefing paper number 7415, 20 June 2017. The longer a patient stays in hospital the more detrimental this can be in terms of patient morale, mobility, and an increase in the risk of hospital-acquired infections. Older patients are particularly susceptible to negative effects around mobility with studies suggesting that a wait of more than two days negates the

benefit of intermediate care, and a wait of seven days or more is associated with a 10% decline in muscle strength. Delayed transfers of care are also costly for hospital trusts as insufficient beds can mean elective procedures need to be cancelled, resulting in the hospital trust losing these as a source of income.

A survey in 2015 by the Guardian found that at least 10% of beds were occupied by patients who were ready to be discharged and the NHS providers' audited accounts for 2016/17 estimated that delayed transfers of care cost £173 million. Much of the recent debate around delayed transfers of care attributes rising numbers to pressures in social care. The number of delayed days attributable to social care had been in decline until August 2013, after which the figure began to rise sharply. When looking at the specific reasons for delayed transfers of care, there are notable increases in non-health care reasons as indicated below:

**Table 1: Reasons for delayed transfers of care, 2016/17**

Reason for delay	Total delayed days	Change from previous year
Awaiting care package in own home	456,447	+45.3%
Awaiting further non-acute NHS care	386,028	+16.8%
Awaiting completion of assessment	380,832	+22.9%
Awaiting nursing home placement or availability	342,982	+39.6%
Patient or family choice	245,033	+5.8%
Awaiting residential home placement or availability	231,994	+22.9%
Awaiting public funding	81,327	+17.5%
Housing – patients not covered by NHS and Community Care Act	52,431	-1.0%
Awaiting community equipment and adaptations	52,121	+12.8%
Disputes	24,641	+18.9%

### 3.0 PRIORITIES

In Devon, the Better Care Fund priorities aim to achieve the following outcomes:

- Reduced admissions to residential and nursing care homes
- Reduce delayed transfers of care
- Reduce avoidable emergency admissions
- Increase dementia diagnosis rates

To meet these priorities this policy aims to focus on the following areas:

Objective 1 - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.

Objective 2 – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions

Objective 3 – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.

Objective 4 – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

#### **4.0 TYPES OF ASSISTANCE**

##### **4.1 Mandatory Disabled Facilities Grant (DFG)**

The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

Eligibility Any disabled householder seeking financial assistance with the cost of adaptations to their home must be assessed by an occupational therapist (OT) working on behalf of, or approved by Devon County Council. For the purposes of the DFG a person is considered disabled if they meet any of the following criteria:

their sight, hearing or speech is substantially impaired,

they have a mental disorder or impairment of any kind,

they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise. A person aged eighteen or over shall be considered disabled if:

they are registered under section 29(1) of the National Assistance Act 1948 (disabled persons' welfare),

they are a person for whose welfare arrangements have been made under that provision or, in the opinion of the social services authority, might be made under it.

A person under the age of eighteen shall be considered disabled if:

they are on a register of disabled children maintained under paragraph 2 of Schedule 2 to the Children Act 1989,

they are in the opinion of the social services authority a disabled child as defined for the purposes of Part III of the Children Act 1989 (local authority support for children and their families).

All owner-occupiers, tenants, licensees or occupiers who meet the above criteria are eligible to apply for a DFG.

## Grant Conditions

1. All grants other than those for children are subject to a test of financial resources, which is prescribed by The Housing Renewal Grants Regulations 1996.
2. The grant maximum is £30,000
3. The disabled person must intend to occupy the property as their only or main residence for a period of five years after the works are complete (or such shorter period as the person's health or other relevant circumstances permit).
4. In order to make an application the client must supply the following:
  - A completed and signed application form
  - Evidence of financial situation
  - Evidence of ownership of the property or the right to reside at the property
  - Permission for the works to be carried out
  - A detailed schedule of works and plans for complex works that must be agreed by the council
  - Any planning or building regulation approvals
  - 2 tenders for the works unless using an agreed framework.
5. Only the works agreed by the council will be covered by the grant.
6. If the grant is approved there are 12 months to complete the works
7. The works must be completed by the contractor stated on the approval document
8. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
9. Owner occupiers may have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid. The council will have regard to The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grants (Conditions relating to approval or payment of Grant) General Consent 2008 when deciding whether to demand repayment. The charge only applies where the grant is more than £5,000. Where the grant is more than £5000 only the amount over the first £5,000 is added as a charge. There is a charge limit of £10,000.
10. If the applicant has a contribution to pay they must ensure they have the money to cover their share of the costs before the work begins on site.
11. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
12. Any increase in the grant may have an impact on the charge placed against the property.

13. Where the cost of the work exceeds the mandatory grant limit of £30,000 the applicant may be eligible to apply for the Accessible Homes Grant subject to available funds.
14. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
15. The contract for the works is the responsibility of the applicant.
16. The grant will normally be paid direct to contractors in all but the most exceptional cases.
17. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
18. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

#### 4.2 Accessible Homes Grant

The Accessible Homes Grant enables an enhanced offer in addition to the Mandatory Disabled Facilities Grant subject to available funding. This grant is available in the following circumstances:

Where a mandatory grant has been approved but the cost of the work exceeds £30,000

Where there are works that may not be covered by the DFG in relation to adapting the home and making it safe.

Where the means test identifies that a contribution is required.

Where moving house more appropriate than adapting the existing property.

#### Eligibility

To be eligible for this grant the applicant must meet the following:

The applicant must have applied for and be eligible for the DFG first before the discretionary grant can be considered.

All applicants are subject to a means test including the parents and/or guardians of a disabled child. Adult clients will have been means tested as part of the formal DFG application. In the case of a child's application the means test will be applied to the parents or guardians of the disabled child before an application for a discretionary grant can be made.

As an alternative to the adaptation of an applicant's home, consideration will be given to the option of re-housing to more appropriate or adapted accommodation.

An applicant will only be eligible to apply for additional grant to cover any identified contribution where the amount the client has to pay represents at least a third or more of the applicant's savings.

## Conditions

1. The grant maximum is £20,000. Anything over £20,000 will not attract any further public grant.
2. Where additional funding is required to cover either a contribution or the cost of works over £50,000 (£30,000 from the Disabled Facilities Grant and £20,000 from the Accessible Homes Grant), then a Home Improvement Loan application can be made.
3. The DFG paperwork will be used to assist the applicant in making an application for this grant.
4. Only the works agreed by the council will be covered by the grant
5. If the grant is approved there are 12 months to complete the works
6. The works must be completed by the contractor stated on the approval document
7. No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
8. Owner occupiers will have a local land charge placed on their property on completion of the grant. If the property is sold, assigned or transferred within 10 years of the grant being completed then the grant may have to be repaid.
9. Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
10. Any increase in the grant may have an impact on the charge placed against the property.
11. Applicants who are successful in their application for assistance will be required to maintain the adaptation.
12. The contract for the works is the responsibility of the applicant.
13. The grant will normally be paid direct to contractors in all but the most exceptional cases.
14. The council will only offer grant for those works that are considered mandatory to meet the needs of the disabled person.
15. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.
16. Housing association properties - where the mandatory DFG does not fully cover the cost of the adaptation then the client and/or council may approach the housing association for a contribution towards the cost.

## Accessible Homes Grant - Moving application

This grant may be available to assist a disabled person to move to more suitable accommodation subject to available funding.

### Eligibility

An applicant will be eligible for this grant where:

The applicant meets the eligibility criteria for a DFG.

Where the Occupational Therapist and/or the Council consider re-housing to be more appropriate than adapting the existing accommodation.

To be eligible for this grant the total cost incurred in the eligible 'moving on' expenses and any estimated eligible adaptation costs at the 'new' property should not be greater than the cost of adapting the applicant's current home.

The 'new' property shall in the opinion of the Council provide a long term, sustainable home for the person for whose benefit the works are required.

If the property is within a neighbouring authority covered by this policy then the new authority will need to ensure the new property is suitable. This should also be agreed with the occupational therapist. The applicant must ensure that the relevant council's officers and Occupational Therapist have been consulted. In determining the 'reasonable expenses' regard shall be had to the following criteria:

The cost of the eligible works at the applicants existing property are not deemed reasonable, or;

The eligible works at the applicants existing home are not technically feasible, or;

The adaptation of the applicants existing property does not provide a sustainable, long term solution for their housing needs.

### Eligible Expenses Owner Occupier

The expenses that can attract grant under this section may include the cost of:

Any arrangement fee charged by a lender to cover the formation of a mortgage.

Conveyancing fees.

Land Registry Fee

Local Authority Searches

Stamp Duty

Valuation, Homebuyers or Full Structural Survey

Professional or other removal costs

Estate Agent Commission. The maximum grant payable for eligible expenses under this heading for an owner occupier is £10,000.

Tenant For a tenant the expenses that can attract grant under this section may include the cost of:

Letting agent fees

Rent deposit

Professional or other removal fees The maximum grant payable for eligible expenses under this heading for a tenant is £5000.

#### Conditions

1. Grant assistance is only payable to an owner occupier upon the successful completion of the purchase of the 'new' property and the disabled person then occupying that property as their only and main residence.
2. When moving to rented accommodation the applicant must obtain permission from the landlord for any adaptations to be carried out before the grant will be paid.
3. To qualify for this grant the applicant must have been resident in the property for at least 2 years prior to making an application to move.
4. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
5. For owner occupiers a local land charge will be placed against the property for a period of 5 years.

#### 4.3 Healthy Homes Grant

The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier.

##### Eligibility

An applicant must apply for a loan first including a Home Improvement Loan and will only be eligible to apply for this grant if a loan is refused.

Where the client is not eligible for a loan then they may apply for this grant.

To qualify for this grant the applicant must be over 60 years of age and in receipt of one of the following benefits: Housing benefit, Disability Living Allowance, Personal Independent Payment with the daily living component, Allowance, Guarantee Pension Credit, Income support or Council tax benefit (not the single person discount)

Universal Credit – universal credit replaces the following means tested benefits – Housing Benefit, income related ESA, Income based JSA, Child tax credit, working tax credit and income support.

#### Conditions

1. The maximum grant available is £5000 over a rolling two year period.
2. The grant is only available for owner occupiers and will be placed as a local land charge for 5 years.

#### 4.4 Home Improvement Loans

Wessex Resolutions Community Interest Company (WRCIC) is a not-for-profit company contracted to deliver loans to residents in the Devon area.

WRCIC administer loans within the requirements of this policy and the local policies of each district council within Devon. The Home Improvement Loan is a flexible product that can be used for the following purposes:

Home repairs and improvements

Adaptation works where grant is not available

To cover a client contribution to a grant

To cover the cost of the work over the DFG or Accessible Homes grant maximum.

To bring empty homes back into use

For landlords to carry out repairs or improvement to rented accommodation

For energy efficiency improvements

#### Eligibility

This will vary and is based on the individual circumstances of each client. Loan advisors will carry out an assessment and provide independent advice on ethical and responsible lending the most appropriate product to suit their needs.

#### Conditions

Conditions may vary depending on the loan product selected and the individual circumstances of each applicant.

Typical 4.2% APR. Loans are subject to status. Wessex Resolutions CIC may insist on loans being protected at the Land Registry by a Title Restriction. Missing payments could affect your credit rating and ability to obtain credit in the future.

#### 4.5 Top up to Eco-Flex

This grant is to provide top up funding for energy efficiency measures where Eco-Flex funding and ECO top ups (HHCRO) have been provided by energy providers but the available funding does not cover the full cost of the work.

##### Eligibility

Applicants must have been identified through each Council's Statement of Intent which can be found on the council's website.

To qualify for the top up a survey must be carried out by the energy provider, a local installer, or an agent and qualifying works identified. Provisions will be in place to ensure value for money.

For owner occupiers and private landlords a maximum of up to £1,000 is available.

If more than £1,000 is needed then the client should apply for a Wessex loan subject to availability and eligibility (see 4.4)

##### Conditions

1. The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).
2. A local land charge will be placed on their property on completion of the grant. If the property is sold, assigned or transferred or the tenant vacates within 5 years of the grant being completed then the grant may have to be repaid.
3. Any increase in the grant may have an impact on the charge placed against the property.
4. The contract for the works is the responsibility of the applicant.
5. The grant will normally be paid direct to contractors in all but the most exceptional cases.
6. No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

## **5.0 EXCEPTIONS TO THE POLICY**

The Councils accept that applications may be received for adaptations not covered by the circumstances listed above which will need to be formally determined. Any such application will be referred through the appropriate process of the council managing the application.

## **6.0 APPEALS AND COMPLAINTS**

Where the applicant has a complaint about the manner in which a council is applying this policy, then they should follow that Councils formal complaints process.

Where there is a complaint about the content of this policy this should be made to Devon County Council so that it can be considered on a Devon wide basis.

Where the complaint is in respect of works, the complaint should be made to the contractor in the first instance, if this does not resolve the problem then the appropriate council should be contacted for advice.

Where an applicant wishes to appeal against a decision of the Council in respect of any of the grants contained in this policy this should be made to the appropriate Council. Where agreement cannot be reached then the appeal should be escalated to the Devon wide group of Councils for a decision. Consensus between all the participating Councils will need to be reached as any decision may result in an amendment to the policy.

## APPENDIX ONE – ELIGIBLE WORKS

### Disabled Facilities Grant and Accessible Homes Grant

An assessment by an agreed Occupational Therapist must be carried out that recommends the type of adaptation required. Minor works are assessed by the Occupational Therapist and may be dealt with outside of the grant process.

#### Facilitating access

##### Facilitating access by the disabled occupant

- to and from the dwelling
- to a room used or usable as the principle family room
- to a room used for or usable for sleeping
- to a room in which there is a lavatory
- to a room in which there is a bath or shower
- to a room with a wash hand basin

##### Such works may include:

Ramping and/or handrails to the main external door. This could instead be a rear door in the case of a rear access. Only one access point will be allowed for each dwelling. External stair lifts will be considered if reasonably practicable and they are not prone to vandalism.

Widening the main entrance door and the doorways to the bedroom, bathroom and living room. Automatic door opening to main entrance doors will only be allowed for persons who are otherwise unable to open the door. Door entry systems will be considered where the person has severe mobility problems.

Alterations to facilitate wheelchair access to the bedroom, bathroom and living room.

Access to other rooms may be considered where the disabled person is also a carer.

Other adaptations that are necessary to facilitate access to any of the relevant rooms by the disabled person, for example, stair lifts or vertical lifts in some cases. Where a stair lift breaks down and it is 5-10 years old, a manufacturers report is needed before it can be replaced. If it is over 10 years, a report may not be required.

Provision of hard standings (3.6 m x 4.8 m max unless exceptional circumstances) and associated crossover for vehicle access where the disabled person is in a wheelchair or has difficulty walking to the house. This will only be given where existing on-street parking is considered unsatisfactory and a marked disabled parking bay is not possible or where it affords a more economical solution than providing additional paths/ramping from the roadside. Provision of off-street parking on its own is not eligible.

Please note: Being a holder of a blue badge is not an eligibility criterion for this item.

##### Washing facilities Facilitating the use of washing facilities by the disabled occupant

Adaptation of the facilities in the bathroom and toilet, including the provision of flush floor showers, lever taps, specialist WCs, Clos-o-mat or Geberit etc. The adaptation or provision of more than one bathroom to a house e.g. additional ground floor wc, will only be considered if evidenced by functional need.

#### Kitchen Facilities Facilitating the preparation and cooking of food

Where someone other than the disabled person does and will continue to do the cooking and preparation of meals, normally it will not be necessary to carry out full adaptations. However, it may be possible to carry out minor adaptations to allow the disabled person to prepare light meals or hot drinks, typically this may include a low-level worktop with power points for a kettle/microwave.

Full adaptations can be considered where the disabled person is the only or main user of the kitchen. The following adaptations can be considered:

- a. Kitchen sink, including alteration to its height or position or the type of taps fitted to it. Powered, adjustable-height sinks will not generally be allowed, as the provision of a second sink is a more economic solution.
- b. Cooker point and oven-housing unit ensuring its height and position is in a safe location and the provision of worktops on either side.
- c. Work surfaces located beside the sink and on each side of the cooker having a total length of approximately 1.5m, all at a suitable height for the disabled person.
- d. Food storage in an accessible position, usually space for a refrigerator with power supply.
- e. Wheelchair access, if necessary, including wider doors, rearrangement of facilities etc.
- f. Alterations to the kitchen door, light switches and power points, but only if it is necessary.
- g. Extensions or enlargement to kitchens can only be agreed where they are absolutely necessary in order to provide turning space for a wheelchair and if suitable space cannot be achieved by rearrangement of the existing facilities.
- h. The provision of cupboard and storage units on an "essential" basis. (2x1m base units and baskets or equivalent).
- i. Mechanical ventilation where kitchen schemes require Building Regulation approval.

#### Other works that may be considered for grant assistance

##### Electrical work

Alterations to the height and/or position of light switches and power points to make them accessible to the disabled person.

Upgrading of electrical installation where the current installation is considered unsafe.

##### Heating

Heating the rooms that are in everyday use by the disabled person where a medical need can be demonstrated. Changes to the type of heating system will only be allowed if evidenced by medical need (e.g. change from solid fuel to gas where applicant can no longer carry fuel) and the applicant is not eligible for other types of grant such as Eco Flex.

Upgrading/replacing of boilers/radiators where the property has been extended as part of the adaptation.

#### Guarding

Provision of laminate glass or specialist lighting or guards to fires and around radiators where disabled children with violent behavioural problems may harm themselves.

Restrictors or works to windows for the safety of the disabled person.

#### Alarms

Provision of enhanced fire alarm systems for those with hearing difficulties.

#### Structural alterations

Carrying out structural alterations where necessary to provide fixings for disabled equipment provided by Social Services e.g. fixing for tracking /overhead hoists.

Storage or space for essential medical equipment as part of the adaptation works but not as a stand-alone item.

Where an adaptation is required to a listed building and additional works are required to comply with requirements.

Where an adaptation cannot be carried out due to disrepair issues those repairs, within reason, may be carried out. Such works may include replacement of rotted flooring or strengthening of the floor as part of a flush floor shower installation, electrical repairs to enable works to be carried out safely, and dealing with low water pressure. More substantial repairs that are not directly affecting the adaptation will need to be referred to a home improvement loan or healthy homes grant.

Additional bathrooms or bedrooms may be allowed where they are specifically for the disabled person and it can be demonstrated that adaptation of other rooms or space or access to those rooms in the property is unsuitable. Extensions will only be allowed following a detailed cost/benefit analysis of alternative options.

Requests are sometimes received to provide separate bedrooms where disabled children with behavioural difficulties share a room with other siblings and disturb their sleep. This will only be considered where it can be demonstrated the child is prone to violent outbursts and there is risk of physical harm to the child or to the other siblings. Families will first be expected to re-arrange the sleeping arrangements in their home to try to eliminate the need for extra bedrooms. If there is more than one reception room the family will be expected to use the extra room(s) for sleeping purposes.

#### Garden and external access

In cases of small terraced properties with narrow passageways or very difficult access, effective adaptation can only proceed where it can be reasonably and practicably carried out without having a detrimental impact on neighbouring properties.

Access to the garden may be given to improve an existing access to make it safe for the disabled occupant to use. It does not include extending an existing access e.g. creating a side access so a person can also go around the side of a house. Generally, the most modest solution for providing access to both the house and the garden will be considered and this can mean that one access may

be sufficient to access both the house and the garden. Where homes have communal gardens, e.g., blocks of flats served by a single access, grants will not normally be provided for an individual access to the garden unless it can be demonstrated that because of the disabled persons condition the travel distance to the garden would be excessive and unreasonable.

The grant will only be for providing immediate access to the garden and does not include landscaping gardens to make them more suitable for the disabled person to access. However, to assist a disabled person to live independently, an allowance of 4m<sup>2</sup> of pathway, (which may include a turning circle for a wheelchair user), will be considered to assist access to any specific areas enjoyed by the disabled person. ☒ Provision of fencing or guarding for the safety of the disabled person when in the garden.

#### Healthy Homes grant

An assessment of the property may be necessary to determine the scope of the work and does not cover the full renovation of a property. It is intended that the grant is sufficient to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

This could include but is not limited to the following:

Electrical safety- where the condition of the electrical wiring could lead to imminent risk of electrocution or fire or accidents as a result of inadequate lighting.

Falls – where the condition of the stairs or floors are in such a state as to provide an imminent risk of a fall in the home.

Cold – where the heating is inadequate or lacking, and the condition of the doors and windows are contributing to the home being cold in the winter and there is a risk of falls or other ill effect from cold temperatures.

Dampness – damp conditions so significant that a roof is failing and water is visibly entering the property. Rising damp, condensation or minor leaks may not be covered by this grant.

Structural collapse- where a structural part of the building is in such a state as to constitute an imminent risk.

Amenities – the lack of a functioning basic amenity such as a toilet, bath, wash hand basin or kitchen sink.

Hot water – where there is no hot water available for the occupier due to a fault with a boiler or hot water tank.

This list is not exhaustive and each case will be assessed based on its individual circumstances.

Home Improvement Loan The loan will cover those works covered by this policy and any other works specified by each individual Council involved in the Home Improvement Loan scheme.

## **ECO Flex Top up**

Works will generally include:

- Mains gas boiler replacement,
- Loft insulation,
- Cavity wall insulation,
- Non-gas boiler replacements,
- Replacement storage heaters,
- Internal or external wall insulation,
- Room in roof insulation,
- Flat roof insulation

## **APPENDIX TWO – LOCAL POLICIES**

The following councils have their own additional policy that can be viewed on their websites.

East Devon District Council

Exeter City Council

North Devon District Council

South Hams District Council

Teignbridge District Council

Torridge District Council

West Devon District Council

## **APPENDIX THREE – SUMMARY**

### **Mandatory DFG**

Disabled adaptations as described by the Housing Grants Construction and Regeneration Act 1996.

£30,000 Meets disability criteria Assessed by an OT Subject to means test

Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers in some circumstances

### **Accessible Homes Grant**

Cover the costs of adaptations over the mandatory DFG limit Cover some contributions identified under mandatory DFG Cover some works not covered by the DFG

£20,000 Meets disability criteria Assessed by an OT Subject to means test Contribution constitutes more than a 1/3 of available savings

Must remain in the property as only or main residence for 5 years Local land charge for 10 years for owner occupiers

### **Accessible Homes Grant – Moving**

Cover some of the costs associated with moving to a more suitable property

Owner occupier upto £10,000

Tenant upto £5000

Suitable property has been identified. Cost of moving with any adaptation to the new home is less than adapting existing home. Been resident in existing property for 2 years prior to making the application

Must remain in the property as only or main residence for 5 years Local land charge for 5 years for owner occupiers

### **Healthy Homes Grant**

Works to make safe a defect that is considered to pose a risk to the health, safety or welfare of the occupier.

Up to £5000 over a 2 year rolling period

Loan has been refused In receipt of a qualifying benefit Owner occupier

Must apply for a loan first Local land charge for 5 years

### **Home Improvement Loan**

Cover works identified in the other grants

As determined by each Council policy

Based on affordability

Based on local criteria Based on local criteria

**EcoFlex Top up**

Energy efficiency works upto £1000 Qualify for ECO funding meet the council's statement of intent criteria Owner occupier or private landlord

Must remain in the property as only or main residence for 5 years Local land charge for 5 years

# Agenda Item 9

Report to: **South Hams Executive**  
Date: **26 April 2018**  
Title: **Parking Review**  
Portfolio Area: **Environment Services**  
Wards Affected: **All**  
Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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

Date next steps can be taken: **Council on 17 May 2018**

Author: **Cathy Aubertin** Role: **Operational Manager (Environment Services)**

Contact: [Cathy.Aubertin@swdevon.gov.uk](mailto:Cathy.Aubertin@swdevon.gov.uk)

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## **Recommendations:**

That the Executive **RECOMMENDS** to Council that the following amendments are made to the South Hams Off-Street Parking Places Order:

1. Pay & Display charges be amended in accordance with Appendix 1, following consultation with local communities.
2. Newly created reserved parking bays at Batson Creek, Salcombe, as shown on Appendix 2, are incorporated.

## **1. Executive summary**

- 1.1 This report requests that Members consider the recommendation to amend Pay & Display charges in accordance with the schedule at Appendix 1.

## **2. Background**

- 2.1 As Members will be aware, South Hams District Council has a 'Community Led Parking Charges' policy, which allows for local Town and Parish Council, plus other stakeholders in each area, to work with the District Council in making recommendations about parking charges. This enables parking charges to be designed to meet the needs of individual communities.

- 2.2 The Council anticipates a 2% increase in revenue across the District in line with the policy and officers have been engaging with Town and Parish Councils, and stakeholders, in order to carry out the review in accordance with each community's needs.
- 2.3 Eight reserved parking bays have recently been created at Batson Creek in Salcombe, and it is now necessary to add these bays to the Parking Order so that effective enforcement may be undertaken if necessary. All bays have already been allocated and will generate £1,500 income per bay for the Council.

### 3. Outcomes/outputs

- 3.1 Details of the requirements made by each community are included in the schedule of revised Pay & Display charges.
- 3.2 Any surplus income is applied, in accordance with policy, to support the car park services and the public realm, which includes car parking, street cleansing, public toilets and street furniture.

### 4. Options available and consideration of risk

- 4.1 Should the recommendations above be resolved, they will be the subject of a 21-day consultation period, which customers will be aware of by a notice published in the local press and on the Council's website, together with notices in all affected car parks. This will allow customers to object to the proposals, and to make representations to the Council, should they wish to do so. If a large number of objections are received, the matter and representations will be referred to the Executive for further consideration.

### 5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		The Council has power to provide off-street parking under the Road Traffic Regulation Act 1984 (as amended).  The Council has the power to deal with the provision, management and control of car parks.
Financial		The consultation exercise will cost approximately £600 to advertise, which will be funded by the Car Parks budget.

		The modelling has been undertaken which demonstrates that the proposed Pay & Display charges will produce a 2% increase in revenue.
Risk		Reduced use of car parks - however, this is considered to be a very low risk.
Comprehensive Impact Assessment Implications		
Equality and Diversity		A comprehensive impact assessment has been completed in respect of this matter which shows that there are no groups of customers which are adversely affected more than others.
Safeguarding		No implications.
Community Safety, Crime and Disorder		No potential positive or negative impact on crime and disorder reduction.
Health, Safety and Wellbeing		No implications.
Other implications		None.

### **Supporting Information**

### **Approval and clearance of report**

<b>Process checklist</b>	<b>Completed</b>
Portfolio Holder briefed	<b>Yes/No</b>
SLT Rep briefed	<b>Yes/No</b>
Relevant Exec Director sign off (draft)	<b>Yes/No</b>
Data protection issues considered	<b>Yes/No</b>
If exempt information, public (part 1) report also drafted. (Cabinet/Scrutiny)	<b>Yes/No</b>

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## Pay & Display review 2018

### Summary of amendments

Town/ village    Aim (where applicable)

#### Bigbury

**Dartmouth**    Increase key tariffs to encourage more use of Park & Ride during season  
Generate some of the 2% increase from busiest time of the year

#### Hope Cove

#### Ivybridge

**Kingsbridge**    Encourage more use of outer car parks by residents, shoppers and commuters  
Use of Quay car park to be focussed on visitors to the town

#### Modbury

Current tariffs to be amended		Revised tariffs	
-------------------------------	--	-----------------	--

Bigbury			
24 hours	£8.00	24 hours	£9.00

Mayor's Avenue (high season)			
3 hours	£4.20	3 hours	£4.30
4 hours	£5.60	4 hours	£6.00
Overnight	£2.00	All day	£3.00

Inner Hope Lay-by			
All day	£3.00	All day	£3.20

Leonard's Road			
All day	£2.00	All day	£2.10

Fore Street			
3 hours	N/ A	3 hours	£1.00
4 hours	£1.00	4 hours	£3.00

Quay			
1/2 hour	£0.50	1/2 hour	N/ A
2 hours	N/ A	2 hours	£2.00
4 hours	£5.00	4 hours	£4.00

Poundwell Meadow			
2 hours	£1.40	2 hours	£1.50

**Salcombe** Increases largely be focused on high season charges and short stay parking and address issues of parking abuse in Whitestrand car park

**Slapton Line & Torcross** To address concerns of overnight camping in motorhomes

**Totnes** Encourage more use of Longmarsh car park  
Minimal impact to most popular tariffs

<b>Whitestrand (high season)</b>			
1/2 hour	£0.60	1/2 hour	£0.70
1 hour	£1.10	1 hour	£1.30

<b>All car parks</b>			
Overnight	£3.00	Overnight	£5.00

<b>Heaths Nursery, Pavilions I, Heathway, North Street, Old Market, Pavilions, Steamer Quay &amp; Nursery</b>			
4 hours	£3.00	4 hours	£3.50

South Hams - current parking charges

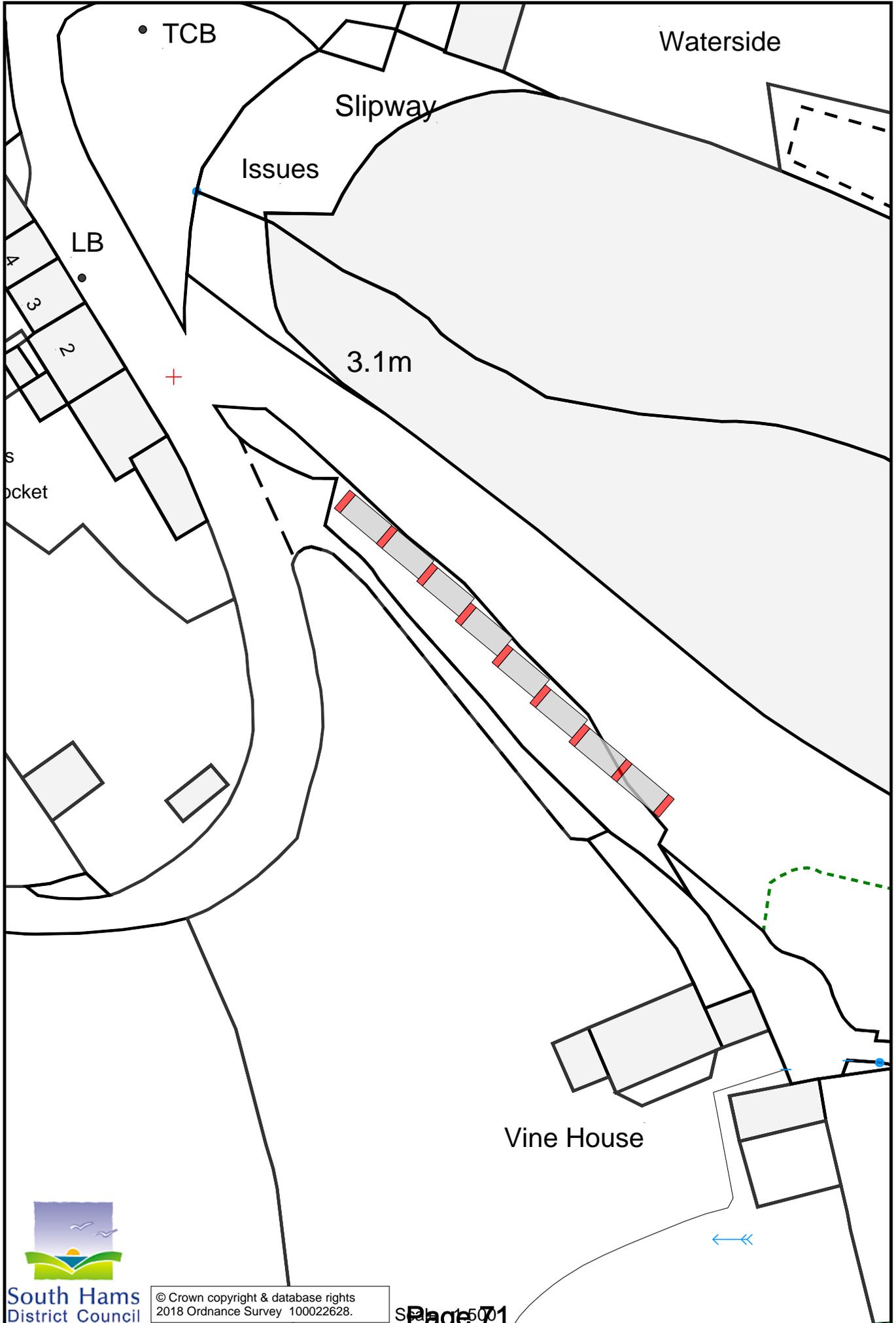
		1/2 hour	1 hour	2 hours	3 hours	4 hours	All day	Overnight	24 Hours	After 2pm	Regatta
<b>Bigbury</b>											
Bigbury			£1.20	£2.50	£4.00		N/A	N/A	£8.00		
<b>Dartmouth</b>											
Castle		£0.50	£1.00	£2.00	£3.00						
Leisure Centre		£0.30	£0.70	£1.40	£2.10	£2.80					
Mayor's Avenue	High season	£0.60	£1.30	£2.60	£4.20	£5.60		£2.00			
	Low season		£0.90	£1.80	£2.70	£3.60	£6.00	£2.00			
Park & Ride	High season						£5.00			£3.00	£15.00
	Low season										(£10.00 when staff not on site)
	High season coaches						£7.00				
	Low season coaches										
<b>Hope Cove</b>											
Inner Hope Layby				£2.10					£3.00		
<b>Ivybridge</b>											
Glanvilles Mill			£0.60	£1.60							
Harford Road			£0.60	£1.60	£2.40						
Leonards Road			£0.60				£2.00				
<b>Kingsbridge</b>											
Lower Union Road & Cattlemarket		£0.50	N/A	N/A	£1.00	N/A	£2.00		N/A		
Fore Street		£0.50	N/A	N/A	N/A	£1.00			£7.00		
Quay		£0.50	£1.00	N/A	£3.00	£5.00			£8.00		
Duncombe Park		£0.30	£0.80	£1.60	£2.00	£3.30			£7.00		
<b>Modbury</b>											
Poundwell Street		£0.50	£1.00	£1.70	N/A	N/A					
Poundwell Meadow		£0.10	£0.50	£1.40	£2.10	£2.80	£5.00				
<b>Salcombe</b>											

Creek			£1.30	£2.60	£3.90		£6.50	£2.00	£8.50			
(overnight and 24 hour tariffs apply in high season only)	High season coaches			£4.50		£7.50	£11.50					
	Low season coaches		No Charge									
North Sands	High season		£1.10	£2.10	£3.00	£4.00	£6.50					
	Low season		£0.80	£1.60	£2.40	£3.20	£5.50					
Shadycombe	High season	£0.60	£1.10	£2.10	£3.00			£2.00				
	Low season		£0.90	£1.80	£2.70	£3.60	£6.00					
Whitestrand	High season	£0.60	£1.10					£2.00				
	Low season	£0.40	£0.90	£1.70	£2.50							
<b>Slapton Line and Torcross</b>												
Slapton Memorial, Strete	High season		£1.00	£2.00	£3.00	£4.00	£6.50	£3.00				
Gate & Torcross Tank	Low season		£0.80	£1.60	£2.40	£3.20	£5.50					
Torcross Layby	High season		£0.90	£1.80				£3.00				
	Low season		£0.80	£1.60								
<b>Totnes</b>												
Civic Hall & Victoria Street		£0.60	£1.20	£2.00	£2.50							
Heaths Nursery & Pavilions I				£2.00	£2.50	£3.00						
Heathway, North Street, Old Market, Pavilions, Steamer Quay & Nursery		£0.60	£1.20	£2.00	£2.50	£3.00			£6.00			
Longmarsh		£0.20	£0.50	£1.00	£1.50	£2.00			£4.00			

South Hams - proposed parking charges

		1/2 hour	1 hour	2 hours	3 hours	4 hours	All day	Overnight	24 Hours	After 2pm	Regatta
<b>Bigbury</b>											
Bigbury			£1.20	£2.50	£4.00		N/A	N/A	£9.00		
<b>Dartmouth</b>											
Castle		£0.50	£1.00	£2.00	£3.00						
Leisure Centre		£0.30	£0.70	£1.40	£2.10	£2.80					
Mayor's Avenue	High season	£0.60	£1.30	£2.60	£4.30	£6.00		£3.00			
	Low season		£0.90	£1.80	£2.70	£3.60	£6.00	£2.00			
Park & Ride	High season						£5.00			£3.00	£15.00
	Low season										(£10.00 when staff not on site)
	High season coaches						£7.00				
	Low season coaches										
<b>Hope Cove</b>											
Inner Hope Layby				£2.10					£3.20		
<b>Ivybridge</b>											
Glanvilles Mill			£0.60	£1.60							
Harford Road			£0.60	£1.60	£2.40						
Leonards Road			£0.60				£2.10				
<b>Kingsbridge</b>											
Lower Union Road & Cattlemarket		£0.50	N/A	N/A	£1.00	N/A	£2.00		N/A		
Fore Street		£0.50	N/A	N/A	£1.00	£3.00			£7.00		
Quay		N/A	£1.00	£2.00	£3.00	£4.00			£8.00		
Duncombe Park		£0.30	£0.80	£1.60	£2.00	£3.30			£7.00		
<b>Modbury</b>											
Poundwell Street		£0.50	£1.00	£1.70	N/A	N/A					
Poundwell Meadow		£0.10	£0.50	£1.50	£2.10	£2.80	£5.00				
<b>Salcombe</b>											

Creek			£1.30	£2.60	£3.90		£6.50	£2.00	£8.50			
(overnight and 24 hour tariffs apply in high season only)	High season coaches			£4.50		£7.50	£11.50					
	Low season coaches		No Charge									
North Sands	High season		£1.10	£2.10	£3.00	£4.00	£6.50					
	Low season		£0.80	£1.60	£2.40	£3.20	£5.50					
Shadycombe	High season	£0.60	£1.10	£2.10	£3.00			£2.00				
	Low season		£0.90	£1.80	£2.70	£3.60	£6.00					
Whitestrand	High season	£0.70	£1.30					£2.00				
	Low season	£0.40	£0.90	£1.70	£2.50							
<b>Slapton Line and Torcross</b>												
Slapton Memorial, Strete	High season		£1.00	£2.00	£3.00	£4.00	£6.50	£5.00				
Gate & Torcross Tank	Low season		£0.80	£1.60	£2.40	£3.20	£5.50					
Torcross Layby	High season		£0.90	£1.80				£5.00				
	Low season		£0.80	£1.60								
<b>Totnes</b>												
Civic Hall & Victoria Street		£0.60	£1.20	£2.00	£2.50							
Heaths Nursery & Pavilions I				£2.00	£2.50	£3.50						
Heathway, North Street, Old Market, Pavilions, Steamer Quay & Nursery		£0.60	£1.20	£2.00	£2.50	£3.50			£6.00			
Longmarsh		£0.20	£0.50	£1.00	£1.50	£2.00			£4.00			



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Report to: **Executive**

Date: **26 April 2018**

Title: **Procurement of Pay on Entry Equipment – Public toilets/Disposal of Toilets**

Portfolio Area: **Commercial Services/ Assets**  
Cllr R Gilbert / Cllr J Tucker

Wards Affected: **Allington & Strete, Charterlands, Dartmouth & East Dart, Ermington & Ugborough, Ivybridge, Kingsbridge, Newton & Yealmpton, Salcombe & Thurlestone, South Brent, Staverton, Stokenham, Totnes Wembury & Brixton, West Dart**

Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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

Date next steps can be taken: **Following Call In Tuesday 8 May 2018**

Author: Emma Widdicombe Role: **Senior Specialist (Environmental Services)**  
Chris Brook **Community of Practice Lead for Assets**

Contact: **Emma.Widdicombe@swdevon.gov.uk**

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## **Recommendations:**

It is recommended that the Executive approve:

1. The commencement of the procurement to deliver the pay on entry equipment to the public conveniences at Bigbury, Whitestrand, Creek, North Sands, South Sands, Coronation Road, Steamer Quay, Civic Hall, Fore Street, Slapton Line, Glanvilles Mill, Wembury, Mill Bay and Dittisham.
2. That Mill Bay toilets have pay on entry installed
3. That Slapton Memorial toilets no longer have the pay on entry system installed and the toilet is closed as a result of storm damage.

4. That authority for:

- a) the sale of sites for which transfer has not been successful and subsequently closed; and
- b) the sale of sites where usage is low and site value high, which have previously been approved by Members for transfer or closure

be delegated to the CoP Lead for Assets and the S151 Officer, in consultation with the Leader and the portfolio holder for Commercial Services.

## 1. Executive summary

- 1.1. This report addresses three unrelated issues with respect to toilets owned by the Council and as such deals with each issue separately.
- 1.2.1) It seeks approval for the commencement of the necessary procurement in respect of the pay on entry system in accordance with the Council's Procurement Rules.
- 1.3. This tender is for the procurement of pay on entry systems at the proposed toilets as identified at Council at Bigbury, Whitestrand, Creek, North Sands, South Sands, Coronation Road, Steamer Quay, Civic Hall, Fore Street, Slapton Line, Glanvilles Mill, Wembury and Dittisham.
- 1.4.2) It is recommended that Mill Bay toilets are added to the list of pay on entry sites
- 1.5.3) It is recommended that Slapton Memorial toilets are removed from the list of pay on entry toilets due to recent damage caused by Storm Emma and that consideration is given to closure of the toilets due to high costs required to repair this facility.
- 1.6.4) It gives consideration to the scenario where toilets which are not transferred to parish or town councils are subsequently closed leading to the requirement for disposal at best value. Furthermore, in the situation where sites are identified which have low usage and high value, also be considered for disposal at best value.

## 2. Background

Pay on Entry Procurement

- 2.1. As part of the Budget proposals, Members will recall that at Council 22<sup>nd</sup> February 2018, it was agreed to make significant savings of £226k in the cost of providing and maintaining public conveniences. Part of the savings to be achieved was the approval to install pay on entry at the following public conveniences – Bigbury, Whitestrand, Creek, North Sands, South Sands, Coronation Road, Steamer Quay, Civic Hall, Fore Street, Slapton Line, Glanvilles Mill, Wembury, Mill Bay and Dittisham.
- 2.2. The contract for the pay on entry equipment for the above public conveniences needs to commence as quickly as possible to ensure that the Authority complies with Public Contract Regulations 2015 and achieves the best possible financial return within the financial year 2018/19.
- 2.3. The anticipated value of the contracts are each above the threshold for goods and services, referred to in the Public Contracts Regulations 2015.

- 2.4. The intended specification of the tender will look to provide:
- High security
  - Durability with features to prevent vandalism, anti-jemmy and must be suitable for unmanned locations
  - Accessible to all users
  - Manual override to allow free use of facility
  - Compliant to EU Safety Standards or British Safety Standards
  - The coin/payment operated entry system must be capable of taking multiple coin options to a variety of fee levels
  - Provide full audit trail to include usage and payments
  - A combination of paddle gate style and pay on entry doors would be considered on a site by site basis
- 2.5. An independent survey is currently being conducted to assess the proposed site in relation to the most suitable equipment, access etc to enable us to establish the best options for tendering.
- 2.6. It is not recommended that the Council implements a charge for disabled toilets and that these facilities are fitted with a RADAR key lock.
- 2.7. The installation of the pay on entry proposes to create £16,000 income in 2018/19 and £36,000 by 2019/20.
- 2.8. A capital amount for the pay on entry equipment has been approved within the 2018/19 capital budget.

Mill Bay Toilets – addition to pay on entry sites

- 2.9. Mill Bay toilets was under consideration to be transferred to parish/closure however, following consideration regarding the high usage and seasonal profile of these toilets it is felt these toilets are suitable for pay on entry to be installed and to contribute to the 2018/19 income target.

Slapton Memorial Car Park Toilets – Storm damage

- 2.10 The recent Storm Emma has caused significant coastal erosion at Memorial car park, Slapton where a block of toilets under consideration are located. This coastal erosion has left the septic tank associated with the toilets exposed with only a 2 metre buffer to the beach edge. Slapton Memorial toilets was identified as being a potential pay on entry site however, the significant costs to relocate the septic tank and the uncertainty regarding the future of these toilets makes the installation of pay on entry unsustainable.

Disposal for best value

- 2.11 In relation to the transfer or closure of toilets in specific named locations, Officers are currently gathering information to engage with parish and town councils identified for devolution in time for the 2019/2020 precept setting timeframe.

- 2.12 So as to ensure smooth implementation of the agreed transfer or closure programme, the scenario where a transfer is not successful and closure has occurred needs to be considered. In this case, the Council must seek to sell the sites for best consideration so that the Council is not faced with business rates and utilities costs.
- 2.13 Furthermore, there are a very few sites that have been identified for transfer or closure where it may be sensible to sell the site for best value. These would be locations where usage is low and site value is high, or where alternative toilet facilities are available.
- 2.14 These issues affect our communities and services and fits with the following Council priorities:  
Environment  
Infrastructure

### **3 Outcomes/outputs**

- 3.1 As a result of the tendering exercise, a contract can be let to offer best value in terms of delivering the pay on entry systems for identified public toilets.
- 3.2 Tenderers will be invited to supply, install and maintain suitable charging mechanisms.
- 3.3 Mill Bay Toilets should be recommended for the installation of pay on entry.
- 3.4 Slapton Memorial Toilets should be recommended for closure.
- 3.5 Toilets that are not able to be transferred and have been closed will be disposed of for best value.
- 3.6 A limited number of toilets with low usage and high value shall be considered for disposal for best value.

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

#### Pay on Entry Procurement

- 4.1 The option to do nothing will not deliver any budget savings to the Council, and the savings identified would need to be found elsewhere within the Council.
- 4.2 Footfall experienced at some of the less well-used facilities would increase the amount of time needed to pay back the capital expenditure of installing the coin operated system and increase pressure on the revenue budget.

- 4.3 Introducing charging to the Council public toilets may increase user's expectations of the level of quality of the facility. The Council may experience an increase in complaints if the quality and cleanliness of the provisions falls below a perceived acceptable standard.

#### Memorial Toilets, Slapton

- 4.4 Storm Emma had a large impact on the Slapton Line and the beach edge receded many meters inland. This has resulted in the treatment plant for the toilets being exceedingly close to the beach and vulnerable to failure through wave action or overtopping.
- 4.5 It is not acceptable for the authority to run the foreseeable risk of an environmental pollution incident occurring and as such the treatment plant cannot continue to operate.
- 4.6 The cost of relocating the treatment plant is prohibitive in the context of the savings members have agreed to in the MTFs. As such it recommended that the toilets be closed. Figure 4.1 shows a picture of the treatment plant location at the new beach edge.

#### Disposal of toilets for best value

- 4.7 Disposal of toilets for best value is unlikely to be popular, and as such represents a political and reputational risk to the Council. This must be recognised and balanced with the need to ensure a sound fiscal policy in relation to the running of environmental services.



Figure 4.1 – The vulnerable septic tank location

## **5 Proposed Way Forward**

- 5.1 It is proposed that the pay on entry be tendered so pay on entry systems can be installed on the proposed 15 sites (including Mill Bay).
- 5.2 The funding for the pay on entry systems has already been approved within the 2018/19 Capital budget.
- 5.3 Memorial toilets, Slapton are recommended to be shut with immediate effect.
- 5.4 Authority for disposal for best value of toilets meeting the criteria described in section 3 be delegated to the CoP Lead for Assets, S151 officer, in consultation with the Leader and portfolio holder for Environmental Services.

## 6 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		<p>Tenders must be invited in accordance with the Council's Contract Procedure Rules.</p> <p>The Council is required under the Local Government Act 1974 to get best consideration (best value) when disposing of assets and land. As such it must demonstrate that it has discharged that duty and it is likely that it would do so in this case through the use of a sealed bid process.</p>
Financial		<p>Installation of the pay on entry proposes to generate £16000 income in 2018/19 and £36000 in 2019/20</p> <p>There is an approved amount in the 18/19 Capital budget for the pay on entry equipment</p> <p>If installation does not occur there will be loss of this potential income to the Council and therefore in effect not achieving the desired savings</p>
Risk		Reference Section 4
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:**

none

#### **Background Papers:**

None



Report to: **South Hams Executive**

Date: **26 April 2018**

Title: **Dartmouth Lower Ferry - Capital Repairs Programme**

Portfolio Area: **Environment Services**

Wards Affected: **Dartmouth**

Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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

Date next steps can be taken: **Council on 17th May 2018**

Author: **Helen Dobby** Role: **Group Manager, Commercial Services**

**Cameron Sims-Stirling** **Interim Harbour Master**

Contact: [helen.dobby@swdevon.gov.uk](mailto:helen.dobby@swdevon.gov.uk)

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**Recommendations:**

That the Executive **RECOMMENDS** to Council to approve the capital spend outlined in Section 2.5 from the Dartmouth Lower Ferry Earmarked Reserve, in order to ensure that the ferry vessels, (both tugs and floats) are compliant and seaworthy in line with Maritime and Coastal Agency requirements.

**1. Executive summary**

- 1.1 This report requests that Members approve a spend from the Dartmouth Lower Ferry Earmarked Reserve in order to bring the existing fleet of vessels up to the required Maritime and Coastal Agency (MCA) standards. This includes work to ensure that, subject to regular inspection and maintenance work on the tugs, they will continue to be seaworthy and compliant. It includes planned repair and maintenance work on the floats which should ensure they are seaworthy for a minimum of 10 years.

## 2. Background

- 2.1 The current Dartmouth Lower Ferry operation runs year round with a small team of staff (15). It runs using 2 floats (Tom Casey was built in 1989 and the Tom Avis was built in 1992), and 3 tugs (Hauley's IV (1964), V (1965) & VI (1996), a dumb fuelling pontoon, and 2 launches.
- 2.2 In the main season (April to September inclusive) 2 tugs and floats are in operation. Outside of this, there is one tug and float in operation. As the floats can carry more than 12 persons and vehicles they need to be MCA certificated.
- 2.3 In February 2018 the MCA determined that the tugs, being the propulsion, control centre, navigational platform and carrying lifesaving and firefighting equipment, should also be included within the full certification requirements of the operation. As such, during the recent annual inspection of the Tom Casey float they completed a preliminary inspection of tug Hauley IV which was out of the water for its 5 yearly engine rebuild and found the vessel to require refurbishment work.
- 2.4. Due to age of the fleet the MCA require that the Dartmouth Lower Ferry instigates a 2 year inspection regime for the 3 tugs as follows:
  - a. Hauley IV; 2018 and then every 2 years
  - b. Hauley V; 2019 and then every 2 years
  - c. Hauley IV; 2020 and then every 2 yearsThese dates are planned to coincide with the previous 5 year inspection dates for scheduled engine overhauls and as such the tugs will be out of the water for 2-3 months in any case. This allows time for a full MCA inspection and rectification programme.
- 2.5 The programme of work required to refurbish the fleet for the medium term is over and above the current annual repairs and maintenance allocation. This allows for basic annual repairs and maintenance. The proposed MCA programme requires a level of more substantial maintenance based on the age of the fleet. It is therefore recommended that these additional refurbishment costs for parts and labour are drawn from the Dartmouth Lower Ferry Earmarked Reserve. This work will both extend the life of the fleet and improve our service resilience. The reserve fund currently stands at £487,000. The cost of fleet refurbishment (subject to their out of water surveys) is estimated to be contained within a budget of £100,000. This will cover parts, labour and additional MCA inspection costs.
- 2.6 The Dartmouth Lower Ferry Earmarked Reserve currently stands at £487,000 and has an annual contribution of £87,000.

### 3. Outcomes/outputs

- 3.1 The Dartmouth Lower Ferry fleet will be refurbished to the revised Maritime and Coastal Agency standard giving us full compliance of our fleet, therefore offering a more resilient service with improved safety standards.

### 4. Options available and consideration of risk

- 4.1 Failure to respond to the MCA direction could result in vessels not receiving certification and therefore not being able to operate. This would have a major financial impact on the Council as well as causing reputational damage to the Lower Ferry business.

### 5. Implications

Implications	Relevant to proposals Y/N	
Legal/Governance	Yes	The Council has a duty to operate the Lower Ferry business safely and with compliant fleet.
Financial		The financial implications are outlined at 2.5 and 2.6 of the report.
Risk		The risks related to not carrying out the necessary fleet refurbishment work will result in fleet not being deemed seaworthy and safe to operate the service by the MCA.
Comprehensive Impact Assessment Implications		
Equality and Diversity		A comprehensive impact assessment has been completed in respect of this matter which shows that there are no groups of customers which are adversely affected more than others.
Safeguarding		No implications.
Community Safety, Crime and Disorder		No potential positive or negative impact on crime and disorder reduction.
Health, Safety and Wellbeing		Fleet must be deemed safe by the MCA in order to operate.
Other implications		None.

### Supporting Information

### **Approval and clearance of report**

<b>Process checklist</b>	<b>Completed</b>
Portfolio Holder briefed	<b>Yes/No</b>
SLT Rep briefed	<b>Yes/No</b>
Relevant Exec Director sign off (draft)	<b>Yes/No</b>
Data protection issues considered	<b>Yes/No</b>
If exempt information, public (part 1) report also drafted. (Cabinet/Scrutiny)	<b>Yes/No</b>

# Agenda Item 12

Report to: **Executive**  
Date: **26 April 2018**  
Title: **Batson Quay and Shadycombe Project;  
Salcombe**  
Portfolio Area: **Assets (Development)**  
Wards Affected: **Salcombe and Thurlestone**  
Relevant Scrutiny Committee: **Overview and Scrutiny Panel**

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) **After Call in  
Tuesday 8 May,  
2018**

Author: **David Parkes** Role: **Senior Specialist, Assets**

Contact: **Telephone/email: 01803 861153/  
[david.parkes@swdevon.gov.uk](mailto:david.parkes@swdevon.gov.uk)**

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## Recommend:

1. To review the progress made to date on the Batson and Shadycombe Masterplan.
2. To approve in principle the proposals to develop a new Harbour Depot at the head of the public slipway
3. To agree to undertake improvement works to the commercial Fish Quay subject to funding from capital funding bids currently being sought through European Maritime and Fisheries Fund (EMFF) and Coastal and Communities Fund (CCF)
4. To endorse an undertaking to give priority to local marine businesses as part of the Coastal and Communities (CCF) funding application for the development of industrial units at Batson Quay.

## 1. Executive summary

- 1.1 A sum of £100,000 was approved in the Capital Programme this year to bring forward development plans for Batson Quay and Shadycombe as detailed in item 3.12 of the Capital Budget proposals brought before the Executive in February 2018.
- 1.2 There are significant benefits to be derived from a holistic approach to the regeneration of this area and the Council's assets. Notably the aim is to improve operating efficiencies and enhance revenues; to provide much needed workshop space, locally allocated affordable homes and new harbour facilities and to generate capital to support improvements to deteriorating infrastructure.
- 1.3 This report identifies the key aims and objectives of this project and highlights some of the potential benefits and associated risks.
- 1.4 It also draws member's attention to the request from the Coastal Communities Funding (CCF) that as part of our funding bid application, the commercial units for which we already have planning approved be used for marine traders and asks members to give approval for this in principle.

## 2 Background

- 2.1 Salcombe is a hugely popular holiday, sailing and leisure destination located on the Kingsbridge Estuary. Whilst the permanent resident population of Salcombe is only 1800 the visitor population of this harbour town swells during the summer months to around 22,000 people
- 2.2 Some of this issues associated with the Town's popularity and large seasonal influx are
  - 2.2.1 The highest house prices in the District with an average house price in excess of £500,000
  - 2.2.2 Proliferation of second homes which are for large parts of the year unoccupied
  - 2.2.3 Employment being heavily skewed to seasonal businesses and a lack of suitable or affordable premises for local businesses.
  - 2.2.4 Traffic congestion and increasing demand for car parking and boat storage
- 2.3 In 2017 planning consent was applied for and obtained for a standalone development of 7 industrial units at Batson Quay but high development costs undermined the scheme's viability.
- 2.4 A mixed use classification under the draft Joint Local Plan (JLP) s.29/20 along with local demand for affordable housing has triggered a review of the broader potential of developing and improving the Quay area.
- 2.5 In appointing consultants Barton Wilmore last year the Council set out a vision for the regeneration of the Quay..

*... "to create an environment that is being used with maximum efficiency to balance the needs of many complimentary users, including car parking, boat parking, sports facilities (sailing and rowing), commercial fishing, employment, housing, harbour workshop and also to create a more welcoming arrival point into the town".*

- 2.6 **The designated study area** includes the two major SHDC assets Batson Quay and Shadycombe car park along with adjoining land to the West of the Quay.
- 2.6.1 Batson Quay, under management of the Harbour Office offers estuary access to moorings and boat pontoons and provides facilities for the storage and maintenance of boats and trailers.
- 2.6.2 The Quay serves as an important landing stage for commercial fisheries; provides a working platform for local marine businesses and supports a diverse range of ground leases and licence operators such as the Salcombe Rowing and Yacht Clubs; The Crab Shed restaurant and Beehive nursery.
- 2.6.3 Batson and Shadycombe car parks collectively provide over 300 public car parking spaces serving the Town Centre and Harbour area over the summer months.
- 2.6.4 Land to the West of the Quay offers opportunities for development
- 2.7 A project team was established that currently includes the two SHDC Ward Councillors; a Town Councillor; the Harbourmaster; a number of SHDC officers and the consulting team.

## 2.8 Masterplan Progress Report

- 2.8.1 **Stage 1** of the assessment process (Desktop Study and Mapping) was completed at the end of 2017. This included the preparation of a baseline constraints and opportunities map informed by a well-attended and well-received stakeholder design workshop held in Salcombe.
- 2.8.2 The workshop groups identified 7 specific initiatives which had majority support:-

	Key Points of Discussion	Tables which raised key point			
		Yellow	Blue	Green	Red
1	Shadycombe car park to be reconfigured to include multi storey building with car parking and possibly residential. Should not impinge on views from adjacent housing.				
2	Proposed buildings along the southern quayside for community and leisure use, to include commercial units to allow small marine traders to have a base on the Quay and expansion of arts and crafts and A3 units to augment the offer provided by the Crab Shack.				
3	Locate proposed harbourmaster building on eastern quayside in a direct view line from the western vehicle access on Gould Road and make a landmark building viewed from Batson Creek. This could include rowing club facilities.				
4	Existing boat parking on north of Quay to remain where it is and could be divided in to areas defined as a secure boat compound, boat/trailer parking and access/ preparation area. Permanent boat parking to the north and seasonal boat or car parking in southern area.				
5	An area on Crofts Hill to the west could provide community/ affordable housing.				
6	Gould Road could be moved south to allow more space at the back of quay for a building to be built into the hillside as a continuation of the Coop site extending beyond the ownership boundary.				
7	The proposed development at back of quay could combine ground floor garages and marine work spaces with flats on first and second floors.				

2.8.3 From this workshop a first draft of the masterplan emerged (included at end of Appendix 1) that identified:-

- 2.8.3.1 Potential to develop the back of the Quay for a mixed use development (workshops and apartments) in conjunction with adjoining landowners
- 2.8.3.2 A local desire to accommodate “nomadic” marine traders
- 2.8.3.3 A need to address the physical settlement and deterioration of the Quay
- 2.8.3.4 A responsibility to undertake health and safety improvements to the Fish Quay; replace freezers and plan to replace or refurbish the stores
- 2.8.3.5 The potential to build a new Harbour depot alongside the public slipway
- 2.8.3.6 The opportunity to improve operational efficiency of parking and boat storage and potentially relieve congestion on the Quay
- 2.8.3.7 The potential to build a multi-deck car park on the Shadycombe car park to maintain existing levels of parking serving the Harbour
- 2.8.3.8 The potential to bring forward plans for the development of a community housing project on adjoining land.

2.8.4 **Stage 2** (Concept Design), now underway includes high level appraisal, option and funding analysis, delivery and procurement programme and risk analysis. Officers will be reporting to the Project Team on 25<sup>th</sup> April 2017. Specific detail on these options are referred to in the section 3 of this report along with officers recommendations

2.8.5 **Stage 3** (Further Consultation and Stakeholder Engagement) is expected to take place in early summer 2018. It is recognised that open consultation is paramount to the success of this project and has laid the foundation for work to date. Officers recently met with representatives of the local Neighbourhood Plan and made representation into their consultation.

2.8.6 Subject to member approval it is envisaged that full design and a detailed planning application will be submitted for the development of the Harbour Office in the autumn.

2.8.7 Further updates on project assessment and programme will be provided to the Project Team and Portfolio Member for Assets.

## 2.9 **Estimated stage 2&3 external consultancy costs**

2.9.1 The following costs have been identified to be funded from the £100k capital programme allocation to move the programme forward:

Topography Ecology and Geology surveys	£12,000
Masterplan Design (stage 2) and assessment	£40,000
LVIA (landscape impact)	£ 5,000
Consultation event	£ 5,000
Infrastructure assessment and design	£10,000

Harbour Depot concept design	£ 8,000
Harbour Depot detailed design (subject to business case)	
Fish Quay improvements funding application	£ 5,000
Cost and planning consultants	£10,000
Legals and contingency	£ 5,000
<b>TOTAL</b>	<b>£100,000</b>

Should it prove viable to bring forward a Community Housing scheme as part of the development the project design costs for this element would be drawn from the Community Housing (CH) fund.

### **3. Initiative detail**

Members' attention is drawn to these initiatives that will be brought forward in 2018/19

#### **3.1 A new Harbour Depot**

Currently the harbour facilities are separated into three sites: the harbour office at Whitestrand; the harbour depot on Island Street and the harbour compound on the Quay. It is intended to design and develop a new bespoke building on the Quay for all "back office" functions which will also offer oversight of the Quay; the slipways, marine traders and commercial fishing. The harbour office reception will remain at Whitestrand.

The new facility would include parking, compound storage and workshops. The cost (currently estimated at £500k) would be offset by rental income providing a commercial income return. The existing Depot at Island Street would be relet. A business case for this project would be presented to Executive (followed by Council) for approval of capital funds (and any associated revenue implications) for the development.

**Recommendation:** To approve in principle the development of a new Harbour Depot at the head of the public slipway leading to the submission of a planning application later this year, prior to a business case being presented to Executive/Council

#### **3.2 Fish Quay Improvements**

Over 15,000 tonnes of crab are landed at Salcombe each year. In terms of employment the industry is second only to the tourist industry; directly employing 60-70 people in 27 registered fishing vessels and others in the processing and packaging industry.

In 2011 the Council secured a grant from EMFF (European Marine Fisheries Fund) to rebuild the Fish Quay spur and landing stage. The Council is currently applying for additional EMFF funding for health and safety improvements (new fenders and pontoon access) and replacement freezers.

The cost of these works is estimated at £300,000 and a 75% grant has been applied for from EMFF with a top up (match funding) application made to CCF for the balance of 25%. A decision from these funders is likely to be known by end of June 2018. Should there be a funding shortfall a further report will be brought to members to review delivery options

The fishermen's stores which are leased from the Council are relatively lightweight timber-clad buildings built in 1982. We have agreed with the fishermen that the Council will review options for rebuilding or recladding these buildings over the next five years as part of the regeneration plan for the Quay. Government funding may be available post Brexit to support the rebuilding of the UK fishing fleet.

**Recommendation:** To undertake improvement works to the commercial Fish Quay subject to funding from capital funding bids currently being sought

### **3.3 Back of the Quay workshops**

Planning consent was granted last year for the development of 7 industrial units on the Trailer Park at Batson Quay. The anticipated income however showed a return on capital well below market rates.

Seeking to improve financial viability the Council is currently applying for a support grant of £240,000 from the Coastal Communities Fund (CCF) that would improve the return on this investment to a level that is more in line with Council's target return of 5%+. The local Coastal Communities Team have sought a condition that funding is tied in to offering these units exclusively to marine traders at affordable rents. Officers are proposing to support these principles through exchange of correspondence. Officers are also reviewing the commercial viability of developing two stories of residential above the commercial units in line with the draft JLP allocation.

**Recommendation:** To endorse the Council offering an undertaking to give priority to local marine businesses as part of the Coastal and Communities (CCF) funding application for the development of industrial units.

### **3.4 Community and Affordable Housing**

There is an acute need for affordable housing in Salcombe and the project seeks to address this in a number of ways: firstly by providing apartments available to rent in the harbour on secure tenancies, recognising there are few rental options in the Town other than holiday lets. Secondly by providing a range of single person and family accommodation giving priority to those with local connections.

In accordance with the Council's Village Housing Initiative the Council is also in discussions with an adjoining landowner seeking to bring forward an exception site development of community housing using the Council's Village Housing Initiative. A viability assessment is being undertaken including a review of challenging highways issues.

Councillors will appreciate that opportunities to acquire land suitable for development of affordable housing in Salcombe are extremely rare. The Council will be looking at all opportunities to provide additional housing providing this does not conflict with the commercial operations of the Quay.

## **5 Options and consideration of risk**

### **5.1 Do Nothing...**

- Fails to maximise benefits from assets (financial and community) which is a core objective of the Council's adopted Asset Management plan.
- Fails to support planning objectives
- Risk of deteriorating infrastructure

### **5.2 Develop only existing consented scheme**

- Scheme unviable Does not generate financial surplus
- Fails to maximise benefits from assets (financial and community)
- Restricts future options

### **5.3 Staged development based on masterplan**

- Coordinated and staged approach
- Range of long term benefits to the community
- Better opportunities for securing funding
- Improved infrastructure and operational efficiency
- Potential to generate revenues

## **6 Outcomes/outputs**

### **6.1 Financial**

6.1.1 The apportionment of the £100k capital programme allocation as per section 2.9 of this report will move the Batson Master Plan Programme forward in line with its objectives.

6.1.2 Currently the revenues received from the Quayside area totals £437,000 (car parking; boat storage and leases). The assessment phase of this project is considering the potential to increase operational revenue over the next 2-3 years

### **6.2 Employment**

Up to 2000 m2 of new employment space in accordance with the draft JLP offered to local businesses working in the harbour

### **6.3 Housing**

Up to 40 new homes with a minimum of 30% being affordable and, subject to access and planning agreements, a further 12-15 affordable homes built as a community led housing scheme apportioned according to local need.

### **6.4 Harbour**

New depot and compound facility.

### **6.5 Health and Safety Improvements**

Improvements to the Fish Quay and repairs to infrastructure and flood defences.

## 7 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Title report already obtained. Adjoining Landowner agreements will be required. To check statutory obligations relating to utilities etc. Public and all stakeholder consultation will be carried out at the appropriate intervals
Financial	Y	Capital Programme approval for working budget of £100,000 for preliminary investigations and initial design, masterplanning work Capital requirements will be identified as part of this process.
Risk	Y	All development requires careful risk management. The initial viability assessment will include an analysis of risks such as planning; development costs; market pricing and availability of finance. Thorough site investigations; cost analysis and professional support throughout help to mitigate these risks. The risk of local community opposition are mitigated by close consultation with Town Council; NDP group and statutory consultees
Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	Provision of affordable housing should be seen as positive impact on the community in terms of equality and diversity.
Safeguarding	N	None.
Community Safety, Crime and Disorder	N	Not relevant at this stage
Health, Safety and Wellbeing	Y	Sport and recreation facilities; better car park management; Health and Safety improvements to Fish Quay
Other implications		

## **Supporting Information**

### **Appendix 1: Workshop report**



### **Background Papers:**

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BATSON QUAY &  
SHADYCOMBE CAR PARK,  
SALCOMBE

# INTRODUCTION

This report summarises the discussions and outputs from the stakeholder workshop for the regeneration of Batson Quay and Shadycombe car park which took place in the morning of 20th October 2017.

The format of the workshop was as follows:

9.30am – 10.00am

**Coffee and registration**

10.00am – 10.30am

**Stakeholder orientation**

10.30am – 11.00am

**Group discussions on level of aspiration and vision**

11.00am – 11.15am

**Break**

11.15am – 12.15pm

**Breakout session - group working on topic based ideas and concept production**

12.15pm – 12.45pm

**Group Feedback**

12.45pm – 1.00pm

**Summary, Q&A and next stages**

This report will provide summaries of the following:

1. **Workshop objectives and participants**
2. **Stakeholder orientation**
3. **Group discussion on level of aspiration and vision**
4. **Key outputs from the group session on ideas and concept production**
5. **Key findings and principles**

*Opposite: Group discussion at workshop*





# 1. WORKSHOP OBJECTIVES AND PARTICIPANTS

## Objectives

The objective of the workshop was to inform the local community of progress in considering improvements to the Batson Quay and Shadycombe car park and to listen to and share ideas on the potential for regenerating this strategic area which encompasses a range of uses.

The workshop was to include a wayfinding exercise to work out how to achieve an intensification of existing facilities to free up space for the new uses. South Ham District Council's vision for Batson Quay was to be taken into account:

***“to create an environment that is being used with maximum efficiency to balance the needs of the many competing users, including car parking, boat parking, sports facilities (sailing and rowing), commercial fishing, employment, housing, harbour workshop and to create a more welcoming arrival point into the town.”***

Considering the above, the four key vision objectives for the re-development of Batson Quay are:

1. To enhance the vitality and vibrancy of Salcombe for the community and tourists.
2. To create a welcoming place that is both a setting down point for visitors and the operational heart of the Harbour.
3. To provide more effective car/boat parking solutions that help deliver services and ease congestion.
4. To use good design to introduce development that supports the local economy and enables infrastructure improvements whilst respecting the character of the Harbour and Estuary.

## Participants

### Facilitators

David Parkes, Senior Specialist Land Development  
James deHavilland, Barton Willmore  
Clare Wilks, Barton Willmore  
Adam Parnell, Salcombe Harbour Master

### South Hams District Council

Andrew Wood, Estates specialist  
Dan Field, Specialist Engineering  
Phil Baker, Planning policy  
Tom Jones, Planning policy  
Wendy Ormsby, Senior Specialist Development Management  
Alex Wish, Specialist. Landscape and trees  
Cathy Aubertin, Op manager Car parks  
Vicky Cloughan, Case manager (Comms)

### Salcombe Town Council

Mike Fice, Salcombe Mayor (2016 - 2017)  
Cllr Nikki Turton, Town Councillor  
Cllr Mark Long, Town Councillor  
Richard Whitfield, Town Councillor  
Gill Claydon, Town Clerk

### Highways

Richard Jackson, Senior Highways Development Management Officer

### Marine

Chris Gill, Harbour Depot  
Tom Wallings, Partnership & Strategic Overview Team (Devon)  
Lucy Stephenson, (FCRM Officer) Environment agency  
Ruby Jurczyk, Foundation Degree Student

**Environment**

Jon Grimes, Lead Adviser, South Devon Land Team  
 Nigel Mortimer, Estuaries officer - South Devon AONB Unit  
 Roger English, AONB

**Other**

Jon Doyle, Coastal and Country Cottages  
 Andy Barsby, Neighbourhood Plan  
 Peter Sandover, Neighbourhood Plan  
 Peter Stretton, Neighbourhood Plan

Pat Valvona, Hyder/ Arcadis  
 Martin Clancy, Banger Boats  
 Tim Tucker, South Sands Ferry  
 Ali Jones, Sea and Shore  
 Martin Smout, Commodore SYC  
 Andy Savell, SYC  
 Vanessa Barton, Salcombe Estuary Rowing Club  
 Dan Bly, Salcombe Ice Cream  
 Jason Smith, Adjoining Landowner  
 Jon Capel, Harrison and Sutton

# STUDY AREA

- 1 Fish Quay - Commercial/ Industrial Uses
- 2 Slipway
- 3 Car Park
- 4 Boat Park
- 5 Shadycombe Car Park
- 6 Gould Road
- 7 Island Street



## 2. STAKEHOLDER ORIENTATION

David Parkes welcomed the group explaining the format for the morning and the objectives. James deHavilland then followed with an introductory presentation. This covered an overview of the South Ham District Council vision, the study area, the planning context, landscape context and the constraints and opportunities for the Batson Quay and Shadycombe car park. These are summarised on the following pages:

### Planning Context

The site falls within the administrative district of South Hams District Council and the following development plan documents provide the relevant planning policy framework for future development on the site: Adopted South Hams Core Strategy [2006], Adopted South Hams Site Allocations Plan [2011] and the Emerging Plymouth and South West Devon Joint Local Plan.

The Plymouth and South West Devon Joint Local Plan was submitted for examination on 31st July 2017. A preliminary Letter was sent on 4th September 2017 stating that hearings are to commence in the week beginning 29th January 2018. These will be published by the end of



Winter time boat storage on Batson Quay

October 2017. Strategic Objective S08, 'Maintaining the vitality and viability of the smaller towns and key villages', is relevant for Salcombe stating that this will be achieved through:

1. Delivering an appropriate level and mix of new homes that responds positively to local housing needs and improves long-term sustainability.
2. Enabling local employment opportunities that can support a thriving rural economy.
3. Sustaining and where possible improving the range of services and amenities available, including sustainable transport links to other settlements and supporting the provision of new services where needs arise.

Policy TTV29 identifies 3 sites within Salcombe which are proposed allocations through the JLP. One of these sites is the study site, Shadycombe, which has been identified to deliver the following: mixed use with homes and employment: 30 homes, 2,000 m<sup>2</sup> employment floorspace.



Dinghy storage on Batson Quay

## Landscape Context

### Shadycombe, Salcombe

SH/WD reference: TTV29[20] (SH\_41\_08\_16)

Landscape Character Area: Salcombe to Kingsbridge Estuary

Landscape Character Type: 3G: River valley slopes and combes

Key Characteristics:

- » Strong maritime traditions, visible today primarily in recreational craft, and shore side infrastructure.
- » Noise, movement and other perceptual qualities associated with an active coast give a strong sense of place.
- » Well defined to the north west with trees, vegetation and topography effectively containing the site within the valley floor, below the rising open landscape to the west.
- » Low-level development, being either single-storey buildings or low-lying land uses, minimising wider visual impacts.

Relevant South Devon AONB Special Qualities:

- » Deeply incised landscape that is intimate, hidden and secretive away from the plateau tops.
- » Ria estuaries (drowned river valleys), steep combes and a network of associated watercourses.



## Constraints

- » Single access to the Quay via Gould Road;
- » Existing PROW along the western boundary;
- » Incompatibility of different land uses may limit development options;
- » The site accommodates Town Centre car parking which needs to be re-provided;
- » Boat parking spaces on Batson Quay needs to be retained or re-provided;
- » Fish Quay commercial facilities are important part of the Town's employment and heritage;
- » Setting and context of AONB/SSI;
- » Grade II\* and II Listed Buildings can be viewed from Batson Quay;
- » The majority of the site is in Flood Zone 2 and 3.

## Opportunities

- » Reinforce links to the town centre e.g. increase capacity of Shadycombe car park;
- » To improve efficiency of current car/boat parking layout and increase provision of spaces;
- » Mix of uses [community/fishing/recreation/commercial/residential] adds to the vibrancy and vitality of Salcombe;
- » Opportunity for new multi-use harbour building and rowing club;
- » Better marine facilities e.g boat lifting/stacking; marine services;
- » Maintain/improve access to slipway with the possibility of adding another;
- » Opportunity to address physical deterioration of the Quay and maybe extend it; possible infrastructure funding through EU grants before Brexit;
- » Introduce affordable/community housing and along with commercial development.

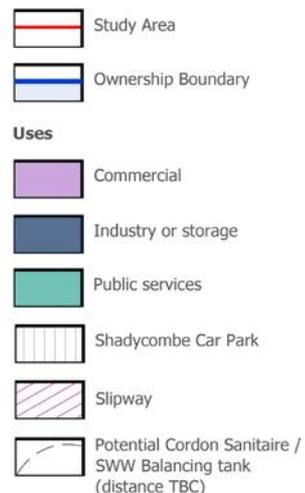
## Land Uses

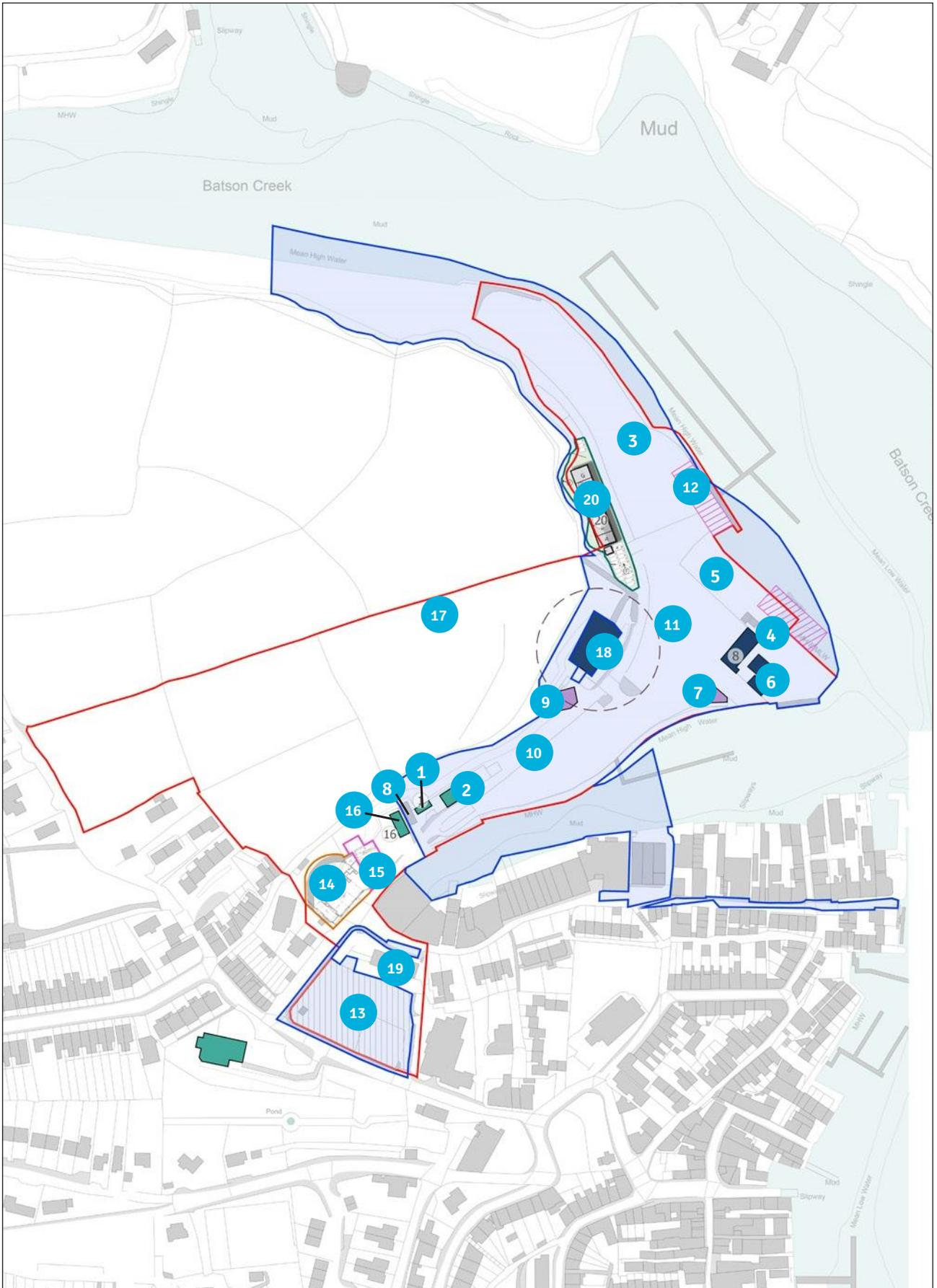
### SHDC (Ownership)

- 1 Public Toilets
- 2 Beehive Nursery
- 3 Trailer Park
- 4 Fish Quay and commercial slipway
- 5 Harbour compound
- 6 Crab Shed (store)
- 7 Crab Shack (restaurant)
- 8 Bangers Boat Builders
- 9 Salcombe Rowing Club
- 10 Gould Road
- 11 Car parks
- 12 Slipway
- 13 Shadycombe car park

### OTHER (Outside Ownership)

- 14 Gas works site
- 15 Site adjoining Gas Works
- 16 Fire Station
- 17 Adjacent Landowner
- 18 SWW (balancing tank)
- 19 Salcombe Dairies, Island Street
- 20 Marine Industrial Unit Application





Land use plan

### 3. GROUP DISCUSSION ON LEVEL OF ASPIRATION AND VISION

The participants were divided into pre-arranged groups on four separate tables. Group discussions were then held at each of the four tables. People were asked what their particular interest or concerns were with the regeneration of Batson Quay and Shadycombe car park. Their comments have been listed below under topics:

#### Vision ideas

- » Celebration of Salcombe heritage
- » Gateway to the marine environment
- » Wider Salcombe picture
- » Character

#### General Concerns

- » Viability of infrastructure changes
- » Quayside could do with more width towards Batson
- » NDP against café /restaurants on the quay – not destination
- » Management of the whole quay area
- » Intensification of land use needed
- » Marine management organisation involvement
- » Mix of uses results in fumes and noise

#### Uses

- » Clarity on quayside and hillside uses
- » Improvement to location of uses
- » Make visitors welcome
- » Link parking to uses
- » Island Street too expensive
- » Possible better locations for the Fire Station and nursery
- » Rowing clients
- » Marine office

#### Facilities Needed

- » Employment units need to be affordable
- » Marine related affordable workshops
- » Secure storage 'business lockers', not too big and good access, container of smaller
- » Arts and crafts
- » Business hub
- » No retail or supporting retail
- » Public open space
- » Efficient waste management
- » Row of crab sheds along quay edge

#### Fish Quay

- » Important focus
- » Should have priority
- » EMFF funding / coast and community
- » HGV's

## Boat Storage

- » Increase dry stack
- » Potential Cliff House garden as storage
- » Many boats with masts are not stackable

## Slipways

- » Overcrowded
- » Split motor/sailing busy
- » Widen existing or build a second slipway
- » Dredging channel in Batson Creek

## Flood Risk

- » Flood risk and climate change
- » Residential 5m AOD limit
- » Commercial and water compatible development
- » Quay area sinking - potential to rebuild
- » Land fill to Quay
- » Flood defence/improved quayside infrastructure
- » Mud in creek could be contaminated historically

## Landscape Setting

- » AONB – be aware of planning guidance
- » Designation of estuary as SSSI
- » Impact of Listed Buildings

## Housing

- » Community at tipping point as 60% second homes
- » Social housing needed
- » Devon covenant
- » If major development note limitations and need evidence

## Transport and Movement

- » Safe pedestrian access across/through the site
- » Traffic on Gould Road and pinch points on approach
- » Integrated transport plan
- » Park and ride
- » More buses
- » Circulation problematic
- » Make use of ferries
- » High pedestrian footfall
- » Station

## Parking

- » Strategy for delivering parking day/week uses
- » Relocate as much as possible from Batson Quay
- » Commuter v holiday makers
- » Important to retain existing number of spaces
- » Multi-storey car park good use of land
- » Taxi rank at park and ride
- » Car parking electric car chargers
- » Separate long term/short term parking
- » Affordable parking for staff/employees

## 4. KEY OUTPUTS FROM THE GROUP SESSION ON IDEAS AND CONCEPT PRODUCTION

Breakout sessions were then held at each of the four tables - Yellow, Blue, Green and Red - to discuss topic based ideas and concept production.

The participants were given base plans, tracing paper and coloured pens. They were asked to consider whether the current uses on the two sites could be re-distributed in order to accommodate the proposed uses and whether to use the adjacent landowner's land on Crofts Hill. Summarised on the following pages are the key discussions and outputs together with the plans produced by each group.



*Yellow Group*



*Feedback from workshop session*

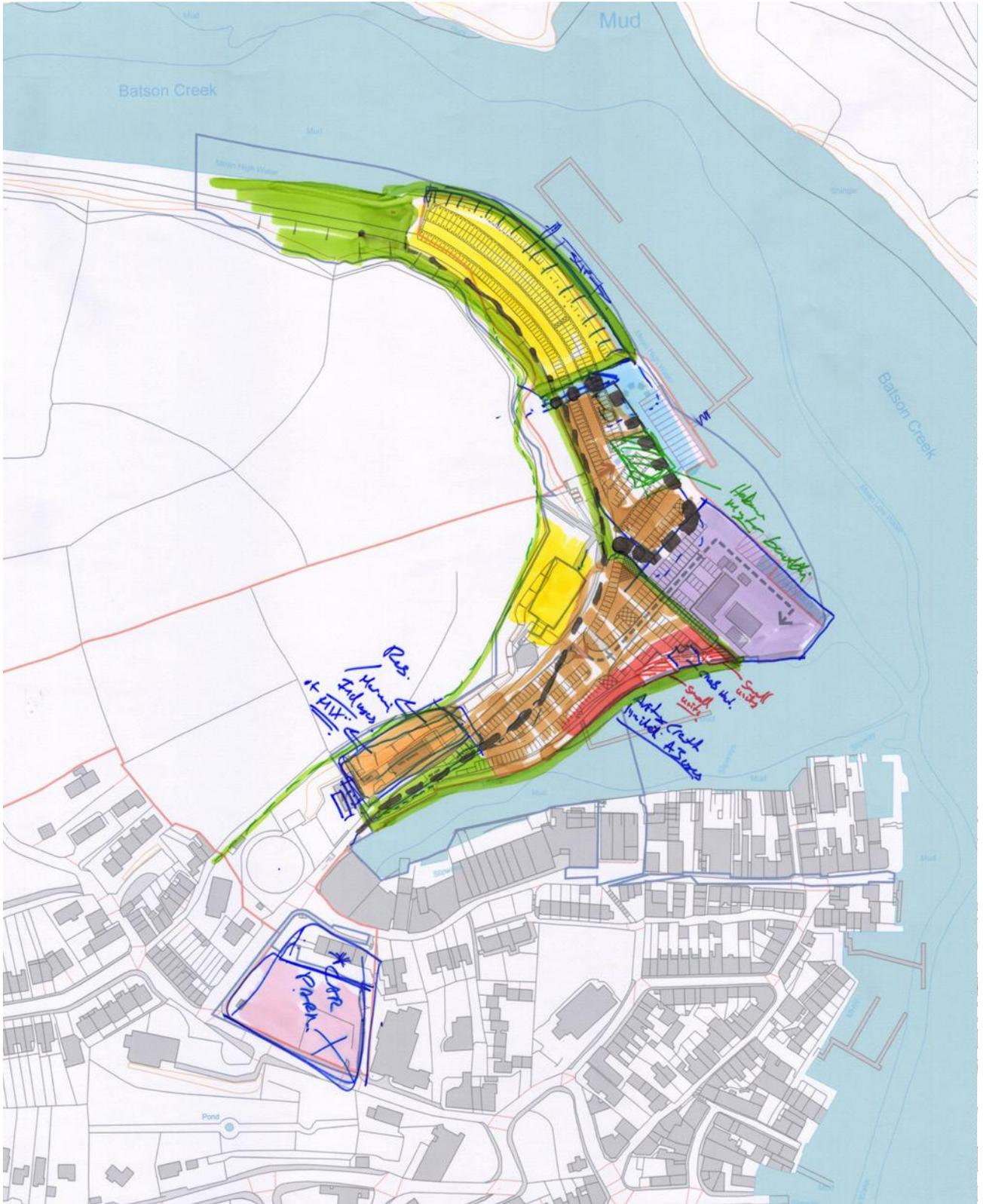


*Blue Group*

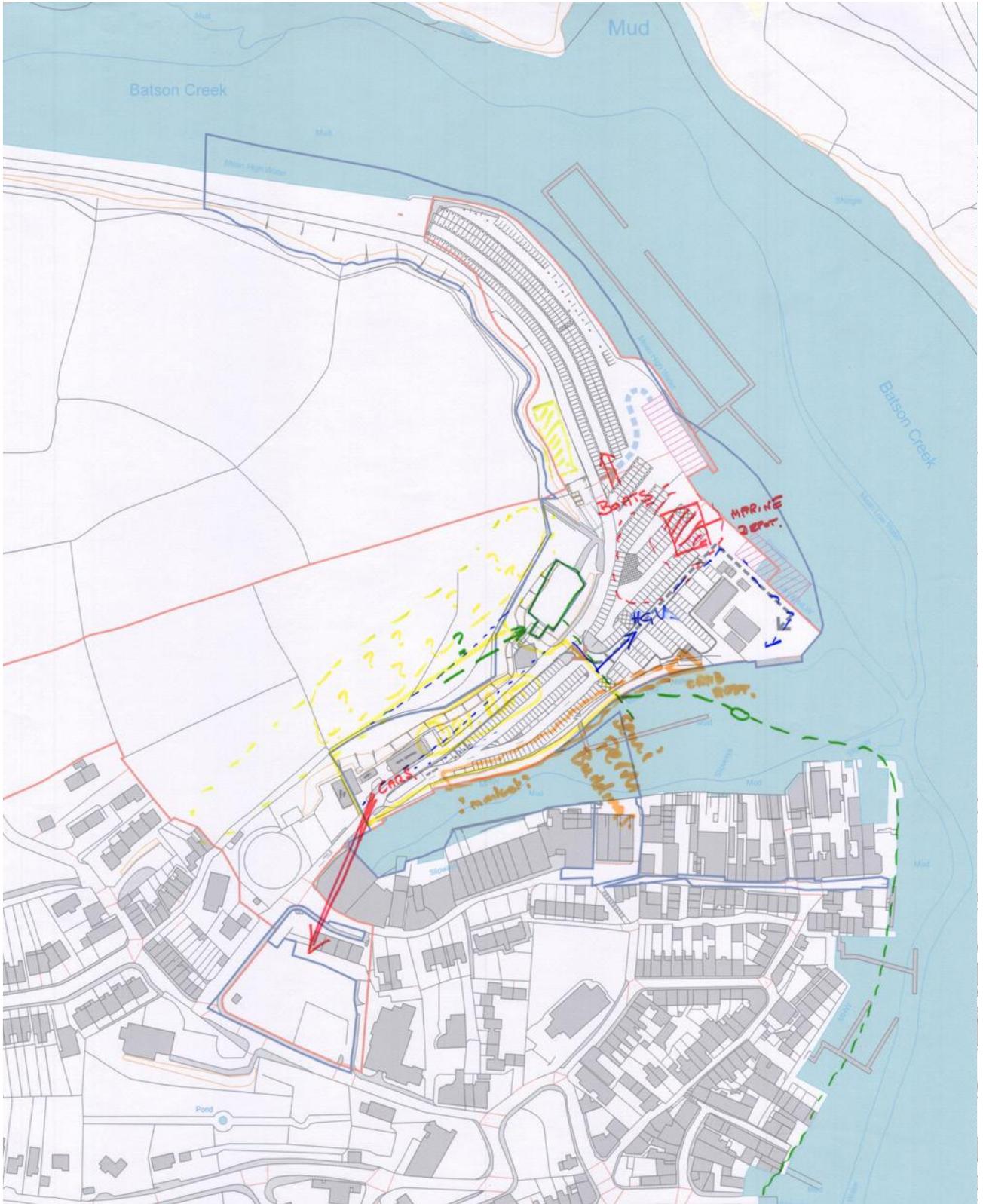
Key Points of Discussion		Tables which raised key point			
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2	Proposed buildings along the southern quayside for community and leisure use, to include commercial units to allow small marine traders to have a base on the Quay and expansion of arts and crafts and A3 units to augment the offer provided by the Crab Shack.				
3	Locate proposed harbourmaster building on eastern quayside in a direct view line from the western vehicle access on Gould Road and make a landmark building viewed from Batson Creek. This could include rowing club facilities.				
4	Existing boat parking on north of Quay to remain where it is and could be divided in to areas defined as a secure boat compound, boat/trailer parking and access/preparation area. Permanent boat parking to the north and seasonal boat or car parking in southern area.				
5	An area on Crofts Hill to the west could provide community/ affordable housing.				
6	Gould Road could be moved south to allow more space at the back of quay for a building to be built into the hillside as a continuation of the Coop site extending beyond the ownership boundary.				
7	The proposed development at back of quay could combine ground floor garages and marine work spaces with flats on first and second floors.				

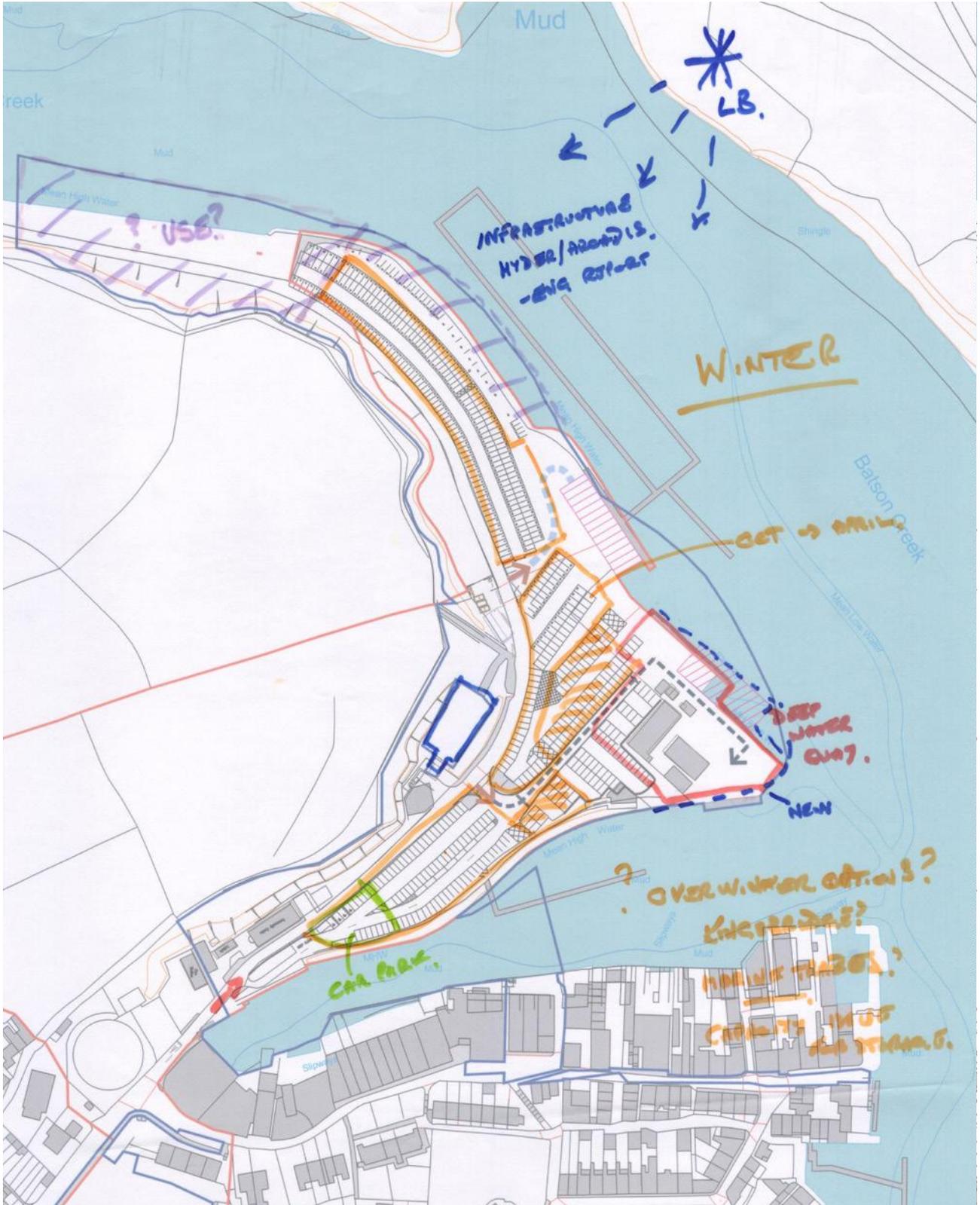
		Yellow	Blue	Green	Red
8	The Quay wall on the north-eastern side could be rebuilt to incorporate more boat parking and a board walk which would provide a footpath which would continue along the edge of the creek.				
9	The existing slipway for the public could be widened to provide more space for sailing and motor boats and the pontoons to be re-jigged.				
10	Add another public slipway on eastern edge of Quay north of the existing public slipway.				
11	Importance of the Social Value Act 2013/14 to secure social, economic and environmental benefits.				
12	The existing Public Right of Way to remain where it is.				
13	Retain route for HGVs to Fish Quay.				
14	Opportunity to have seasonal uses on the Quay.				
15	Retain small car park at southwestern most tip of Quay.				
16	Concern about pinch points on southwestern corner of Shadycombe car park at junction with Church Street;				
17	Consider access to coastline and views.				













# 5. KEY FINDINGS AND PRINCIPLES

In summarising the key findings, the following five development areas are identified:

## 1 Back of Quay

- 1a** Potential for 3 storey development of back of Quay with ground floor commercial/marine units, 1st and 2nd floor residential and parking to the rear;
- 1b** New marine units. PP No. 0784/16/FUL. Possible resi on top.
- 1c** SWW plant with dinghy storage over remains in situ.

## 2 Front of Quay

- 2a** To the south, adjacent to the Crab Shed, commercial or A3/marine uses, possible nursery?
- 2b** To the southeast, retention of Fish Quay and improvement of its accessibility and facilities to ensure its longevity;
- 2c** To the east, the harbourmaster building, 'the Hub', to include rowing club facilities and public toilets.

## 3 Operational Platform

- 3a** Surrounding the Hub for car parking, boat storage, boat maintenance, dinghy trailer park and slipway;
- 3b** Explore opportunity for repairing/improving infrastructure and extending the Quay to increase boat storage. Consider boat stacking and additional slipway for dinghies;
- 3c** Re-configured slipway access.

## 4 Shadycombe Car Park to be reconfigured to provide increased parking.

## 5 Land off Shadycombe Lane/ Crofts Hill. Consider whether this area might support community housing providing landscape impact is minimised.

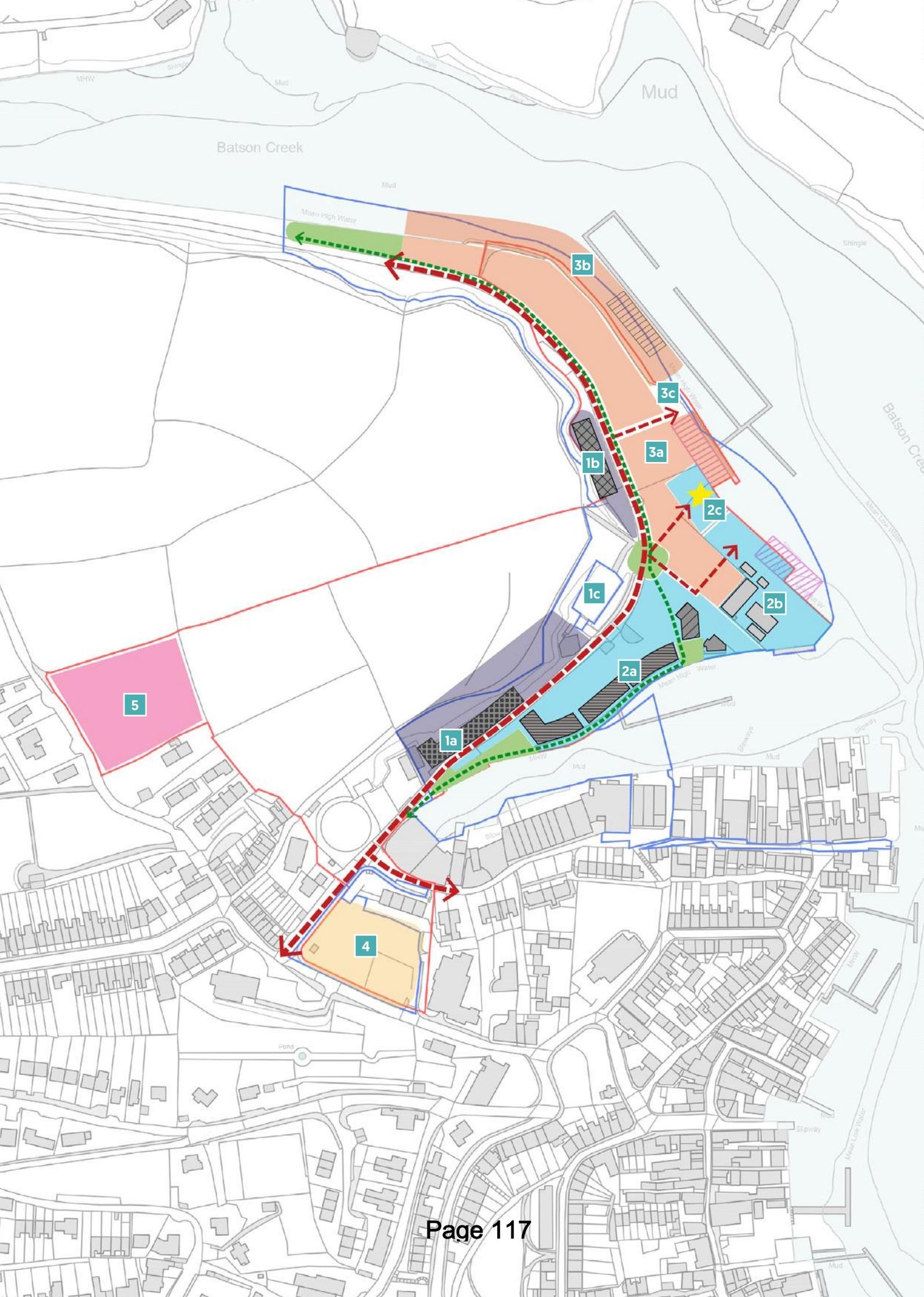


Public open spaces arte linked by a pedestrian and cycle route

-  Gould Road and accesses
-  Pedestrian and cycle route
-  Public open space either natural or hard surfaced

### Existing and Proposed Buildings

-  Fish Quay buildings and Crab Shed
-  Crab Shack
-  Small marine traders' units/lock ups
-  2 storeys with ground floor commercial with A3 uses and nursery and 1st floor residential
-  3 storey with ground floor parking and 1st and 2nd floor residential
-  Marine industrial unit application





**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL  
HELD AT FOLLATON HOUSE, TOTNES ON  
THURSDAY, 22 MARCH 2018**

<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, J M Hodgson, T R Holway, N A Hopwood, J A Pearce, R C Steer, R J Tucker and S A E Wright

<b>Item No</b>	<b>Minute Ref No below refers</b>	<b>Officers in attendance and participating</b>
All		Group Manager – Commercial Services; and Senior Specialist – Democratic Services
7	O&S.101/17	Group Manager – Support Services and Customer First
8	O&S.102/17	Divisional Business Manager – Fusion; and Assets Specialist
9	O&S.103/17	Community Of Practice Lead – Development Management
11(a)	O&S.105/17(a)	Specialist – Community Safety, Safeguarding and Partnerships

**O&S.97/17 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 8 February 2018 were confirmed as a correct record and signed by the Chairman.

**O&S.98/17 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.99/17 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman wished to welcome the Group Manager – Commercial Services to her first Panel meeting since being appointed to the role of Scrutiny lead officer for the Council.

**O&S.100/17 PUBLIC FORUM**

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

**O&S.101/17 EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan. In the ensuing discussion, reference was made to:

- (a) the Transformation Programme Closedown report. In light of some concerns that this item had seemingly been overlooked for initial consideration by the Panel, it was agreed that this report would, in the first instance, be presented to the Panel at its next meeting on 3 May 2018;
- (b) the General Data Protection Regulations / Data Protection Act 2018 Compliance agenda item. The Panel was reminded that a Member Briefing on the General Data Protection Regulations was scheduled to take place on 29 March 2018. When questioned, officers confirmed that a number of town and parish councils had been in contact to ask whether the Council could put in place a support package to ensure their compliance with the new Regulations. At this present time, officers had still to evaluate whether or not offering such a package would be cost effective for the Council;
- (c) the next Panel meeting agenda. In addition to the Transformation Programme Closedown report, the Panel also requested that it receive updates on the following future Executive agenda items:
  - Homelessness Strategy Year 2; and
  - IT Procurement.

Also, in respect of the 'Sherford Opportunities' future agenda item, the Panel asked that reference to this matter be included in the 'Update on the Urban Fringe Delivery Team and Sherford Strategic Review' item that was to be presented to the next Panel meeting on 3 May 2018.

**O&S.102/17 FUSION ANNUAL REVIEW PRESENTATION: JANUARY TO DECEMBER 2017**

The Chairman welcomed the Divisional Business Manager – Fusion to his first Panel meeting since the Leisure Contract had been awarded and invited him to introduce his annual review presentation. In so doing, the representative made the point that, since this was the first annual presentation, there were no comparative baseline figures. That being said, both total income and total participation were slightly behind initial projections. However, the organisation was confident that this position would be rectified before the end of the Year 3 Plan.

Upon the conclusion of the presentation, reference was made to:

- (a) the Quest accreditation. The Panel noted that the organisation was awaiting its Quest score for the Dartmouth Leisure Centre. In addition, it was anticipated that the Quest review at Totnes Pavilions would be undertaken during late June / early July;
- (b) the relationships with the local Clinical Commissioning Groups (CCGs). Whilst the need to focus on good working relationships with the CCGs was recognised, the representative informed that this would not be given too much emphasis until the staff training programme and the building renovations had been completed;
- (c) Youth Leisure Nights. The representative advised that grant funding reductions had resulted in the Youth Leisure Nights being unsustainable. Furthermore, until Fusion could source alternative funding streams, it would not be possible to provide the Leisure Nights. For clarity, officers confirmed that Fusion was not contractually obliged to provide any Youth Nights provision. A Member was of the view that there was likely to be more broader opportunities beyond the traditional Youth Nights provision that may now be more appropriate;
- (d) Leisure provision throughout the whole of the South Hams. A Member stated that the Leisure contract went beyond the four market towns and emphasised the need for focus to be given to the parishes in the district. In extending this point, the Panel requested that it give greater consideration to the Sports and Community Development Annual Report 2017 at a future meeting;
- (e) the future plans for Totnes Pavilions. With regard to the future plans, Members were informed that discussions were ongoing between Fusion and Tadpool and it was anticipated that a formal announcement would be made in this respect in the next few months. On this matter, the lead Executive Member felt the latest proposals to be an excellent way forward and would be to the benefit of Totnes and its rural hinterlands.

It was then:

### **RESOLVED**

1. That the Annual Review Presentation be received and noted;  
and
2. That the Panel give greater consideration to the Sports and Community Development Annual Report 2017 at a future meeting.

## O&S.103/17 DEVELOPMENT MANAGEMENT PRE-APPLICATION ADVICE

The Panel considered a report that presented a review of the planning pre-application process and a proposed draft procedure that was intended to be the subject of a public consultation exercise.

In discussion, reference was made to:-

- (a) the draft procedure being well received. A majority of Members welcomed the draft procedure and were of the view that it addressed both a number of concerns that had been previously raised and the importance of a pre-application gaining local community support. In addition, Members recognised that the intention of the procedure was to tighten the pre-application process;
- (b) suggested revisions to the draft process. The Panel requested that, prior to being published for draft consultation, the following revisions be made:
- With regard to the 'Stage two: Community Engagement Event' (page 49 of the presented agenda refers), it was requested that an addition be included:
 

*'Whilst the exact format of the event will be left to the developer to agree with the Town or Parish Council in consultation with the local Ward Member(s) they will need to demonstrate that the community has been enabled to participate in the engagement process...';* and
  - In respect of paragraph 5.4 (page 47 of the presented agenda refers), the following additions be made:
 

*'That an electronic copy of the pre-app submission will be provided to local Ward Members upon email request. In the event of a Member making a request to be kept informed of progress of a specific pre-app, the Case Officer will ensure that the Member is kept informed.'*
- (c) comments that the Panel wished to be taken into account as part of the consultation exercise. The Panel was of the view that the following points should be considered upon the conclusion of the consultation process:
- That the pre-app application form be amended whereby the applicant must state a reason why the application should be kept confidential at this stage; and
  - That the weekly list circulated to Members include both the classification and an indicative timescale for the determination of each pre-app.

- (d) resource levels. A Member questioned whether the Council had sufficient resources in place to meet the proposed timescales. In reply, officers expressed their confidence that the additional resources that were being provided through the recent Council decision to increase its planning fees by 20% would ensure that these timescales were achievable;
- (e) pre-application fees. For clarity, it was agreed that officers would circulate the latest set of pre-application fees to all Members;
- (f) the proposed format for the consultation. In addition to publication on the Council website, officers confirmed the intention to send a link to the draft procedure to all Members, Town and Parish Council Clerks, all recognised Neighbourhood Planning Groups and Statutory Consultees.

It was then:

### **RESOLVED**

1. That the Executive be **RECOMMENDED** that the proposed pre-application process be approved for consultation, subject to inclusion of the points outlined at (b) in the detailed minutes above; and
2. That, as part of the consultation process, the views of the Panel at point (c) in the detailed minutes above be taken into account.

### **O&S.104/17 HEARING DECISION NOTICE ARISING FROM THE CODE OF CONDUCT SUB PANEL MEETING HELD ON 15 JANUARY 2018**

The Panel was presented with a Decision Notice relating to allegations of a Breach of the Code of Conduct.

In discussion, a Member felt that it was unfortunate for the Notice to be considered in the public domain. In reply, the Chairman of the Panel informed that the Localism Act required for such matters to be publicly noted and this necessity was now felt to be the main deterrent for any Member who had potentially breached the Code.

It was then:

### **RESOLVED**

That Members note the Decision Notice of the Hearing Panel Complaint Reference SH09 060516.

**O&S.105/17 TASK AND FINISH GROUP UPDATES****(a) Drug and Alcohol Abuse**

As part of his update, the Chairman of the Task and Finish Group advised that:

- the Group had made good progress and had recently met on three separate occasions over the course of one week;
- the Group had also met with concerned residents. Whilst Totnes had been the focus of the review to date, the Group was aware of similar issues in other market towns in the South Hams;
- whilst in its infancy, the Group was exploring methods of closer working with Fusion Leisure;
- there were felt to be two different categories of drug use which could be simplified as being 'habitual' and 'recreational'. Furthermore, the Group had identified that, in general, there were variances between adult and young people's drug use and different approaches were therefore required;
- the Group was conscious of the need to focus its Review on those aspects over which the Council had a duty and/or responsibility (e.g. public conveniences); and
- it was intended that the findings of the Review would be reported to the Panel as soon as was practically possible.

**O&S.106/17 ACTIONS ARISING / DECISIONS LOG**

The contents of the latest version of the Log was presented for consideration. In so doing, officers confirmed that the requested training session for DWP representatives to demonstrate to Members how residents could sign up to Universal Credits would now take place on Wednesday, 25 April 2018.

**O&S.107/17 DRAFT ANNUAL WORK PROGRAMME**

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

- (a) The Panel was reminded that it had already requested updates on the following future Executive agenda items:
- Transformation Programme Closedown;
  - Homelessness Strategy Year 2; and
  - IT Procurement;
- (b) It was noted that the 'SHWD Sports and Community Development Annual Report 2017' would be added to the Work Programme for the Panel meeting on 2 August 2018.

(Meeting started at 10.00 am and concluded at 12.05 pm)

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Chairman