

South Hams Overview and Scrutiny Panel



Title:	Agenda										
Date:	Thursday, 27th August, 2015										
Time:	10.00 am										
Venue:	Cary Room - Follaton House										
Full Members:	<p style="text-align: center;">Chairman Cllr Saltern Vice Chairman Cllr Wingate</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldry</td> <td>Cllr Horsburgh</td> </tr> <tr> <td>Cllr Barnes</td> <td>Cllr May</td> </tr> <tr> <td>Cllr Blackler</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Brown</td> <td>Cllr Pringle</td> </tr> <tr> <td>Cllr Hawkins</td> <td>Cllr Smerdon</td> </tr> </table>	Cllr Baldry	Cllr Horsburgh	Cllr Barnes	Cllr May	Cllr Blackler	Cllr Pennington	Cllr Brown	Cllr Pringle	Cllr Hawkins	Cllr Smerdon
Cllr Baldry	Cllr Horsburgh										
Cllr Barnes	Cllr May										
Cllr Blackler	Cllr Pennington										
Cllr Brown	Cllr Pringle										
Cllr Hawkins	Cllr Smerdon										
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
Committee administrator:	Member.Services@swdevon.gov.uk										

- 1. Apologies for Absence**
- 2. Minutes** **1 - 10**

to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Panel held on 9 July 2015;
- 3. Urgent Business**

brought forward at the discretion of the Chairman;
- 4. Division of Agenda**

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;
- 5. Declarations of Interest**

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 6. Public Forum** **11 - 12**

A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Executive Forward Plan** **13 - 58**
 - (a) Devon Home Choice and Local Allocations Policy Review** - to consider a report that makes recommendations to Executive in relation to the South Hams District Council Local Allocation Policy (Please note that Appendix 2 to this report is only available via weblink due to the size of the document);

Note: If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Member Services before **12 noon on Monday, 24 August 2015** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.
- 8. Maritime and Coastguard Agency Update** **59 - 62**

to consider the letter of response to the Chairman from the MCA

	Page No
9. Follow-Up Report on South Hams Citizens Advice Bureau Service Level Agreement	63 - 122
to consider a report that makes recommendations to the Executive regarding the South Hams CAB Service Level Agreement	
10. Transformation Programme Monitoring	
11. Customer Services Stats Update	123 - 124
12. Ombudsman Update and Annual Review Letter	125 - 138
to consider a report that sets out and reviews the Ombudsman's Annual Letter and asks Members to consider what corporate lessons may be learnt	
13. Task and Finish Group Updates:	
(a) Performance Measures; and	
(b) Dartmouth Lower Ferry.	
14. Draft Annual Work Programme 2015/16	139 - 140
to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community	

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**MINUTES OF THE MEETING OF THE
OVERVIEW & SCRUTINY PANEL
HELD AT FOLLATON HOUSE, TOTNES ON
THURSDAY, 9 JULY 2015**

Panel Members in attendance:			
* Denotes attendance ∅ Denotes apology for absence A Absent			
*	Cllr K J Baldry	∅	Cllr J T Pennington
*	Cllr N A Barnes	*	Cllr K Pringle
*	Cllr J I G Blackler	*	Cllr M F Saltern (Chairman)
*	Cllr D Brown	*	Cllr P C Smerdon
*	Cllr J D Hawkins	*	Cllr K R H Wingate
*	Cllr D Horsburgh	A	Cllr B Wood
*	Cllr D W May		

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

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Head of Paid Service and Senior Specialist – Democratic Services
9	O&S.17/15	Lead Specialist – Place and Strategy; South Hams CAB Manager and South Hams CAB Vice-Chairman
10	O&S.18/15	Executive Director (Service Delivery and Commercial Services) and Group Manager – Support Services
11	O&S.19/15	Group Manager – Support Services and Group Manager – Customer First
12	O&S.20/15	Group Manager – Commercial Services

O&S.12/15 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 4 June 2015 were confirmed as a correct record and signed by the Chairman.

O&S.13/15 DECLARATIONS OF INTEREST

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

Cllr J D Hawkins declared a personal interest in Item 9: 'Monitoring Report on South Hams Citizens Advice Bureau Service Level Agreement' (Minute O&S.17/15 below refers) by virtue of the South Hams CAB Vice-Chairman being a fellow member of the Dartmouth Food Bank Committee and remained in the meeting and took part in the debate and vote thereon.

O&S.14/15 PUBLIC FORUM

In accordance with the Public Forum procedure rules, no items were raised at this meeting.

O&S.15/15 EXECUTIVE FORWARD PLAN

With regard to the most recently published Forward Plan, it was agreed that the Leader would consult with the Chairman outside of the meeting to establish whether it was feasible to bring forward the Homeless Strategy (which was currently scheduled for presentation to the Executive at its meeting on 10 March 2016) to an earlier date.

O&S.16/15 MARITIME AND COASTGUARD AGENCY UPDATE

The Chairman advised the Panel that, subsequent to the meeting agenda being published, the Coastal Operations Divisional Commander had since submitted her apologies due to operational reasons.

The Chairman proceeded to read out the advanced questions which had been received by Members and sent on to the Commander (as outlined at Appendix A). In so doing, the Chairman also made reference to the considerable safety concerns which were being raised in these questions and confirmed it was his intention to write to the Commander to invite her (or a nominee) to attend either one of the next two Panel meetings.

O&S.17/15 MONITORING REPORT ON SOUTH HAMS CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT

The Panel was presented with a report that reviewed the operation of South Hams Citizens Advice Bureau (SHCAB) in 2014/15. The report also reported on the requirements of the Service Level Agreement (SLA) and began to look beyond 2015/16.

To supplement the report, the newly appointed SHCAB Manager provided a presentation to the Panel. In summary, the presentation outlined the aims and objectives of the SHCAB and the future challenges facing the organisation, which were considered to be:

- the anticipated increased future demand;
- maintaining the core grants which the organisation was so reliant upon; and
- integrating the outreach and home visiting service into the core functions of the SHCAB.

In the subsequent discussion, reference was made to:-

- (a) the telephony system. The CAB representatives gave assurances that, whilst able to receive telephone calls from across the county, the telephony system ensured that priority was given to calls received from South Hams dialling codes;
- (b) the western end of the district. A Member highlighted that a political decision had been made by Plymouth City Council whereby residents from outside of the city boundaries were not permitted to use the Plymouth CAB service. In light of this decision, the Member pleaded with the SHCAB to consider the needs of the western end of the district when developing its outreach services;
- (c) a request for additional related information. When considering the report recommendations outlined in the agenda papers, the Panel felt that it required additional information to be able to reach a view in respect of future options for the renewal of the SLA. In particular, Members wished to see further financial information (e.g. income and expenditure; staff and volunteer pay and external grants and other funding sources) and less subjectivity. Until the Panel had been able to review such information, it did not feel in a position to be able to reach any recommendations. It was therefore suggested that this agenda item should be revisited at the next Panel meeting on 27 August 2015;

In conclusion, the Chairman wished to thank the SHCAB representatives and the Lead Specialist – Place and Strategy for their informative report and presentation.

It was then:

RESOLVED

That the South Hams CAB Update be revisited at the next Panel meeting on 27 August 2015, with an updated report being included on the published agenda that includes greater financial information and less subjectivity.

O&S.18/15 TRANSFORMATION PROGRAMME MONITORING

In providing a verbal progress update, the Executive Director (Service Delivery and Commercial Services) focused specifically on four parts of the Programme: Human Resources, IT, Budget and Agile Working and Culture. In summary, the officer made reference to:-

- Human Resources. Since the last Panel update, Members were informed that Phase 2 of the assessment process had been brought forward and it was anticipated that those affected employees would be confirmed in their new roles by 1 September 2015.

Officers highlighted the current capacity challenges facing the Council, which had largely arisen in light of the IT workstream being six weeks behind current forecasted timescales. In particular, the Panel was informed that there were a number of vacancies currently in the Customer Contact Centre, which were being covered by temporary staff;

- the Finance Workstream. It was confirmed that a detailed Transformation Programme budget report would be presented to the next Panel meeting. However, officers did also confirm that they did not anticipate any budget overspend of the total Programme budget of £4.61 million, which had been approved by the Council in December 2014 (Minute 53/14 refers);
- the accommodation workstream. The Panel noted that the accommodation project was largely finished and had delivered approximately 150 agile workstations. In addition, the Council was currently negotiating with an external contractor, with a view to the organisation becoming a tenant of Follaton House from 1 January 2016;
- the progress being made by the Localities team. In highlighting this progress, officers referred to the upcoming Member Briefing on 16 July 2015, which was intended to provide an opportunity for Members to have an input into shaping future locality delivery;
- recruiting apprentices and graduates. When questioned, the Panel was advised that the Senior Leadership Team was committed to looking at methods of recruiting apprentices and graduates and a number of apprentices had already been recruited into Commercial Services.

O&S.19/15 UPDATE ON CUSTOMER SERVICES AND IT

Having been invited to attend by the Panel Chairman, the lead Executive Members and Group Managers for Customer First and Support Services were in attendance to provide a progress update on Customer Services and IT.

In their combined presentation, the following points were raised:-

- (a) The Panel was informed that the new IT infrastructure was in place and staff had been in receipt of their laptops. In respect of the technology, the IT service had already delivered new back end application systems for services including Housing, Waste, Environmental Health and Licensing;
- (b) A paper was tabled to the meeting that illustrated the sheer extent of the work involved in developing just one process in the new W2 System;

- (c) To ensure that delivery targets were met, an additional short-term resource (which was within the existing budget) had been brought in to provide some project management support. It was intended that this would provide additional capacity to ensure that delivery targets were met;
- (d) The importance of delivering the new customer centre telephony system was emphasised;
- (e) A Customer Services Performance paper for 2014-15 was presented to the meeting that highlighted that:
 - o call volumes had dramatically increased (by 12%), largely as a consequence of the service now receiving the Development Management Service telephone calls;
 - o one third of staff were currently temporary and in training;
 - o 70% of calls were being answered, with just over 30% of these being answered within 20 seconds. However, 30% of callers were also experiencing a greater than 7 minute wait to have their call answered;
 - o the self-service portal on the website was absolutely critical to the effectiveness of the service. Once it was in place and operational, more customers would be able to self-serve and therefore the number of calls into the Council would be reduced.
- (f) Members recognised that the Customer Services staff were working tirelessly in very difficult circumstances and their commitment and work ethic was admirable.

In the ensuing debate, reference was made to:-

- (i) the assurances that Members were initially given. A number of Members made the point that they had stressed that, right from the offset of T18, customer service was of paramount importance to maintain credibility and confidence in the Programme. It was therefore felt regrettable and unacceptable that the service was in its current predicament and particular concern was expressed at the statistic whereby 30% of calls were not being answered.

Whilst acknowledging that it was unsatisfactory, the Leader of Council reminded Members that it had been made clear from the start of the Programme that the Council would see a dip in performance and that it would take time for improvements to be apparent. Some Members proceeded to respond that the dip had been deeper than previously anticipated and there was a need to reverse this trend quickly;

- (ii) failure demand. In the drive to reduce instances of failure demand, officers informed that such calls had recently started to be logged and this was seen to be a key workstream for Customer Services;
- (iii) the need to increase resources in Customer Services. Some Members felt that there was a capacity shortfall in Customer Services and resources should therefore be re-allocated accordingly;

- (iv) the introduction of a Member direct telephone line into the Council. The Panel endorsed the suggestion that a Member direct line be established which should be for the sole use of Members and not for the wider circulation of residents or town and parish councils;
- (v) the commitment to improve the performance in Customer Services. In reiterating their unerring commitment, the lead Members and officers stated that there were already signs of service improvements. In light of the importance of this issue, the Panel requested that, at least for the foreseeable future, it be in receipt of updated performance comparisons based upon the paper which had been tabled to this meeting. In addition, Members felt it reasonable for a more extensive IT and Customer Services update to be then given to the Panel meeting on 19 November 2015.

It was then:

RESOLVED

1. That a Member direct telephone line into the Council be established;
2. That the Panel be in receipt of updated Customer Services performance information at each meeting, with the tabled paper to this meeting being used as a template to enable for comparative analysis; and
3. That a detailed IT and Customer Services update be presented to the Panel meeting on 19 November 2015.

O&S.20/15 WASTE TASK AND FINISH GROUP – REVIEW AND FUTURE PLAN

The Panel considered a report that looked to conclude the work of the previous waste and recycling task and finish group and set out the forward planning required for this service area.

In discussion, the following points were raised:-

- (a) A number of Members wished to put on record their gratitude for the excellent work undertaken by the previous task and finish group;
- (b) It was acknowledged that the proposed newly constituted group may extend its scope beyond solely waste and recycling and consider the wider subject matter of commercialisation;
- (c) Members recognised that there was potential to work jointly with West Devon Borough Council in respect of strategic matters and potential future service delivery models. However, it was equally acknowledged that certain aspects of the group's work would not be appropriate to be considered jointly;

- (d) During its deliberations, officers confirmed that the group would be asked to consider whether there was merit in progressing any appropriate partnership working opportunities;
- (e) The Panel supported the appointment of Cllrs Baldry, Barnes and Gilbert to serve on the newly constituted group.

It was then:

RESOLVED

1. That the work of the previous task and finish group be formally concluded through a final meeting, with continuity of group membership being retained where possible and any recommendations arising from this meeting being presented to the Panel for its consideration;
2. That a new task and finish group be formed (comprising of Cllrs Baldry, Barnes and Gilbert) with its primary purpose being to strategically review waste and recycling services as part of the Devon wide strategic group, which also considers legislative changes;
3. That membership of the new group also considers the governance required to consider delivery option models for future front line, customer facing service provision; and
4. That, where appropriate, the task and finish group works jointly with West Devon Borough Council and reports its findings to the Panel.

O&S.21/15 TASK AND FINISH GROUP UPDATES:

(a) Performance Measures

The Panel was informed that the first meeting of the Group had been arranged to take place on Monday, 3 August 2015.

(b) Dartmouth Lower Ferry

Members noted that the Group would be supported by the Executive Director (Service Delivery and Commercial Development) and Group Manager – Commercial Services and its first meeting would be taking place on Friday, 10 July 2015.

O&S.22/15 DRAFT ANNUAL WORK PROGRAMME 2015/16

The Panel considered its draft 2015/16 Work Programme and made particular reference to:-

- (a) income generation opportunities. The Panel was informed that the Business Development Group Manager currently had approximately 50 ideas to progress. As a consequence, Members asked that the officer provide a summary of these projects to the Panel meeting on 17 September 2015;
- (b) Housing Associations. A non-Panel Member queried why some Housing Associations were included on the draft Work Programme whilst others were not. In reply, the Chairman informed that he would give this issue some more consideration, but did not consider it appropriate for more than one Housing Association to be in attendance at the same meeting. Therefore, it was felt that the Work Programme should be updated whereby the South Devon Rural Housing agenda item should be deferred to 25 February 2016 meeting;
- (c) a formal request for the Panel to review agency staff numbers and associated costs and political balance provisions. The Chairman confirmed that these proposals had been considered and since the agency staff issue would be considered by the Audit Committee in September and the political balance queries had been dealt with via email, then there was not felt to be a need for these matters to be added to the Work Programme.

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

Chairman

Appendix A**Maritime and Coastguard Agency Update – Member Questions Submitted in Advance**

- *Who do local boats call up on the radio for radio checks? There is a lot of confusion. HM Coastguard should have a PR drive.*
- *Why is there a delay in paging crews after a 999 call and this has been up to 20 minutes when there is life in danger?*
- *I read in the local newspaper that fire crews have come from Camel Head, Plymouth, and ambulance crews have come from Exeter. Why aren't local resources used e.g. coastguards in the area?*
- *How many people are covering the South Hams? How many people are covering Torbay?*
- *Please outline the process for a 999 HM Coastguard call.*
- *When a team is tasked to do a search or cliff rescue it is HMRC protocol to task the flank team. This has failed to happen numerous times. Why?*
- *When the coastguard vehicle is on patrol it was an HMRC requirement for the vehicle to call in hourly when on the highway and half hourly when off road. This was always a safety requirement which now seems to be discouraged. Why?*
- *Why do Solent and Falmouth control centres no longer monitor Channel 0 as well as Channel 16? There have been numerous complaints from the local teams being unable to call for back up from other teams.*
- *Are you satisfied with the support you give to your local coastguard volunteers?*

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PUBLIC FORUM PROCEDURES

(a) General

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

(b) Notice of Questions

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

(c) Scope of Questions

An issue may be rejected by the Monitoring Officer if:

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

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SOUTH HAMS DISTRICT COUNCIL: EXECUTIVE LEADER'S FORWARD PLAN

This is the Leader of Council's provisional forward plan for the four months starting 10 September 2015. It provides an indicative date for matters to be considered by the Executive. Where possible, the Executive will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

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

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

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

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

Cllr Hilary Bastone – lead Executive Member for Customer First

Cllr Rufus Gilbert – lead Executive Member for Commercial Services

Cllr Michael Hicks – lead Executive Member for Strategy and Commissioning

Cllr John Tucker – Leader of the Council

Cllr Lindsay Ward – Deputy Leader of the Council

Cllr Simon Wright – lead Executive Member for Support Services

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

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

INDEX OF KEY DECISIONS

Service	Title of Report and summary	Lead Officer and Executive member	Anticipated date of decision
Strategy & Commissioning	Release of s106 Funds for Open Space, Sport & Recreation and Community and Landscape projects	RK/Cllr Tucker	10 September 2015

KEY DECISIONS:

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

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

(For this purpose significant expenditure or savings shall mean:

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

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

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

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

OTHER DECISIONS TO BE TAKEN BY THE EXECUTIVE

Service	Title of Report and summary	Lead Officer and Executive Member	Decision maker	Anticipated date of decision
Support Services	Data Protection Policy – to recommend a new Joint Data Protection Policy	CBowen/Cllr Wright	Council	10 Sept 2015
Strategy and Commissioning	Business Development Opportunities – to update Members on any business opportunities that have arisen	DA/Cllr Hicks	Executive	10 Sept 2015
Commercial Services	Glass Banks at Tor Quarry – a report to outline a plan to store our glass recycle on the depot site which the Council can then sell on securing greater income per tonne	TP/Cllr Gilbert	Council	10 Sept 2015
Support Services	Write Off Report (Q1 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr Wright	Executive	10 Sept 2015
Customer First	Council Tax Reduction Scheme – an update on the Council Tax Reduction Scheme	IB/Cllr Bastone	Executive	10 Sept 2015
Support Services	Annual Treasury Management Report 2014/15 – to inform Members of the results and performance of the Treasury Management activity undertaken in 2014/15	LB/Cllr Wright	Executive	10 Sept 2015
Customer First	Devon Home Choice & Local Allocations Policy Review -	IB/Cllr Bastone	Council	10 Sept 2015
Support Services	Medium Term Financial Strategy 2016/17 onwards – to update the Medium Term Financial forecast with a view to setting a direction of travel for the next 4 years	LB/Cllr Wright	Executive	15 October 2015
Customer First	Health and Safety – to consider a report that updates the Health and Safety Policy and Statement	HF/Cllr Bastone	Council	15 October 2015
Support Services	Treasury Management Mid Year Update 2015/16 – to update on the Treasury Management position	LB/Cllr Wright	Executive	15 October 2015
Strategy & Commissioning	Our Plan Update	RK/Cllr Tucker	Executive	15 October 2015
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr Wright	Executive	15 October 2015
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr Wright	Executive	15 October 2015
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr Tucker	Executive	10 Dec 2015

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Support Services	Write Off Report (Q2 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr Wright	Executive	10 Dec 2015
Support Services	Draft Budget Proposals for 2016/17 -	LB/Cllr Tucker	Council	10 Dec 2015
Support Services	Draft Capital Programme Proposals for 2016/17 -	LB/Cllr Tucker	Council	10 Dec 2015
Support Services	Revenue Budget Proposals for 2016/17	LB/Cllr Tucker	Council	28 January 2016
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr Wright	Executive	28 January 2016
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr Wright	Executive	28 January 2016
Support Services	Capital Programme Proposals for 2016/17	LB/Cllr Tucker	Council	28 January 2016
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr Tucker	Executive	10 March 2016
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr Wright	Executive	10 March 2016
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr Tucker	Executive	10 March 2016
Support Services	Write Off Report (Q3 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr Wright	Executive	10 March 2016
Support Services	Treasury Management and Annual Investment Strategy for 2016/17 -	LB/Cllr Wright		10 March 2016
Customer First	Community Reinvestment Project Fund 2015/16 Grant Allocations -		Executive	10 March 2016
Customer First	Homeless Strategy -	IB/Cllr Bastone	Council	10 March 2016
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr Wright	Executive	May 2016
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr Wright	Executive	May 2016
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr Tucker	Executive	May 2016
Support Services	Write Off Report (Q4 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr Wright	Executive	May 2016

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

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

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

LB – Lisa Buckle – Finance COP Lead and s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

SM – Steve Mullineaux – Group Manager Support Services

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

CBowen – Catherine Bowen – Monitoring Officer

TB – Tracey Beeck – Group Manager Customer First

SLT – Senior Leadership Team

CB – Chris Brooks – COP Lead Assets



South Hams
District Council

KEY DECISION PROFORMA

Title: Release of s106 Funds for Open Space, Sport & Recreation and Community and Landscape projects

Wards affected: **Langage Landscape s106 Fund:**
All or parts of: Bickleigh and Cornwood, Burrator, Charterlands, Ermington and Ugborough, Ivybridge East, Ivybridge West, Newton and Yealmpton, Wembury and Brixton.

Other s106 Agreements:

Blackawton and Stoke Fleming, Dartington and Staverton, Dartmouth and East Dart, Kingsbridge, Loddiswell and Aveton Gifford, Marldon and Littlehempston, Newton and Yealmpton, Salcombe and Thurlestone, South Brent, Totnes, Wembury and Brixton.

Summary of decision to be taken: To agree the release of secured s106 funds for Open Space, Sport & Recreation and Community and Landscape projects over £30,000 for delivery through the Assets Community of Practice.

Reason why it is a key decision: All of the financial contributions secured through the s106 agreements listed in the Executive Report are over £30,000 in value and many are significantly greater than £30,000, for example the total value of the remaining Langage Landscape s106 Fund is £250,000. The total value of the other s106 funds is more than £1 million.

The agreement to the release of funds will have significant effects on the communities in question through the provision of enhancements to open space, sport and recreation facilities as well as enhancements to community facilities and landscapes to mitigate the impacts of specific developments.

Corporate priorities: Economy – maximising funding opportunities to ensure Council resources are used to their full potential and deliver added value (match funding for s106 contributions will be encouraged to maximise benefits).

Built and Natural Environment - support the development and delivery of Open Space, Sport and Recreation facilities in towns and villages and support countryside management and access projects.

Decision taker: Executive

Executive Member responsible: Cllr Tucker

Anticipated date of decision: 10th September 2015

Principal consultees: Where project proposals are to be confirmed through a Parish Open Space, Sport & Recreation Plan it is expected that the Parish Council or Neighbourhood Plan group would lead on the development of the Plan in consultation with local sports clubs, community groups and parish residents.

Means of consultation: See above - to be determined by Parish Council or Neighbourhood Plan group in due course.

Consultation period: See above - to be determined by Parish Council or Neighbourhood Plan group in due course.

When and how to make representations:

Documents which will be used to inform the decision: Report titled 'Release of s106 Funds for Open Space, Sport & Recreation and Community and Landscape projects'.

Contact name: Ross Kennerley

Address: Follaton House, Totnes TQ9 5NE

Telephone: 01803 861379

Email: ross.kennerley@swdevon.gov.uk

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Devon Home Choice

Report to: **Overview and Scrutiny**
Date: **27th August 2015**
Title: **Devon Home Choice Policy Review**
Portfolio Area: **Customer First**

Wards Affected: **All**

Relevant Scrutiny Committee: **Overview & Scrutiny**

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

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

Author: **Isabel Blake** Role: **Community of Practice Lead
Specialist Housing, Revenues
& Benefits**

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Recommendations:

1. To note the content and findings of this report
2. To recommend to Executive to remain in the Devon Home Choice partnership and review in 12 months
3. To recommend to Executive to make no changes at this time to the South Hams District Council Local Allocation Policy and review in 12 months

Devon Home Choice

1. Executive summary

- 1) This report reviews the existing arrangements for Devon Home Choice – the Authority’s current model of allocating affordable housing in the district. We will summarise the experiences of other authorities who have made significant changes locally to the Devon Home Choice Policy and set out the reasons for our recommendations for going forward.

2. Background

- 1) Devon Home Choice has operated in South Hams since 2010. It is a partnership between all 10 Local Authorities and 25 Registered Providers. There is a common policy between all partners, however in addition South Hams District Council also has its own local allocation policy which forms the basis on which units of affordable housing are allocated to people in housing need and or with a local connection. (Appendix 1)
- 2) The Devon Home Choice Policy (Appendix 2) was last reviewed at the Community Life and Housing Scrutiny Panel on the 27th March 2014, with a recommendation that it be reviewed in 12 months time. Due to elections and the maternity leave of the key member of staff, this is the earliest it has been able to be reviewed.
- 3) There are currently 1334 applications on the South Hams Devon Home Choice Register, in Bands A-E, The breakdown of which is below.

Band	A (Emergency)	B (High)	C (Medium)	D (Low)	E (No Housing Need)
Number of Applicants	0	168	252	577	337*

(As of 30th July 2015)

*Please note the reduction in Band E applicants from the full monitoring report as of 1/4/15, this is due to a review of applicants in this band.

Although Band E represents “No Housing Need”, in South Hams we have allocated accommodation to people in this band, when higher bands have been exhausted. In the 2014/15 financial year 226 general needs properties were advertised in the South Hams through Devon Home Choice. Of this 9% were allocated to people with no housing need. (Appendix 3 is the breakdown of these properties)

For sheltered housing this increased to 20% of the available properties, allocated to applicants in this band. These properties included flats, properties with age restricting criteria and where there was a local connection requirement

Devon Home Choice

In rural areas the priority for sustainability and homes for local people has been a condition of the land being released for new homes. This was the case in 2014 with land in Holne. Therefore it is not unusual for homes in very rural areas being allocated to a local family who is not in housing need.

An example of this is the new scheme recently let in Salcombe. This is an area renowned for its high number of second homes, above average house prices and the limited number of vacancies that occur in affordable rented stock. It was felt necessary to go above and beyond the Local Allocations Policy and implement a specific local letting plan. All of the new properties were allocated to people with a local connection to Salcombe and 5 of the 14 properties were let to people in Band E.

- 4) The most common changes other Devon Local Authorities have made to their operation of Devon Home Choice is in connection to the exclusion of applicants in Band E – No housing need. Both Torbay and Teignbridge Councils closed their housing registers to Band E applicants in 2014, following new powers contained in the Localism Act 2011. This has reduced the pool of applicants potentially applying for housing and represents a change to the partnership policy. Despite not registering applicants 2% of general needs properties were still allocated to Band E applicants and 4% in Teignbridge. These applications were registered with other Local Authorities.
- 5) In addition, in the case of Torbay the change to Devon Home Choice has seen them bear the advert costs for all homes advertised in Torbay. Last year this was 293 general need homes at £25 per advert - a total additional cost of £7325. In South Hams this would be an additional cost of approximately £5650 based on the 14/15 figures. This is because the partner Landlords viewed this as a deviation from the partnership agreement and therefore a return to the nominations process where the Landlord would request an applicant from the Local Authority.

One of the other major changes to the policy in Teignbridge was the added criteria to Band D for “community contribution”.

a) What is Community Contribution?

Community contribution is defined as....

- Applicants in paid or unpaid employment for more than 16 hours per week for a period of more than 12 months; Example roles include:
 - School Governor
 - Parish Councillor
 - Community Land Trust Board Director
 - Church Warden
 - Member of the PTFA
 - Organisers of Sports / Social Clubs

Devon Home Choice

- Member of Teign Valley Community Hall Committee
- Any other “significant” contribution in respect of time and duration.

This was introduced to caveat people who contribute locally and to a large degree (at least 16 hours a week) but otherwise would have been in Band E and unable to register. However there is a further list of people who will qualify for housing who have to contact the Registered Provider directly. This introduces some risk into the process, as there are multiple channels in which people can apply, it also impacts on an applicant’s ability to self-serve by registering online and having to telephone the provider during office opening times. Having an open register, allowing anyone to register mitigates against this. As the Community Contribution criteria favours people who make a significant contribution to their local community (at least 16 hours a week) if South Hams District Council chose to explore this option, an equality impact assessment would be necessary to ensure this would not be detrimental to certain groups – for example carers or people who work full time and therefore are unable to volunteer to this degree.

- 6) In conjunction with our Local Allocations Policy the Council remains lawful with regards to giving priority to people with local connection whilst meeting its statutory duty towards people in a “reasonable preference” group (this includes people who are homeless or have a need to move for their health & wellbeing). (Section 4.6 & 4.7 of the South Hams District Council Allocations Policy, Appendix 1)

3. Options available and consideration of risk

- 1) South Hams is a non-stockholding authority and if we wished to consider changes to our Allocations Policy or Devon Home Choice, Registered Providers may view this as a return to a nomination agreement which could see us both charged for property adverts as is the case with Torbay, and also change our entitlement to Registered Provider’s properties. (i.e. in the case of properties transferred from South Hams District Council to Tor Homes the agreement is for 75% of properties to be let in accordance with Council policy, the other 25% for the Registered Provider to allocate as they see fit. As a regional landlord this could mean tenants coming from elsewhere in Devon or Cornwall, outside of our control. That could mean (using 2014/15 figure) of the 286 properties advertised (226 general needs and 60 sheltered) potentially 72 properties could be allocated outside our policy.
- 2) New powers contained in the Localism Act 2011 allowed Local Authorities to restrict access to its register. The London Borough of Kensington & Chelsea is one Authority that made this change, reducing their register by insisting all applicants attend a face to face process to determine eligibility. While certainly reducing numbers on the register, Members may wish to consider that this is a London Borough, with easier routes of access and ample transport links than applicants may find in South Hams, and while certainly it has reduced the numbers of applicants in no housing need, it is acknowledged that in South

Devon Home Choice

Hams we do not always allocate based on housing need but on a local connection. These applicants under this scheme would be excluded.

- 3) If we wished to make significant changes to our allocations policy and withdraw from Devon Home Choice completely we would need to purchase our own IT system that supported the corporate desire for channel shift towards self-serve and the additional administration costs, whilst still being at a comparable cost as Devon Home Choice for our Registered Providers. As we are non-stock holding we cannot meet our statutory functions under the 1996 Housing Act (as amended) without these partnerships.
- 4) There has been no change in legislation which would mean that Devon Home Choice was no longer fit for purpose. It fulfils the function we require of it. The Devon Home Choice register already includes a residency test as part of the eligibility criteria; in December 2013 further guidance was issued by the Government called *providing social housing for local people* which is in addition to Allocation of Accommodation guidance issued in 2012. This stated that local authorities could decide whether a local connection criterion was implemented to prioritise housing for local people in their area. This paper specifically mentions local connection through family and employment within the **district**.
- 5) South Hams had previously implemented this for bands A – D within the local allocations policy in May 2013. The 2013 paper goes further and advises that when dealing with sensitive rural villages, local connection could be defined as a parish connection. This could therefore incorporate Band E. However, should members decide to explore this option within the allocations policy it should be born in mind that there are risks. South Hams District Council needs to meet their statutory duty of those within a “reasonable preference” category within our district. Implementing this may mean that we are unable to fulfil this and the use of temporary accommodation could rise due to much of the district being rural and the acute shortage of affordable housing. If members choose to explore this then a further legal view will need to be sought regarding “sensitive rural areas” and our ability to meet our statutory requirement.
- 6) We have recently conducted a survey of applicants in South Hams & West Devon. We received 442 responses to 5 questions around local connection. A summary of the results is included at Appendix 4. One of the questions was on whether the person the local authority should prioritise is the person in the worst circumstances or the person with the local connection. By a small majority (51.62%) people believed it was the person in the worst circumstances. This is reflected in our Allocations Policy and also our S106 agreements which prioritise housing need in conjunction with local connection.

4. Proposed Way Forward

Devon Home Choice

- 1) It is recommended that South Hams District Council do not make any changes to the existing Devon Home Choice policy in the local area, and to review in 12 months.
- 2) It is recommended that the South Hams District Council Allocations Policy remains as is and is reviewed in 12 months.
- 3) The Devon Home Choice partnership offers South Hams District Council a robust platform on which to manage a housing register. It remains fit for our purpose at low cost.

5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	<p>The Localism Act 2011 can restrict access to its Housing Register and are no longer required to keep an “open register”</p> <p>The Council is bound by Part 6 of the 1996 Housing Act (as amended) to give “reasonable preference” to certain groups of people. These are as follows</p> <ul style="list-style-type: none"> • People who are homeless • People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions • People who need to move on medical or welfare grounds • People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others) <p>Both the Devon Home Choice Policy & The South Hams Allocations Policy meets these statutory requirements.</p>
Financial		<p>Current expenditure on maintaining the Housing Register is minimal £13k This is for one part-time member of staff and £1000 a year towards printing costs, and software updates.</p> <p>If we wished to leave Devon Home Choice, the</p>

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		<p>additional staff and advert cost would be £20,200. There would also be additional one off IT costs for purchasing software.</p> <p>If we remained in Devon Home Choice but made changes to the policy which Registered Providers viewed as a return to our historical nomination arrangement, potentially we would need to finance the advert costs, as is the case in Torbay. This will be a further £5650 and an estimated additional staff resource of £4275.18.(based on an additional day a week of existing post holder)</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity		If Members wished to introduce a Community Contribution criteria, this would require an Equality Impact Assessment to ensure that some groups were not treated less favourably than others (main report section 2:5: a :)
Safeguarding		No direct safeguarding concerns with regard to this policy, however there are inbuilt processes and systems within the Devon Home Choice system to deal with our most vulnerable applicants.
Community Safety, Crime and Disorder		No direct implications
Health, Safety and Wellbeing		Both the Devon Home Choice Policy and South Hams Local Allocations Policy give reasonable preference to people requiring housing due to Health, safety & Wellbeing.
Other implications		None

Supporting Information

Appendices:

Appendix 1 – South Hams Local Allocations Policy.

Appendix 2 Devon Home Choice Policy (Please note this is a 79 page policy)
http://www.devonhomechoice.org.uk/Devon_Home_Choice/PDF/DHCPolicyv40from19May15.pdf

Devon Home Choice

Appendix 3 – Breakdown of General Needs Band E Lets

Appendix 4 2015 Local Connection Survey

Appendix - 5 Annual Devon Home Choice 14/15

Background Papers:

Localism Act 2011

Housing Act 1996 (as amended)

DCLG Providing Social Housing for Local People.

Rural Allocations Report 2014-15 –Devon Rural Housing Partnership

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	Yes
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	n/a

SOUTH HAMS DISTRICT COUNCIL

LOCAL ALLOCATION POLICY

South Hams District Council is committed to reflecting the full diversity of the community it serves and to promoting equality of opportunity for everyone.

This policy and all associated documentation and leaflets can be made available in large print, Braille, tape format or in any other languages, on request.

**May 2013 (updated
August 2015)**

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SOUTH HAMS DISTRICT COUNCIL

LOCAL ALLOCATION POLICY

1 Scope of the policy

- 1.1 This Local Allocations Policy sets out how the Council will deal with specific local issues outside of the Devon wide Choice based lettings system called Devon Home Choice. The document also sets out 'exceptions' to the Devon Home Choice Scheme i.e. where the Council will allocate outside of the scheme.
- 1.2 In exceptional circumstances South Hams District Council reserve the right to depart from any aspect of this policy. Any decision to depart from the policy will be taken by the Housing Advice Manager in conjunction with the Executive Member or Housing and the Head of Customer Services.
- 1.3 Homes delivered in the Dartmoor National Park, on exception sites or on Community Led schemes are controlled by very specific needs in a particular parish. The criteria for these schemes will be set out within the Section 106 Agreement relating to the specific site.
- 1.4 The Devon Home Choice Policy is a separate document and should be read in conjunction with this policy.

2 Introduction

- 2.1 South Hams District Council (SHDC) no longer holds any housing stock, having transferred the entire stock to, various Registered Providers (RPs) in 1999.
- 2.2 Devon Home Choice is the model adopted by the Council, and RPs operating within the District, to allocate housing through this jointly operated Choice Based Lettings Scheme
- 2.3 Devon Home Choice covers all 10 Devon Authorities including Plymouth & Torbay, enabling applicants to apply across Devon for vacant properties.
- 2.4 SHDC coordinates Devon Home Choice within South Hams and maintains the common housing register for all partners operating within the area.
- 2.5 RPs label, advertise and let their properties. They have their own allocation policies and will verify applicants details to ensure they meet their criteria

2.6 This policy document sets out:

- a. the common policies adopted by all partners within Devon Home Choice
- b. Council specific policies, and
- c. exceptions to the Devon Home Choice Scheme

3 Statement of Choice

- 3.1 South Hams District Council is committed to offering the greatest choice possible in the allocation of housing within the District, whilst ensuring that such choice is compatible with ensuring that housing goes to those with the greatest need.
- 3.2 Within this it must be recognised that there is very high demand for affordable housing in South Hams and that this demand cannot currently be fully met from available resources. Consequently, more often than not, only those in the greatest housing need are likely to obtain suitable accommodation, which means that the degree of choice will always be limited.
- 3.3 South Hams District Council is also committed to extending choice to homeless households as far as is compatible with the effective use of council resources and the need to reduce the use of temporary accommodation. (paragraphs 5.1 – 5.5 of this policy which set out our policy relating to homeless households)

4 COMMON POLICIES

Devon Home Choice

- 4.1 By joining the Devon Home Choice partnership all partners have agreed to the Devon Home Choice Policy.
- 4.2 The Devon Home Choice Policy document sets out in detail how the scheme will operate, how applicants will be prioritised and how properties will be let
- 4.3 The Devon Home Choice Policy forms the best part of the Council's allocation policy, being the document which sets out the fundamental principles upon which the Scheme is based
- 4.4 The Devon Home Choice Policy is a separate document and should be read in conjunction with this policy

- 4.5 South Hams District Council reserves the right to deviate from this policy in exceptional circumstances. Any decision to depart from this policy will be taken by the Community of Practice Lead for Housing Revenue & Benefits in consultation with the Executive member for housing.
- 4.6 Homes which are delivered through Dartmoor National Park, through the Village Housing Initiative (VHI) or on exception sites within South Hams are controlled by specific legal criteria relating to housing needs in a particular Parish. These criteria will be detailed in the Section 106 agreement.

HOUSING ACT 1996

- 4.7 The Housing Act 1996 as amended requires all Councils to give 'reasonable preference' in their allocations schemes to groups in high housing need such as the homeless, those who need to move on welfare and medical grounds, people living in unsatisfactory housing and those who would face hardship unless they can move to a particular locality within the district. However guidance states that Local Authorities can take into account local pressures with regard to this.
- 4.8 Further guidance was issued in August 2012 in relation to the armed forces stating that local allocation policies should not be utilised for this group in certain circumstances, this is explained in detail in paragraph 5.15.

5 COUNCIL SPECIFIC POLICIES

- 5.1 The Council has specific duties to meet local housing needs and to meet the needs of the homeless. This section sets out the Council's policies in this respect and how they operate alongside the Devon Home Choice Policy

Homeless Households

- 5.2 If the Council accepts a statutory duty to re-house a homeless household they will be placed in the High Housing Needs Band (Band B) in accordance with the Devon Home Choice Policy
- 5.3 Homeless households will be offered the same degree of choice as other applicants for a period of 6 weeks after being accepted as homeless
- 5.4 If bids have not been made for suitable accommodation within the 6 week period (and suitable vacancies have been advertised) then the Council will bid on behalf of the homeless household, for all suitable vacancies that arise, until the household is offered a property

- 5.5 If no suitable vacancies occur within the first 6 weeks, the period of choice will be extended by a further period of up to 6 weeks
- 5.6 Refusals of accommodation by homeless households will be considered in accordance with the Homelessness Code of Guidance

Assisting Vulnerable Households

- 5.7 To ensure vulnerable households, who do not have any support network, are able to access Devon Home Choice and bid for properties the Council will activate the automatic bidding process, this will be done with the applicants consent.
- 5.8 Regular checks will be made on “non-bidding” households to identify households who may need our support. When a household has been identified, and with their approval, bids will be made by Council staff on their behalf
- 5.9 A copy of the Automatic Bidding Procedure is detailed in the Devon Home Choice Policy

Local Housing Needs

- 5.10 Whilst choice will be extended as widely as possible, certain housing schemes may only be let to applicants with a local housing need
- 5.11 In very rural villages with general needs social rented housing stock of less than 100 properties, preference will be given to local households, provided they have an existing housing need ie bands A - D. For the purposes of clarity this is everywhere in South Hams apart from Dartmouth, Ivybridge, Kingsbridge, South Brent and Totnes.
- 5.12 Schemes delivered in the Dartmoor National Park and exception sites within South Hams will be controlled by very specific criteria relating to needs in a particular parish. These criteria will be set out within the S106 Agreement relating to the specific site
- 5.13 Other larger sites enabled through the planning process within South Hams will allow 50% of all new rented affordable housing to be allocated to those in bands A – D. For the avoidance of doubt this will be schemes in Dartmouth, Ivybridge, Kingsbridge and Totnes.
- 5.14 For the purposes of clarity a household has a connection with the Parish/Town in any of the following circumstances:-

- (i) The person has lived in the parish/town for 3 out of the 5 years preceding the allocation.
- (ii) The person has immediately prior to the allocation lived in the parish/town for 6 out of 12 months preceding the allocation
- (iii) Immediate family have lived in the parish/town themselves for 5 years preceding the allocation. For avoidance of doubt The Local Government Association guidelines define immediate family as parents, siblings and non dependent children.
- (iv) The person has permanent employment in the parish/town with a minimum contract of 16 hours per week which has continued for the 6 months preceding the allocation without a break in employment of more than 3 months such employment to include self employment. This should not include employment of a casual nature
- (v) Any periods of (ordinary) residence of the person in the Parish/Town

ARMED FORCES PERSONNEL

5.15 Further guidance issued in August 2012 in relation to the armed forces stated that where housing authorities utilise local connection policies they must not apply them to the following persons:

- a) those who are currently serving in the regular forces or who were serving in the regular forces at any time in the five years preceding their application for an allocation of social housing
- b) bereaved spouses or civil partners of those serving in the regular forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled, to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service
- c) current or former members of the reserve forces who are suffering from a serious injury, illness, or disability which is wholly or partly attributable to their service

TENANTS INCENTIVE SCHEME

5.15 One of the priorities in the HOMES strategy is to maximise the use of existing Social Housing Stock including maximising family sized accommodation by offering a financial incentive where appropriate. The Council can offer payments to households to move to a more appropriate property in terms of size. This policy is a separate document and can be read in conjunction with the allocations policy.

6 EXCEPTIONS TO DEVON HOME CHOICE

Supported Housing Schemes

- 6.1 It is inappropriate to advertise vacancies in certain supported housing schemes as they have been developed to meet very specific needs
- 6.2 The allocation process for such schemes will be agreed outside this allocation policy between Housing, Social Services and the RP and will be developed to meet the very specific needs of the client and sensitively manage the lettings of the scheme
- 6.3 List of supported housing and Extra Care schemes exempt from Devon Home Choice within South Hams:-
- Westville, Kingsbridge
 - St Barnabas Project, Dartmouth
 - Highland Villa, Ivybridge
 - Belmont Villa, Ivybridge
 - Redworth Terrace, Totnes
 - Douro Court, Ivybridge
 - Bishops Court, Newton Ferrers

See Separate Lettings Policies for the above.

Meeting the needs of the physically disabled

- 6.4 Properties that have been adapted for the disabled will be labelled to ensure the property is let to an applicant with the need for this type of accommodation *e.g. preference will be given to an applicant with the need for a level access shower.*
- 6.5 However, there are occasions when the needs of a disabled household cannot be met within the general housing stock and a specific property needs to be built.
- 6.6 In such circumstances close liaison will take place between the Council, Social Services and the RP to ensure the property is built to meet the specific needs identified. In this case the property will not be advertised through the Devon Home Choice Scheme but will be allocated through Devon Home Choice as a direct match.

7 GENERAL

Publicity

- 7.1 This policy is a formal Council document and is not intended to be used as a publicity document
- 7.2 Full details of the Devon Home Choice Scheme and the Council's policies will be produced in leaflet format and on the Council's website in a user-friendly format

Diversity and Equal Opportunities

- 7.3 South Hams District Council is committed to reflecting the full diversity of the community it serves and to promoting equality of opportunity for everyone
- 7.4 This policy and all associated documentation and leaflets can be made available in large print, Braille, tape format or in any other languages, on request

Policy Review

- 7.5 The Devon Home Choice scheme and Policy are regularly reviewed and any changes are implemented only after majority agreement amongst all Devon Home Choice partners
- 7.6 The Council's allocation policy will be monitored regularly and reviewed and updated annually and in conjunction with new developments.

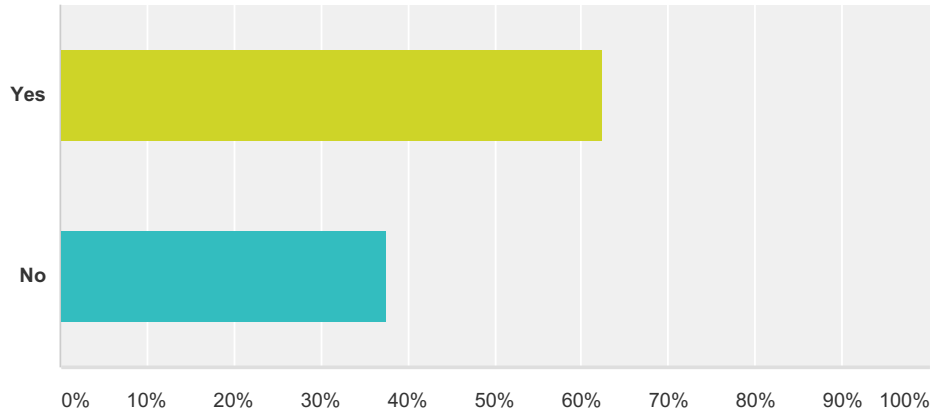
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sub_portal_code	advert_number	total_number_bids	let_bid_position	subAreaDescription	property_address1	property_address2	property_address3	property_address4	landlord_name	is_sheltered	band_desc	bid_closing_date	number_bedrooms	user_id	mobility_category_code	sign_up_tsd	
South Hams	3505073		11	11 SH_Kingsbridge	Coronation Road	Kingsbridge	Devon		DCH	N	BandE	17/11/14		2	3016903	6-General Needs	26-Jan-15
South Hams	3505221		2	2 SH_Chillington	Meadowside	Chillington	Kingsbridge		DCH	N	BandE	22/12/14		2	806629	6-General Needs	09-Feb-15
South Hams	3505949		14	13 SH_Chillington	Helmers Way	Chillington	Devon		DCH	N	BandE	17/03/14		2	805111	6-General Needs	19-May-14
South Hams	3505981		73	45 SH_Hoile	Little Bewden	Hoile	Newton	Devon	Hastoe	N	BandE	07/04/14		3	801027	6-General Needs	17-Jun-14
South Hams	3506031		4	4 SH_West Alvington	Townsend Close	West Alvington	Devon		DCH	N	BandE	23/06/14		2	805947	6-General Needs	23-Jun-14
South Hams	3506039		11	11 SH_Totnes	Stafford Court	Higher Westonfield	Totnes	Devon	South West Housing Society	Y	BandE	26/05/14		1	109557	6-General Needs	26-May-14
South Hams	3521325		39	37 SH_Loddiswell	Cedar Drive	Loddiswell	Kingsbridge	Devon	DCH	N	BandE	28/07/14		2	528224	6-General Needs	30-Jun-14
South Hams	3521458		16	15 SH_Loddiswell	Cedar Drive	Loddiswell	Kingsbridge		DCH	N	BandE	28/07/14		3	803245	6-General Needs	28-Jul-14
East Devon	3521460		8	7 SH_South Brent	Ashwood	Courtney Park	South Brent	Devon	DCH	Y	BandE	04/08/14		1	3004929	5-Max 3 Steps	28-Jul-14
South Hams	3521506		3	3 SH_Salcombe	Chandlers Heights	Shadycombe Road	Salcombe	Devon	DCH	Y	BandE	30/06/14		1	805778	4-Step Free	01-Sep-14
South Hams	3521841		14	10 SH_Kingston	Yellands Park	Kingston	Kingsbridge		DCH	N	BandE	14/07/14		3	802768	6-General Needs	11-Aug-14
South Hams	3521945		11	11 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	N	BandE	21/07/14		1	806458	6-General Needs	21-Jul-14
South Hams	3522504		5	3 SH_Dartmouth	Higherside	High Street	Dartmouth		DCH	N	BandE	24/11/14		3	805164	6-General Needs	08-Dec-14
South Hams	3522900		17	11 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	Y	BandE	29/09/14		1	600504	5-Max 3 Steps	22-Dec-14
South Hams	3522943		15	12 SH_Stoke Fleming	School Road	Stoke Fleming	Devon		South West Housing Society	N	BandE	29/09/14		2	804354	6-General Needs	29-Sep-14
South Hams	3522964		6	6 SH_South Brent	Courtenay Park	South Brent	South Brent		Westward	N	BandE	29/09/14		3	715698	6-General Needs	05-Dec-14
South Hams	3523001		2	2 SH_South Brent	Ashwood	Courtenay Park	South Brent	Devon	DCH	Y	BandE	10/11/14		1	3017807	5-Max 3 Steps	01-Dec-14
South Hams	3523078		18	15 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	N	BandE	06/10/14		1	802854	6-General Needs	06-Oct-14
South Hams	3523078		18	15 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	N	BandE	06/10/14		1	3004806	6-General Needs	06-Oct-14
South Hams	3523128		19	18 SH_Yealmpton	Tappers Lane	Yealmpton			Sovereign South West	N	BandE	13/10/14		3	806862	6-General Needs	15-Dec-14
South Hams	3523142		1	1 SH_Newton Ferrers	Bishops Court	Newton Hill	Newton Ferrers		Spectrum	N	BandE	10/11/14		1	805662	6-General Needs	01-Dec-14
South Hams	3523490		22	21 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	Y	BandE	26/01/15		1	3023902	6-General Needs	05-Jan-15
South Hams	3523490		22	21 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	Y	BandE	26/01/15		1	713208	6-General Needs	05-Jan-15
South Hams	3523581		7	7 SH_Dartmouth	School Court,	Dartmouth,	Devon		Sanctuary HA	N	BandE	10/11/14		2	3017885	6-General Needs	19-Jan-15
South Hams	3523811		18	17 SH_Totnes	Home Meadow	Totnes			DCH	Y	BandE	22/12/14		1	805695	6-General Needs	02-Feb-15
South Hams	3523976		13	6 SH_Blackawton	The Grove	Blackawton			DCH	N	BandE	01/12/14		2	800605	6-General Needs	22-Dec-14
South Hams	3523998		10	9 SH_Totnes	Home Meadow	Warlands	Totnes		DCH	Y	BandE	01/12/14		1	3006278	6-General Needs	12-Jan-15

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Q1 Are you aware that alongside Devon Home Choice we have an allocation policy that gives preference to local people?

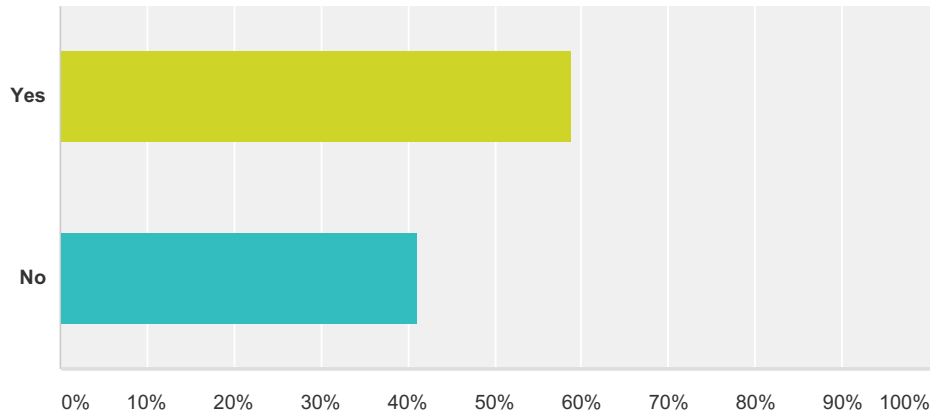
Answered: 442 Skipped: 0



Answer Choices	Responses
Yes	62.44% 276
No	37.56% 166
Total	442

Q2 Are you aware that homes are built with planning restrictions in place to ensure they are only rented or bought (shared ownership) by people with a qualifying local connection (For example residence, family, work, former residency)

Answered: 436 Skipped: 6



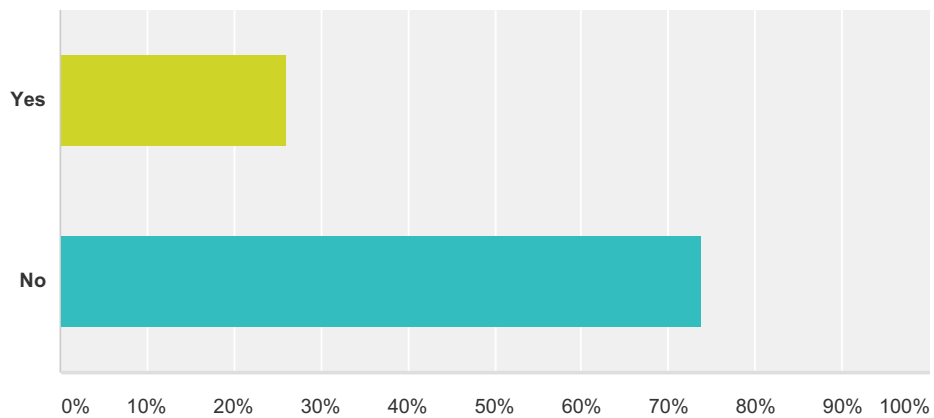
Answer Choices	Responses
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Local Connection Survey 2015

Yes	58.94%	257
No	41.06%	179
Total		436

Q3 Did you know that Devon Home Choice only allows 2% of properties to be allocated to people outside of South Hams or West Devon? when this number has been exceeded we place a note on the advert advising that preference will be given to people with a local connection.

Answered: 430 Skipped: 12

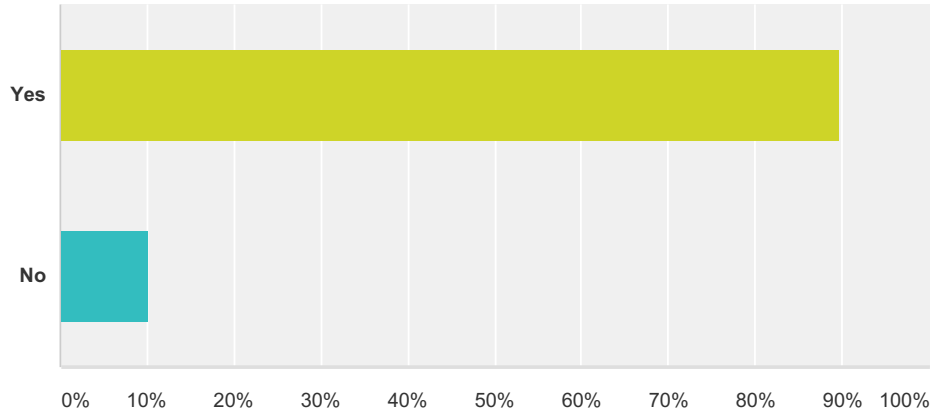


Answer Choices	Responses	
Yes	26.05%	112
No	73.95%	318
Total		430

Q4 Do you agree with this approach to give preference to local people?

Answered: 422 Skipped: 20

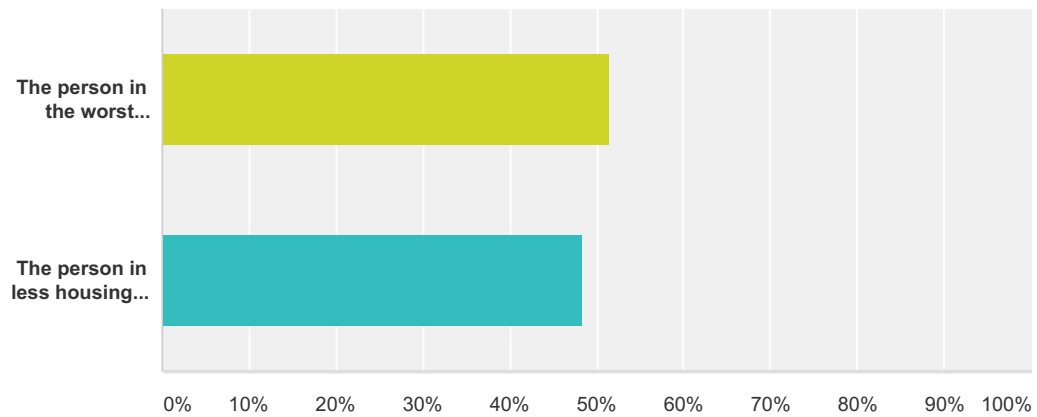
Local Connection Survey 2015



Answer Choices	Responses
Yes	89.81% 379
No	10.19% 43
Total	422

Q5 Who do you believe should be prioritised for housing?

Answered: 401 Skipped: 41



Answer Choices	Responses
The person in the worst circumstances	51.62% 207
The person in less housing need but with a local connection	48.38% 194
Total	401

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Devon Home Choice Quarterly Monitoring Report (April 2015)



Introduction

This report provides the latest key information from Devon Home Choice and covers 1st April 2014 to 31st March 2015

Households registered with Devon Home Choice

The total number of households in housing need (Bands A to D) has increased for the fourth quarter in succession from a figure of 16,032 in April 2014 to 18,901 on 1 April 2015, an increase of 17.8%. It is apparent that there are a number of out of date applications on the system, this should begin to be addressed when the renewals function is set up on the Home Connections system.

The percentage of all applicants in Band E has fallen slightly to 43% from 44% at the end of the previous quarter.

Table 1: Number of households in housing need (Bands A to D) as at 1 April 2015

	Band A		Band B		Band C		Band D		Total	Band E	
	No.	%	No.	%	No.	%	No.	%		No.	%
East Devon	1	0%	267	16%	508	31%	885	53%	1661	636	28%
Exeter	3	0%	481	21%	546	24%	1275	55%	2305	2437	51%
Mid Devon	0	0%	194	20%	306	32%	462	48%	962	1169	55%
North Devon	0	0%	245	18%	359	27%	721	54%	1325	1300	50%
Plymouth	9	0%	1365	20%	1705	26%	3580	54%	6659	5279	44%
South Hams	0	0%	166	17%	237	25%	561	58%	964	1286	57%
Teignbridge	3	0%	390	22%	571	32%	798	45%	1762	5	0%
Torbay	1	0%	340	18%	485	26%	1031	56%	1857	26	1%
Torridge	5	1%	250	34%	230	32%	243	33%	728	825	53%
West Devon	2	0%	103	15%	194	29%	379	56%	678	1015	60%
Total	24	0%	3801	20%	5141	27%	9935	53%	18901	13978	43%
Jan 2015 %		0%		21%		28%		51%			44%

Note: The percentages given for Bands A – D refer to the proportion of households in housing need who are in that Band (e.g. 20% of all households in housing need across Devon are in Band B). The percentage given for Band E refers to the proportion of households in Band E of all those registered (e.g. 43% of households registered across Devon are in Band E).

The greatest need across all Local Authority areas remains for one bedroom properties, (Table 2) with the percentage of applicants requiring one bedroom rising to 58%, the highest figure reported.

**Devon Home Choice
Quarterly Monitoring Report
(April 2015)**



Table 2: Bedroom need of applicants in housing need (Bands A to D) as at 1 April 2015

	1 Bed		2 Bed		3 Bed		4 Beds +		Total
	No.	%	No.	%	No.	%	No.	%	
East Devon	971	58%	439	26%	154	9%	97	6%	1661
Exeter	1375	60%	560	24%	249	11%	121	5%	2305
Mid Devon	490	51%	280	29%	121	13%	71	7%	962
North Devon	737	56%	332	25%	142	11%	114	9%	1325
Plymouth	3987	60%	1635	25%	681	10%	356	5%	6659
South Hams	593	62%	223	23%	101	10%	47	5%	964
Teignbridge	910	52%	541	31%	194	11%	117	7%	1762
Torbay	1048	56%	480	26%	206	11%	123	7%	1857
Torrige	365	50%	223	31%	89	12%	51	7%	728
West Devon	411	61%	159	23%	81	12%	27	4%	678
Total	10887	58%	4872	26%	2018	11%	1124	6%	18901

Table 3 and Chart 1 below show the numbers on the register in housing need (Bands A to D) by quarter. Although this quarter has seen an increase in numbers in housing need for the fourth quarter in a row the figure remains 22% lower than the peak of 24,269 in October 2011.

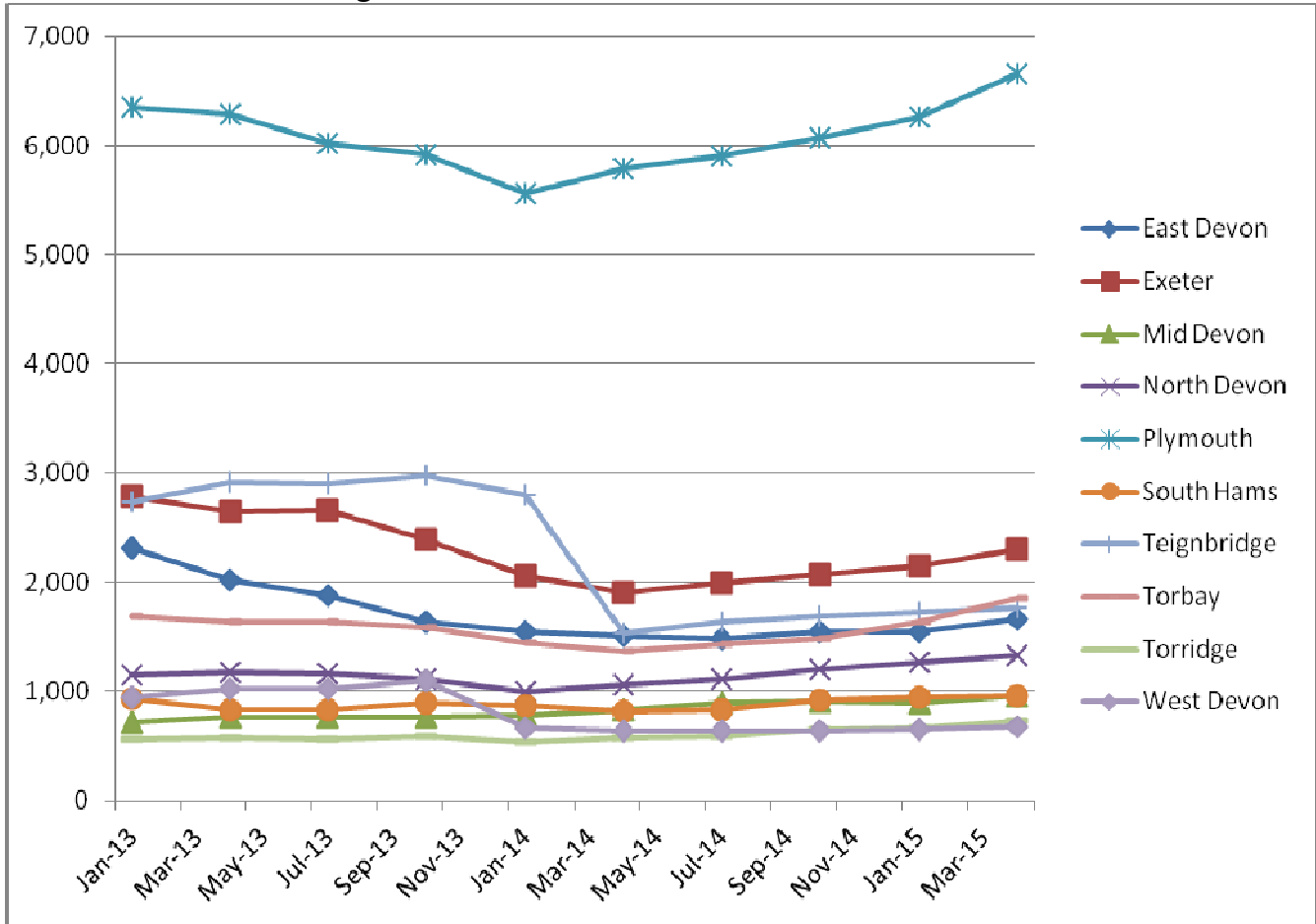
Table 3: Numbers on the register in Bands A to D by Local Authority by quarter

	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Jan-15	Apr-15
East Devon	2,307	2,022	1,878	1,641	1,551	1,509	1,489	1,541	1,543	1661
Exeter	2,790	2,651	2,663	2,392	2,061	1,900	1,993	2,069	2,150	2305
Mid Devon	716	769	765	764	780	832	889	904	890	962
North Devon	1,152	1,172	1,166	1,114	1,002	1,065	1,117	1,199	1,265	1325
Plymouth	6,349	6,283	6,013	5,915	5,556	5,789	5,908	6,074	6,264	6659
South Hams	929	825	834	898	874	820	837	918	950	964
Teignbridge	2,736	2,915	2,901	2,980	2,796	1,540	1,630	1,681	1,721	1762
Torbay	1,690	1,642	1,631	1,588	1,448	1,372	1,428	1,489	1,638	1857
Torrige	566	575	566	592	533	570	585	649	661	728
West Devon	949	1,024	1,029	1,104	663	635	634	641	646	678
Total	20,184	19,878	19,446	18,988	17,264	16,032	16,510	17,165	17,728	18901

Devon Home Choice Quarterly Monitoring Report (April 2015)



Chart 1: Numbers on register in Bands A to D



Bidding Patterns

Table 4 below shows the percentage of applicants in each Local Authority and Band who have not logged in or bid since the Home Connections system went live in June 2014.

The total percentage of applicants who have not logged in or bid has decreased in all LA areas from the figures in December 2014. This is likely to be the result of efforts which have been made to contact applicants who had not logged in or bid on the new system to ensure that they understand how the system works.

**Devon Home Choice
Quarterly Monitoring Report
(April 2015)**



Table 4: Proportion of applicants who have not logged in or bid on Home Connections.

	Band A	Band B	Band C	Band D	Band E	Total	Dec 14 total
East Devon	100%	25%	42%	57%	29%	42%	58%
Exeter	0%	44%	35%	54%	72%	60%	66%
Mid Devon	N/A	44%	41%	54%	67%	59%	66%
North Devon	N/A	31%	40%	55%	50%	48%	59%
Plymouth	11%	42%	39%	56%	73%	59%	65%
South Hams	N/A	39%	39%	54%	67%	59%	64%
Teignbridge	0%	45%	42%	47%	80%	45%	49%
Torbay	100%	36%	41%	56%	23%	48%	53%
Torrige	20%	28%	40%	59%	73%	59%	65%
West Devon	50%	42%	56%	69%	75%	69%	75%
Total	21%	39%	40%	55%	68%	56%	63%

The increases in the number of applicants logging in and bidding is reflected in an increase in the average number of bids received for 1, 2 and 3 bed general needs homes – Table 5 and Chart 2.

Table 5: Average number of bids for general needs homes

	1 bed	2 beds	3 beds	4 beds
2010/11 Q1	63	64	68	62
2010/11 Q2	84	74	84	84
2010/11 Q3	81	71	78	70
2010/11 Q4	79	65	75	78
2011/12 Q1	89	72	81	87
2011/12 Q2	93	80	83	93
2011/12 Q3	92	82	79	75
2011/12 Q4	98	84	82	70
2012/13 Q1	103	87	90	79
2012/13 Q2	103	96	80	51
2012/13 Q3	90	87	72	40
2012/13 Q4	102	87	62	59
2013/14 Q1	110	80	62	43
2013/14 Q2	91	62	47	44
2013/14 Q3	80	53	46	50
2013/14 Q4	83	58	41	55
2014/15 Q1*	75	64	48	48
2014/15 Q2	55	37	32	47
2014/15 Q3	51	32	30	54
2014/15/Q4	66	38	35	45

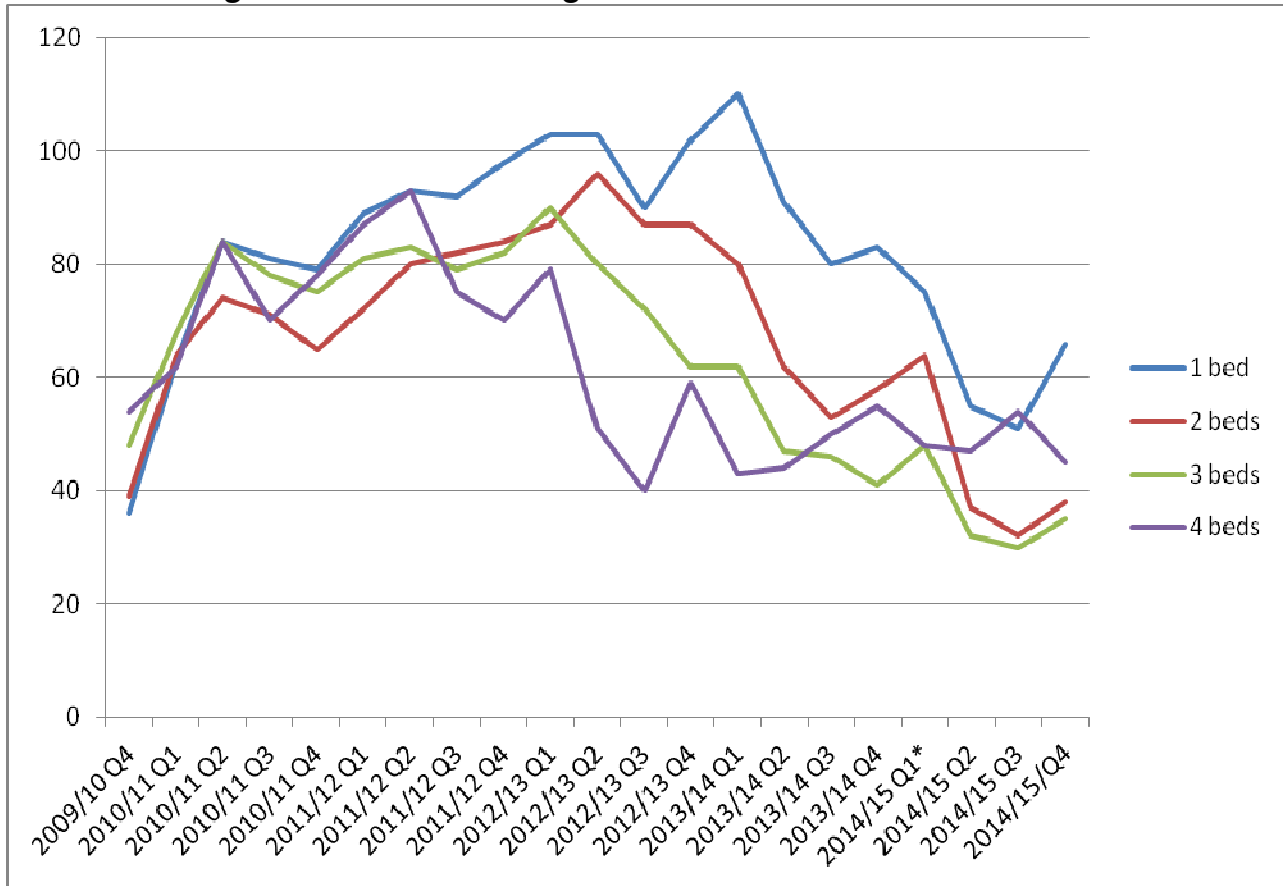
* Q1 2014-15 includes homes let on both the Abritas and Home Connections IT systems

Devon Home Choice Quarterly Monitoring Report (April 2015)



The highest average number of bids for one bedroom properties is in Plymouth where the average is 91, compared to 51 in the rest of Devon.

Chart 2: Average number of bids for general needs homes



The average number of bids placed on sheltered properties has also increased from the previous quarter (Table 6 and Chart 3 below) although the figures remain 30% lower for one bedroom properties and 68% lower for two bedroom properties compared to the peak in 2013/14 Q1. .

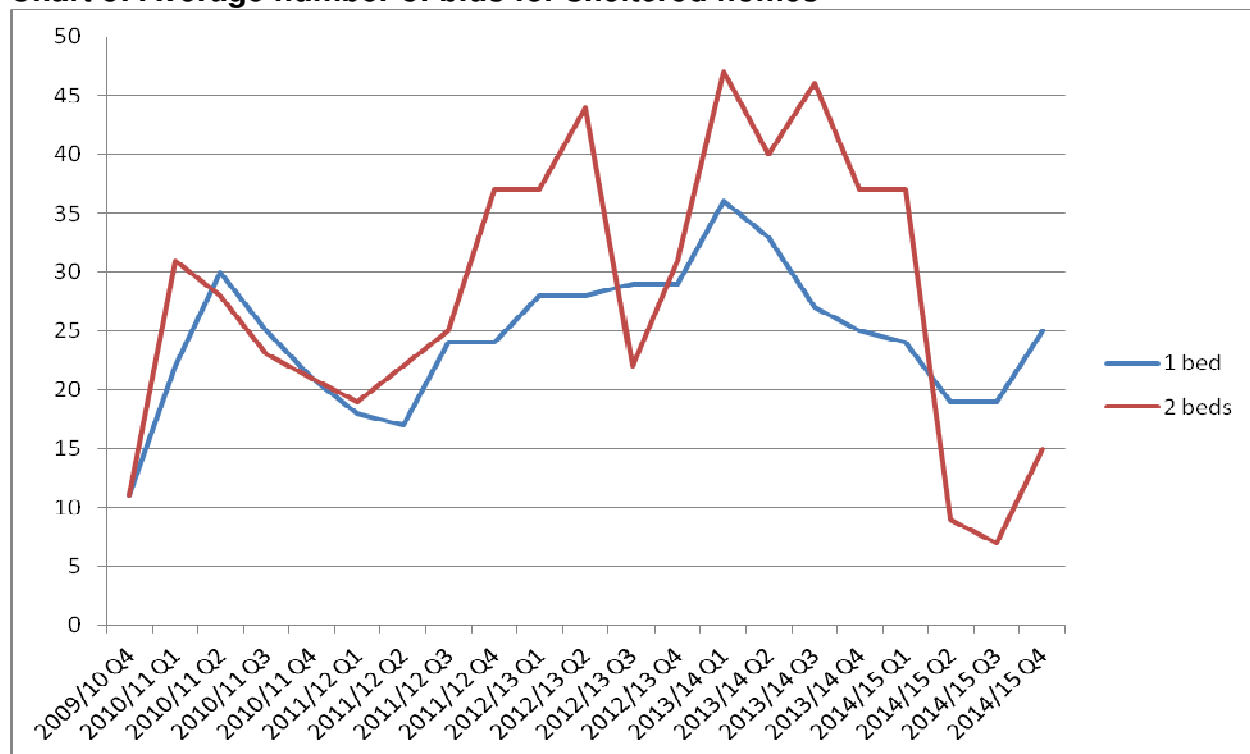
Devon Home Choice Quarterly Monitoring Report (April 2015)



Table 6: Average number of bids for sheltered homes

	1 bed	2 beds
2010/11 Q1	22	31
2010/11 Q2	30	28
2010/11 Q3	25	23
2010/11 Q4	21	21
2011/12 Q1	18	19
2011/12 Q2	17	22
2011/12 Q3	24	25
2011/12 Q4	24	37
2012/13 Q1	28	37
2012/13 Q2	28	44
2012/13 Q3	29	22
2012/13 Q4	29	31
2013/14 Q1	36	47
2013/14 Q2	33	40
2013/14 Q3	27	46
2013/14 Q4	25	37
2014/15 Q1	24	37
2014/15 Q2	19	9
2014/15 Q3	19	7
2014/15 Q4	25	15

Chart 3: Average number of bids for sheltered homes



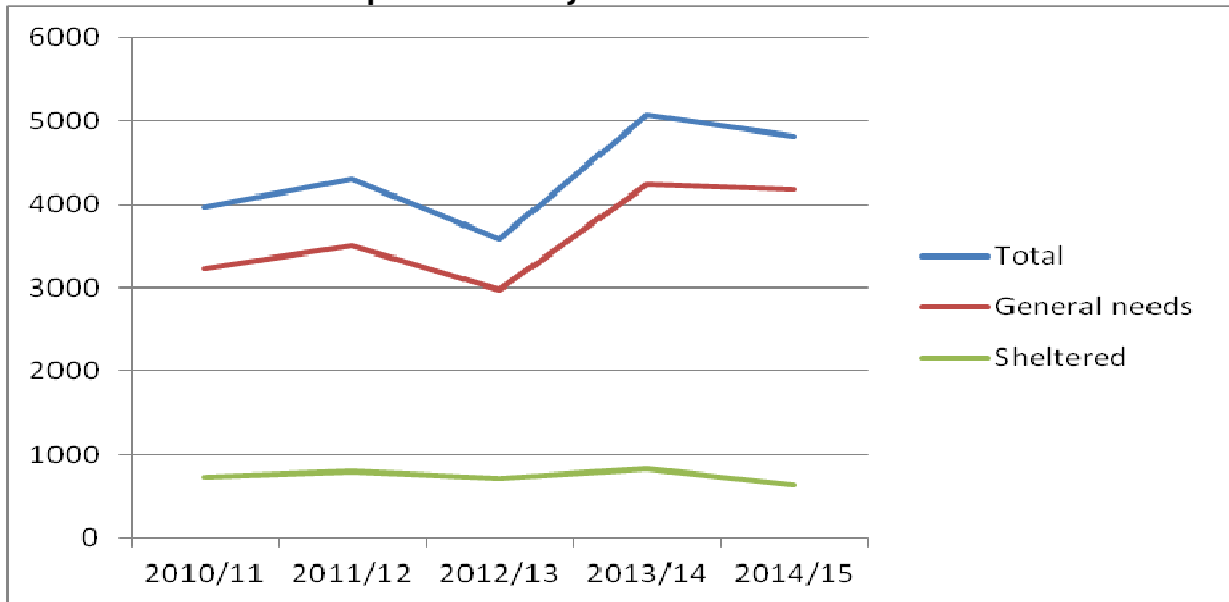
Devon Home Choice Quarterly Monitoring Report (April 2015)



Homes let

A total of 4,812 homes were let through Devon Home Choice in the 2014/15 financial year. 4,182 of these were general needs homes and 630 were sheltered. This is down from a figure of 5,070 lets in 2013/14 but is the second highest figure in the five years that Devon Home Choice has been live – see Chart 4.

Chart 4: Number of lets per financial year



**Devon Home Choice
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(April 2015)**



Table 7: General needs homes let (1 April 2014 to 31 March 2015)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	3	1%	132	29%	207	46%	61	14%	45	10%	448
Exeter	9	2%	275	52%	158	30%	74	14%	11	2%	527
Mid Devon	3	1%	96	34%	104	37%	54	19%	23	8%	280
North Devon	2	1%	163	56%	75	26%	28	10%	21	7%	289
Plymouth	29	2%	775	56%	358	26%	155	11%	73	5%	1390
South Hams	5	2%	69	31%	83	37%	48	21%	21	9%	226
Teignbridge	6	1%	147	36%	201	49%	43	10%	16	4%	413
Torbay	7	2%	135	46%	97	33%	48	16%	6	2%	293
Torrige	0	0%	89	53%	46	28%	16	10%	16	10%	167
West Devon	2	1%	64	43%	39	26%	26	17%	18	12%	149
Total	66	2%	1945	47%	1368	33%	553	13%	250	6%	4182

The proportion of general needs homes let to applicants in Band B at 47% is the lowest annual figure reported to date, falling from 61% in 2013/14 and a high of 63% in 2012/13 (see Table 8 and Chart 5).

The proportion of lets to Band B applicants varies from 29% in East Devon to 56% in North Devon and Plymouth – Table 7 above.

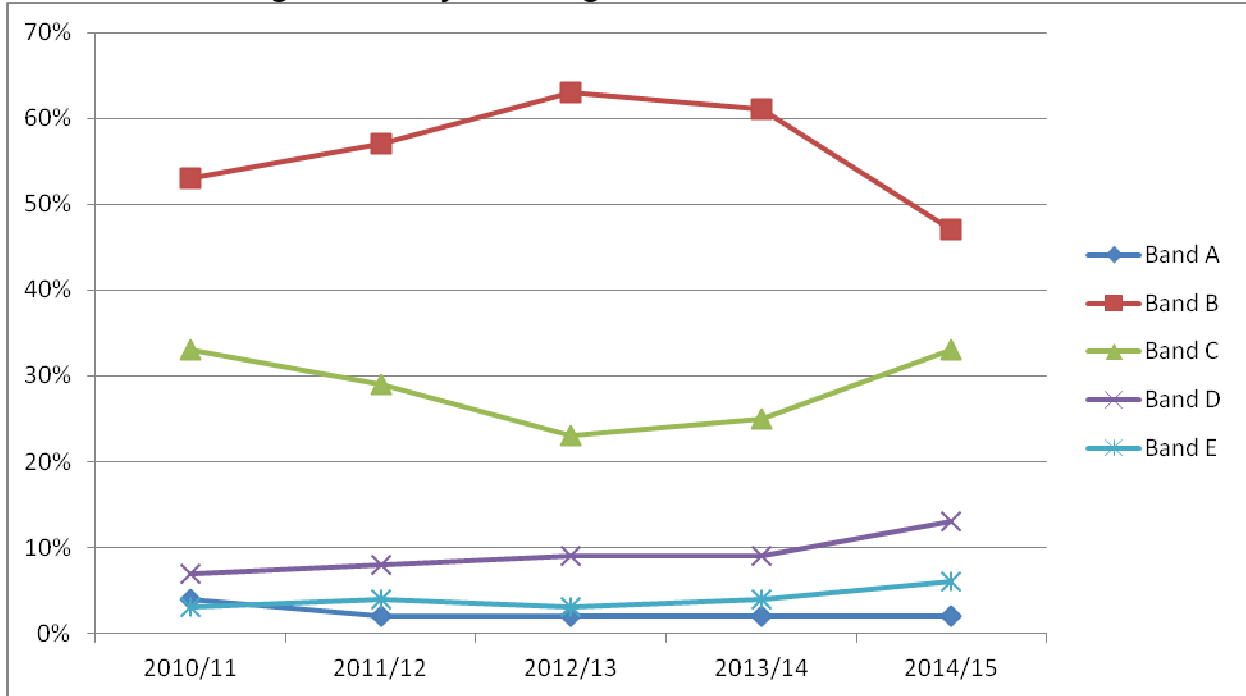
Table 8: General needs homes let by Band (2010/11 – 2014/15)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
2010/11	140	4%	1721	53%	1053	33%	225	7%	89	3%	3,228
2011/12	67	2%	1,992	57%	1,027	29%	297	8%	126	4%	3,509
2012/13	68	2%	1,880	63%	675	23%	254	9%	94	3%	2,971
2013/14	80	2%	2,580	61%	1,065	25%	364	9%	159	4%	4,248
2014/15	66	2%	1,945	47%	1,368	33%	553	13%	250	6%	4,182

Devon Home Choice Quarterly Monitoring Report (April 2015)



Chart 5: Percentage of lets by Band – general needs



**Devon Home Choice
Quarterly Monitoring Report
(April 2015)**



Table 9: Sheltered homes let (1 April 2014 to 31 March 2015)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
East Devon	0	0%	63	64%	25	25%	11	11%	0	0%	99
Exeter	1	2%	22	36%	16	26%	18	30%	4	7%	61
Mid Devon	0	0%	11	37%	8	27%	7	23%	4	13%	30
North Devon	2	3%	26	38%	13	19%	21	31%	6	9%	68
Plymouth	0	0%	35	34%	24	23%	32	31%	13	13%	104
South Hams	1	2%	14	23%	16	27%	17	28%	12	20%	60
Teignbridge	0	0%	44	46%	31	33%	14	15%	6	6%	95
Torbay	1	2%	26	43%	15	25%	15	25%	4	7%	61
Torrige	0	0%	14	56%	5	20%	2	8%	4	16%	25
West Devon	0	0%	10	37%	7	26%	7	26%	3	11%	27
Total	5	1%	265	42%	160	25%	144	23%	56	9%	630

The proportion of sheltered lets to Band B applicants has remained more consistent, falling to 42% from 44% in 2013/14 (Table 10 and Chart 6 below). The figures vary widely between LA areas though from 23% in South Hams to 64% in East Devon (Table 9 above).

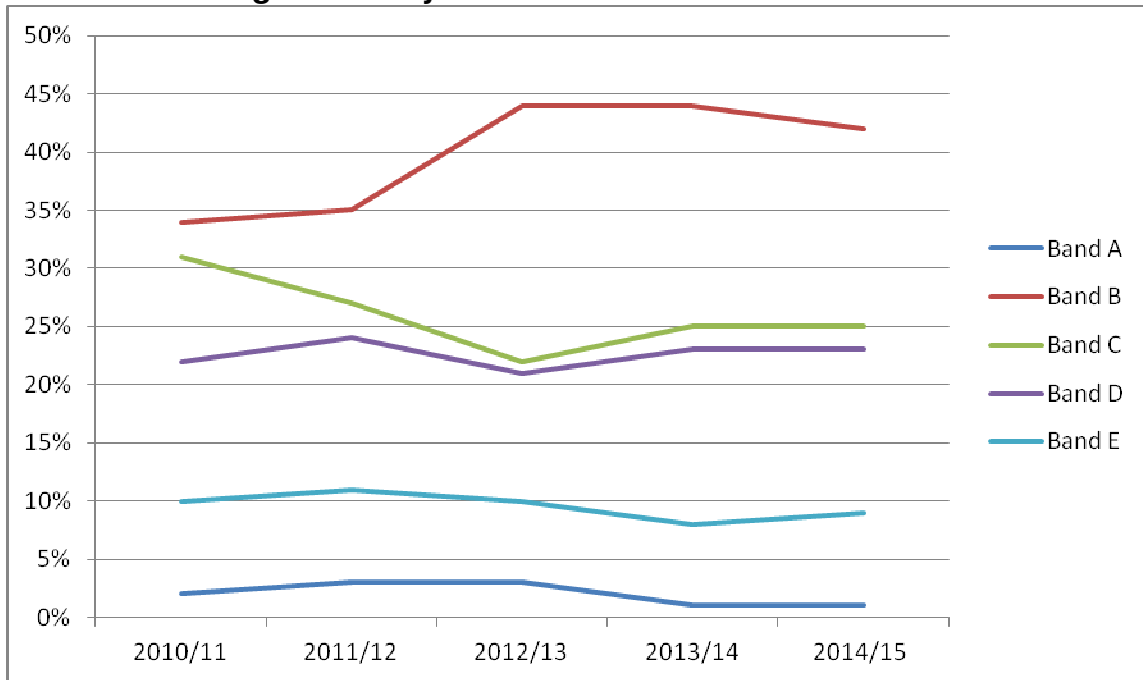
Table 10: Sheltered homes let (2010/11 – 2014/15 Q3)

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
2010/11	15	2%	253	34%	232	31%	162	22%	77	10%	739
2011/12	21	3%	277	35%	217	27%	191	24%	87	11%	793
2012/13	20	3%	311	44%	157	22%	153	21%	72	10%	713
2013/14	8	1%	360	44%	203	25%	188	23%	63	8%	822
2014/15	5	1%	265	42%	160	25%	144	23%	56	9%	630

Devon Home Choice Quarterly Monitoring Report (April 2015)



Chart 6: Percentage of lets by band – sheltered



**Devon Home Choice
Quarterly Monitoring Report
(April 2015)**



Table 9: Number of properties let by quarter

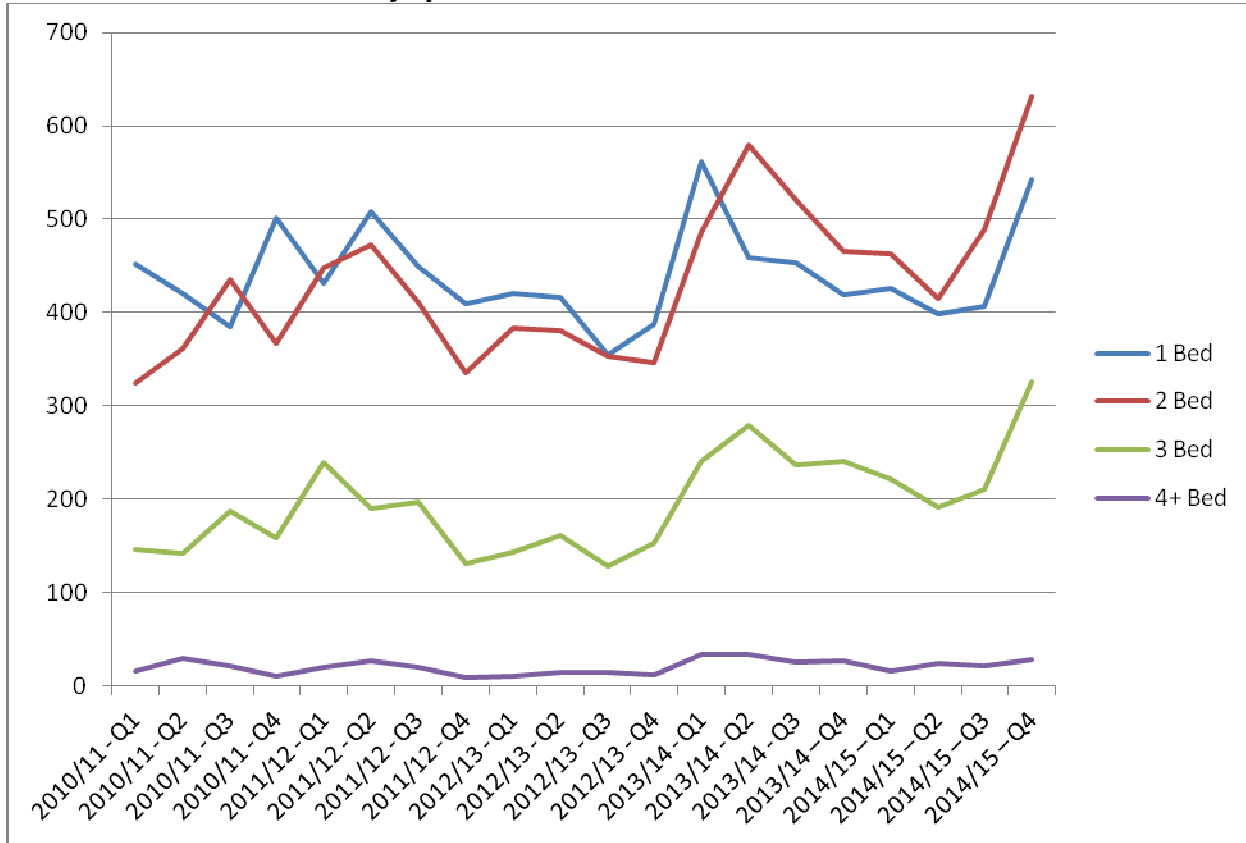
	1 Bed	2 Bed	3 Bed	4+ Bed	Total
2010/11 - Q1	452	325	146	16	939
2010/11 - Q2	420	362	142	29	954
2010/11 - Q3	385	436	187	21	1,029
2010/11 - Q4	501	367	158	10	1,037
2010/11 Total	1,758	1,490	633	76	3,959
2011/12 - Q1	432	448	240	20	1,140
2011/12 - Q2	508	472	190	27	1,198
2011/12 - Q3	449	411	197	20	1,080
2011/12 - Q4	409	335	131	9	884
2011/12 Total	1,798	1,666	758	76	4,302
2012/13 - Q1	421	384	144	11	961
2012/13 - Q2	416	380	161	15	973
2012/13 - Q3	354	353	128	14	849
2012/13 - Q4	388	346	153	12	900
2012/13 Total	1,579	1,463	586	52	3,683
2013/14 - Q1	561	486	241	34	1,324
2013/14 - Q2	459	579	279	34	1,358
2013/14 - Q3	454	520	236	26	1,236
2013/14 - Q4	419	466	241	27	1,153
2013/14 Total	1,893	2,051	997	121	5,071
2014/15 - Q1	426	463	222	16	1,127
2014/15 - Q2	399	415	191	24	1,029
2014/15 - Q3	407	489	211	22	1,129
2014/15 - Q4	542	631	326	28	1,527
2014/15 Total	1,774	1,998	950	90	4,812

The number of lets recorded in Q4 of 2014/15 increased by 35% from the previous quarter but this is likely to be largely due to a focus on updating old shortlists.

Devon Home Choice Quarterly Monitoring Report (April 2015)



Chart 7: Number of lets by quarter



For more information please contact Rupert Warren (rupert.warren@exeter.gov.uk) or Gary Pitman (gary.pitman@exeter.gov.uk).

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Agenda Item 8



Maritime and Coastguard Agency

Torbay Coastal Operation Base
Unit 2
4 Higher Yalberton Road Paignton
Paignton
Devon
TQ4 7PD
United Kingdom

Tel: 07901 571039
E-mail: helen.hutson@mcga.gov.uk

Your ref: CS/DW

7th August 2015

Cllr Michael Saltern
Strategy and Commissioning
Follaton House
Plymouth Road
Totnes
Devon
TQ9 5NE

Dear Cllr Saltern

Thank you for your letter dated 13th July 2015 in respect of the South Hams District Council Overview and Scrutiny Panel's interest HM Coastguard Services.

I understand your members' disappointment that I was unable to attend your meeting on 9 July 2015 to discuss their concerns. However, as you have kindly forwarded me an outline of these I am happy to address them in this correspondence. Please find these attached.

Rather than I attend your next meeting I believe it would more beneficial for both parties for representatives of the Panel to meet myself at the CGOC in Falmouth. This will enable me to give you an overview of the new Coastguard arrangements and show you how the South Hams area is being managed.

If you let me know your availability I will liaise with the Maritime Operations Controller in Falmouth to arrange this.

Yours sincerely,

Helen Hutson
Divisional Commander South West



HM Coastguard Response to South Hams District Council Overview and Scrutiny Panel

Query	Response
<p>Who do local boats call up on the radio for radio checks? There is a lot of confusion. HM Coastguard should have a PR drive.</p>	<p>Members of the public can call any CG station for a radio check. Calls to stations which are now closed will still be answered by operators in Falmouth or the National Maritime Operational Centre in Fareham. All previous aerals are still in use and are utilised by the national network. Press releases have been issued after each closure or alteration to the Coastguard national network.</p>
<p>There is a delay in paging crews after a 999 call and this has been up to 20 minutes when there is life in danger.</p>	<p>Please can you provide details of these so that we can look into them? These can then be reviewed by our operational managers.</p>
<p>I read in the local newspaper that fire crews have come from Camel Head, Plymouth, and ambulance crews have come from Exeter. Why local resources aren't used e.g. coastguards in the area.</p>	<p>Coastguard Teams are always used depending on the skills required for each incident. Most incident require a multi-disciplined response utilising skills and equipment from partner emergency services. The response will match the needs of the casualty.</p>
<p>How many people are covering the South Hams? How many people are covering Torbay?</p>	<p>There is a Coastal Management Team of 6 officers who manage the Coastguard Rescue Teams in South Devon, providing training, equipment management and support to all the volunteers.</p> <p>Maritime co-ordination is delivered by teams of officers working with in the national network; this will be Falmouth Coastguard Operations Centre (CGOC) with support available from the National Maritime Operations Centre and the other CGOCs in the network. The number of officers assigned to the teams in this area will vary in accordance with need.</p>
<p>Please outline the process for a 999 HM Coastguard call.</p>	<p>A 999 call will be received in an operations room and Coastguard officers will gather information and assess the required mission. Units will be tasked depending on the mission and the officers in the</p>

	operations room will co-ordinate all assets tasked during the course of the mission.
When a team is tasked to do a search or cliff rescue it is HMCG protocol to task the flank team. This has failed to happen numerous times. Why?	Each Coastguard Rescue Team is trained and equipped to complete a rescue on their own. Flank teams are tasked to ensure that adequate numbers of trained volunteers are available to undertake a technical rescue. There may be occasions when a flank team is not required, such as a simple search of the coastline. The officer in charge of a rescue can always request further back up if he/she feels it necessary.
When the coastguard vehicle is on patrol it was HMCG requirement for the vehicle to call in hourly when on the highway and half hourly when off road. This was always a safety requirement which now seems to be discouraged. Why?	Comms checks can be undertaken whenever the operations room or the teams feel it necessary, depending on the circumstances (i.e weather, terrain etc.). Any concerns from the teams should be passed through their Senior Coastal Operations Officer
Why do Solent and Falmouth control centres no longer monitor Channel 0 as well as Channel 16? There have been numerous complaints from the local teams being unable to call for back up from other teams.	Channel 0 is monitored as required. Any concerns from the teams should be passed through their SCOO.
Are you satisfied with the support you give to your local coastguard volunteers?	The MCA has increased the number of supporting officers in South Devon, from 4 to 6, providing additional training, exercise, equipment maintenance, property management and supervision during incident working. An on call rota has been introduced, providing a full time officer available 24/7 to support volunteers during incident working and out of hours issues. Each Coastguard Rescue Team has a nominated SCOO, who works with the team to ensure that our Coastguard Rescue Teams received the appropriate level of support and development.

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South Hams Citizens Advice Bureau Monitoring

Report to: **Overview and Scrutiny**
Date: **27th August 2015**
Title: **South Hams CAB Monitoring**
Portfolio Area: **Customer Services**

Wards Affected: **All**

Relevant Scrutiny Committee: **Overview and Scrutiny**

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

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

Authors: **Ross Kennerley** Roles: **Lead Specialist – Place and Strategy**
Isabel Blake **Lead Specialist - Housing, Revenues & Benefits**

Contact: **01803 861379** | Ross.Kennerley@swdevon.gov.uk
01803 863551 | Isabel.Blake@swdevon.gov.uk

Recommendations:

- (1) To note the content of this report and the performance of SHCAB in relation to the agreed SLA's;
- (2) To recommend to Executive that the existing SLA be renewed for a further 12 months on existing terms in accordance with clause 15.2 of the SLA
- (3) To identify panel members to assist with a structured long term review of the CAB partnership to report back to Scrutiny

South Hams Citizens Advice Bureau Monitoring

1. Executive summary

On 9th July 2015 members received a report on the work of the South Hams Citizens Advice Bureau. This report set out the background to activity in the District and established the scope, quantity and outcomes of the work (minute O&S 17/15).

When considering the report the Panel felt that it required additional information to be able to reach a view in respect of future options for the renewal of the SLA. In particular, Members wished to see further financial information.

This item establishes further detail and allows members opportunity to consider and advise on future options including retention of the grant (potentially with amendments), seeking an alternative provider or bringing the work in house. The report notes that the SLA establishes a time limited need to consider the current position and in light of this it is recommended that the SLA be renewed for a year to allow detailed review to take place.

2. Background

Details of the operation of South Hams CAB were set out in the 9th July item. Members are referred to this item as the extensive background details are not repeated in this current item unless relevant to specific analysis of options. Members are also referred to the CAB partnership background and two Service Level Agreements which are appended

- Appendix A. 2013 CAB Partnership Principles
- Appendix B. 2013- 2016. Service Level Agreement
- Appendix C. Outreach Service Level Agreement (Annual renewal)

Member's attention is drawn to clause 15.2 of the main SLA which establishes the following.

15.2 At least 6 months before the expiry of the three year term the Council may propose by notice in writing that the agreement be extended for a period of up to 2 years on the same terms (subject to any alterations that either party may agree). If SHCAB accept such proposals this agreement shall be extended for the agreed period.

Given the need to have made a decision on this matter by the end of September 2015 this issue is addressed in this item

3. What outcomes does the partnership deliver for South Hams Residents and SHDC?

South Hams Citizens Advice Bureau Monitoring

As reported previously CAB provides a support service for all residents of the South Hams. This can be as a walk in service, phone or e-mail or via the outreach work and is undertaken without constraint on who can be supported and in what circumstances. The July report and presentation highlighted the range and depth of the issues covered by the advisory service and this is supplemented by Appendix D which gives further detailed analysis of CAB service delivery. This appendix sets out extensive background and identifies, in particular, the value of the service, the significant value of volunteering and makes suggestions for looking forward.

What is difficult to separate out is the precise benefit to SHDC in terms of service delivery from the general assistance to residents. Members might wish to consider the following in considering how effective CAB is in delivering directly for SHDC

- Covering SHDC service provision. SHDC has an obligation to provide advice in relation to a wide range of legal issues. A significant number are dealt with by CAB through the agreement and these are summarised within Appendix D.
- General Intervention. Over and above direct service delivery on behalf of SHDC the issue of general support needs to be considered. Distressed or vulnerable families and individuals will often see SHDC as their helper of final resort – and approach the council for advice. Sometimes this is with problems directly within Council responsibility (i.e. housing advice linked to debt management) – at other times with issues not directly related to the Council (i.e. relationship issues). Commonly the issues are complex and inter-related with debt, housing and family issues overlapping. Whilst SHDC could attempt to extract issues specific to the Council to date it has been recognised that CAB is better placed to provide an intervention service which firstly identifies the range of the problems and then seeks a rounded series of interventions to address all the issues. It would be difficult for the Council to undertake this rounded work given that council staff would need to
 - a. Interview the individual and identify the range of issues
 - b. Intervene directly on Council specific matters
 - c. Signpost other matters to a wide range of other advisors (in the potential absence of CAB if it was no longer being funded).

It should also be noted that the emerging work on *Our Plan* has identified the aim of supporting vibrant towns and villages as the key vision. It could be considered that supporting third parties who directly support the vulnerable or needy contributes to the *Our Plan* aim to make a positive contribution to equality, fairness and spiritual wellbeing of communities.

South Hams Citizens Advice Bureau Monitoring

Continued working with CAB will also underpin the following action from the Annual Delivery Plan

Work with Devon County Council, Districts, statutory agencies and voluntary sector partners to understand and mitigate the impact of welfare reform changes on local people and build financial resilience.

Scrutiny Panel will also need to be mindful of the following factors which are likely to impinge on the service in the future.

Universal Credit. Universal Credit, the new system aimed to simplify the benefit process and roll up all existing individual benefits in one claim, is due to be rolled out for single people in South Hams, in November 2015. It is anticipated that there will be customers who struggle to make their claims online and will therefore need the assistance of the Local Authority to support vulnerable customers. It is fully recognised that SHDC will have to work with our partners in the voluntary sector to share the burden and ensure people are not allowed to slip through the net. This not only will require resourcing in the local authority, for which there may be funding available from the Department of Work & Pensions, but also with advice agencies such as the CAB.

Money Advice Contract. The Local Discretionary Welfare Support Fund was funded for an additional year and there are no indications that further funding will be available from central government and Devon County from April 2016. This was funding that replaced the crisis loan and community care grant service formerly provided by the Department of Work and Pensions. Some of this money (£42k across South Hams & West Devon) has been spent on increasing people's financial resilience through a Money Advice service. Although the CAB had formerly done this work (under an additional contract) it was necessary to tender for this work for the final 12 months and the service, provided by Homemaker will cease in June 2016. There will need to be some consideration, when we are informed of the funding decision by central government, as to whether Members wish to continue funding this type of service

4. What does it cost?

Financial support to South Hams CAB from SHDC in 2014/15 totalled £76,514, broken down as follows:

£41,867 in respect of Core Services
£10,000 for the Outreach Project
£24,647 for the Money Advice Project (funded via external grant)

Financial support to the CAB for 2015/16 (and subject to this report) totals £51,867, broken down as follows:

South Hams Citizens Advice Bureau Monitoring

£41,867 in respect of Core Services SLA
£10,000 for the Outreach Project SLA

South Hams CAB is a registered charity. The most recent annual accounts are still awaiting adoption but are presented at Appendix E.

5. What are the options?

Over a number of years the Council has identified the need, and benefit, of being able to support universal advice for South Hams residents – and has utilised the comprehensive approach of CAB to achieve this. If Scrutiny Panel recognises a continued need and justification for continuing work of this nature then it next needs to consider what options for delivery are available. The table below gives a basic summary of key options for consideration.

Option	Details	Financial Implication
Continue SLA as existing	Retain current under measures within SLA. Would allow continuity at time of likely increasing pressure and allow for structured review of SLA	£51,867 pa
Reduce SLA	Would provide direct financial saving. May have disproportionate impact on CAB core funding and structure with risk of increased workload falling back to SHDC. Impacts would be difficult to identify and quantify.	Reduced external expenditure in grant but likely increased internal costs to bolster in house service
Extend SLA	Would create capacity for increased resilience and breadth for CAB with greater ability to pick up anticipated external pressures on behalf of SHDC	Increased external expenditure in grant
Alternative Provision (potential delivery partners identified in region – others could be identified)	<u>South Hams:</u> Dartmouth, Tones, Ivybridge and Kingsbridge Caring <u>Teignbridge:</u> Young Devon Teignbridge Access Group Teign Housing Supported Living Scheme Homeless in Teignbridge Support Assist Teignbridge Age UK <u>Exeter:</u> Age UK Exeter Shelter Young Devon	Unknown Would need soft market test or formal tender exercise to establish base costs. Likely inefficiency if work is dispersed in terms of delivery and monitoring.

South Hams Citizens Advice Bureau Monitoring

Deliver In House	<p>CAB have a number of posts (staffed by volunteers and paid staff) with the following most obviously applicable to the T18 model</p> <p>CAB Assessor – Likely T18 level 7 -8 CAB advisors – Likely T18 level 6.</p>	<p>Level 7 -8 salary range £17,372 - £22,937</p> <p>Level 6 salary range £23,698 - £27, 123</p> <p>Both would have usual on costs to be added.</p>
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6. Summary and conclusions

South Hams CAB delivers a wide ranging service for both SHDC and South Hams residents. The work is complex, bespoke and customer focused requiring careful handling and a broad knowledge. Although based on a core funded staffing it relies on extensive volunteer input (at many levels including face to face complex advice) and thus provides significant added value to the SHDC input.

The current SLA arrangement are due for review – with a decision to be made imminently if SHDC wishes to renew the service on current terms. Following the analysis in this report the officer view is that the arrangement provides clear and tangible benefits for SHDC on a good value basis. Nevertheless there is scope to review this (against a shifting national backdrop of decreased funding and increased pressures) and the recommendation is therefore to renew current arrangements for a further 12 months to retain continuity of service and allow members an opportunity to input to a detailed review.

7. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Localism Act 2011 (Section 1 – Powers of General Competence)
Financial	Y	Support to renewing the current SLA for a further 12 months would need to be built into the forthcoming budget setting.
Risk	Y	<p>A failure to implement the SLA in an effective manner would carry the following key risks</p> <ul style="list-style-type: none"> • Ineffective use of SHDC funds • Poor quality service to those in need of support • Inequality of delivery across the District

South Hams Citizens Advice Bureau Monitoring

		<ul style="list-style-type: none"> • Knock on resource pressures direct to SHDC with vulnerable individuals and families coming direct to SHDC <p>These risks are mitigated by</p> <ul style="list-style-type: none"> • SLA setting out clear requirements • Regular officer liaison • Scrutiny and annual reporting to Members
Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	The services provided by SHCAB promote equal opportunities and help prevent discrimination in our communities.
Safeguarding	Y	CAB operate to adopted Child and Vulnerable Adult Safeguarding Policies
Community Safety, Crime and Disorder	Y	The work of CAB provides advice and volunteering opportunities which reduce the potential for anti-social behaviour.
Health, Safety and Wellbeing	Y	CAB has close links to, and understanding of, health sector and consideration of health implications is integral to advice where appropriate
Other implications		None identified

Supporting Information - Appendices:

Appendix A – Partnership Principles
 Appendix B – CAB SLA 2013/2016
 Appendix C – Outreach SLA
 Appendix D – CAB Supporting Details
 Appendix E – CAB Draft Accounts 2014/15

Background Papers: None

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

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Appendix A – South Hams Citizens Advice Bureau (SHCAB)

Introduction

This document provides details of a three year rolling Service Level Agreement (SLA) which will deliver and develop advice services in the South Hams.

This SLA will provide SHCAB with the security it requires to confidently plan service improvements for the future, whilst also providing South Hams District Council (SHDC) with flexible contracting arrangements which enable SHCAB to respond to changing economic and community needs.

Vision Statement

Information and advice services across the South Hams should be underpinned by the following principles:

Clients:

- Engaging with service users to influence decisions about service developments;
- Using a range of tools which empower clients to obtain the level of service appropriate to their needs and abilities;
- Access which is appropriate to the clients needs, using a range of channels, e.g. telephone, email, home visit, outreach, face-to-face;
- A service that is holistic and that addresses and prioritises the needs of those in greatest need and those living in poverty.

Social Policy:

- Providing feedback on client concerns to local and national policy makers;
- Having tools available to contribute to policy and service developments through effective and appropriate reporting and monitoring systems.

Services:

- Free at the point of delivery, confidential, impartial and independent of public services;
- Providing services meeting the Citizens Advice, or other, high quality standards;
- Making full use of new and emerging technologies to provide a joined-up service;
- Using volunteers from the local community to provide local services;
- Services that are efficient and cost effective, e.g. sharing back office functions, training, HR, accountancy or IT services;
- A service that has face-to-face access at its core;
- A service that provides both generalist and specialist support for clients.

Working in Partnership:

- Working with partners to develop a range of co-ordinated and integrated services to best meet the needs of clients;
- Making full use of the strengths of the best advice agencies across the South Hams and using best practice and collaboration to strengthen the quality of the services on offer;
- Responsive to new opportunities;
- Seeks opportunities to develop new core funding streams, e.g. health service, public and private sectors, which contribute to advice needs.

Service Design Principles

These guiding principles have been produced for the whole CAB service. This SLA funding provides the service with a strong “core” which then enables CAB to lever in wider funding, which in turn enables delivery against these principles.

First Principle – Targeting Resources at those in Greatest Need:

The first principle of CAB’s approach to service delivery is that it will maximise the number of clients who are able to resolve their problems for themselves, using a range of self-help techniques, including web-based resources, leaflets, recorded information and other emerging solutions. This approach is central to the Gateway model which enables CAB to target resources at those in greatest need.

Second Principle – Gateway:

The second principle must be that all new clients accessing the generalist advice service will receive a Gateway assessment of their needs to a common standard across the South Hams. This addresses the ‘greatest need’ principle as this assessment of need is built into the Gateway approach.

Third Principle – Telephone Services:

Given that some of the South Hams population are unable to travel to their Bureau, either for reasons of rural isolation or disability, the third principle is that CAB will try and guide the majority of clients to accessing services through telephone or email Adviceline services where it is the most appropriate route for them.

Fourth Principle – Face-to-Face Services:

Where a client needs to access services face-to-face, because of language or other communication needs, then they should be able to receive a Gateway assessment of their needs from a CAB outlet within an acceptable travelling distance of approximately 10 miles, or via a home visit, the fourth principle. It may also mean that CAB looks to develop partnerships with other local providers, perhaps through the Devon Advice Network (DAN), to provide a ‘gateway’ to CAB services, such as a ‘paid for’ telephone kiosk or IT kiosk service. CAB is also mindful of the needs of ‘communities of interest’ as well as geographical communities, such as gypsies and travellers, migrant workers, etc.

Fifth Principle – Funding of Generalist Advice:

The fifth principle is around the provision of generalist advice. This SLA states that CAB is ‘contracted’ for generalist, rather than specialist, services. Specialist or contracted services are expensive and require a different set of standards. Therefore, they do not form part of this SLA. By part-funding a generalist service, SHDC will then benefit from CAB being able to attract specialist projects and contracts. In order to make services accessible, wherever possible, generalist advice interviews should be by telephone where this best meets the needs of the client.

Sixth Principle – Specialist Services:

The sixth principle is that CAB will identify whether the client needs a specialist service or an alternative, such as mediation, (part of the Gateway approach). Where this is the case CAB will first put clients in touch with the CAB Devon specialists (possibly based in another Bureau or in the Devon Welfare Rights Unit) or where there is no CAB Devon specialist, put them in touch with specialists from other suitable organisations.

Seventh Principle – Social Policy:

The seventh and final principle is around fulfilling the Social Policy remit of the CAB service by engaging positively with local authorities and other partners to develop and lead a South Hams approach to address social policy evidence and other strategies.

Service Specification

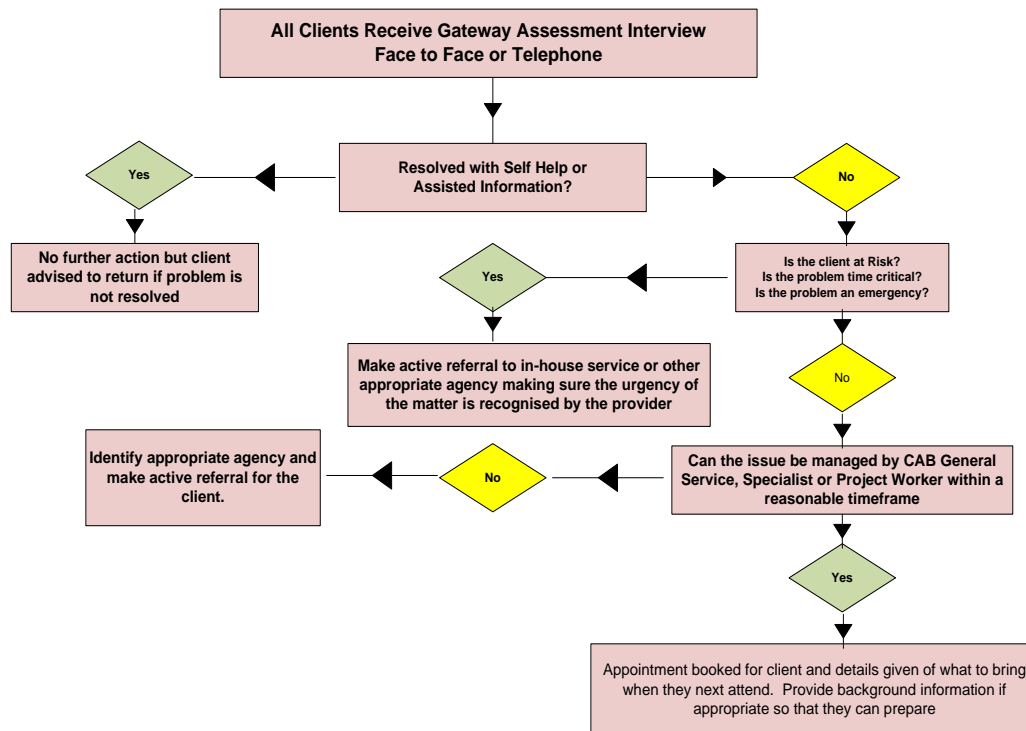
Provider
South Hams CAB Opening Hours: Monday – Thursday, 10:00-13:00 & 14:00-16:00
Grant Amount
£41,867 for 2013/14
Aims
The aims of CAB are: <i>To provide the advice people need for the problems they face;</i> <i>To improve the policies and practices that affect people’s lives.</i>
Principles
CAB provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Service Description

There are three key strands to this specification, each of which contributes to a wide reaching service and supports the identified outcomes:

1. Generalist Advice
2. Volunteering Opportunities
3. Social Policy

In line with the second service design principle, all clients accessing the service with a new enquiry, by telephone or face-to-face, will have their advice needs assessed through a Gateway assessment. The assessment will determine the level of service which is most appropriate to their needs.



Gateway enables CAB to:

- Target resources at clients in greatest need;
- Maximise the number of clients helped by the service.

The Gateway approach acknowledges that clients have differing needs when they access the CAB service.

The Gateway approach also enables CAB to signpost the client to more appropriate agencies or areas of support. This may be to other advice services under the DAN umbrella, complementary services, or specialist advice either within the Bureau or provided by external organisations.

1. Generalist Advice

In line with the fifth service design principle, generalist advice funded by this SLA will meet the Community Legal Service Quality Mark at the following levels:

1. Information;
2. Assisted Information;
3. Generalist Advice.

Information services are a range of resources for people who can resolve their own problems themselves provided they have access to quality-assured information and self-help resources. The resources may include leaflets, factsheets, web-based resources or recorded information resources.

Assisted Information is a service in which Bureau workers are available to help clients to access information, and to identify where a client needs further information or advice. Where necessary for a particular client, the core service provided by the Bureau will also include contacting a third party to negotiate on the client's behalf including assistance up to, but not necessarily including, representation at tribunal.

Generalist Advice may also include taking action on behalf of the client to move the problem on through contact with third parties. The Generalist Advice service will also include the initial diagnosis of any legal issues requiring specialist legal advice and / or representation and the effective referral to specialist legal advisers both within CAB Devon and its partners or to other specialist advisers not funded under this SLA.

Delivery of Generalist Advice:

In line with the third service design principle, CAB promotion materials will guide the majority of clients to accessing services principally through telephone or email Gateway services Adviceline.

Quality of Generalist Advice Services:

CAB is committed to providing high quality advice services. This is underpinned by:

1. All Bureau hold and maintain the General Help or General Help with Casework and in some cases the Legal Services Specialist Quality Mark;
2. A Citizens Advice audit every three years through a long-standing accreditation agreement with the Legal Services Commission, which measures compliance with the Generalist Help Quality Mark alongside the membership standard and quality of advice assessment. Citizens Advice auditors are accredited to award the Community Legal Services Quality Mark at the General Help and General Help with Casework level.

Intended Service Users:

The service is available to all of the diverse communities in the South Hams, but with particular focus on those who are socially excluded and vulnerable and who need to understand their rights and who need both the protection of the law and help to move forward.

CAB will ensure that core face-to-face and telephone advice is concentrated on those defined as in 'greatest need' of advice, i.e. as people who face the most serious and urgent threats to their rights, and/or face the greatest barriers to resolving their problems themselves.

In planning the development of services CAB will aim to:

1. Deliver more consistent and better targeted services to those in greatest need;
2. Engage those in greatest need more effectively in the service;
3. Raise the profile of the service so that it is credible, competent, confident and authoritative for those in greatest need.

To aid with planning, and building on the concept of 'greatest need', CAB has adopted the following criteria to assist in judging who is in greatest need:

- Those who find it most difficult to assert their rights or access services;
- Those who have complex/multiple needs;
- Those in crisis or in need of urgent help;
- Those whose physical safety is threatened including through gender violence and hate crime;
- Those who are 'outside of the system' and are in need of support or representation.

CAB will strive to understand the challenges, issues, and geography of all members of the communities of the South Hams.

Access to the Service:

The service will commit to improving access for disabled people and those with mobility problems. Service delivery methods will be reviewed annually with SHDC. Opening times and locations will be clear to users so that they fully understand where and when they can access the service. This will be achieved by:

1. A single number telephone Adviceline 08444 111 444 with recorded, category specific information available outside of opening hours;
2. A web portal for CAB Devon www.cabdevon.org.uk;
3. Promotion via DAN www.askdan.me;
4. Promotional materials distributed throughout the South Hams.

Outcome	CAB Measure	SH Output	Reporting
Organisations and individuals with good access to advice and	Generalist advice service client contacts and enquiry	5,784 client contacts 7,207 enquiry issues	No. of client contacts No. of enquiry issues by

information	issues		category of law Client profile
Increased social value from local delivery of services	Financial gains for clients Total debts	90% satisfaction level with service £1,044,311 gains £3,550,657 debts	Client satisfaction No. accessing information and web-based services
Healthy citizens	Health and wellbeing outcomes questionnaire	25% of people reporting a positive impact on their health and wellbeing	Outcome of health and wellbeing questionnaire reported to strategic partners e.g. new health consortium

2. Volunteering Opportunities

This SLA will enable CAB to:

- Develop a profile of volunteers in the advice sector and target groups in the community who are under represented;
- Estimate the economic value of advice volunteers in the South Hams;
- Track advice sector volunteering as an employment and further education pathway.

The majority of generalist services are delivered by volunteers who:

- Deliver Gateway assessments on the telephone and face-to-face;
- Deliver generalist advice to clients on the telephone or by face-to-face appointments;
- Deliver reception and administration services;
- Help run the organisation as members of CAB's trustee board;
- Play a key role in helping to develop social policy.

Volunteers also play an increasingly large role in the delivery of financial capability preventative services.

Volunteering with CAB encourages, supports and enables people to become active citizens. Many of CAB's volunteers are former clients and this enables CAB to attract large numbers of local volunteers. This is central to CAB's success when working in communities because:

- CAB is trusted by some of the most vulnerable people in communities;
- CAB works in and has developed detailed local knowledge, backed up by the support of a powerful national network;
- CAB can help develop new skills, confidence and employability of local people;
- CAB has nationally recognised training programmes.

CAB volunteers are recruited in the local community; they understand their local communities and they ensure that the CAB network remains firmly rooted in their communities.

Outcome	CAB Measure	SH Output	Reporting
A robust and effective third sector promoting the principle and practice of voluntary and community activity in order to facilitate the development of diverse, strong communities and to enhance quality of life	New volunteers joining the service	11 new volunteers joined the service	No. of new volunteers: Their role No. completing training No. remaining in volunteering/education/training No. moving into employment
People feeling encouraged to take an active part in community life and become more active citizens	Annual Survey of volunteers	80% of volunteers feel that volunteering has enhanced their lives	Volunteering survey

3. Social Policy

Clients with a problem provide first hand examples of policies and practices having gone wrong. The case notes recorded during interviews with clients form the foundation of CAB's evidence based policy work.

CAB uses these case notes, anonymously, to demonstrate to policy makers and service providers the impact of their decisions, and to lobby for improvement. CAB's case notes are detailed and geographic coverage is incomparable, giving a vast body of evidence on the problems that people are facing. Bespoke software allows for it to be analysed at a local or a national level, and enables CAB to track trends year on year.

This unique and important insight empowers CAB to expose inadequate or unfair laws, policies and practices; respond with authority to Government consultations and recommend how resources can be targeted most effectively.

Knowledge about the problems people face mean that CAB can identify recurring issues and draw on evidence to bring about change to policies and practices at a local level, but also to feed into regional and national levels. It means the service can quickly respond, whether that is opening innovative additional advice outlets or contributing to local policy.

CAB identifies key social policy concerns in the areas of social security benefits, tax credits and social care and campaigns and advises policy makers and service providers in these areas.

Outcome	CAB Measure	SH Output	Reporting
Communities that have developed innovative approaches to problems and provide local services and improve the quality of life	Social policy evidence, reports and statistics	52 Bureau Evidence Forms (BEFs) highlighting issues from actual client cases Information provided to CAB Devon towards: 4 national evidence reports 1 Devon wide social policy campaign 4 Devon Social Policy Group meetings	No. of BEFs issues with breakdown of issue Report on social policy activities Details of campaign and outcome No. of meetings and outline of work undertaken

Added Value

Whilst the contribution of SHDC does not cover the entire core costs of running CAB, it is significant. It provides a stable footing on which CAB can bid for, and very often secure, significant external project funding for services for the people of the South Hams.

Outcome	CAB Measure	Reporting
Best Value	Total additional funding gained as a result of having a stable core service	Total income and brief report on individual project outcomes

Partnership Working

The service will work closely with other advice providers signed up to DAN and who can demonstrate quality of service, to ensure that service users receive the full range of advice they need in as seamless a way as possible.

Outcome	CAB Measure	Reporting
Third sector infrastructure and advice services that are provided in the most efficient way, using collaborative approaches where appropriate	DAN referrals	No. of referrals Types of referral No. by referral agency

Double Funding / Joint Funding

It is permissible and indeed desirable for CAB to seek additional funding for the General Help Service.

Funds provided by SHDC shall be construed as making a significant contribution to those core services referred to in this SLA, and for this purpose is deemed to form part of CAB's 'core funding'.

If work is reported against two funding streams then that must be fully explained to SHDC to ensure that value for money is being achieved.

This provision is particularly pertinent to Legal Aid Controlled Work which is generally fully funded through the Legal Aid scheme and should thus not generally be reported as having been funded through this SLA, unless this SLA funded specific and identified work not funded through the Legal Aid scheme (e.g. advocacy at court or tribunal representation).

1 APRIL 2013 – 31 MARCH 2016

FUNDING AGREEMENT

Between

SOUTH HAMS DISTRICT COUNCIL

And

SOUTH HAMS CITIZENS ADVICE BUREAU

This agreement is dated

PARTIES

- (1) **SOUTH HAMS DISTRICT COUNCIL** Follaton House Plymouth Road Totnes Devon TQ9 5NE (“**the Council**”).
- (2) **SOUTH HAMS CITIZENS ADVICE BUREAU** a charitable company limited by guarantee (with company number 4349641) whose registered office is at Follaton House Plymouth Road Totnes Devon TQ9 5NE (“**SHCAB**”).

BACKGROUND

- (A) The objective of SHCAB is to provide free confidential, impartial and independent advice to local residents on a wide range of issues including benefits, housing, money advice and employment. The nature of the assistance provided will depend on a client’s needs and ranges from the provision of information to formal representation.
- (B) The Council wishes to support the objectives of SHCAB within the administrative area of South Hams District Council and has agreed to pay the Funding to SHCAB to enable it to achieve certain outcomes. These outcomes are more particularly specified in Appendix A.
- (C) This agreement sets out the terms and conditions on which Funding is made by the Council to SHCAB.
- (D) These terms and conditions are intended to ensure that Funding is used for the purpose for which it is awarded.

AGREED TERMS

1. DEFINITIONS

In this agreement the following terms shall have the following meanings:

Bribery Act: the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes or practice issued by the relevant government department concerning the legislation.

Commencement Date: 1 April 2013.

Core Function: Generalist Advice services more particularly described at Appendix A.

Force Majeure Event: means anything that effects the ability of either party to perform its obligations under this agreement arising from events acts or omissions outside the direct or indirect control of either party including acts of nature, war,

terrorism, riot or civil disobedience but excluding anything purely because it makes it more expensive or less convenient to perform the obligations under this agreement.

Funding: the sum of **£41,867** for the period 1 April 2013 to 31 March 2014 to be paid to SHCAB in accordance with this agreement. The amount of Funding for subsequent years, if any, will be notified by the Council to SHCAB by 28 February in each year of the agreement.

Funding Period: the period for which the Funding is awarded starting on the Commencement Date and ending on 31 March in each year of this agreement.

Governing Body: the governing body of SHCAB including its directors or trustees.

Outcomes: mean the Council Outcomes more particularly described in the Service Specification at Appendix A.

Prohibited Act:

- (a) offering, giving or agreeing to give to any servant of the Council any gift or consideration of any kind as an inducement or reward for:
 - (i) doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this agreement or any other contract with the Council; or
 - (ii) showing or not showing favour or disfavour to any person in relation to this agreement or any other contract with the Council;
- (b) entering into this agreement or any other contract with the Council where a commission has been paid or has been agreed to be paid by SHCAB or on its behalf, or to its knowledge, unless before the relevant contract is entered into particulars of any such commission and of the terms and conditions of any such contract for the payment thereof have been disclosed in writing to the Council;
- (c) committing any offence:
 - (i) under the Bribery Act;
 - (ii) under legislation creating offences in respect of fraudulent acts; or
 - (iii) at common law in respect of fraudulent acts in relation to this agreement or any other contract with the Council; or
- (d) defrauding or attempting to defraud or conspiring to defraud the Council.

2. PURPOSE OF GRANT

SHCAB shall use the Funding for the carrying out of the Core Functions and meeting the Outcomes in accordance with the terms and conditions set out in this agreement. The Funding shall not be used for any other purpose without the prior written agreement of the Council.

3. PAYMENT OF GRANT

- 3.1 Subject to clause 11, the Council shall pay the Funding to SHCAB in one annual instalment in advance of 30 April in any one year subject always to the necessary funds being available to the Council when payment falls due. SHCAB agrees and accepts that payment of the Funding can only be made to the extent that the Council has the available funds.
- 3.2 No Funding shall be paid unless and until the Council is satisfied that such payment will be used for proper expenditure in the delivery of the Outcomes.
- 3.3 SHCAB shall promptly repay to the Council, within 14 days of it being demanded, any money incorrectly paid to it either as a result of an administrative error or otherwise. This includes (without limitation) situations where either an incorrect sum of money has been paid or where Funding monies have been paid in error before all conditions attached to the Funding have been complied with by SHCAB.
- 3.4 SHCAB agrees that every payment of the Funding is inclusive of all VAT that may be chargeable for the supply of the service Core Functions to which the Funding relates.

4. USE OF GRANT

- 4.1 The Funding shall be used by SHCAB for the delivery of its Core Functions and the achievement of the Outcomes. SHCAB shall not use the Funding to:
- (a) make any payment to members of its Governing Body except for the reimbursement of legitimately claimed travelling and subsistence expenses incurred in connection with this agreement;
 - (b) purchase buildings or land;
- unless this has been approved in writing by the Council.
- 4.2 SHCAB shall carry out its functions in accordance with Citizen Advice Membership Standards including requirements in relation to staffing, quality assurance, legislative requirements and insurances.
- 4.3 Should any part of the Funding remain unspent at the end of the Funding Period, SHCAB shall ensure that any unspent monies are returned to the Council or, if agreed in writing by the Council, SHCAB shall be entitled to retain the unspent monies to use for its charitable purposes as agreed between the parties.

5. ACCOUNTS AND RECORDS

- 5.1 SHCAB shall keep all invoices, receipts, and accounts and any other relevant documents relating to the expenditure of the Funding for a period of at least six

years following receipt of any Funding monies to which they relate. The Council shall have the right to review, at the Council's reasonable request, SHCAB's accounts and records that relate to the expenditure of the Funding and shall have the right to take copies of such accounts and records.

5.2 SHCAB shall provide the Council with a copy of its audited annual accounts within six months of the end of the relevant financial year in respect of each year in which Funding is paid.

5.3 SHCAB shall comply with and facilitate the Council's compliance with all statutory requirements including but not limited to accounts, audit or examination of accounts, annual reports and annual returns applicable to itself and the Council.

6. MONITORING AND REPORTING

6.1 SHCAB shall on request provide the Council with such further information, explanations and documents as the Council may reasonably require in order for it to establish that the Funding has been used properly in accordance with this agreement subject to ensuring that the provision of any such requested information will not be in breach of any client confidentiality.

6.2 The Council and SHCAB shall each appoint a contact officer ("the Contact Officer") who shall act as the respective party's representative and first point of contact for all purposes connected with this agreement. At the date of this agreement the Council's Contact Officer is Amanda Harvey and SHCAB's Contact Officer is Emma Handley.

The Council's Contact Officer shall:

- (a) be the initial point of contact within the Council for SHCAB;
- (b) inform SHCAB of any issues that may have an effect on the delivery of the Outcomes in this agreement;
- (c) provide information advice and support to SHCAB as reasonably required;
- (d) liaise with SHCAB's Contact Officer in relation to the monitoring requirements in clauses 5 and 6 of this agreement and;
- (e) advise of any change to the Council's Contact Officer.

SHCAB's Contact Officer shall:

- (a) provide the information required in clauses 5 and 6 of this agreement;
- (b) advise of any proposals which may change the Outcomes or targets in Appendix A;
- (c) advise of any matters which may affect SHCAB's ability to achieve the Outcomes;

- (d) advise of any major changes to SHCAB's budget;
- (e) advise of any changes to SHCAB's Constitution or Memorandum and Articles of Agreement and;
- (f) advise of any change to SHCAB's Contact Officer.

6.3 Six monthly monitoring meetings will be held between the Council and SHCAB Contact Officers. These will include an update on the achievement of the Outcomes identified in Appendix A with information to be provided by SHCAB before these meetings and will take account of changes to community needs, the Council's corporate objectives and any other factors which may affect the ability of SHCAB to carry out the Core Functions and achieve the Outcomes.

6.4 SHCAB must notify the Council immediately if:

- (a) SHCAB or any individual member are suspended from membership of the National Association of Citizens Advice;
- (b) SHCAB or any individual member are classed as high risk following the annual "fit for purpose" risk assessment by the National Association of Citizens Advice;
- (c) circumstances have arisen which might adversely affect service delivery;
- (d) the results of any audit or quality of service review indicates a less than satisfactory performance.

7. PUBLICITY

7.1 SHCAB shall not publish any material referring to the Outcomes or the Council without the prior written agreement of the Council. SHCAB shall acknowledge the support of the Council in any materials that refer to the Outcomes and in any written or spoken public presentations about the Outcomes.

7.2 SHCAB agrees to participate in and co-operate with promotional activities relating to the Outcomes that may be instigated and/or organised by the Council.

7.3 SHCAB may acknowledge the Council's Funding and involvement in the Outcomes as appropriate without prior notice.

8. CONFIDENTIALITY

Subject to clause 9, each party shall during the term of this agreement and thereafter keep secret and confidential all matters relating to individual clients or business, technical or commercial information disclosed to it as a result of this agreement and shall not disclose the same to any person save to the extent necessary to perform its obligations in accordance with the terms of this

agreement, required by law or save as expressly authorised in writing by the other party or unless authorised by a client to make such a disclosure.

9. FREEDOM OF INFORMATION

- 9.1 SHCAB acknowledges that the Council is subject to the requirements of the Freedom of Information Act 2000 (**FOIA**) and the Environmental Information Regulations 2004 ("the 2004 Regulation") and shall assist and co-operate with the Council (at SHCAB's expense) to enable the Council to comply with these information disclosure requirements.
- 9.2 The Council shall be responsible for determining at its absolute discretion whether the information:
- (a) is exempt from disclosure in accordance with the provisions of the FOIA or the 2004 Regulations;
 - (b) is to be disclosed in response to a request for information, and in no event shall SHCAB respond directly to a request for information unless expressly authorised to do so by the Council;
 - (c) whenever it is practical to do so the Council shall not provide confidentially sensitive information to a third party under FOIA or the 2004 Regulations without having informed SHCAB of the request for information and given SHCAB the opportunity to make representations.

10. DATA PROTECTION

SHCAB and the Council shall (and shall procure that any of its staff involved in connection with the activities under the agreement shall) comply with any notification requirements under the Data Protection Act 1998 (**DPA**) and both Parties will duly observe all their obligations under the DPA, which arise in connection with the agreement.

11. WITHHOLDING, SUSPENDING AND REPAYMENT OF GRANT

- 11.1 The Council's intention is that the Funding will be paid to SHCAB in full. However, without prejudice to the Council's other rights and remedies, the Council may at its discretion withhold or suspend payment of the Funding and/or require repayment of all or part of the Funding if:
- (a) SHCAB uses the Funding for purposes other than those for which it has been awarded;
 - (b) the Council considers that SHCAB has not made satisfactory progress with the delivery of its Core Functions and the Outcomes under this agreement;
 - (c) SHCAB is, in the reasonable opinion of the Council delivering the requirements of the specification in a negligent manner;

- (d) SHCAB provides the Council with any materially misleading or inaccurate information;
- (e) SHCAB commits or has committed any Prohibited Act;
- (f) SHCAB, any member of its governing body, employee or volunteer of SHCAB has (a) acted dishonestly or negligently at any time and directly or indirectly to the detriment of SHCAB or the Council or (b) taken any actions which, in the reasonable opinion of the Council bring or are likely to bring the Council's name or reputation into disrepute;
- (g) SHCAB ceases to operate for any reason, or it passes a resolution (or any court of competent jurisdiction makes an order) that it be wound up or dissolved (other than for the purpose of a bona fide and solvent reconstruction or amalgamation);
- (h) SHCAB becomes insolvent, or it is declared bankrupt, or it is placed into receivership, administration or liquidation, or a petition has been presented for its winding up, or it enters into any arrangement or composition for the benefit of its creditors, or it is unable to pay its debts as they fall due;
- (i) SHCAB fails to comply with any of the terms and conditions set out in this agreement and fails to rectify any such failure within 30 days of receiving a written notice detailing the failure.

11.2 Should SHCAB be subject to financial or other difficulties which are capable of having a material impact on its effective delivery of the Core Functions or achievement of the Outcomes or compliance with this agreement, it will notify the Council as soon as possible so that, if possible, and without creating any legal obligation, the Council will have an opportunity to provide assistance in resolving the problem or to take action to protect the Council and the Funding.

12. ANTI-DISCRIMINATION

- 12.1 SHCAB shall not unlawfully discriminate within the meaning and scope of any law, enactment, order or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation, age or otherwise) in employment.
- 12.2 SHCAB shall take all reasonable steps to secure the observance of clause 12.1 by all servants, employees or agents of SHCAB and all suppliers and sub-contractors engaged in the Outcomes.

13. LIMITATION OF LIABILITY

- 13.1 The Council accepts no liability for any consequences, whether direct or indirect, that may come about from SHCAB carrying out its activities, the use of the Funding or from withdrawal of the Funding. SHCAB shall indemnify the Council with respect of all liabilities, proceedings, costs, claims, damages and losses of

whatsoever nature arising from or incurred by reason of the actions and/or omissions of SHCAB, the non-fulfilment of obligations of SHCAB under this agreement or its obligations to third parties.

- 13.2 Nothing in this agreement shall exclude or in any way limit either party's liability for fraud or for death and personal injury caused by its negligence or any other liability to the extent that the same not be excluded or limited by law.

14. WARRANTIES AND UNDERTAKINGS

SHCAB warrants, undertakes and agrees that:

- (a) it has all necessary resources and expertise to deliver the services (assuming due receipt of the Funding);
- (b) it has not committed, nor shall it commit, any Prohibited Act;
- (c) it shall at all times comply with all relevant legislation and all applicable codes of practice and other similar codes or recommendations, and shall notify the Council immediately of any significant departure from such legislation, codes or recommendations;
- (d) it shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to employees and other persons working for SHCAB;
- (e) it has and shall keep in place adequate procedures for dealing with any conflicts of interest;
- (f) it has and shall keep in place systems to deal with the prevention of fraud and/or administrative malfunction;
- (g) all financial and other information concerning SHCAB which has been disclosed to the Council is to the best of its knowledge and belief, true and accurate;
- (h) it is not subject to any contractual or other restriction imposed by its own or any other organisation's rules or regulations or otherwise which may prevent or materially impede it from meeting its obligations in connection with the Funding;
- (i) it is not aware of anything in its own affairs, which it has not disclosed to the Council or any of the Council's advisers, which might reasonably have influenced the decision of the Council to make the Funding on the terms contained in this agreement.

15. DURATION

- 15.1 Except where terminated in accordance with the terms of this agreement this agreement shall continue in place for an initial term of three years from the Commencement Date.

- 15.2 At least 6 months before the expiry of the three year term the Council may propose by notice in writing that the agreement be extended for a period of up to 2 years on the same terms (subject to any alterations that either party may agree). If SHCAB accept such proposals this agreement shall be extended for the agreed period.

16. TERMINATION

Either party may terminate this agreement on giving to the other at least six months written notice. Should SHCAB terminate under this clause it shall repay to the Council all of the unspent Funding received from the Council.

17. ASSIGNMENT

SHCAB may not, without the prior written consent of the Council, assign, transfer, sub-contract, or in any other way make over to any third party the benefit and/or the burden of this agreement.

18. FORCE MAJEURE

- 18.1 Neither Party shall be liable to the other for any delay in performing or failure to perform its obligation under this agreement to the extent that such delay or failure is a result of a Force Majeure Event.

- 18.2 If the Force Majeure Event continues for a period of two consecutive months then the Council may terminate the agreement by giving notice in writing which may have immediate effect.

19. WAIVER

No failure or delay by either party to exercise any right or remedy under this agreement shall be construed as a waiver of any other right or remedy.

20. NOTICES

All notices and other communications in relation to this agreement shall be in writing and shall be deemed to have been duly given if personally delivered or mailed (first class postage prepaid) to the address of the relevant party, as referred to above or otherwise notified in writing. If personally delivered all such communications shall be deemed to have been given when received (except that if received on a non-working day or after 17:00 on any working day they shall be deemed received on the next working day) and if mailed all such communications shall be deemed to have been given and received on the second working day following such mailing.

21. DISPUTE RESOLUTION

- 21.1 In the event of any complaint or dispute (which does not relate to the Council's right to withhold funds or terminate) arising between the parties to this agreement in relation to this agreement the parties shall make every effort to resolve the issue through joint discussions.
- 21.2 Where joint discussions fail to resolve the issue the complaining party shall provide written details of the complaint including proposals for resolution to the receiving party.
- 21.3 Within 14 days of receipt of the complaint the receiving party shall respond in writing. Where the response fails to resolve the complaint a meeting shall be called between the Council's Head of Planning, Economy & Community Service and the Chief Officer of SHCAB.
- 21.4 In the absence of agreement under clause 19.3, the parties may seek to resolve the matter through mediation under the CEDR Model Mediation Procedure (or such other appropriate dispute resolution model as agreed by both parties). Unless otherwise agreed, the parties shall bear the costs and expenses of the mediation equally.

22. REVIEW

This agreement and the specification shall be reviewed on a regular basis and at least annually by the parties and any amendments or variations will be agreed by both parties and recorded in writing prior to implementation and annexed to this agreement.

23. NO PARTNERSHIP OR AGENCY

This agreement shall not create any partnership or joint venture between the Council and SHCAB, nor any relationship of principal and agent, nor authorise any party to make or enter into any commitments for or on behalf of the other party.

24. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

This agreement does not and is not intended to confer any contractual benefit on any person who is not a party to it pursuant to the terms of the Contracts (Rights of Third Parties) Act 1999.

25. **GOVERNING LAW**

This agreement shall be governed by and construed in accordance with the law of England and the parties irrevocably submit to the exclusive jurisdiction of the English courts.

This agreement is delivered and takes effect on the date stated at the beginning of it.

Signed on behalf of SHDC:

Name: Title:

Date:

Signed on behalf of SHCAB:

Name: Title:

Date:

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Service Level Agreement

Between South Hams District Council & South Hams Citizens Advice Bureau

Outreach and Home Visitor Project

South Hams District Council agrees £10,000 funding for the delivery of the Outreach and Home Visitor Project from 4 April 2011 to 3 April 2012, as set out in this agreement.

The project will offer gateway interviews and limited generalist advice within the existing outreach venues, currently operating in:

- Dartmouth at the Clinic, Mayors Avenue, Wednesdays, 14:00-16:00
- Ivybridge at the Watermark Centre, Mondays, 10:00-12:00
- Kingsbridge at Quay House, Wednesdays, 10:00-12:00

The Outreach Worker will work on the Outreach and Home Visitor Project for 12 hours per week and will be responsible for ensuring presence in the outreaches each week. This will be achieved by the end of May 2011. The greater the number of volunteers available, the more time the Outreach Worker will have to operate home visits and participate in South Hams Connect activity.

First Quarter Tasks (April 2011 – June 2011):

- Extend the outreach hours to 3 hours per session. (This may not be possible as 2 hours assessing/advising generally creates one hour of follow up and casework, so may be dependent on the number of volunteers available).
- Change the access for clients to face to face drop in sessions via 10 minute diagnostic interviews.
- Ensure systems for making appointments for clients are in place, including call back appointments from the main bureau where appropriate.
- Set up the facility for home visits for clients not eligible under the Fuel Poverty Project*
- Develop the volunteer team to work in the outreaches, ensuring quality is maintained across the service.
- Develop outcome reporting systems so that quarterly reports can be completed.
- Liaise with South Hams Connect to ensure presence at the Saturday information sessions to promote awareness of the outreach services.
- Develop publicity materials and ensure relevant organisations are aware of the services provided.

*Clients with low incomes requiring advice on income maximisation and money management will be referred to the Fuel Poverty Project, which will commence in June 2011. Clients on higher incomes who are housebound will receive a home visit through the Outreach and Home Visitor Project.

Reporting

The project will report quarterly (by 8 July 2011, 7 October 2011, 6 January 2012 and 6 April 2012) to South Hams District Council on the following:

- Number of clients
- Number and type of enquiries
- Gains for clients (e.g. amount claimed in benefit)
- Amount of debt clients have
- Profile information (e.g. income, age, sex, household type, occupation)
- Where clients live

The above information is to be broken down by:

- Outreach location
- Home visits carried out under the Outreach and Home Visitor Project
- Home visits carried out under the Fuel Poverty Project

In addition, the following will be provided:

- Breakdown of Outreach Workers hours by task

The project will be reviewed quarterly by South Hams District Council and South Hams Citizens Advice Bureau and may be revised as necessary.

Signed
On behalf of South Hams District Council

Date

Signed
On behalf of South Hams Citizens Advice Bureau

Date

(Signed by Amanda Harvey and Emma Handley 19 April 2011)

Proving Value for Money

A report from South Hams Citizens Advice

Aug 14th 2015

Executive Summary

The aim of this report is to demonstrate the continued need for the services that South Hams Citizens Advice (SHCA) can provide. We explore the correlation between our work and that of South Hams District Council (SHDC) and establish how our work directly benefits the council. We examine our current funding model, including the Outreach and Home Visits service, and explore the value for money we generate for individuals, communities and society at large. We conclude by looking forward and put forward ideas for how we can continue to deliver a quality service for the residents of South Hams when facing decreasing investment and increasing demand for our services.

Background Information

In recognition of the contribution that SHCA makes to the goals and values of the district council a service level agreement (SLA) was established in 2013. This SLA allows for a grant of £41,867 to be given to the charity annually in support of its core services. The current SLA runs to March 31st 2016 and provides for continuation of the agreement on the proviso that both parties are happy to do so and that six months' notice is given.

An additional SLA has been in place since 2011 to allow for the provision of an Outreach and Home Visits service. This SLA provides an annual payment of £10,000 to SHCA and enables us to provide face-to-face services at centres in Ivybridge, Kingsbridge and Dartmouth. Over time the Outreach and Home Visits service has become an integral part of the way our service is delivered across the district, being particularly important for vulnerable and housebound residents who may face transport challenges or perhaps struggle to access face-to-face or digital services.

SHCA has reported quarterly against the targets set out in both SLAs and has appeared annually at the Overview and Scrutiny Panel. In July 2015 the Panel noted a number of points to be addressed at a subsequent meeting, to which we respond here:

1. **The perceived subjectivity of the report.** By contrast this report aims to present an objective view based entirely on facts.
2. **Concerns around clients unable to access services in Plymouth.** Whilst it is currently the case that Plymouth Citizens Advice are only able to see clients who live and work in the city, we make every effort to ensure residents in the western regions of South

Hams are not prejudiced in any way. SHCA and the Plymouth bureau intend to look for projects to draw in joint funding so that we can help people who would find it easier to access cross border services.

3. **Concerns that 'Adviceline', the telephone system operated by SHCA, is available to residents across Devon.** In response we state that our telephone service is organised with two imperatives in mind: local prioritisation, and efficiency through the pooling of resources. A caller in the South Hams will be put straight through to SHCA whenever an assessor is available i.e. Monday-Friday 9am – 4pm. At other times, callers 'overflow' to other bureaux in Devon and those assessors can make appointments for clients at SHCA when required. In return for this facility, SHCA takes overflow calls from other parts of the county if there is capacity. This pooling of resources greatly increases the chance of any given caller receiving a service, while preserving a bias towards callers speaking to their local Citizens Advice. (Data on call rates is shown in Appendix 1.)

In addition, we offer two additional facilities for South Hams residents: direct access to a local number for returning clients, and an answer phone facility for South Hams resident should they wish to leave a message.

Supporting the Work of SHDC

Our work directly supports the aims and goals of SHDC, in some cases helping it to meet some of its statutory duties. Some examples of the value we bring are shown in the table below:

Area of duty	SHDC/SHCA Area of Work	Added Value from SH Citizens Advice	Evidence of SHCA Activity
Council Tax	To make people aware of their entitlement to Housing Benefit and Council Tax Benefit and publicise the benefits schemes available.	Advise people on their entitlements. Ensure priority debts are dealt with. Assist with budgeting, managing arrears. Deal with appeals. Help people under investigation. Maximise income through benefit checks, assist with applications . Negotiate with creditors and bailiffs.	2015/16 Q1 We helped 134 people including * 54 with council tax reduction * 59 with council tax arrears

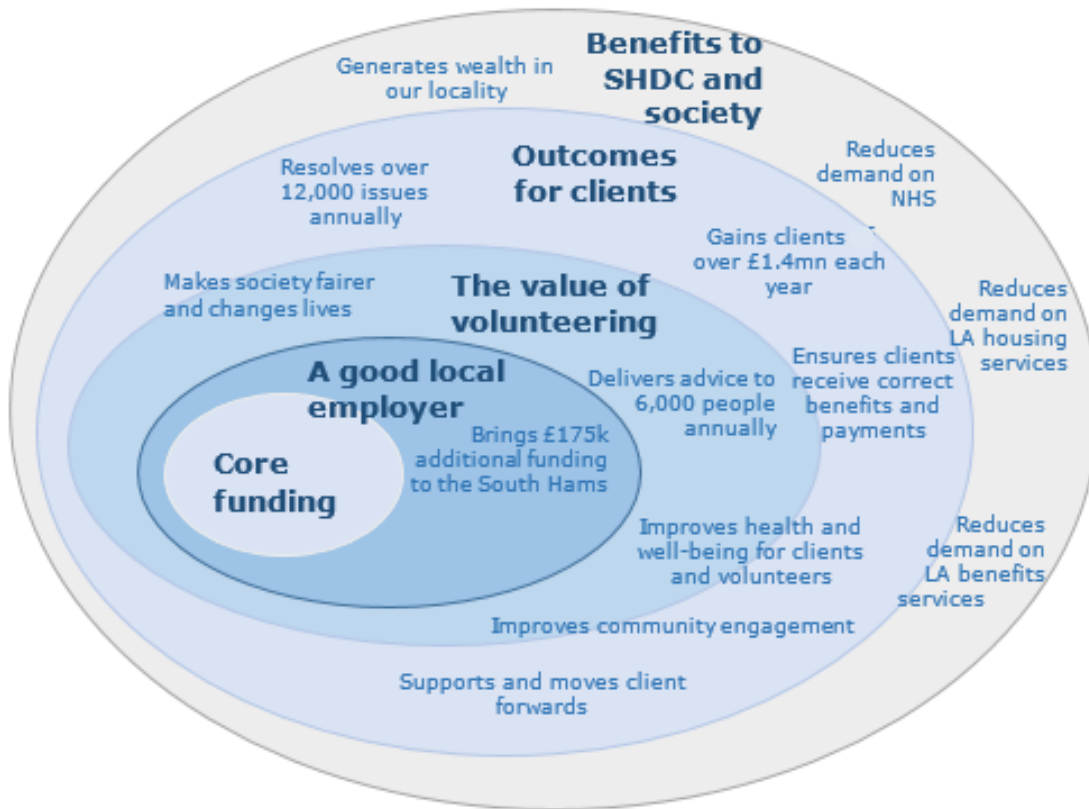
Area of duty	SHDC/SHCA Area of Work	Added Value from SH Citizens Advice	Evidence of SHCA Activity
Housing	Help people understand their rights regarding homelessness, renting in the private and social housing sector and applying for accommodation in social housing	Advise tenants (private sector and social housing) on their rights & responsibilities. Negotiate for timely repairs to properties. Advise on debt, compile financial statements, negotiate with creditors. Debt management plans, DRO, bankruptcy, budgeting Interpret and explain long and complicated letters. Prevent arrears by assisting with budgeting and income maximisation. Avoid homelessness - both rented and mortgaged. Ensure due process is followed.	2015/16 Q1 - We helped 314 clients: * 43 with actual or threatened homelessness * 99 with problems in the private rental sector (including harassment by landlord) * 25 with rent arrears (private, council and housing association) * 42 people with debt relief orders
Benefits	To make people aware of their entitlement to various benefits and publicise the benefits schemes available. To facilitate the claiming of different benefits at both the Department for Work and Pensions and Local Authority offices.	Advise people on their entitlements. Help people under investigation. Assist with completion of lengthy application forms. Carry out benefit checks (often multiple 'what if checks'). Deal with mandatory reconsiderations and appeals. Occasional attendance at tribunal with clients. Income maximisation work to ensure in receipt of all benefits.	2015/16 Q1 We helped 774 people: * 106 with housing benefit queries * supported 3 appeals (2 social security and 1 debt) * helped 54 people with claims for council tax reduction (other enquiries were Child & Working Tax Credits 145, ESA 108, PIP 100)
Energy Efficiency	Improve energy efficiency. Reduce carbon emissions.	Raise awareness of energy efficiency savings. Offer advice on insulation, boilers and grants available. Help with applications. Help clients compare and switch tariffs.	2015/16 Q1 * We undertook 30 tariff reviews with clients * We helped 33 people with fuel debts
Road Traffic Management/ Parking	Payment of parking fines.	Advise on parking fines and blue badge applications	2015/16 Q1 * We helped 21 people

Area of duty	SHDC/SHCA Area of Work	Added Value from SH Citizens Advice	Evidence of SHCA Activity
Consumer goods and services	Informing clients of their statutory consumer rights, time limits for taking action and support throughout the process.	Provide consumer advice via access to Trading Standards. Assist with negotiating with third parties, writing letters, completion of small claims applications.	2015/16 Q1 209 client interactions including: * 32 complaints around product safety
Employment	Ensure European working time directives are adhered to.	Facilities to refer to employment specialist if required. In house - work out holiday entitlement; inform clients of their statutory and contractual employment rights and actions available to enforce these rights; assist with grievances; write letters; negotiate with the employers. Explore other issues which loss of job can trigger - debt, relationship breakdown, loss of property, benefit checks etc.	2015/16 Q1 We helped 334 people, including: * 88 around terms and conditions * 61 around pay and entitlements
Young People	Ensure there is a complaints procedure for looked after children, children in need, care leavers and others about the discharge of their functions.	Provide advice to young people, work with and refer into relevant organisations.	2015/16 Q1 * 15-19 year olds: 18 clients * 20-24 year olds: 107 clients
Environmental Protection	Tackle poor environmental quality.	Provide advice on noisy neighbours and neighbourhood disputes.	2015/16 Q1 * We helped 33 people with boundary disputes, noisy neighbours and other anti-social behaviour

Our Current Funding Model

The income provided by SHDC and DCC funds our core activity; it provides a stable base from which all our charitable activity can happen. It pays for a place from which we can operate, some of our core staff, most of our IT infrastructure and covers essentials such as insurance and membership fees. From this position of core stability we can use it as a platform to deliver our service: we recruit and train staff and volunteers to provide information and advice; we ensure advice is accurate and quality assured; we attract additional funding to the region, as demonstrated in the diagram below. As you will see, the

value of core funding is magnified many times over. We benefit individuals, communities and society at large. Conversely without core funding, the service, and all the benefits it brings, would cease to exist.



Value for Money

Core funding in recent years has been in the region of £81,000 - £91,000. However our annual core costs are in the region of £130,000 meaning that all things being equal, each year we face a shortfall of circa £45k - £55k. To support the core running costs we bid for national and local funding and use the grants to run additional projects and negotiate contractually approved re-charge costs to support the core. Last year we generated £184k of project work, all of which enhances the service levels available and directly benefits South Hams residents. This year we estimate an additional income of £195k.

To give a view of our value for money, below is a table of our core costs for 2014/15, the number of client interventions and the cost per client interaction with the grant funding of £81,267 against the actual core costs of £131k.

	2014/15				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Number of unique clients	1435	1475	1365	1851	6126
Number of client contacts	3,422	4,693	2,707	3,563	14,385
Number of enquiry issues	2,990	3,921	1,993	3,468	12,372
Grant funding Devon CC					£33,700
South Hams grant funding					£41,867
South Hams Money Advice Services					£0
Parish & town Councils					£5,700
Total grant funding to core costs					£81,267
Average cost per client contact (face to face/phone /email/ letter/ web-chat)					£5.65
Core support actually costs £131k therefore £50k support from other CAB activities, going to fund core					
CAB independent projects subsidy per support per contact					£3.48
Total average cost per interaction therefore is					£9.13

You will see that each client interaction costs £5.65 with the £81k funding. However this is net of the subsidy the SHCA operations creates from funded projects which brings the cost to this level from the gross amount of £9.13 per interaction. Even this level is less than a fully-funded paid resource, where an average hourly pay rate of £12.81 (including employer costs, NI & pension), grossed up with all the on costs of the business, becomes £17.96 per hour.

The use of our highly skilled trained volunteers reduces this £17.96 fully-costed, hourly rate down to the rates that are expressed above and why for such an expertise of advice SHCA is exceptionally good value. It should also be expressed that at no point is a client charged for any service, whether it take 30 minutes or a number of days to resolve. It is this principle that makes our value for money proposition so powerful for SHDC parishioners.

Outreach and Home Visits

Our outreach work has continued to grow each year and we currently see around 750 clients per year through this service. Thanks to a growing volunteer contribution we have recently been able to double our service provision in Dartmouth and Ivybridge which now offer weekly rather than fortnightly sessions.

We have been in receipt of a small, additional grant from Ivybridge Town Council since September 2014. Careful budgeting has allowed us to extend our work here beyond the end of the project so it will now run to 31st December 2015.

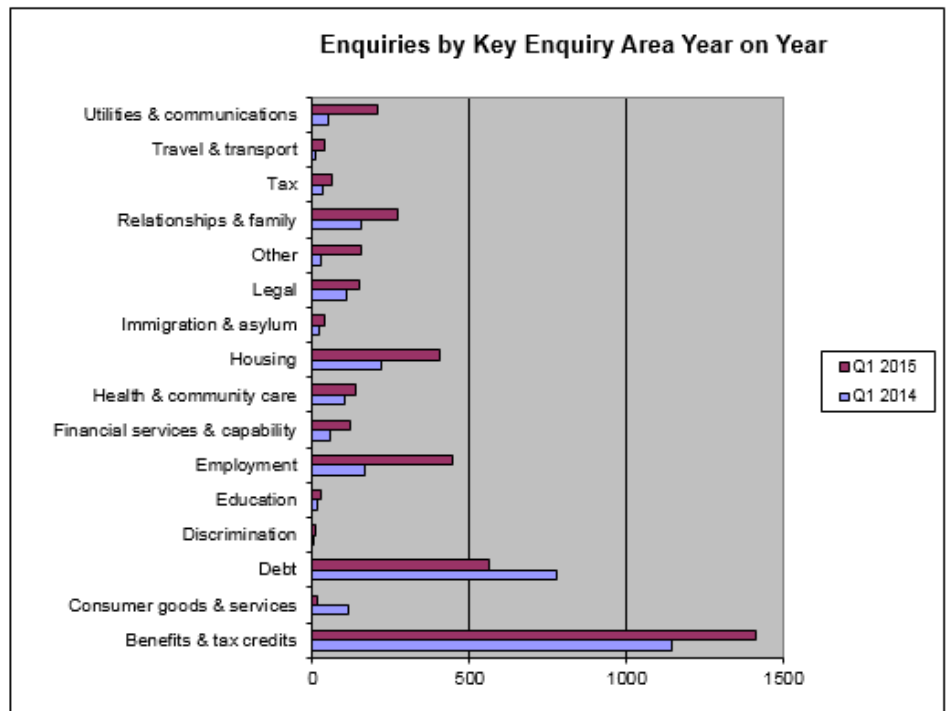
Our home visiting service is essential for clients who are housebound – perhaps through illness, caring responsibilities or because they have little or no access to transport. This programme has been supported by Big Lottery funding for the past two years and project funding came to an end on July 31st 2015. However we recognise the critical value of this service and through careful use of resources are able to extend the service to December 31st 2015.

The table below shows some of funds we are currently applying to fund our services:

Project Name/Type	Funder	Our Partners	Bid Value	Value to SHCA
Empowering Women	Dept for Communities and Local Govt	Counsellors Southwest (50%)	£19,961	£9,981
Supporting Recovery	Big Lottery: Reaching Communities	Mind, Counsellors SW, Totnes Caring, Dartmouth Caring	£368,900 over 3 years	£33,000 pa
Apprentices	Paul Hamlyn Trust Youth Fund		£60,000 over 2 years	£30,000 pa
Health Advice	BUPA		TBC	
Understanding Mental Health	Santander		£2,300	£2,300
New Directions	Big Lottery: Help Through Crisis	ASTF partnership + SoundArt, Counsellors South West	£400,000 over 5 years	£30,000 pa
What's the Damage?	Money Advice Trust	SoundArt Radio - Lead partner	£26,000	£1,000 pa

A Good Local Employer

SHCA currently employs 11 local people on part-time and full-time contracts including Specialist and Generalist Advisors, Advice Session Supervisors, Service Delivery Manager and a General Manager. In addition we have trained three apprentices and supported them to achieve NVQ Level 2 in Customer Service with support from South Devon College. One apprentice has already completed the course and has found local employment as a Supervisor with Teignbridge Citizens Advice.



Staff and volunteer retention is very high with many members of the organisation in post over five years enabling us to build up a bank of expertise. We have a particular strength in

providing specialist advice around debt and benefits. However we are an agile organisation and more recently are responding to emerging trends in client enquiries around *employment, housing, relationships and utilities & communications* as shown in the chart below.

The Value of Volunteering

Our strong national brand and local reputation means that we are able to attract high calibre volunteers that would not necessarily be attracted to other organisations. We have a reliable, consistent and highly motivated volunteer workforce that regularly volunteers with us at least one day per week. Our volunteers fulfil a range of roles including Assessors, Generalist and Specialist Advisers, IT support, Social Policy Coordinator and Trustees. Volunteers regularly give at least one day a week and last year 48 volunteers donated over 15,000 hours, amounting to a contribution over £265,000 worth of volunteering hours. We expect this trend to continue as we further utilise their skills and expertise.

	2013/14	2014/15	2015/16
£ value of volunteer hours donated to SHCA	£238,026	£265,873	£301,456*

*projection

The average initial cost of training and recruiting a volunteer to Citizens Advice is £2,770 and the ongoing cost per volunteer each year is £1,720. However the benefit they bring far outweighs this. Research undertaken by Citizens Advice shows that developing volunteers and supporting them to volunteer within their local area brings tangible benefits such as:

- Volunteers report gaining at least one practical skill
- 4 in 5 believe volunteering has a positive effect on their health
- 9 in 10 feel more engaged with their community

Outcomes for Clients

The purpose of our work is to provide advice and information for everyone in society who needs it. The clients we support are some of the most disadvantaged members of society. A recent Citizens Advice report showed that our clients are almost five times as likely to live on a low income than an average member of the England and Wales population. The report goes on to say: *There are often greater risks associated with allowing these people's problems to escalate, but enabling them to make material differences to their lives helps mitigate social and health inequalities¹.*

We are impartial, independent and non-judgemental and we look at each person's situation holistically. We work with our clients to identify the root cause of their issue and as you will see from the table below we often find that the presenting problem is not the client's only problem. Furthermore demand for our service is increasing year on year:

	2013/14	2014/15	2015/16
Number of Clients Helped	4,965	6,126	6,700*
Total number of enquiry issues	7,207	12,372	14,000*

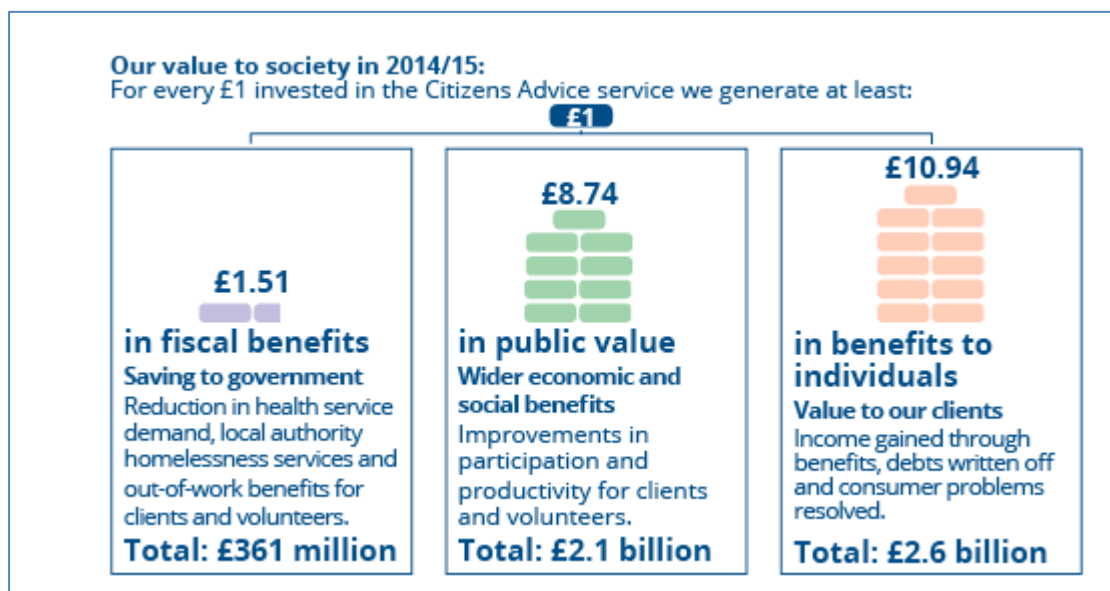
In some circumstances clients 'fall through the gaps' in the welfare and benefits system. We help clients navigate interactions with statutory and non-statutory bodies and ensure that each client's case is resolved. Where necessary we challenge an organisation's processes and procedures when they adversely affect clients. We are currently working with one client who will soon receive over £11,000 in back payments of benefits which he should have been receiving for the past two years.

¹The full report is available at: <https://goo.gl/vayCXa>

Benefits to Society

Although much harder to measure, we can demonstrate some of the benefits that our work generates for society. Citizens Advice have recently published a report¹ on the social return on investment which demonstrates that for every £1 invested in us yields over £20, shown in diagrammatic form overleaf. The report gives conservative estimates that our work benefits every client by £10.94, saves government and public services at least £1.51, and creates a social and economic value to society of £8.74.

Furthermore there are the intangible benefits already referred to in this report of increased health and well-being of clients, volunteers and staff, increased income brought to the district, and the subsequent reduced demand on the NHS and other services by clients.



Looking Forward

Our work in rural locations, especially home visits, is critical to the most vulnerable members of our district and we would like to expand this service. We are currently looking to widen our outreach activities, for example by co-locating in community locations with

high footfall such as GP surgeries or community centres. We are in talks with SHDC Locality Officers to explore the value of holding joint surgeries from time to time. We have established a direct referral route for Locality Officers should they encounter residents who need our support.

SHDC is undoubtedly seeking to ensure value for money from all its partnerships. As the council continues to restructure to meet these challenges it will need partners who are reliable, professional and can help the council to meet the demands of its residents. SHCA are best placed to do this. Our running costs are low, our outcomes for clients are consistently high and we are equipped to respond to changing client needs.

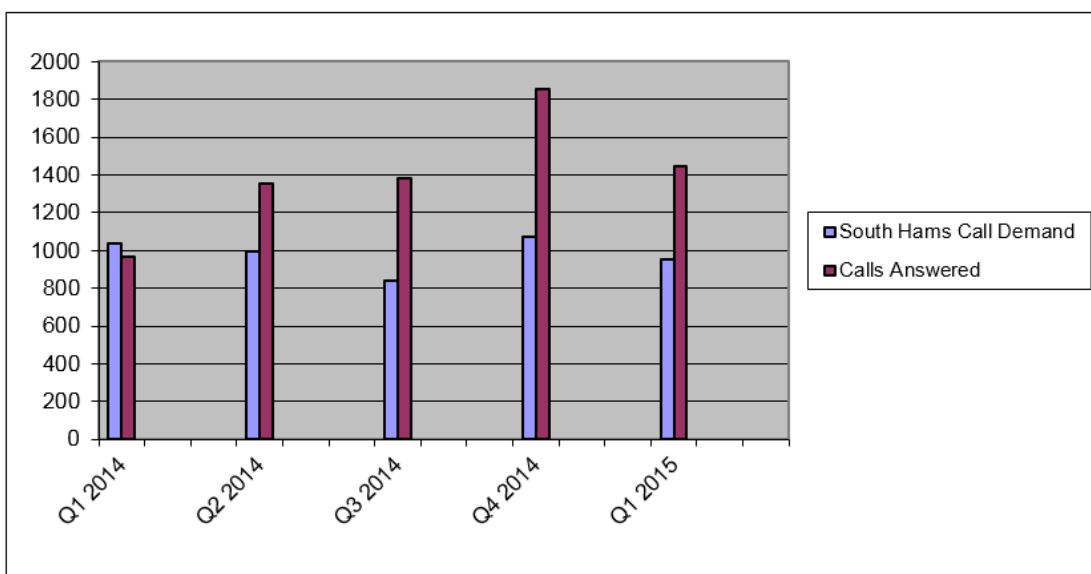
We are aware that SHDC has started to work collaboratively with West Devon in some areas. SHCA has close links with the Citizens Advice service in West Devon and we are well placed to work collaboratively on projects that will deliver services seamlessly across the whole district.

The funding provided by SHDC to SHCA is critical to the way we deliver our service. Without it we will be unable to sustain our charity and the economic and social value we bring to the local area will be diminished.

Appendix 1

Adviceline Call Demand 2014 – 2015

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
South Hams Call Demand	1041	993	843	1072	956
Calls Answered	964	1357	1381	1854	1447



REGISTERED COMPANY NUMBER: 4349641 (England and Wales)
REGISTERED CHARITY NUMBER: 1091133

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2015
for
South Hams Citizens Advice Bureau

DRAFT

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Detailed Statement of Financial Activities	13 to 14

Report of the Trustees
for the Year Ended 31 March 2015

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2015. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

4349641 (England and Wales)

Registered Charity number

1091133

Registered office

South Hams Citizens Advice Bureau
Plymouth Road
Totnes
Devon
TQ9 5NE

Trustees

Mrs B A Brownlow
D G Goode
P Evans
G Meaden
T Cannon
Mrs W Gornall
G Hine-Haycock
C Mottram
Mrs S Wellum
M Taylor

Vice Chair

Chair

- resigned 13.2.15

- appointed 29.1.15

- appointed 23.7.14

- resigned 30.5.15

Company Secretary

Mrs B A Brownlow

Independent examiner

W R Frost & Co
Riversdale
Ashburton Road
TOTNES
Devon
TQ9 5JU

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees are recruited in line with the terms and conditions of the Memorandum and Articles of Association of the bureau. A term of office is 3 years and trustees may stand for 2 terms. Trustees may be elected at the AGM, nominated by member organisations or co-opted by the trustee board.

Induction and training of new trustees

All new trustees are given induction materials from Citizens Advice, are invited into the bureau to discuss and view the work of the bureau and are given details of how to access the governance materials from the bureau Management Information System and the Citizens Advice intranet.

Report of the Trustees
for the Year Ended 31 March 2015

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Responsibility for the day-to-day management of the bureau is delegated to the bureau manager. The trustee board sets the policy of the bureau, is involved with the ongoing strategic planning, makes financial decisions and helps to set the framework for the human resources policies of the bureau.

Wider network

The board includes representatives of the Local Government funders. As such each is entitled to sit on the board as a representative member. This comprises of the District Council, the County Council and each of the Town Councils. These representatives are members not trustees.

Related parties

Those naming representatives are funders of the service.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The company is a charity and exists to provide information and advice to the general public. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our objectives.

Significant activities

The bureau operates from a central base at Follaton House, Plymouth Road, Totnes where it has 5 interview rooms and 6 incoming telephone advice lines. It is open from 10am to 1pm and 2pm to 4pm Monday to Thursday and for specialist advice on Fridays 10am to 2pm. The bureau operates at generalist help level with all clients receiving a gateway assessment and also provides specialist advice around debt and benefits. Main enquiry areas are in debt, benefits, employment, housing, family and personal issues, education and healthcare.

Volunteers

The bureau relies heavily on the use of volunteers to deliver the service. It has 21 trained advisors, 2 trainee advisors, 18 trained assessors and the trustees are also volunteers.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The bureau continues to deliver information and advice to many clients across the South Hams with over 14,000 client contacts on over 12,000 issues in 2014/15. The highest number of enquiries was in debt and benefit. The bureau operates three outreach advice sessions in Dartmouth, Kingsbridge and Ivybridge with funding from South Hams District Council, secured funding to provide Money Advice to South Hams District Council customers; worked in partnership with caring charities in the district under the Advice Services Transition Fund; operated a pilot to provide live Web chat to clients with debt problems; supported clients affected by mental health conditions and offered advice to South Hams residents affected by flooding.

Internal and external factors

The activities of the bureau are subject to the sustainability of contracts and successful funding applications to develop the work of the bureau and support its core service.

FINANCIAL REVIEW

Reserves policy

The directors believe that it is necessary for the Bureau to maintain a level of reserves to manage uncertainty and ensure that the bureau can continue to operate as planned on a day to day basis. The retained (unrestricted) reserves are intended to provide a buffer against future cut-backs and a contingency to meet any unforeseen expenditure which may arise. In order to mitigate against the risk of future funding cuts, it is the bureau's policy to retain an amount equivalent to 3 months worth of core (those costs not expended on projects under the Restricted funds) operating costs.

The Unrestricted reserves as at the 31 March 2015 are £42,666, which are in excess of the 3 months operating costs for the core service of the bureau. There are no designated funds set aside from the £42,666 reserves.

Report of the Trustees
for the Year Ended 31 March 2015

FINANCIAL REVIEW

Principal funding sources

The County Council, District Council and the Town and Parish Councils of the district support the major part of the core work of the bureau. All other funders are short term fixed period project contracts and represent significant additional public benefit to our core services whilst also allowing some costs of the core work to be funded by these projects.

FUTURE DEVELOPMENTS

The charity plans continuing the activities of advising the general public of their rights and responsibilities and all services available to them, in order that they may express their needs effectively. The bureau's strategic plan is to ensure that as many people as possible are able to access the service, this will include developing access in the outreaches and developing partnership working across the district and looking how it can offer digital services including web chat, email and online information.

Approved by order of the board of trustees on and signed on its behalf by:

.....
P Evans - Trustee

DRAFT

Independent Examiner's Report to the Trustees of
South Hams Citizens Advice Bureau (Registered number: 4349641)

I report on the accounts for the year ended 31 March 2015 set out on pages five to twelve.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

P D Vooght FCA
ICAEW
W R Frost & Co
Riversdale
Ashburton Road
TOTNES
Devon
TQ9 5JU

Date:

South Hams Citizens Advice Bureau

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2015

	Notes	Unrestricted funds £	Restricted funds £	Total 2015 funds £	Total 2014 funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income		78,898	230,309	309,207	262,294
Activities for generating funds	2	2,380	-	2,380	1,128
Investment income	3	487	-	487	874
Total incoming resources		81,765	230,309	312,074	264,296
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	4	2,855	1,521	4,376	4,615
Charitable activities					
Charitable activities - advice services		83,126	181,685	264,811	239,165
Governance costs		4,270	1,316	5,586	6,176
Other resources expended		189	-	189	-
Total resources expended		90,440	184,522	274,962	249,956
NET INCOMING/(OUTGOING) RESOURCES		(8,675)	45,787	37,112	14,340
RECONCILIATION OF FUNDS					
Total funds brought forward		51,341	16,296	67,637	53,297
TOTAL FUNDS CARRIED FORWARD		42,666	62,083	104,749	67,637

The notes form part of these financial statements

South Hams Citizens Advice Bureau (Registered number: 4349641)

Balance Sheet
At 31 March 2015

	Notes	Unrestricted funds £	Restricted funds £	Total £	2015 funds £	Total £	2014 funds £
FIXED ASSETS							
Tangible assets	8	1,479	-	1,479			2,737
CURRENT ASSETS							
Debtors	9	1,571	-	1,571			943
Cash at bank and in hand		<u>68,027</u>	<u>62,209</u>	<u>130,236</u>			<u>83,622</u>
		69,598	62,209	131,807			84,565
CREDITORS							
Amounts falling due within one year	10	<u>(28,411)</u>	<u>(126)</u>	<u>(28,537)</u>			<u>(19,665)</u>
NET CURRENT ASSETS							
		<u>41,187</u>	<u>62,083</u>	<u>103,270</u>			<u>64,900</u>
TOTAL ASSETS LESS CURRENT LIABILITIES							
		<u>42,666</u>	<u>62,083</u>	<u>104,749</u>			<u>67,637</u>
NET ASSETS							
		<u><u>42,666</u></u>	<u><u>62,083</u></u>	<u><u>104,749</u></u>			<u><u>67,637</u></u>
FUNDS							
Unrestricted funds	12			42,666			51,341
Restricted funds				<u>62,083</u>			<u>16,296</u>
TOTAL FUNDS							
				<u><u>104,749</u></u>			<u><u>67,637</u></u>

The notes form part of these financial statements

Balance Sheet - continued
At 31 March 2015

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2015.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2015 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

.....
P Evans -Trustee

.....
C Mottram -Trustee

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. ACTIVITIES FOR GENERATING FUNDS

	2015	2014
	£	£
Fundraising events	<u>2,380</u>	<u>1,128</u>

3. INVESTMENT INCOME

	2015	2014
	£	£
Deposit account interest	<u>487</u>	<u>874</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2015

4. COSTS OF GENERATING VOLUNTARY INCOME

	2015	2014
	£	£
Support costs	<u>4,376</u>	<u>4,615</u>

5. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	2015	2014
	£	£
Depreciation - owned assets	2,138	2,327
Other operating leases	22,598	22,168
Independent examination	<u>1,380</u>	<u>1,320</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2015 nor for the year ended 31 March 2014.

Trustees' expenses

	2015	2014
	£	£
Trustees' expenses	<u>189</u>	<u>-</u>

7. STAFF COSTS

	2015	2014
	£	£
Wages and salaries	175,955	154,917
Social security costs	9,997	11,407
Other pension costs	<u>3,377</u>	<u>4,604</u>
	<u>189,329</u>	<u>170,928</u>

The average monthly number of employees during the year was as follows:

	2015	2014
Charitable Activities	<u>13</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2015

8. TANGIBLE FIXED ASSETS

	Plant and machinery £
COST	
At 1 April 2014	34,355
Additions	<u>880</u>
At 31 March 2015	<u>35,235</u>
DEPRECIATION	
At 1 April 2014	31,618
Charge for year	<u>2,138</u>
At 31 March 2015	<u>33,756</u>
NET BOOK VALUE	
At 31 March 2015	<u>1,479</u>
At 31 March 2014	<u>2,737</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2015 £	2014 £
Other debtors	<u>1,571</u>	<u>943</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2015 £	2014 £
Bank loans and overdrafts	126	-
Taxation and social security	2,973	3,795
Other creditors	<u>25,438</u>	<u>15,870</u>
	<u>28,537</u>	<u>19,665</u>

11. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

	2015 £	2014 £
Expiring:		
Between one and five years	<u>22,550</u>	<u>22,550</u>

12. MOVEMENT IN FUNDS

	At 1.4.14 £	Net movement in funds £	Transfers between funds £	At 31.3.15 £
Unrestricted funds				
Designated Fund - Premises and Staff Costs	20,000	-	(20,000)	-
General Unrestricted	<u>31,341</u>	<u>(8,675)</u>	<u>20,000</u>	<u>42,666</u>
	51,341	(8,675)	-	42,666
Restricted funds				
Advice Services Transition Fund	10,775	16,166	-	26,941
Healthwatch	671	(797)	-	(126)
Energy Best Deal	4,850	1,538	-	6,388
IDMAP	-	4,855	-	4,855
Mental Health	-	3,777	-	3,777
Apprentice	-	12,530	-	12,530
Flood Defence	-	5,575	-	5,575
Ivybridge Town Council	-	<u>2,143</u>	-	<u>2,143</u>
	16,296	45,787	-	62,083
TOTAL FUNDS	<u>67,637</u>	<u>37,112</u>	<u>-</u>	<u>104,749</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Unrestricted	81,765	(90,440)	(8,675)
Restricted funds			
South Hams District Council (Money Advice)	24,647	(24,647)	-
South Hams District Council (Outreach)	10,000	(10,000)	-
Advice Services Transition Fund	116,587	(100,421)	16,166
Healthwatch	6,584	(7,381)	(797)
Energy Best Deal	3,100	(1,562)	1,538
IDMAP	18,731	(13,876)	4,855
Mental Health	8,958	(5,181)	3,777
Apprentice	25,202	(12,672)	12,530
Flood Defence	13,000	(7,425)	5,575
Ivybridge Town Council	<u>3,500</u>	<u>(1,357)</u>	<u>2,143</u>
	230,309	(184,522)	45,787
TOTAL FUNDS	<u>312,074</u>	<u>(274,962)</u>	<u>37,112</u>

Transfers between funds

The Premises and Staff Costs designated fund has been released to the General Unrestricted funds, following the completion of the relocation of the office.

13. PURPOSE OF RESTRICTED FUNDS

South Hams District Council (Money Advice) - Provides funding for 3 days per week to offer debt and benefit advice to customers of South Hams District Council.

South Hams District Council - Outreach - this fund provides a face to face drop in service in Dartmouth, Ivybridge and Kingsbridge.

Advice Services - this fund was awarded by the Government because the bureau had seen a cut in public funding, in particular in relation to the Legal Services Commission contract. This fund will help to address the income shortfall on the contract.

Healthwatch - the independent consumer champion that gathers and represents the public's views on health and social care services in England.

Energy Best Deal - a partnership between the bureau and five energy companies to raise awareness of the savings that can be made by switching fuel providers.

IDMAP - Integrated Digital Money Advice Pilot - these funds enable the bureau to offer live web chat to clients with debt problems.

Mental Health - this fund provides general support for people affected by mental health conditions throughout South Hams (befriending, socialising, building self esteem etc.)

Apprentices - this fund provided 1 year funding for 3 apprentices, 4 days a week. Apprentices achieve an NVQ level 2 customer service qualification obtained through day release at South Devon College.

Flood Defence - funding for additional face to face, drop in outreach services at Modbury, Yealmpton, Holbeton, areas affected by 2014 floods.

Ivybridge Town Council - outreach at the Watermark Centre every Monday offering clients a face to face service both for drop in and advice sessions.

South Hams Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2015

	2015 £	2014 £
INCOMING RESOURCES		
Voluntary income		
Donations	6,787	8,779
Grants	<u>302,420</u>	<u>253,515</u>
	309,207	262,294
Activities for generating funds		
Fundraising events	2,380	1,128
Investment income		
Deposit account interest	<u>487</u>	<u>874</u>
Total incoming resources	312,074	264,296
RESOURCES EXPENDED		
Charitable activities		
Wages	143,224	121,379
Social security	6,575	7,842
Pensions	1,740	2,927
Telephone	261	520
Postage and stationery	1,004	1,954
Publications & Subscriptions	116	268
Travel	13,961	12,798
Training	12,002	6,200
Software	908	1,899
Leases	656	358
Fundraising Costs	120	152
Support Costs	-	-
Recruitment	839	-
CRB Checks	-	88
Project Development	3,310	2,500
Chief Officers Forum	-	135
NVCO Young Devon	1,346	-
Redundancies and related costs	<u>-</u>	<u>(2,944)</u>
	186,062	156,076
Governance costs		
Accountancy	1,212	1,560
Other resources expended		
Trustees' expenses	189	-
Support costs		
Management		
Wages	32,731	33,538
Social security	3,422	3,565
Carried forward	36,153	37,103

This page does not form part of the statutory financial statements

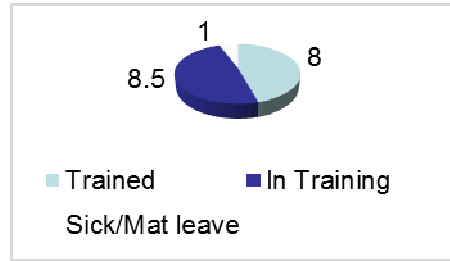
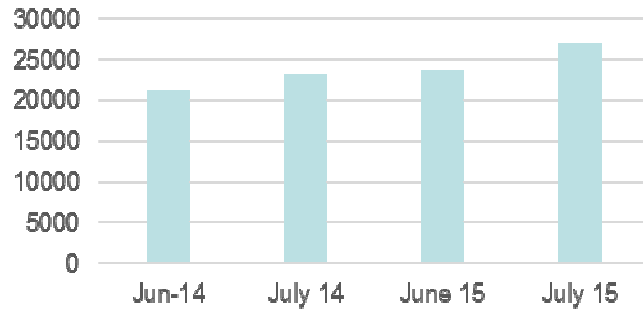
South Hams Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2015

	2015	2014
	£	£
Management		
Brought forward	36,153	37,103
Pensions	1,637	1,677
Rent	22,598	22,168
Service Charges	8,922	9,181
Insurance	1,769	2,254
Postage and stationery	494	541
Advertising	(670)	3,062
Sundries	(43)	35
Publications & Subscriptions	4,391	6,085
Office Expenses	749	776
Repairs & Renewals	2,109	1,596
Accountancy	7,184	5,722
Disposal of Files	69	-
Depreciation of equipment	<u>2,137</u>	<u>2,108</u>
	87,499	92,308
Finance		
Bank charges	<u>-</u>	<u>12</u>
Total resources expended	<u>274,962</u>	<u>249,956</u>
Net income	<u><u>37,112</u></u>	<u><u>14,340</u></u>

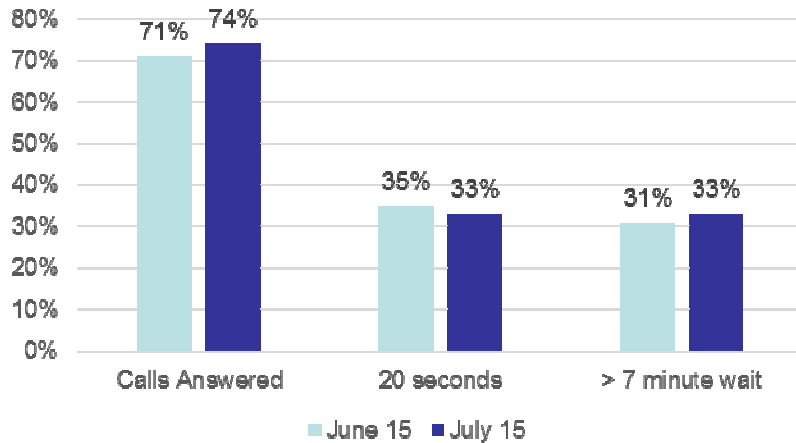
Customer Services Performance Comparison 14 - 15

Call Volumes

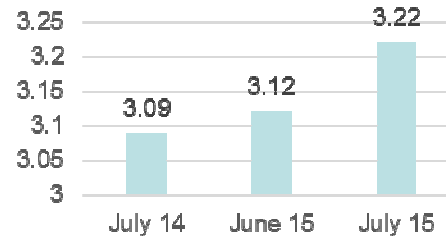


- 3810 more calls this July than last July
- 3305 more calls in July than in June 2015
- Half of the staff are training/temps
- 3% More calls Answered

Calls Answered



Average answer time - Minutes



Actions

- Capturing 'failure demand' to drive down call numbers
- High volume processes moving to new software
- Recruiting Permanent Staff



South Hams District Council



West Devon Borough Council

Working together

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Report Template

Report to: **Overview & Scrutiny Panel**

Date: **27 August 2015**

Title: **The Ombudsman's Annual Review Letter
2015 - 2015**

Portfolio Area: **Customer First**

Wards Affected: **All**

Urgent Decision: **N**

Author: **Catherine Bowen** Role: **Community of Practice Lead
Specialist (Legal) and
Monitoring Officer**

Contact: Catherine.bowen@swdevon.gov.uk

Recommendations:

1. To review the Ombudsman's Annual Letter and consider what corporate lessons may be learnt and whether further service improvements are required.

1. Executive summary

- 1) To consider the Local Government Ombudsman's Annual Review Letter 2015 regarding Ombudsman complaints received against the Council for the period 1 April 2014 to 31 March 2015.
- 2) Members are requested to review the complaints and consider what corporate lessons have been learnt or can be learnt from the outcome of the complaints and whether further service improvements can be made.

2. Background

- 1) The Local Government Ombudsman investigates complaints made by members of the public about public authorities (currently excluding parish and town councils). The Government is however, consulting on

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the proposal to extend the Ombudsman's jurisdiction to some town and parish councils and the outcome of that consultation is still awaited.

- 2) The Ombudsman will investigate a complaint if it relates to maladministration or injustice by the Council. The Ombudsman will not be able to investigate all of the complaints referred to her as some will fall outside of her remit and the Ombudsman can only investigate a complaint that has already been considered through the Council's own complaints procedure. The Council must have had the opportunity to consider the complaint first.
- 3) A complainant cannot appeal against the Ombudsman's decision but complaints can be reviewed if new information is presented to the Ombudsman.

3. The Annual Letter 2015 and Complaints and Decisions

- 1) The Ombudsman's office changed its business processes during 2012/13 and the Ombudsman's Annual Review Letter now only presents high level statistical information on the number of complaints received by the Council. A copy of the Annual Review Letter 2015 for South Hams District Council is attached as Appendix A.
- 2) However, the Ombudsman recognises that presenting the total number of complaints may not, by itself, give a clear picture of how well these complaints have been responded to and the Ombudsman is working on its internal processes so that future Annual Review Letters will focus less on the total number of complaints and more on the outcomes of those complaints.
- 3) The Review Letter shows that in 2014/15 the Ombudsman received 27 complaints and enquiries compared to 28 complaints and enquiries for the previous financial year. The Ombudsman made 19 decisions compared to 44 decisions for the same period the previous year.
- 4) A more detailed summary of the complaints and Ombudsman's decisions received by the Council is attached as Appendix B. Members will note that the figures do not correspond. On querying this we have been advised by the Ombudsman's office that they are unable to provide any further detailed information on the statistics on an individual basis as they do not have the resource available to divert from their core work of dealing with the public's complaints.
- 5) However, the Ombudsman has provided answers to frequently asked questions relating to their Review Letters which goes some way to explaining the discrepancy in the figures in the Review Letter and the Council's records. Common questions and answers are set out below:

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Why are there different totals for the number of complaints & enquiries registered, and the number of decisions made?

Not every decision made will relate to a complaint made in that year. There may be complaints registered in 14/15 that have not yet been decided on, and decisions may have been made in the financial year 14/15 for complaints registered in a previous year.

I cannot match up the number of decisions the Ombudsman has made to the number I have on file

Because our figures include enquiries, they will not match what your council holds. For example the Ombudsman can offer advice on, or refer complaints back to the council. We classify these as decisions and because no contact between the Ombudsman and local authority has been made, it is unlikely you will hold a record of them.

Your data shows a complaint or enquiry about a service our council does not provide

We categorise our complaints slightly differently to how councils may record their own. For example we include disabled facilities grant complaints within either Adult Care Services or Education and Children's Services depending on the age of the person affected. We also include blue badge complaints as part of Adult Care Services.

- 6) Members will note from Appendix B that the Planning & Development continues to attract most complaints to the Ombudsman. This is the pattern for many authorities given the nature of the service.
- 7) The key purpose of the Ombudsman's review letter is to improve services as a result of learning from the complaints received. It is not suggested that each complaint is reviewed by the Panel but to review whether there are underlying problems or service improvements required. The final column in Appendix B shows the learning outcomes for those complaints where there has been a finding against the Council, but Members should note that the Ombudsman presents complaints as 'upheld' even where the Council has already negotiated a solution acceptable to the complainant.

5. Proposed Way Forward

- 1) The Council is currently considering its internal complaints policy and clearly if the Council can resolve complaints effectively at a local level this will reduce the number of complaints referred to the Ombudsman (and hence resources utilised).
- 2) Senior staff will be receiving training on Ombudsman complaints in October which, combined with a more proactive approach, is anticipated to reduce the number of decisions which are upheld by the Ombudsman.

6. Implications

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Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	<p>The Local Government Ombudsman is governed by the Local Government Act 1974.</p> <p>The Overview & Scrutiny Panel is responsible for having an overview of complaints handling and for an overview of Ombudsman complaints, and the Ombudsman Annual Review Letter is an important part of that process.</p> <p>The decisions in respect of each case are provided to the relevant service in order that any recommendations made by the Ombudsman are acted upon and lessons learnt can be implemented.</p>
Financial	Y	<p>Where it is necessary to settle a complaint by the payment of compensation (or the Council has already offered a settlement) payment is made out of the current year's revenue budget for the service in question. In 2014/15 this amounted to £250 From the Planning budget.</p> <p>There are resource implications in the officer time spent in dealing with the complaint in both the initial stages under the Council's internal complaints policy as well as the resources required in responding to the Ombudsman complaint, but it is not currently possible to quantify this time.</p>
Risk	Y	<p>It is important that the Council is aware of the number and type of complaints made to the Ombudsman together with the outcomes and lessons learnt.</p> <p>Whilst it is not possible to eliminate complaints, it is possible to manage the complaints efficiently and learn from the outcomes of these complaints to mitigate the risk of recurrence and deliver service improvements.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity		This is considered within the individual complaints

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

Supporting Information

Appendices:

Appendix A: the Local government Ombudsman Annual Review Letter 2014/15

Appendix B: table of complaints received and decided upon during 2014/15

Background Papers:

None

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18 June 2015

By email

Ms Sophie Hosking & Mr Steve Jordan
Executive Directors
South Hams District Council

Dear Ms Hosking and Mr Jordan

Annual Review Letter 2015

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

Supporting local scrutiny

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local authority report – South Hams District Council

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
South Hams DC	1	1	9	0	0	2	1	13	27

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Decisions made

Local Authority	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not Upheld					
South Hams DC	3	3	0	4	0	9	19

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South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

	Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes
1	14000997	Planning & Development	Not in the filing system	16/Apr/2014	Referred back for local resolution		
2	13010273	Planning & Development	Mr D complains about errors by the Council in its handling of a planning application.	16/May/2014	Upheld	There was fault by the Council but the Council has already taken action to remedy the fault and there is no outstanding injustice to Mr D. There is no evidence of fault in the way the Council considered the impact of the proposed extension on Mr D's property or the area generally.	Closer scrutiny of plans at validation stage and earlier consideration of comments received through letters of representation
3	14003114	Planning & Development	Not in the filing system	23/May/2014	Referred back for local resolution		
4	13014602	Planning & Development	Mr X complained that the Council's delay in requesting a Section 106 agreement as part of a planning application causing him to incur extra costs.	09/Jul/2014	Upheld	The Council failed to advise Mr X at the outset what the legal agreement should cover. It compounded this fault by asking Mr X to provide an amended agreement without seeking any legal advice. The officer had little experience of legal agreements so should have sought legal advice at an earlier stage. Fees incurred to be refunded.	Officers to be aware of areas of limited experience and be supported by senior officers. Need to identify possible legal requirements of an application at the outset.
5	14006998	Planning & Development	Not in the filing system	28/Jul/2014	Referred back for local resolution		
6	14005435	Corporate & Other Services	Mr X complained that a cllr had broken the Code of Conduct and of delay.	07/Aug/2014	Closed after initial enquiries because there was an on-going investigation and no evidence of injustice to Mr X		
7	14008107	Planning & Development	Not in the filing system	13/Aug/2014	Referred back for local resolution		

South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

8	13012202	Planning & Development	Complaint regarding how planning matters were been dealt with in her local rural area	03/Sep/2014	Closed after initial enquiries	Events too long ago and Ms X had opportunity to use right of appeal with Government Minister	
9	14011028	Planning & Development	Not in the filing system	02/Oct/2014	Referred back for local resolution		
10	14011483	Planning & Development	Complaint regarding decision on wind turbine application	23/Oct/2014	Closed after initial enquiries	Ombudsman would not investigate as Court quashed the decision and no injustice caused to Mr X.	
11	14011637	Highways & Transport	Complainant claimed £125 worth of damage to his property due to Council road sweeping vehicle removing road surface.	30/Oct/2014	Closed after initial enquiries	Ombudsman would not investigate as alleged injustice does not justify her involvement.	
12	14012687	Benefits & Tax	Not in the filing system	31/Oct/2014	Referred back for local resolution		
13	14012906	Planning & Development	Not in the filing system	04/Nov/2014	Referred back for local resolution		
14	14015713	Planning & Development	Not in the filing system	05/Jan/2015	Referred back for local resolution		
15	14004832	Housing	ICT & Customer Services – Failure to treat email and correspondence as a homeless application	29/Jan/2015	Upheld	Council found to be at fault - £250 compensation paid	
16	14017373	Highways & Transport	Not in the filing system	02/Feb/2015	Referred back for local resolution		
17	14009855	Planning & Development	Mrs X complained that the Council had not dealt properly with two planning applications at a neighbouring property; did not tell her about the second application; and inaccurate drawings used.	02/Mar/2015	Not Upheld	The Council was not at fault in the way it considered planning applications for extensions to a property next to Mrs X's house.	
18	14012914	Corporate & Other Services	Mr X complained that the Council failed to take action about an incorrect vote at a committee meeting when there had been a finding of a breach of the Code of Conduct.	06/Mar/2015	Not Upheld		

South Hams DC
Decisions made in period (Apr 2014 - Mar 2015)

19	14014873	Planning & Development	Mr Y complained about the granting of planning permission for a wind turbine through delegated powers and application should have gone to planning committee.	25/Mar/2015	Not Upheld	The Ombudsman discontinued investigation as any faults by the Council could not have caused significant enough injustice to him to justify investigating any further.	
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OVERVIEW AND SCRUTINY PANEL

DRAFT ANNUAL WORK PROGRAMME – 2015-16

Date of Meeting	Report	Lead Officer
17 Sept 2015	Executive Forward Plan	Kathy Trant
	T18 Programme Monitoring	Steve Jordan / Sophie Hosking
	Crime and Disorder Safety Partnership	Louisa Daley
	Monitoring Report on South Hams CVS Service Level Agreement (SLA)	Ross Kennerley / Issy Blake
	Development Management – Service Update	Tracey Beeck
	Business Development – Projects Summary	Darren Arulvasagam
	Disabled Facilities Grants – Update	Drew Powell
	Leisure Review Update	Chris Brook
	Update report on work of RDPE - LEAF/LAG Programmes	Darren Arulvasagam
	Maritime and Coastguard Agency Update?	
	Task and Finish Group Updates	
19 Nov 2015	Executive Forward Plan	Kathy Trant
	T18 Programme Monitoring	Steve Jordan / Sophie Hosking
	Devon and Cornwall Housing Annual update	
	Dispensations for Dual-Hatted Members	Catherine Bowen
	IT and Customer Services Update	Steve Mullineaux / Tracey Beeck
	Draft Budget 2016/17	Lisa Buckle
	Fees and Charges Report	Lisa Buckle
	Task and Finish Group Updates	
14 Jan 2016	Budget only	Lisa Buckle
25 Feb 2016	Executive Forward Plan	Kathy Trant
	T18 Programme Monitoring	Steve Jordan / Sophie Hosking
	Health and Wellbeing Update	
	South Devon Rural Housing Representatives	

	O+S Annual Report – First Draft	Darryl White
	Task and Finish Group Updates	
17 Mar 2016	Executive Forward Plan	Kathy Trant
	T18 Programme Monitoring	Steve Jordan / Sophie Hosking
	Task and Finish Group Updates	
	O+S Annual Report – Final Draft	Darryl White

Annual item(s) to Programme:

New Homes Bonus Allocation to Dartmoor National Park Authority