

Shared Services Allocations of costs for the Financial Year 2022/2023

Appendix A

Service Area	Allocation of South Hams District Council (SHDC) to West Devon Borough Council (WDBC)	Basis of the apportionment of costs between SHDC and WDBC	Caseload Information which has informed the shared services apportionment
Governance & Assurance			
Member Services	50%/50%	Equal due to the nature of the work	N/A
Planning Applications* Planning Enforcement (see note 7)	75%/25% 71%/29%	Planning applications Planning Enforcement cases	South Hams – 2,125 West Devon - 806 South Hams - 372 West Devon - 150
Legal CoP (see note 9)	70%/30%	Time allocation	N/A

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HR CoP (see note 3)	82%/18% with effect from 3 October 2022 (previously 74%/26%)	Permanent posts on the establishment December 2022 (this relates to the number of persons employed not the number of FTEs).	South Hams – 512 West Devon – 110
Internal Audit*	62%/38%	Time recording of productive time only	Each role is assessed
Communications & Media	50%/50%	Time allocation	N/A
Design CoP (see note 8)	70%/30%	Time allocation	N/A

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Customer Service & Delivery			
Waste (see note 1)	100%/0% 80%/20% 70%/30% 60%/40%	Dependent on specific activity.	Each role is assessed individually
Customer Contact Centre*	66%/34%	Number of calls to the Customer Contact Centre April 2022 – Dec 2022	South Hams – 60,924 West Devon – 27,820
Digital Mailroom	70%/30%	Time allocation	N/A
Business Support Managers and Team Leaders	50%/50%	Time allocation	N/A – reflects managerial element of roles

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Housing Benefits*	60%/40%	<p>Housing Benefit new claims processed</p> <p>Change of circumstances processed</p>	<p><u>New claims:</u> South Hams - 251 West Devon - 171</p> <p><u>Change of circs:</u> South Hams – 2,082 West Devon – 1,212</p>
Council Tax	63%/37%	Council Tax rated properties (Valuation office list as at 28 December 2022)	South Hams – 46,206 West Devon – 26,764
Business Rates	63%/37%	Number of Hereditaments in the Business Rates Rating List as at 28 December 2022. The number of hereditaments is an indicator, but an assessment of workload is used for the apportionments	South Hams – 6,454 West Devon – 2,457
ICT Infrastructure team	50%/50%	Time allocation	N/A

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ICT Helpdesk team	60%/40%	Time allocation	N/A
Place & Enterprise			
Economy	50%/50%	Equal due to the nature of the work	N/A
Assets*	69%/31%	Balance Sheet Assets in each Council's Accounts. The Balance Sheet values at 31 March 2022 are an indicator, but an assessment of workload is also used for the apportionments.	South Hams £99million West Devon £47million
Leisure	67%/33%	Number of Leisure Centres	South Hams - 4 West Devon – 2
Facilities	50%/50%	Time allocation	N/A

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Environmental Health CoP – various apportionments	Main team allocation 60%/40%	Various depending on their work	Various depending on their work
	Disabled Facility Grants work (55%/45%) (see note 6)	Disabled Facility Grant/Regulatory Reform Order Grant cases completed	South Hams – 160 West Devon - 129
	Licensing (50%/50%)	Policy Work	N/A
Housing CoP – various apportionments*	Housing caseload data 60%/40%	<p>Number of contacts</p> <p>Number of housing preventions</p> <p>Numbers on the housing register</p> <p>Number of Direct Lets</p>	<p>South Hams - 452 West Devon - 241</p> <p>South Hams - 136 West Devon - 65</p> <p>South Hams – 1,495 West Devon – 952</p> <p>South Hams - 33 West Devon - 11</p>

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Strategic Finance			
Finance CoP	60%/40%	Time allocation	N/A
Finance Business Support (see note 4)	65%/35% with effect from 3 October 2022 (previously 60%/40%)	Time allocation	N/A
Assistant Directors and Heads of Service (see notes 1, 3 and 5)	Various splits of individual posts, most either 50%/50% or 60%/40%	Time allocation	Each role is assessed
Senior Leadership Team (see note 2)	50%/50% apart from the the Director of Customer Service and Delivery who is 75%/25%.	Time allocation	Each role is assessed

* Areas of change below the 3% threshold

Areas of change from 2021/22:

1. **Waste** – each Waste role, including the Assistant Director for Waste and Operations has been reviewed individually for 2022/23 and some of the apportionments have changed with a higher allocation to South Hams due to bringing the waste service back in house from 3 October 2022.
2. **Senior Leadership Team** – the Director of Customer Service and Delivery has allocated more time to South Hams in 2022/23 following the changes in the waste service. His shared services split has moved from 50%:50% to 75%:25%.
3. **HR CoP** – from 3 October 2022 the shared services split has moved from 74%:26% to 82%:18% for the HR team including the Head of HR. Their apportionment is based on the number of permanent posts on the establishment and the movement reflects the additional waste staff in South Hams from 3 October 2022.
4. **Finance Business Support** - from 3 October 2022 the shared services split has moved from 60%:40% to 65%:35%. This reflects the additional finance business support work generated from bringing the waste service back in house which includes additional payroll work and payment of invoices.
5. **Assistant Directors and Heads of Service** - the majority of the Heads of Service allocations have remained the same for 2022/23 (mainly 50%:50% or 60%:40% South Hams/West Devon) apart from those detailed above. However, the time allocation for the Head of Legal Practice has been revised as a one off for 2022/23 from 60%:40% to 75%:25% South Hams/West Devon, to reflect the additional work in South Hams.

6. **Environmental Health (Disabled Facilities Grants)** – the shared services split for 2022/23 has been revised from 59%:41% to 55%:45% based on the number of completed applications.
7. **Planning Enforcement** - the shared services split for 2022/23 has been revised from 76%:24% to 71%:29% based on the number of planning enforcement cases.
8. **Design CoP** - the time allocation for the design team has been revised for 2022/23 from 60%:40% to 70%:30%, to reflect the additional work in South Hams.
9. **Legal CoP** - the time allocation for the legal team has been revised for 2022/23 from 60%:40% to 70%:30%, to reflect the additional legal work in South Hams.