

South Hams Overview and Scrutiny Committee



Title:	Agenda										
Date:	Thursday, 27th June, 2024										
Time:	3.00 pm										
Venue:	Repton Room - Follaton House										
Full Members:	<p style="text-align: center;">Chairman Cllr Hawkins Vice Chairman Cllr Cooper</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Dennis</td> <td>Cllr Munoz</td> </tr> <tr> <td>Cllr Dewynter</td> <td>Cllr Oram</td> </tr> <tr> <td>Cllr Edie</td> <td>Cllr Penfold</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Presswell</td> </tr> <tr> <td>Cllr Lawford</td> <td>Cllr Steele</td> </tr> </table>	Cllr Dennis	Cllr Munoz	Cllr Dewynter	Cllr Oram	Cllr Edie	Cllr Penfold	Cllr Jackson	Cllr Presswell	Cllr Lawford	Cllr Steele
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Cllr Jackson	Cllr Presswell										
Cllr Lawford	Cllr Steele										
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:	Democratic.Services@swdevon.gov.uk										

1. Apologies for Absence	
2. Minutes	1 - 4
to approve as a correct record the minutes of the Committee held on 14 March 2024	
3. Declarations of Interest	
In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;	
4. Urgent Business	
brought forward at the discretion of the Chairman;	
5. Division of Agenda	
to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;	
6. Public Forum	5 - 6
A period of up to 15 minutes is available to deal with issues raised by the public;	
7. Thematic Update - Housing	7 - 20
8. Thematic Update: Core Services (Customer Service &IT)	21 - 26
9. Task and Finish Group Updates	
a) EA and SW Water Research Task and Finish Group	
b) Fusion Task and Finish Group	
c) Local Lettings Policy	
d) HOTSW Task and Finish Group	
e) Meeting Start Times Task and Finish Group	
f) Hunting on Council Owned Land Task and Finish Group	
10. Executive Forward Plan	27 - 40
11. O&S Annual Work Programme	41 - 42

**MINUTES of the MEETING of the
OVERVIEW & SCRUTINY COMMITTEE,
Held in the Council Chamber, Follaton House, Totnes, on
THURSDAY, 14 MARCH 2024**

Panel Members in attendance:			
* Denotes attendance Ø Denotes apology for absence			
Ø	Cllr B Cooper	*	Cllr S Jackson
*	Cllr S Dennis	Ø	Cllr L Lawford
*	Cllr A Dewynter	Ø	Cllr P Munoz
*	Cllr N Dommett	*	Cllr S Penfold (Vice-Chairman)
*	Cllr T Edie	*	Cllr A Presswell
*	Cllr J Hawkins (Chairman)	*	Cllr M Steele
*	Cllr S Rake (substituting for Cllr Munoz)	*	Cllr C Oram (substituting for Cllr Lawford)

Other Members also in attendance either in person or via Teams:
Cllrs Birch, McKay, Hopwood and Abbott. Cllrs Cooper, Lawford and O'Callaghan (on MS Teams)

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Director of Customer Service and Delivery, Assistant Director of Strategy and Organisational Development, Principal Climate Change Officer (On MS Teams) and Senior Democratic Services Officer

O&S.31/23 MINUTES
The minutes of the meeting of the Overview and Scrutiny Committee held on 8 February 2024 were confirmed as a correct record.

O&S.32/23 DECLARATIONS OF INTEREST
Members and officers were invited to declare any interests in the items of business to be considered during the course of the meeting, but there were none made.

O&S.33/23 PUBLIC FORUM
In accordance with the Public Forum Procedure Rules, the Chairman informed that no questions had been received for consideration.

O&S.34/23 EXECUTIVE FORWARD PLAN

The Committee noted the Executive Forward Plan.

O&S.35/23 DEVON BUILDING CONTROL PARTNERSHIP

The Chair welcomed Nigel Hunt (on MS Teams) from Devon Building Control Partnership. It was highlighted that:

- Extensive new powers relating to enforcement, including stop notices and substantial fines. Increasing the timescales for enforcement action either by or on Building Control from 12 months to 15 years.
- They face many challenges such as recruitment issues and all building control professions now have to register with the Building Safety Regulator (BSR).
- Any existing surveyors who don't gain such a validation and not licensed/registered at the appropriate level by 1 April 2024, would, in effect, be terminating their contract therefore not be able to practice.
- In 2023 have seen a downturn in application numbers and therefore income. This was due to financial uncertainty generally and rising costs within the construction industry.
- The partnership would be meeting at the end of the month to discuss the concerns raised and would provide a progress report.
- The Members challenge the partnership, and they were in a better position than other local authorities.

It was then:

RESOLVED

That the Overview and Scrutiny Committee noted the update and for Devon Building Control Partnership to attend a future meeting for a progress update.

O&S.36/23 SUSTAINABLE SOUTH HAMS

The Chair welcomed Jane Nichols and Mike Hodges from Sustainable South Hams. It was highlighted that:

- They were not a political organisation.
- They have a business plan in place for the next 5 years.
- They were a young organisation and running for the last 18 months.
- They were a volunteer organisation.

In response to questions raised, it was reported:

- That working with energy providers was a slow process, however working with local people with local knowledge would provide better outcomes.
- The Energy Bill and impact on the community was very complicated, they were working with Rural England on initiatives such as solar panels on industrial units.
- They compiled a document asking for feedback from member groups to ensure that Sustainable South Hams were value for money and ensuring that the grant received from South Hams District Council was well utilised.
- They have a full breakdown on where/how money was spent and their accounts available to view and where in the public domain.
- They want to harness people within the community to raise their awareness and encourage local parishes to engage.

It was then:

RESOLVED

That the Overview and Scrutiny Committee noted the update.

O&S.37/23 QUARTER 3 – KPIS

The Chair welcomed the Lead Member for Customer Service; Improvement; IT; and Digital Services who highlighted that the report sets out key service performance up to 31 January 2024 (Appendix A – Key Performance Indicators) and sets out the revised suite of KPI's for reporting to the committee from 1 April 2024. It was also highlighted that:

- The new waste and recycling collections have now been implemented and it is expected that the service performance would be back to normal from April.
- They had seen an increase in FOIs from national organisations and students, however FOIs from residents were prioritised.
- In respect of on-line take-up, the target was 80% and was currently at 72%, largely due to waste enquiries coming in on the phones however these were starting to decrease. Members were invited to visit the call centre team to understand how they operate.
- A quarterly report on the Council Plan to the Executive and Overview and Scrutiny for a deep dive on a particular theme.

It was then:

RESOLVED

That the Overview and Scrutiny:

1. Noted the Key Performance Indicators for April 2023 – January 2024.
2. Agreed the revised suite of Key Performance Indicators as set out in Appendix A which will be implemented from 1 April 2024.

O&S.38/23 TASK AND FINISH GROUP UPDATES

It was reported that the following task and finish groups were in the process of the being set up:

- EA and SW Water Research Task and Finish Group
- Fusion Task and Finish Group
- Local Lettings Policy

O&S.39/23 ANNUAL WORK PROGRAMME 2023/24

The Chair informed the Committee that the next meeting would take place on 27 June 2024. The Annual Work Programme would be populated and circulated to Members.

(Meeting started at 2.00 pm and concluded at 4.27 pm)

Chairman

PUBLIC QUESTIONS AT OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

There is a period of 15 minutes at meetings of the Overview and Scrutiny Committee during which members of the public can ask questions about items on the agenda.

Any member of the public who wants to ask a question should ensure that the question:

- a) is no more than 50 words in length;
- b) is not be broken down into multiple parts;
- c) must be about matters relating to the powers or responsibilities of the Council; and
- d) is suitable to be considered. A question will not be suitable if, for example, it is derogatory to the Council or any third party; relates to a confidential matter; it is about a specific planning matter; or it is substantially the same as a question asked in the past six months.

Questions should be sent to Democratic Services (Democratic.Services@swdevon.gov.uk) by 1.00pm on the Monday before the meeting (the deadline will be brought forward by a working day if affected by a bank holiday). This will allow a detailed response to be given at the meeting. If advance notice of the question cannot be given the Chairman of the meeting has the discretion to allow questions on matters that are felt to be urgent;

For any further advice on questions to the O&S Committee, or to request a copy of the full Public Questions Procedure Rules, please contact Democratic Services (Democratic.Services@swdevon.gov.uk)

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Report to: **Overview and Scrutiny**
Date: **25 June 2024**
Title: **Thematic Update: Housing**
Portfolio Area: **Cllr Denise O’Callaghan**
Lead Member Housing
Wards Affected: **All**
Author: **Isabel Blake** Role: **Head of Housing**
Contact: **Isabel.Blake@swdevon.gov.uk**

RECOMMENDATIONS

That the Overview and Scrutiny Committee:

- 1. Notes the progress update against the Housing section of the Council Plan.**

1. Executive summary

- 1.1 The Council adopted its Council Plan 2024-2028 in February 2024 alongside a one-year delivery plan for 2024-25.
- 1.2 As part of the Councils Performance Management Framework. It is set out that each theme within the Council Plan will be monitored through at least one meeting of the Overview and Scrutiny Committee during the year.
- 1.3 This single theme reporting compliments the overall reporting on progress which will be considered by the Executive within the Integrated Performance Management report. In addition, Executive Lead Members have regular progress meetings with relevant officers to ensure that delivery remains on track.
- 1.4 This report sets out the progress against delivering specific actions in the Housing theme delivery plan(Appendix A)

2. . Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address

Legal/Governance	Y	Progress reporting against the Council Plan is a key element of the Councils governance and oversight and ensures transparency in delivery.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report
Risk	Y	The report highlights some key risks in achieving specific actions within the Council Plan although none are considered significant at this stage.
Council Plan contribution	Y	Housing
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
Comprehensive Impact Assessment Implications		
Equality and Diversity		NA
Safeguarding		NA
Community Safety, Crime and Disorder		NA
Health, Safety and Wellbeing		NA
Other implications		NA

Supporting Information

Appendices:

Appendix A: - Housing Thematic Update June 2024

Background Papers:

None

Council Plan Progress Update

Housing

June 2024



Lead Member Introduction



Providing genuinely affordable housing is a key priority for the council, as well as combatting homelessness and making sure residents' homes are fit for purpose and free from damp and mould and we believe we have made a positive start.

This update is the first against the Housing theme for the 2024 – 2028 Council Plan with good progress being made across the actions we are taking.

Key highlights during this period include:-

- Acquisition of Westville Flats Kingsbridge for refurbishment and future use as temporary accommodation
- Commencement of conversion and improvement works on the flats ready for occupation in Autumn 2024
- Launch of the South Hams Housing Offer, with strong early interest
- Purchase of 11 properties through the Local Authority Housing Fund for use as temporary accommodation and resettlement

Cllr Denise O'Callaghan

Executive Lead for Housing

	Activities on track and within budget
	Activities slightly off track but with a plan in place to bring back on track
	Activities off track with no clear or agreed remediation plan
	Activities not yet due to start



Primary Aim 1 – Take Action to ensure a good mix of the right houses, in the right places to meet the needs of residents, with a focus on affordable social housing

Overall Status On Track

Action Ref H1.1 Support communities and encourage Town and Parish Councils and landowners to bring forward affordable housing schemes through CLTs and partnerships with other providers

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Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Create and Launch a South Hams Housing Offer	Scheme launched in January 2024, with online comms engagement and dedicated officer resource. There has been strong interest and a number of sites have been reviewed from a planning, technical and commercial perspective. This consistent approach has built a pipeline of schemes, and filtered out sites which don't align well to affordable housing delivery.	Continued engagement with RP (Registered Providers e.g. Housing Association) partners essential to facilitate delivery. Partner capacity to deliver.	Continued progress with identifying sites and assessing initial viability.	On track
Work with a delivery partner (Hastoe Homes), the Town Council and community to bring forward affordable housing in Kingsbridge	Hastoe currently about to engage in Pre-app planning process, utilising Council's dedicated affordable housing planner. Engagement with KTC has been good and the partnership is strong.	Hastoe are working up the plans for the brownfield site first as there are viability challenges with the infrastructure required for the greenfield site. Pace of delivery.	Hastoe respond to pre-app advice and shape scheme. Shape the terms of the land deal that will underpin Hastoe's delivery for a future	On track

Action Ref H1.2 Review existing capital programme to ensure construction or purchase of council-owned or Housing Association homes is a key part of capital spending

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Review of Councils Capital Programme	The Council reviewed its capital programme, agreed new priorities through the Council's Plan (and delivery plans) and is now delivering. Working in partnership with RP's is the preferred option, through the South Hams Housing Offer rather than Council owned homes.	See individual schemes		On track



Primary Aim 1 – Take Action to ensure a good mix of the right houses, in the right places to meet the needs of residents, with a focus on affordable social housing (continued)

Action Ref H1.3 Mandate affordable and social housing as a high proportion of all new development (JLP review process) and for all new homes to be primary residence only

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Work with partners to implement rural housing schemes. which demonstrates the ability to bring forward affordable housing.	<p>Through the South Hams Housing Offer , RP partners are engaged at the appropriate time to understand the development interest in the site.</p> <p>The Council is also the pilot area for "A Different Approach" affordable housing model at Collaton Cross – A 125 mixed tenure site near Noss Mayo.</p> <p>This site has commenced construction and currently is on track to deliver the vision approved at planning.</p>	<p>Development risks</p> <p>Pilot study that could shape future strategic planning policy.</p>	Continue to review and work closely with A Different Approach Team.	On track
Support developing emerging neighbourhood plans and update of existing plans when due	<p>Dedicated Council Officer resource to support neighbourhood plan groups.</p> <p>In house NP officer support is working well and communities are getting good support from the Council.</p>	<p>On going work.</p> <p>A future local plan change may see an uptick in NP work.</p>	Continue to provide officer support	On track
Review of Joint Local Plan policies to maximise delivery of affordable homes	JLP review hasn't commenced yet, but early work to understand how future housing policies could achieve better outcomes is underway.	Strategic planning policy set by Government and likely to change	Review government policy when released.	Off track

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Primary Aim 1 – Take Action to ensure a good mix of the right houses, in the right places to meet the needs of residents, with a focus on affordable social housing (continued)

Action Ref H1.4 – Maximise the impact of second homes Council Tax premium to deliver housing solutions for the district

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Countywide discussions on utilising the additional Council Tax contributions	Conversations progressing. Paused during election	Opportunity requires collective agreement from 8 Districts, DCC and Torbay.		
Lobby for legislative and regulatory changes to address the challenges that the district faces around second homes and short-term let holiday accommodation	Short term and Holiday let Accommodation (Licensing) bill, which would utilise a new planning class C5, due for implementation Summer 24 has been delayed due to July General Election Licensing Scheme for short term lets also delayed due to General Election	General Election 2024		Not yet started
Continue to lobby Government for policy and legislation so that all domestic properties are prevented from changing to business rates to ensure paying their fair share of council services	Not yet started			Not yet started
Bring forward a policy report to Council to implement 100% premium charging	Resolution made by Council February 2024		Review data , communicate with second home owners, review evidence requirements for newly notified second homes	On track



Primary Aim 2 – Tackle damp and disrepair in rented properties

Overall Status

Action Ref H2.1 – Deliver on our Housing Standards commitment – working with residents and social and private landlords to promote better quality housing in South Hams

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Deliver a campaign to educate private and social landlords to be aware of their responsibilities by promoting good housing standards	Not yet started. An awareness campaign will start following the general election	Not reaching all landlords and the key messages not landing	Make use of social media and other communication channels to ensure landlords are aware of their responsibilities	Not yet started
Ensure all registered providers understand requirements at an operational level	Regular contact between operation Council and RP staff	Lack of communication between Council and RP's. RP standards decline.	Review contact and devise a way of strengthening understanding of standards required.	On track
Evaluate the introduction of the Social Housing Bill through to legislation and seek to carry out any opportunity that the legislation presents to improve the housing stock	Royal Assent received in July 2023. Too soon to evaluate opportunities	We do not take new opportunities to improve housing stock	Evaluate opportunities and report back to Members	Not yet started
Provide an annual update to Members on numbers of Housing standards issues the Council have addressed	No data available yet –Will report to Members in Autumn	Lack of reporting means that good work goes un-noticed	Report to Members in Autumn	On track



Primary Aim 3 – Make sure that all new housing development are carbon neutral as far as possible

Overall Status

Action Ref H3.1 – Work with agents and applicants to support compliance with the climate emergency planning statement

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Lower carbon development secured on a site by site basis	Our Climate Emergency Planning Statement is making a difference to the designs and standards of applications received. This is noticeable for replacement dwellings.	Policy requires ongoing engagement with developers and agents.	Ultimately, this will form part of a new local plan.	On track

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Action Ref H3.2 – Explore options for all new developments to be connected to the nearest town or village by cycle routes or other means of carbon efficient transport

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Maximising opportunities through the JLP	The LCWIP will be out for consultation in July. This will form part of the evidence base for a new local plan, ensuring that cycling infrastructure is able to be considered as part of the development priorities.		Complete LCWIP consultation and bring before Executive for adoption.	On track
Lobbying for changes on building regulations	There may be an opportunity post election, subject to the outcome of the election.	Delays in regulations	Outcome from election	



Primary Aim 4 – Support the housing needs of our most vulnerable

Overall Status On Track

Action Ref H4.1 – Delivery of specialist accommodation and adaptations for older and/or disabled residents to remain in their communities

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Review Housing strategy and JLP to ensure they support specialist accommodation and the needs of disabled residents	Housing Strategy Action Plan reviewed in Jan 24 including actions regarding delivery of specialist accommodation in locations where it is required			On Track
Effectively deliver schemes to support independent living (Disabled Facilities Grants) by increasing awareness of funding availability - maximising spend of available budgets	Allocation of budget finalised June 2024	Failure to take the opportunity to maximise the delivery of DFG's in the area	Delivery of DFG's will continue	On track
Carry out a review of Disabled Facility Grants policy (including relaunching it as an Independent Living Support Package) to support more residents to remain in their own homes.	To be reviewed Autumn 2024	Failure to take the opportunity to maximise the delivery of DFG's in the area	Review will begin in the Autumn	Not yet started



Primary Aim 4 – Support the housing needs of our most vulnerable (Continued)

Action Ref H4.2 – Support homeless households in need of temporary accommodation while investing in council owned temporary accommodation

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Delivery of a new temporary accommodation unit in Kingsbridge	Acquisition of Westville Flats April 2024. Contractor appointed and refurbishment work commenced	Unforeseen challenges with the refurbishment	Complete works and begin occupation.	On track

Action Ref H4.3 – In partnership with central Government, ensure people fleeing conflict and violence from another country can find a safe haven in the South Hams

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Working with the Ministry of Defence to provide 3 units of resettlement accommodation - fit out and ready for occupation - 3 year term	3 Properties provided and utilised for resettlement	Move on plans for families resettled as the accommodation is only available for 3 years at this stage	Continued support to occupants	Completed
Delivery of Local Authority Housing Fund properties for temporary accommodation initially for refugees (Homes for Ukraine/ Afghan Resettlement Scheme)	8 properties purchased through LAHF 1 and 3 through LAHF 2.	Move on plans for families resettled as accommodation is not permanent	Continued support to occupants	Completed
Consider participation in LAHF Round 3	SHDC not allocated funding through LAHF 3, However submitted an Expression of Interest. Programme currently paused due to July General Election	Scheme may not continue	Watching brief	



Primary Aim 4 – Support the housing needs of our most vulnerable (Continued)

Action Ref H4.4 – Working with Devon County Council to improve the housing opportunities for care experienced young people

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Look to increase the supply of supported accommodation to meet the needs of care leavers	Working with DCC and providers to identify accommodation options suitable for high/medium need care leavers and rent models which enable residents to work or be in training whilst residing in supported housing	SHDC engagement and leadership of the issue is very strong at all levels. It is not an issue that will be solved quickly and there is a cost associated with it.	Ongoing work with DCC.	
Monitor take up of Care Leaver Council Tax Discount scheme and deliver a	Working with Care Leaver Personal Advisors to ensure care leavers are aware of the scheme and are able to access		Ongoing monitoring	

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Action Ref H4.5 – Review our Housing and Homeless Strategy Delivery Plans for 2024/25

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Delivery Plans for the Housing and Homelessness strategy	Delivery Plan refreshed January 24.	The delivery plan includes a number of actions that will not be delivered in year as they span multiple years	Monitor progress on delivery plan through Member Housing Advisory Group in Autumn	



Primary Aim 4 – Support the housing needs of our most vulnerable (Continued)

Action Ref H4.6 – Improve the efficiency of the existing housing stock within the district, removing people from fuel poverty and having a positive impact on climate change

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Conduct targeted activity to ensure maximum uptake of Home Upgrade Grants facilitated by the Council. Plan to retrofit 55 properties this financial	Delivery phase; Figures reported to Members in KPI's Contractor appointed to deliver retrofits and delivery of installations has started	Failure of contractors to deliver outcomes	Continue to deliver towards target of 55 properties this financial year	On track

Action Ref H4.7 – Support Gypsy and Traveller communities within the District

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Relaunch the Gypsy, Traveller and Caravan Dweller Forum	Forum relaunched May 2024, hosted by TravellerSpace and funded by SHDC	Effective engagement from the Gypsy & Traveller Community will be key to understand future ambitions	Next forum Sept 2024	On track
Investigate a number of varied options in size and location for Gypsy and Traveller sites based upon need	Working with the forum, ensuring that any potential site is considered in partnership with potential occupiers to ensure it meets their needs.	Consultation with Traveller Forum to understand best, the type of site required.	Consultation with Forum	Off track

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Report to: **Overview and Scrutiny**

Date: **25 June 2024**

Title: **Thematic Update: Core Services (Customer Service &IT)**

Portfolio Area: **Cllr Nicky Hopwood**
Lead Member Customer Service & IT

Wards Affected: **All**

Author: **Neil Hawke** Role: **Assistant Director**

Contact: **Neil.Hawke@swdevon.gov.uk**

RECOMMENDATIONS

That the Overview and Scrutiny Committee:

- 1. Notes the progress update against the Core Services (Customer Service & IT) section of the Council Plan.**

1. Executive summary

- 1.1 The Council adopted its Council Plan 2024-2028 in February 2024 alongside a one-year delivery plan for 2024-25.
- 1.2 As part of the Councils Performance Management Framework. It is set out that each theme within the Council Plan will be monitored through at least one meeting of the Overview and Scrutiny Committee during the year.
- 1.3 This single theme reporting compliments the overall reporting on progress which will be considered by the Executive within the Integrated Performance Management report. In addition, Executive Lead Members have regular progress meetings with relevant officers to ensure that delivery remains on track.
- 1.4 This report sets out the progress against delivering specific actions in the Core Services theme delivery plan(Appendix A)

2. . Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address

Legal/Governance	Y	Progress reporting against the Council Plan is a key element of the Councils governance and oversight and ensures transparency in delivery.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report
Risk	Y	The report highlights some key risks in achieving specific actions within the Council Plan although none are considered significant at this stage.
Council Plan contribution	Y	Core Services
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
Comprehensive Impact Assessment Implications		
Equality and Diversity		NA
Safeguarding		NA
Community Safety, Crime and Disorder		NA
Health, Safety and Wellbeing		NA
Other implications		NA

Supporting Information

Appendices:

Appendix A: - Core Services Thematic Update June 2024

Background Papers:

None

Council Plan Progress Update

Core Services –
Customer Service & IT

June 2024





Lead Member Introduction

At the forefront of our Council Plan is the need for us to deliver good quality customer service. Most of our residents won't want to have to contact the Council, so when they do it is really important that they get a level of service that they rightly deserve.

We need to make sure that when customers want to contact us online (as the majority do), our forms and processes are easy to follow. When they phone us up or visit us in our office, we need to get to them as quickly as we can and aim to help them at the first point of contact.

This update is the first against the Customer service and technology actions within the Council Plan Core services theme.

Some of the key highlights during this period include:-

- An enhanced reception area opening at Follaton House, with self-service PC's, a staffed reception desk and new meeting facility.
- Identification of key systems to prioritise for migration to cloud hosting – improving the resilience of our IT systems
- 96% of the 288 calls to our Benefits team during May were answered in under 8 minutes – up from 59% the same time last year!

Cllr Nicky Hopwood

Lead Member Customer Service & IT

3	Activities on track and within budget
2	Activities slightly off track but with a plan in place to bring back on track
0	Activities off track with no clear or agreed remediation plan
0	Activities not yet due to start



Primary Aim 1 – Make sure all residents can access the services they need easily, however they chose to do so

Overall Status On Track

Action Ref CS1.1 – Review all customer contact routes to guarantee consistency for our customers including delivery of a new website

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
A new Council website and review of customer contact routes	The Councils new website has been implemented and remains under review. Phone and web satisfaction surveys are well established with good data coming in	None	Roll out of end of process surveys to understand the satisfaction of the whole process (not just initial contact)	Underway & On Track

Action Ref CS1.2 – Strengthen resilience of Council systems to enable the council to continue to deliver services to its residents

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Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
A review of all in-house systems which identifies those which can be cloud hosted	A review of core IT systems is ongoing with priority system identified. This include both our Financials System and Revenues and Benefits systems. Project plans are being developed to move these to cloud hosted, increasing resilience of these core systems.		Delivery of migration of financials and revenues and benefits	Underway & On Track

Action Ref CS1.3 – Reopen and enhance the reception at Follaton House

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Reopen reception with a staffed desk, enhance with a community hub and ensure we take steps to deliver a dementia friendly experience	The Follaton House reception is now reopened following a refit to ensure it offered accessible and welcoming access. Overall, the majority of customers are for our tenants with the majority of the customers for SHDC self-serving on PC's within the reception area.	Complete	Complete	Complete



Primary Aim 2 – To get things right the first time and respond in a timely manner

Action Ref CS 2.4 – Monitor and report on overall customer satisfaction with Council services

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Undertake an Institute of Customer Service Satisfaction Survey	We provide triangulation between our web/ phone contact survey and process satisfaction survey for a rounded view of customer experience.		Institute of Customer Service survey planned for second half of the year	On Track
Include an overview of customer satisfaction as part of refreshed KPI's	A suite of revised Key Performance Indicators has been agreed with the Overview and Scrutiny Committee with the first report being considered alongside this report on 27 th June 2024. The new measures include internal complaints data (rather than the Local Government Ombudsman annual stats) and satisfaction of the customer contact routes.			Complete



Executive Leader's Forward Plan

About the Forward Plan

This is the Leader of Council's provisional forward plan for the four months starting June 2024. 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 Committee in planning their contribution to policy development and holding the Executive to account.

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

About the Executive

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

- Leader of the Council with specific responsibility for Waste and Recycling; Strategic Planning; Finance and Communications – Cllr Julian Brazil
- Deputy Leader of the Council with specific responsibility for Planning; Corporate Performance Oversight; Organisational and Community Development – Cllr Dan Thomas
- Lead Executive Member for Climate Change & Biodiversity – Cllr John McKay
- Lead Executive Member for Economic Development; Commercial Strategy; and Governance – Cllr John Birch
- Lead Executive Member for Housing; Environmental Health & Licensing – Cllr Denise O'Callaghan
- Lead Executive Member for Community Services & Operations – Cllr Victor Abbott
- Lead Executive Member for Waste & Community Composting – Cllr Jacqi Hodgson
- Lead Executive Member for Service Quality – Cllr Nicky Hopwood
- Lead Executive Member for Decarbonising the Council – Cllr Nadine Dommett

Further information on the workings of the Executive, including latest information on agenda items, can be obtained by contacting Democratic Services on 01803 861105 or by e-mail to democratic.services@swdevon.gov.uk

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



Forward Plan from June 2024

Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<p>Title: Peer Challenge Review Report</p> <p>Purpose: To consider a report that presents the report arising from the recent Peer Review Challenge.</p>	Cllr Brazil / Andy Bates	Report of the Chief Executive	6 June 2024	
Service Quality and Leader	<p>Title: Cost of Living Crisis: Plans for Household Support Fund Allocation (1 April to 30 September 2024) and 12 Month Review of the Revenues and Benefits Service</p> <p>Purpose: To consider a report that sets out the proposed plans for the Household Support Fund Allocation for the period from 1 April to 30 September 2024 and presents a 12 month review into the Revenues and Benefits Service</p>	Cllrs Hopwood and Brazil / Steve Mullineaux / Geni Hotchkiss	Report of the Head of Revenues and Benefits	6 June 2024	
Leader	<p>Title: Q3 and Q4 Write-Off Report 2023/24</p> <p>Purpose: To consider a report that seeks to write-off a number of debts that are deemed to be irrecoverable from Quarters 3 and 4 in 2023/24.</p>	Cllr Hopwood / Steve Mullineaux / Geni Hotchkiss	Report of the Head of Revenues and Benefits	6 June 2024	
Deputy Leader	<p>Title: Staverton Neighbourhood Plan</p> <p>Purpose: To consider a report that seeks to adopt the Staverton Neighbourhood Plan.</p>	Cllr Thomas / Drew Powell / Graham Swiss	Report of the Senior Strategic Planning Officer	6 June 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables Members to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	6 June 2024	
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive an update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	6 June 2024	
Leader	<p>Title: Working for Our Communities – 2023/24 Progress Report</p> <p>Purpose: To consider a report that presents the Council’s draft Annual Report for consideration.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	18 July 2024	
Leader	<p>Title: Productivity Plan</p> <p>Purpose: To consider a report that presents the Council’s draft Productivity Plan for approval.</p>	Cllr Brazil / Lisa Buckle	Report of the Section 151 Officer	18 July 2024	
Climate Change & Biodiversity	<p>Title: Development of a Food Hub to Support the ‘Keep It Local’ Scheme</p> <p>Purpose: To consider a report that seeks Executive Member support to the development of a Food Hub.</p>	Cllr McKay / Drew Powell	Report of the Director: Strategy & Governance	18 July 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<p>Title: Council Plan – Integrated Performance Monitoring Report</p> <p>Purpose: To consider the integrated performance monitoring report for the period from April to June 2024.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	18 July 2024	
Leader	<p>Title: Corporate Peer Challenge: Outline Plan</p> <p>Purpose: To consider a report that presents the Council’s draft Outline Plan that has been produced in response to the recent Corporate Peer Challenge.</p>	Cllr Brazil / Andy Bates / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	18 July 2024	
Economic Development, Commercial Strategy & Governance	<p>Title: Freeport – Quarterly Update</p> <p>Purpose: In accordance with the findings of the Task and Finish Group (that were ultimately approved by Full Council), to consider a quarterly update on the Freeport project.</p>	Cllr Birch / Chris Brook	Report of the Director for Place and Enterprise	18 July 2024	
Climate Change & Biodiversity	<p>Title: National Landscapes Project Update (AONB)</p> <p>Purpose: To consider a report that provides a project and funding update from the National Landscapes Unit.</p>	Cllr McKay / Chris Brook / Roger English	Report of the National Landscapes Manager	18 July 2024	
Economic Development; Commercial Strategy; and Governance	<p>Title: UK Shared Prosperity Fund Updates</p> <p>Purpose: To consider a report the provides a progress update on the UK Shared</p>	Cllr Birch / Chris Brook / Chris Shears	Report of the Head of Economy and Place	18 July 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Prosperity Fund and the Active Travel initiative.				
Community Services and Operations	<p>Title: Management of Open Spaces</p> <p>Purpose: To consider a report that provides an update on the Council’s approach to its management of open spaces.</p>	Cllr Abbott / Steve Mullineaux	Report of the Deputy Chief Executive	18 July 2024	
Leader	<p>Title: 2023/24 Outturn Report</p> <p>Purpose: To consider a report that presents the 2023/24 Outturn Report</p>	Cllr Brazil / Lisa Buckle	Report of the Section 151 Officer	18 July 2024	
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	18 July 2024	
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive a verbal update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	18 July 2024	
Climate Change & Biodiversity	<p>Title: National Landscapes Management Plan Review</p> <p>Purpose: To consider a report that provides an update on the Five-Year Management</p>	Cllr McKay / Chris Brook / Roger English	Report of the National Landscapes Manager	19 September 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Plan review undertaken by the National Landscapes Unit.				
Service Quality	<p>Title: Proposed Changes to the Council Tax Reduction Scheme 2025/26</p> <p>Purpose: To consider a report that sets out a series of proposed changes to the Council Tax Reduction Scheme for 2025/26.</p>	Cllr Hopwood / Steve Mullineaux / Geni Hotchkiss	Report of the Head of Revenues and Benefits	19 September 2024	
Leader	<p>Title: Corporate Peer Challenge Action Plan</p> <p>Purpose: To consider a report that presents the Council's Action Plan that has been produced in response to the recent Corporate Peer Challenge.</p>	Cllr Brazil / Andy Bates / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	19 September 2024	
Housing, Environmental Health & Housing	<p>Title: De-carbonising Existing Housing</p> <p>Purpose: To consider a report that informs the Executive of progress on de-carbonising the Council's existing housing.</p>	Cllr O'Callaghan / Chris Brook / Ian Luscombe	Report of Head of Environmental Health	19 September 2024	
Leader	<p>Title: Month 4 Revenue Budget Monitoring Report 2024/25</p> <p>Purpose: To consider a report that presents the latest revenue budget monitoring position to the end of July 2024 (Month 4)</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	19 September 2024	
Leader	<p>Title: Month 4 Capital Programme Monitoring Report 2024/25</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	19 September 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Purpose: To consider a report that presents the latest capital programme monitoring position to the end of July 2024 (Month 4)				
Leader	Title: Medium Term Financial Strategy (2025/26 – 2029/30) Purpose: To consider a report that presents the Council’s Medium Term Financial Strategy for the period from 2025/26 to 2029/30.	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	19 September 2024	
Economic Development; Commercial Strategy; and Governance	Title: South Hams Festival Purpose: To consider a report that seeks a decision as to whether or not the Council supports the concept of a South Hams Festival being established.	Cllr Birch / Chris Brook / Chris Shears	Report of the Head of Economy and Place	19 September 2024	
Waste and Community Composting	Title: Waste Services Update Purpose: To consider a report that presents an update on the Council’ Waste Service	Cllr Hodgson / Steve Mullineaux / Sarah Moody	Report of the Assistant Director: Waste and Operations	19 September 2024	
Community Services & Operations	Title: Car Parking Charges Update Purpose: To consider a report that presents an update on Car Parking charges.	Cllr Abbott / Steve Mullineaux / Emma Widdicombe	Report of the Principal Assets Officer	19 September 2024	
Deputy Leader	Title: Plan for Community Development, to include Arts and Culture Purpose: To consider a report that sets out the draft Plan for Community Development that includes the Council’s	Cllr Thomas / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	19 September 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	proposed approach to the arts and culture agenda.				
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	19 September 2024	
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive a verbal update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	19 September 2024	
Leader	<p>Title: Draft Revenue and Capital Budget 2025/26</p> <p>Purpose: To consider a report that sets out a draft set of Revenue and Capital Budget proposals for 2025/26 for public consultation.</p>	Cllr Brazil / Lisa Buckle	Report of the Section 151 Officer	21 November 2024	
Economic Development, Commercial Strategy & Governance	<p>Title: Freeport – Quarterly Update</p> <p>Purpose: In accordance with the findings of the Task and Finish Group (that were ultimately approved by Full Council), to consider a quarterly update on the Freeport project.</p>	Cllr Birch / Chris Brook	Report of the Director for Place and Enterprise	21 November 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<p>Title: Council Plan – Integrated Performance Monitoring Report</p> <p>Purpose: To consider the integrated performance monitoring report for the period from July to October 2024.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	21 November 2024	
Leader	<p>Title: Council Plan Draft Year 2 Delivery Plan</p> <p>Purpose: To consider a report that presents the draft Council Plan Year 2 Delivery Plan for consideration.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	21 November 2024	
Economic Development; Commercial Strategy; and Governance	<p>Title: UK Shared Prosperity Fund Updates</p> <p>Purpose: To consider a report the provides a progress update on the UK Shared Prosperity Fund and the Active Travel initiative.</p>	Cllr Birch / Chris Brook / Chris Shears	Report of the Head of Economy and Place	21 November 2024	
Leader	<p>Title: Institute of Customer Satisfaction Survey Results and Draft Action Plan</p> <p>Purpose: To consider a report that presents the results of the recent Institute of Customer Satisfaction Survey and that seeks approval of a draft Action Plan.</p>	Cllr Brazil / Steve Mullineaux / Jim Davis	Report of Head of Customer Service Improvement	21 November 2024	
Economic Development; Commercial Strategy; and Governance	<p>Title: Draft Procurement Strategy</p> <p>Purpose: To consider a report that presents the Council's draft Procurement Strategy for approval.</p>	Cllr Birch / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	21 November 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<p>Title: Salcombe Harbour Five-Year Strategic Business Plan</p> <p>Purpose: To consider the draft Five-Year Strategic Business Plan for approval.</p>	Cllr Brazil / Chris Brook / Cam Sims-Stirling	Report of the Salcombe Harbour Master	21 November 2024	
Leader	<p>Title: Salcombe Harbour Board Minutes</p> <p>Purpose: To consider the draft minutes of the Harbour Board meeting that seek a recommendation to Full Council on the Harbour Authority Budget and Fees and Charges for 2025/26.</p>	Cllr Brazil / Drew Powell / Darryl White	Minutes drafted by the Head of Democratic Services	21 November 2024	
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	21 November 2024	
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive a verbal update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	21 November 2024	
Leader	<p>Title: Draft Revenue and Capital Budget Proposals 2024/25</p> <p>Purpose: To consider a report that sets out a draft set of</p>	Cllr Brazil / Lisa Buckle	Report of the Section 151 Officer	23 January 2025	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Revenue and Capital Budget proposals for 2024/25.				
Leader	<p>Title: Council Plan Year 2 Delivery Plan</p> <p>Purpose: To consider a report that presents the Council Plan Year 2 Delivery Plan for consideration.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	23 January 2025	
Leader	<p>Title: Month 7 Revenue Budget Monitoring Report 2024/25</p> <p>Purpose: To consider a report that presents the latest revenue budget monitoring position to the end of October 2024 (Month 7)</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	23 January 2025	
Leader	<p>Title: Month 7 Capital Programme Monitoring Report 2024/25</p> <p>Purpose: To consider a report that presents the latest capital programme monitoring position to the end of October 2024 (Month 7)</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	23 January 2025	
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	23 January 2025	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive a verbal update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	23 January 2025	
Economic Development, Commercial Strategy & Governance	<p>Title: Freeport – Quarterly Update</p> <p>Purpose: In accordance with the findings of the Task and Finish Group (that were ultimately approved by Full Council), to consider a quarterly update on the Freeport project.</p>	Cllr Birch / Chris Brook	Report of the Director for Place and Enterprise	6 March 2025	
Economic Development; Commercial Strategy; and Governance	<p>Title: UK Shared Prosperity Fund Updates</p> <p>Purpose: To consider a report the provides a progress update on the UK Shared Prosperity Fund and the Active Travel initiative.</p>	Cllr Birch / Chris Brook / Chris Shears	Report of the Head of Economy and Place	6 March 2025	
Leader	<p>Title: Council Plan – Integrated Performance Monitoring Report</p> <p>Purpose: To consider the integrated performance monitoring report for the period from November 2024 to January 2025.</p>	Cllr Brazil / Drew Powell / Neil Hawke	Report of the Assistant Director: Strategy and Organisational Development	6 March 2025	
Leader	<p>Title: Month 10 Revenue Budget Monitoring Report 2024/25</p> <p>Purpose: To consider a report that presents the latest revenue budget monitoring</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	6 March 2025	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	position to the end of January 2025 (Month 10)				
Leader	<p>Title: Month 10 Capital Programme Monitoring Report 2024/25</p> <p>Purpose: To consider a report that presents the latest capital programme monitoring position to the end of January 2025 (Month 10)</p>	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Deputy Section 151 Officer	6 March 2025	
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	6 March 2025	
Housing, Environmental Health & Licensing	<p>Title: Progress Update on Housing Projects</p> <p>Purpose: To enable Members to receive a verbal update from the lead Member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	6 March 2025	
Climate Change & Biodiversity	<p>Title: Climate Change & Biodiversity Emergency Update – Standing Agenda Item</p> <p>Purpose: To consider a report that enables the Committee to receive a verbal update from the lead Member for Climate Change & Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	24 April 2025	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Housing, Environmental Health & Licensing	Title: Progress Update on Housing Projects Purpose: To enable Members to receive a verbal update from the lead Member for Housing.	Cllr O'Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	24 April 2025	
Housing, Environmental Health and Licensing	Title: Alcohol Public Space Protection Orders Purpose: To consider a report that seeks adoption of a series of Alcohol Public Space Protection Orders in the District.	Cllr O'Callaghan / Chris Brook / Ian Luscombe	Report of the Head of Environmental Health	TBC (Summer)	

OVERVIEW AND SCRUTINY COMMITTEE

DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2024/25

Date of Meeting	Report	Lead Exec Member/Officer
17 October 2024	Thematic Update: Community Services and Development SW Water???	Cllr Abbott and
	KPIs – Quarter 4	
	Task and Finish Group Updates (if any)	Democratic Services
	O+S Annual Work Programme	
	Executive Forward Plan	
5 December 2024	Livewest	
	Core Services	
	KPIs – September - October	
	Task and Finish Group Updates (if any)	Democratic Services
	O+S Annual Work Programme	
	Executive Forward Plan	
6 February 2024	Thematic Update: Economy	Cllr Birch and Chris Shears
	Task and Finish Group Updates (if any)	Democratic Services
	O+S Annual Work Programme	
	Executive Forward Plan	
27 March 2024	Thematic Update: Climate and Biodiversity	Cllr Mckay and Adam Williams
	KPIs – December - February	
	Task and Finish Group Updates (if any)	Democratic Services
	O+S Annual Work Programme	
	Executive Forward Plan	
<i>To be scheduled</i>	South Hams Community and Voluntary Service	
	Citizens Advice	
	South Devon AONB	
	Livewest / Other social housing providers	

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