

Report to: **Overview and Scrutiny Committee**
Date: **4th November 2021**
Title: **Review of Localities new service**
Portfolio Area: **Customer First**
Portfolio holder: Cllr Nicky Hopwood
Wards Affected: **All**
Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:

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Recommendations:

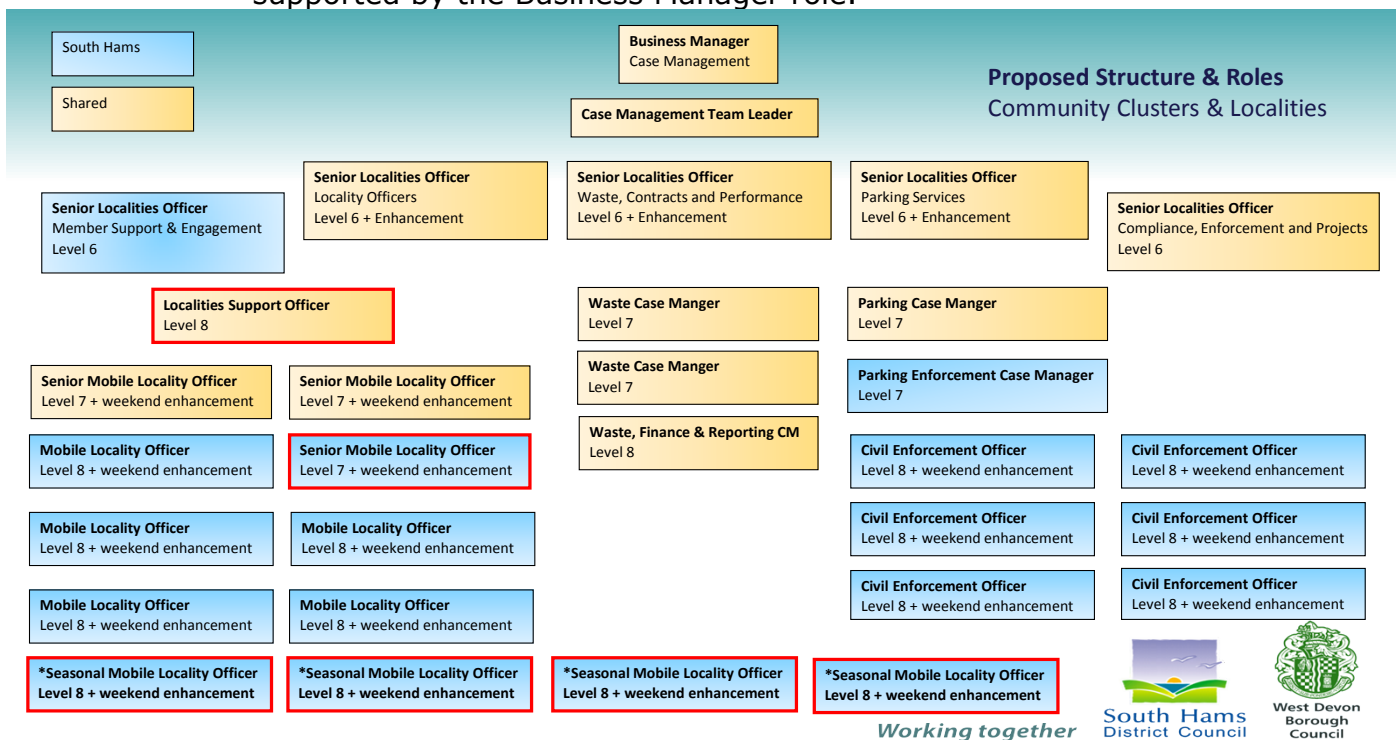
- 1. That the Overview and Scrutiny Committee continues to support the current Locality working arrangements, pending ongoing monitoring and a further report in 12 months.**
- 2. That the Panel, note and acknowledge the work of the Locality service and the success of the seasonal working.**

1. Executive summary

- 1.1 A report was brought to Overview and Scrutiny in January 2021 with the outcome of the Localities service review, with recommendations to adopt a seasonal operating model.
- 1.2 At this point it was agreed to fund four additional posts to operate from 01st April until 30th September (inclusive) each year to acknowledge the increase in footfall and demand on the service in the summer period.
- 1.3 This report will provide an update of the success of the Localities team, the new structure and the adaptation of the seasonal operating model.

2. Background

- 2.1 Since the inception of the Localities service in 2015, a full review of the tasks, staffing and roles hadn't been carried out before the review in January 2020.
- 2.2 At the meeting of the Overview and Scrutiny Panel on 5 September 2019, it was resolved to form a Task & Finish Group to review the Localities service and its future function (Minute O&S.25/19 refers).
- 2.3 Subsequently, a report was submitted to The Executive in Jan 2021 setting out clear recommendations for the Localities service which would support the council's emerging corporate strategy and were also reflective of the council's response to the Covid-19 Pandemic.
- 2.4 The Localities Team act as a liaison and support service to Elected Members, residents and visitors to the South Hams. The service also undertakes work on behalf of a number of services across the organisation.
- 2.5 Localities initially was an on the ground "observe and report" model for wider council services, but due to the outcome from the review, is now a service that is able to adapt to changes in demand and deliver solutions in real time "on the ground".
- 2.6 The current Localities service operates with a team of 11 permanent members reporting the Localities Team Leader, in turn supported by the Business Manager role.



- 2.8 Following the review, the Localities team moved to operating between 7:00 am and 8:00 pm over seven days a week (between April and September), with increased focus around litter picking, monitoring of the FCC waste contract, and liaising and engaging with visitors, residents and business.

3. Outcomes/outputs

- 3.1 With seven day a week coverage during the summer, the service has increased visibility and presence in traditionally less visited areas, as well as in busy beach and town locations where demand is higher.
- 3.2 Daily enforcement and education patrols across the district with increased presence at key locations were carried out.
- 3.3 Early morning and evening presence in Council owned car parks was carried out to encourage compliance, provide support and prevent unauthorised camping with motorhome users was available.
- 3.4 The service was able to report on increased engagement with Town & Parish Councils and with visitors, business, residents and Members alike.
- 3.5 The Locality team were instrumental in supporting our waste contractor FCC, during the summer months with street cleansing and increased contract monitoring.
- 3.6 Seasonal Locality officers took over management of the markets, allowing Civil Enforcement Officers to be more visible and present in their enforcement patrols in our carparks.
- 3.7 Officers helped keep the district clean and free from litter carrying out daily litter picks, and able to report and clear fly tips more effectively.
- 3.8 There was increased engagement with the local homelessness community due to operating out of core hours. We were able to support and signpost vulnerable residents more effectively.
- 3.9 As set out in the review, Members were also given a dedicated and defined single point of contact via email, for resolving issues, providing feedback and requesting Locality officers to attend sites as required.
- 3.10 All of the above success was quantifiable by the following performance stats which have been captured from the weekend monitoring reports;
- Number of residents engaged with at weekends: 1771
 - Number of miles travelled by officers: 6279
 - Number of businesses engaged with: 383
 - Number of full bins reported to FCC: 334
 - Engagement with dog owners – 463
 - Dogs noted off lead in a prohibited area – 64
 - Number of people engaged with that avoided a FPN by correcting their behaviour – 133

- 3.11 All routine inspections of Council assets including signage, street furniture and play parks continued to be carried out by the team.
- 3.12 The Localities team have been instrumental in supporting with community safety and public compliance with any Covid related restrictions, working with businesses, residents and tourists in highlighting and addressing any areas of concern.
- 3.13 In carrying out their daily duties, the Localities team were able to engage pro-actively with public and business, engaging to enhance the reputation of the team and the Council. This was captured in many of the AOM (Localities reporting system) reports such as Mel who reported "I spoke to 12 people in Ivybridge whilst litter picking the high street all who were very positive and who thanked me for the work I was doing".
- 3.14 Below is a snapshot of numbers of tasks completed by the whole of Localities between April and September 2021;
- Over 15,000 emails received in the Localities inbox
 - 649 recycling bank inspections
 - 698 full bins reported to FCC
 - 442 toilet inspections
 - 92 life ring condition reports
 - 520 fly tips attended either collected or reported to FCC
 - 185 street cleansing inspections
 - 265 play park inspections
 - 71 Motorhome checks (a further 589 by Parking officers) this includes checking owners were parked a safe distance apart, not using bbqs, causing obstructions or generating noise or waste complaints.
- 3.15 During this period business as usual work was also carried out, including;
- Abandoned vehicles reports
 - Dog patrols
 - Planning notices
 - Water testing
 - Tree inspections
 - Supporting community events
 - Contract monitoring of FCC
- 3.16 The team will continue to work together to adapt and refine the effectiveness of how the team operate, working with key stakeholders to ensure tasks are delivered in the most efficient way whilst ensuring engagement with members, residents and visitors to the South Hams.

4. Options available and consideration of risk

4.1 The Panel are asked to consider and agree the recommendations as set out in the report.

5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		No direct impact.
Financial implications to include reference to value for money		No direct impact.
Risk		No direct impact
Supporting Corporate Strategy		No direct impact
Climate Change - Carbon / Biodiversity Impact		No direct impact
Comprehensive Impact Assessment Implications		
Equality and Diversity		No direct impact
Safeguarding		No direct impact
Community Safety, Crime and Disorder		No direct impact
Health, Safety and Wellbeing		No direct impact
Other implications		No direct impact

Supporting Information