

South Hams Executive



Title:	Agenda
Date:	Thursday, 19th December, 2019
Time:	9.30 am
Venue:	Repton Room - Follaton House
Full Members:	<p style="text-align: center;">Chairman Cllr Pearce Vice Chairman Cllr Bastone</p> <p><i>Members:</i> Cllr Hopwood Cllr Hawkins Cllr Baldry Cllr May</p>
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. Minutes	1 - 6
to approve as a correct record and authorise the Chairman to sign the minutes of the meeting of the Executive held on 31 October 2019;	
2. Urgent Business	
brought forward at the discretion of the Chairman;	
3. Division of Agenda	
to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;	
4. 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;	
5. Public Question Time	7 - 8
a period of up to 15 minutes is available to deal with questions submitted to the Council in accordance with the Executive Procedure Rules;	
6. Executive Forward Plan	9 - 12
7. Quarter 2 Revenue Budget Monitoring 2019/2020	13 - 24
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Overview and Scrutiny Panel – 21 November 2019	

**MINUTES OF A MEETING OF
THE EXECUTIVE
HELD AT FOLLATON HOUSE ON THURSDAY 31 OCTOBER 2019**

Members in attendance:			
* Denotes attendance			
∅ Denotes apologies for absence			
*	Cllr K J Baldry	*	Cllr N A Hopwood
*	Cllr H D Bastone	∅	Cllr D W May
*	Cllr J D Hawkins	*	Cllr J A Pearce

Also in attendance and participating		
Item 7	E.50/19	Cllr Smerdon
Item 8	E.51/19	Cllrs Birch, Rowe, Brazil, Hodgson
Item 9	E.52/19	Cllr Hodgson
Item 10	E.53/19	Cllr Hodgson
Item 11	E.54/19	Cllr Hodgson

Also in attendance and not participating
Cllrs Austen, Holway, Reeve, Abbot, Taylor, Long, Spencer, McKay, Sweett and Chown

Officers in attendance and participating		
All items		Chief Executive, Deputy Chief Executive, s151 Officer and Specialist Democratic Services
Items 8 & 9	E.51/19 & E.52/19	Head of Place Making and JLP Team Manager
Item 10	E.53/19	Head of Environment Services Practice
Item 11	E.54/19	Director of Place and Enterprise

E.46/19 MINUTES

The minutes of the Executive meeting held on 19 September 2019 were confirmed as a true and correct record and signed off by the Chairman.

E.47/19 DECLARATIONS OF INTEREST

Members and officers were invited to declare any interests in the items of business to be considered during the course of this meeting but none were made.

E.48/19 PUBLIC QUESTION TIME

It was noted that the following public questions had been received in accordance with the Executive Procedure Rules, for consideration at this meeting. The responses are set out in bold.

1. From Robert Vint:

"Is this Council aware of UNISON's "Divest from Carbon" campaign that aims to "help UNISON members understand the risk climate change poses to their savings" - and also of the warnings of the Governor of the Bank of England about the financial risks of investing in fossil fuel industries?"

The Council is aware of the Unison campaign and the advice from the Governor of the Bank of England. Our emerging Action Plan includes a theme on 'Individual and Collective Action' and it is envisaged that campaigns and advice such as those detailed above will be considered as part of this theme.

Supplementary Question:

Did this Council choose to join the Devon County Council pension scheme and does it have the power to leave?

South Hams District Council is a scheduled employer within the Local Government Pension Scheme as set out in Schedule 2 Part 1 of the Local Government Pension Scheme Regulations 2013. Under those regulations, Schedule 3 Part 2 sets out that the appropriate administering authority for a scheduled employer is the local government area of the administering authority in which the employer is situated, in this case Devon County Council. The Council does not have a choice over the Administering Authority (Devon County Council) and the Council does not have the power to leave the Administering Authority as a scheduled employer within the Local Government Pension Scheme.

2. From Guy Chapman

"Has a date been set for reviewing the Council's Procurement Policy to reduce the carbon footprint and environmental impact of purchases?"

A sustainable procurement policy has just been drafted and will be initially reviewed by the Climate Change and Biodiversity Member Working Group with a view to adoption by the Council in the coming months. A specific date has not yet been set.

3. From Jo Raeburn

Does SHDC support the LGA's request to the Government to create a joint national task force comprising local leaders and relevant government departments to determine funding, legislation and policy changes needed to deliver zero net carbon emissions by 2030?

Will such proposed changes be recommended in your Climate Action Plan?

The Council recognises the challenges that the Climate Change Emergency creates and that funding, legislation and policy changes will be key in tackling those challenges. Therefore, in principle, the Council supports the proposal put forward by the LGA. A key part on the emerging action plan will relate to how the Council, and its partners, can influence and lobby to secure funding and appropriate changes in legislation and policy at a

national level.

Supplementary Question:

Does this Council have a record of recent changes in government funding, laws and planning policies that have undermined its powers to deliver renewable energy projects and sustainable housing?

The Council does not keep a specific record of changes. There are a broad range of factors that influence the Councils ability to deliver (or give permission and/or support to) renewable energy projects and sustainable housing. These include, for example, the overall financial settlement that the Council receives alongside specific changes to feed in tariffs and planning policy on wind turbines. The Council has to work within a legislative framework, however, the emerging Climate Change and Biodiversity Emergency Action Plan is likely to include proposals to lobby Government on changes to policy/legislation to support future actions.

4. From Susie Nicholls

"The incineration of grey bin waste is a major source of local carbon emissions. What policies are being considered in the Climate Action Plan for working with residents and retailers to reduce the overall volume and carbon footprint of waste at source and to increase reuse and repair of goods? "

The emerging action plan includes a theme on 'Waste and Resources' under which a range of initiatives will be considered including reducing waste at source. In addition the theme on 'Greening the economy' will influence this area. It is important to stress that the 'Devon Carbon Plan' being developed by the Net-zero Task force will lead on the strategic approach to waste challenges across the County. There is at present a 'call for evidence' which can be accessed through the following link <https://www.devonclimateemergency.org.uk/devon-carbon-plan/>.

E.49/19 EXECUTIVE FORWARD PLAN

Members were presented with the Executive Forward Plan setting out items on the agenda for Executive meetings for the next four months and noted its content without any comment.

E.50/19 BUDGET UPDATE REPORT FOR 2020/21 ONWARDS

Members were presented with a report that set out the current forecasted budget gap for 2020/21, and the further gap for 2021/22, and then the next five years. Changes to the Medium Term Financial Strategy since it was approved in September 2019 were set out within the report.

The Leader introduced the report. One Member noted that the

timetable for setting the budget may be affected by the Parliamentary Election. The Leader encouraged all Members to attend the forthcoming 2020/21 budget workshop on 7 November, 2019.

It was then **RESOLVED** that:

1. The forecast budget gap for 2020/21 of £0.25m and the position for future years be noted;
2. The current options identified and timescales for closing the budget gap in 2020/21, and in future years, to achieve long term financial sustainability, be noted; and
3. The results of the consultation exercise with Town and Parish Councils on the Council Tax Support Grant (set out in presented Appendix C) be considered, and Council be **RECOMMENDED** to withdraw the Council Tax Support Grant from Town and Parish Councils with effect from 1 April 2020 by 50% per annum over the next two years as part of the budget process, in order to allow time for Town and Parish Councils to plan for the reduction in their budget setting processes.

E.51/19

PLYMOUTH AND SOUTH WEST DEVON SUPPLEMENTARY PLANNING DOCUMENT

The Executive was presented with a report that sought approval to publish the Supplementary Planning Documents (SPD) for public consultation. The purpose of the SPD was to add further detail and guidance to the policies in the adopted Joint Local Plan (JLP). The SPD would be a material consideration when making decisions on planning applications in the JLP area.

The Leader introduced the report and explained that the Documents would be published for a six week consultation. Some Members expressed disappointment that a further session had not taken place to allow the membership the opportunity to discuss the Documents with officers. Members also commented that it would have been helpful to have a list of the proposed changes that had been made to the Documents following the Joint Workshop session held on 23 September, 2019. The Leader responded that a schedule of changes had been circulated and requested that it was circulated to all Members again. The Leader also advised that the Documents were being published for consultation and Members were able to respond to the consultation.

One Member was disappointed that the Council had accepted the Ministerial Statement that related to levels at which affordable housing, or a contribution to it, was required. The Leader and the JLP Team Manager both responded that the Inspector would not have accepted the Plan otherwise, and the importance of getting a Plan in place as soon as possible was emphasised.

A Member asked for assurance that responses to the consultation would be taken seriously. Finally, another Member, whilst admitting he had not read all of the Documents, was impressed with the content of what he had read.

It was then **RESOLVED** that:

1. Publication for consultation purposes, of the Plymouth and South West Devon Supplementary Planning Document and its two companion documents, the Developer Contribution Evidence Base and the Traditional Farm Buildings: Their adaptation and re-use (Barn Guide), be approved; and
2. Authority be delegated to the Director of Place and Enterprise in consultation with the Leader to make presentational and minor amendments to the SPD for consultation.

E.52/19

STATEMENT OF COMMUNITY INVOLVEMENT

Members were presented with a report that sought approval to consult on the draft Statement of Community Involvement (SCI). Approval had been granted by Plymouth City Council, and approval would also be sought from West Devon Borough Council. The purpose of the SCI was to establish protocol, process and objectives associated with consultations on planning matters. It met a statutory requirement of the Planning Regulations 2019.

The Leader introduced the report and set out the background, and advised Members that the document would be a key document for Members and for Town and Parish Councils.

It was then **RESOLVED** that:

1. Publication of the Statement of Community Involvement, for consultation purposes, be approved; and
2. Authority be delegated to the Director of Place and Enterprise in consultation with the Leader to make presentational and minor amendments to the SPD prior to consultation.

E.53/19

CAR PARKING PERMITS

Members were presented with a report that recommended that the current parking permits issued by the Council were the subject of an in-depth and comprehensive review, with resulting recommendations being made to a future meeting of the Executive. The report further sought approval to cease the sale of permits for a temporary period, pending the outcome of the review.

The Lead Member for Environment introduced the report. All Members were encouraged to respond to the consultation.

It was then:

RESOLVED

That the sale of all new parking permits be ceased with immediate effect, pending a complete review of permits across the District.

E.54/19 **LANGAGE UPDATE REPORT**

Members were presented with a report that reviewed the progress in refining the Council's service offering and suggested desired outcomes under each of the Council's six corporate themes, namely: Efficient and Effective Council, Communities, Enterprise, Environment and Home and Wellbeing.

The Deputy Leader introduced the report. Members were supportive of the proposals. One Member asked that the units retain an element of flexibility to ensure they could be adapted to support a range of businesses.

It was then:

RESOLVED that:

1. the recent positive progress towards Langage Energy Park becoming a thriving enterprise be noted; and
2. Council be **RECOMMENDED** to approve the use of up to £200,000 to fund the cost of extending the lease of the starter units from 21 years to 125 years, funded from the Business Rate Reserve.

(NOTE: THESE DECISIONS, WITH THE EXCEPTION OF E.50/19 (3) AND E.54/19 (2), WHICH WERE RECOMMENDATIONS TO THE COUNCIL MEETING TO BE HELD ON 19 DECEMBER 2019, WILL BECOME EFFECTIVE FROM 5.00PM ON MONDAY 11 NOVEMBER 2019 UNLESS CALLED IN, IN ACCORDANCE WITH SCRUTINY PROCEDURE RULE 18).

(Meeting commenced at 10.00 am and concluded at 11.00 am)

Chairman

PUBLIC QUESTIONS AT EXECUTIVE MEETINGS

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

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

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

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

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SOUTH HAMS DISTRICT COUNCIL: EXECUTIVE LEADER'S FORWARD PLAN

This is the Leader of Council's provisional forward plan for the four months starting November 2019. 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 Panel 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 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.

Leader of the Council – Cllr Judy Pearce

Deputy Leader – Cllr Hilary Bastone

lead Executive Member for Health and Wellbeing – Cllr Jonathan Hawkins

lead Executive Member for Communities and Enterprise – Cllr David May

lead Executive Member for Environment – Cllr Keith Baldry

lead Executive Member for Customer Service Delivery – Cllr Nicky Hopwood

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

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

KEY DECISIONS TO BE TAKEN BY THE EXECUTIVE

Portfolio Area	Report Title and Summary	Lead Officer/ Member	Documents to be considered in making decision	Date of Decision	Consultees and means of Consultation
OTHER DECISIONS					

Council	Title: Revenue Budget Monitoring Quarter 3 Purpose of report: A revenue budget monitoring report to monitor income and expenditure variations against the approved revenue budget for 2019/20, and to provide a forecast of the year end position	Pauline Henstock/ Cllr Bastone	Report of Head of Finance	6 February 2020	
Council Page 10	Title: Capital Budget Monitoring Quarter 3 Purpose of report: The report advises Members of the progress on individual schemes within the approved capital programme for 2019/20, including an assessment of their financial position	Pauline Henstock/ Cllr Bastone	Report of Head of Finance	6 February 2020	
Council	Title: Write Off Report for Quarter 3 Purpose of report: The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.	Lisa Buckle/ Cllr Bastone	Report of Strategic Lead of Finance	6 February 2020	
Council	Title: Revenue Budget Proposals 2020/21 Purpose: To present Budget proposals for 2020/21	Lisa Buckle/Cllr Pearce	Report of Strategic Lead of Finance	6 February 2020	
Council	Title: Capital Programme Proposals 2020/21 Purpose: To present Capital Programme proposals for 2020/21	Lisa Buckle/ Cllr Pearce	Report of Strategic Lead of Finance	6 February 2020	

Leader – Strategic Assets	Title: Formation of a wholly owned company Purpose of Report: To consider the formation of a wholly owned company to facilitate commercial activity	Chris Brook/ Cllr Pearce	Report of Head of Assets	6 February 2020	
Health & Wellbeing	Title: Wellbeing Strategy Purpose: To recommend to Members the adoption of key wellbeing priorities and associated outcomes	Ian Luscombe/ Cllr Hawkins	Report of Head of Environmental Health	6 February 2020	
Council	Title: Pre Application Planning Process Purpose: To consider and approve the updated pre application process	Pat Whymer/ Cllr Bastone	Report of the Head of Development Management Practice	6 February 2020	
Council	Title: Woolwell Partial Masterplan & Planning Framework Purpose: To recommend approval of a Planning Framework to provide both developers and the Local Planning Authority with an agreed strategy that meets the Plymouth and South West Devon Joint Local Plan policy objective PLY44	Gina Small/ Cllr Pearce	Report of the Urban Fringe Delivery Team Manager	6 February 2020	
Environment	Title: Grounds maintenance service Purpose of report: To consider recommendations from the review of service performance	Cathy Aubertin/ Cllr Baldry	Report of the Group Manager Commercial Services and Head of Environment Services Practice	19 March 2020	
Customer Service and Delivery	Title: Future IT Procurement Contract Award Purpose: To consider the recommendation to award a contract for the provision of future IT Case Management and Document Management platforms	Mike Ward/ Cllr Hopwood	Report of Head of IT	19 March 2020	Service Leads IT Joint Working Group

Report to: **Executive**

Date: **19 December 2019**

Title: **Quarter 2 Revenue Budget Monitoring
2019/2020**

Portfolio Area: **Support Services – Cllr H Bastone**

Wards Affected: **All**

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

Date next steps can be taken: **After Call In 2
January 2020**

Author: **Alex Walker** Role: **Finance Business Partner**
Pauline Henstock **Head of Finance Practice
and Deputy S.151 Officer**

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Recommendations:

That the Executive resolves to:-

- i) Endorse the forecast income and expenditure variations for the 2019/20 financial year and the overall projected underspend of £37,000 (0.4% of the total Budget £8.833 million).
- ii) Recommend to Council to transfer £40,000 from the Dartmouth Lower Ferry Earmarked Reserve in order to complete the work required to bring the existing fleet up to the required Maritime and Coastal Agency (MCA) standards.

1. Executive summary

- 1.1 This report enables Members to monitor income and expenditure variations against the approved budget for 2019/20, and provides a forecast for the year end position.
- 1.2 The gross service expenditure budget for 2019/20 was set at £43 million (£8.833 million net). **Actual net revenue expenditure is forecast to be under budget by £37,000 when compared against the total budget set for 2019/20.**

2. Background

2.1 The Council's financial procedure rules require that reports must be made on budget monitoring on a regular basis to the Executive as part of the Council's arrangements for budget management.

3. Outcomes/outputs

3.1 **Budget overview** - Table 1 below provides an analysis of the projected variances against budget.

TABLE 1: 2019/20 BUDGET FORECAST

	2019/20 Budget expenditure /(income)	Budget variations		£000	Note
		%	£000		
	£000			£000	
APPROVED BUDGET				8,833	
Reductions in expenditure/additional income					
Customer First					
Planning income	(898)	(11.1%)	(100)		A
Commercial Services					
Car Parking income	(3,078)	(1.6%)	(50)		B
Dartmouth Ferry income	(807)	(5.0%)	(40)		C
Financing and Investment					
Investment income	(183)	(16.4%)	(30)		D
Other Comprehensive Income & Expenditure					
Business Rates Pooling gain	(100)	(100.0%)	(100)		E
Sub total of variations				(320)	
Increases in expenditure/reductions in income					
Customer First					
Housing Benefit overpayment recoveries	(245)	40.8%	100		F
Commercial Services					
Salcombe Harbour management recharge	-	-	18		G
Dartmouth Lower Ferry fleet refurbishment – Hauley 6	-	-	40		H
Haulage and processing of waste and recyclable materials (net position)	(520)	25.0%	130		I
Fly tip collections	20	100.0%	20		J
Strategy & Commissioning					

Corporate Management – payment collection expenses	49	30.6%	15		K
Sub total of variations				323	
Transfers to/from Earmarked Reserves					
Dartmouth Ferry Reserve	N/A		(40)	(40)	
PROJECTED OUTTURN				8,796	
PROJECTED UNDERSPEND				(37)	

Notes

- A. **Planning income** – income from planning applications is anticipated to be above target by £100,000 (11.1%) on an income budget of £898,000. However, this is a volatile area which can be very difficult to forecast given the impact of large applications so there is every likelihood that the income will fluctuate as the year progresses.
- B. **Car Parking income** – income levels have been better than anticipated, resulting in a projection of additional income of £50,000 (1.6%). This includes town/peripheral and rural permits.
- C. **Dartmouth Ferry income** – income from the Dartmouth Ferry is projected to be above target by £40,000 (5.0%) on an income budget of £807,000.
- D. **Investment income** – investment income is anticipated to be above target by £30,000 (16.4%). Additional income is expected due to the recent investment with the CCLA.
- E. **Business Rates Pooling gain** – following a meeting of the Devon Business Rates Pool Technical Group, South Hams District Council's share of the 2019/20 pooling gain is forecast to be at least £200,000 against a budget of £100,000, resulting in a surplus of £100,000.
- F. **Housing Benefit recovery of overpayments** – The income from the recovery of overpayments is anticipated to be below target by approximately £100,000 (40.8%). The annual target of £245,000 will become harder for the Council to achieve due to the fact there is an expectation that recovery will reduce year on year as collection becomes more difficult. We also expect to see fewer overpayments being created due to the introduction of DWP Real Time Information referrals.
- G. **Salcombe Harbour management recharge** – The involvement of Salcombe Harbour staff in ensuring the continuing compliance of the Dartmouth Lower Ferry with the legislation set out in the Maritime

and Coastguard Agency (MCA) has been estimated at £18,000 in 2019/20 (£21,100 per annum from 2020/21).

- H. **Dartmouth Lower Ferry fleet refurbishment** – In April 2018 Members were presented with a report (E.86/17) that sought Council approval for a spend of £100,000 (subject to their out of water surveys) from the Dartmouth Lower Ferry Earmarked Reserve in order to bring the existing fleet up to the required Maritime and Coastal Agency (MCA) standards. This included work to ensure that, subject to regular inspection and maintenance on the tugs, they would continue to be seaworthy and compliant.

To date, the work to bring the fleet up to the required MCA standards has been completed on Hauley 4 and Hauley 5, at a total cost of £115,600. In September 2019, Hauley 4 passed her running trial and was permitted to go into service with a recommendation that the deck is fully renewed at the next opportunity. Hauley 5 is due for her MCA inspection in mid-December, followed by the running trial.

Hauley 6 is currently on standby as the relief vessel until Hauley 5 is signed off. It is anticipated (subject to the out of water survey) that the cost to bring Hauley 6 up to the required MCA standards will be approximately £40,000. It is requested to fund this from the Dartmouth Lower Ferry Earmarked Reserve. The reserve fund currently stands at £367,810 and has an annual contribution of £117,000.

- I. **Haulage and processing of waste and recyclable materials (net position)** – A net cost pressure of £130,000 has been identified for this due to contamination and the suppressed market continuing to affect income for recyclable materials. Haulage costs are forecast to reduce as the new reprocessor is closer to the South Hams. However, total materials income, including recycling credits, are decreasing and are causing a budget pressure. The net position equates to an additional predicted cost of £130,000 for 2019-20.

Over the past couple of years, whilst these issues have affected the Council and caused cost pressures, the Council was protected to some extent by already being in a reprocessing contract before the markets crashed. However, that contract expired last year and the Council was obliged to let a new material sales contract in November 2018. The new contract price more accurately reflects the current market position and, as this is the first full year of the new materials contract, there is a greater impact on the budget. When the materials contract was procured in September 2018, the price for paper was around £35/tonne. The paper markets have fallen over the spring/summer (reduction of 30% since April) which is resulting in a reduction in income for the Council. This is outside of the scope of the FCC contract.

Whilst the Council will continue to be affected by the market in future years, once the Devon Aligned Service starts in September 2020,

this cost will be halved by sharing the market risk with the waste contractor. A cost pressure of £65,000 has been built into the Medium Term Financial Strategy to reflect this for 2020-21.

J. **Fly Tip Collections** - The budget of £20,000 for large or hazardous fly tip collections is predicted to be overspent by £20,000. This continues the trend of previous years. Large or hazardous fly tips sit outside of the FCC contract and this is a Council cost. Household and small fly tips are included within the FCC contract and are part of the contract cost.

K. **Payment collection expenses** – In line with 2018/19, the budget for bank processing fees and internet/card processing fees is anticipated to be exceeded by £15,000 in 2019/20.

Savings/Additional Income identified in the 2019/20 Budget

3.2 This monitoring report includes an update on the position regarding the savings and additional income that were identified in the 2019/20 budget setting process, set out in Appendix B.

4. Review of Earmarked Reserves

4.1 The Council annually undertakes a review of the level of its Earmarked Reserves as part of the budget setting process. A schedule of Earmarked Reserves is attached at Appendix A.

5. Prudential Indicators

5.1 The prudential code indicators were approved in the Capital, Investment and Treasury Management Strategy report to the Council on 21 March 2019. The indicators are monitored during the year through the normal revenue and capital monitoring processes. Any exceptions are reported to the Executive together with any remedial action or revision required. To date all Treasury Management limits have been adhered to.

6. Income and Reserves

Income monitoring is an integral part of financial management. Current income forecasts are as follows:

Service	Actual Income 2018/19 £'000	Income Budget 2019/20 £'000	Projected Income 2019/20 £'000	Deficit/ (Surplus) £'000	Deficit/ (Surplus) %
Car Parks	3,196	3,078	3,128	(50)	(1.6%)
Dartmouth Ferry	867	807	847	(40)	(5.0%)
Employment Estates	819	827	827	-	-
Licensing	196	201	201	-	-
Planning Applications	1,173	898	998	(100)	(11.1%)
Land Charges	171	170	170	-	-

Recycling	552	520	390	130	25.0%
TOTAL	6,974	6,501	6,561	(60)	

7. Management Actions

7.1 The table below sets out the relevant management actions for the revenue expenditure and income variations shown above. It is best practice for the Council to state whether there are any corrective actions that need to be taken for the variances identified in 2019/20.

	Budget variations overspend/ (underspend) £000	Management Action
Reductions in expenditure/additional income		
Planning income	(100)	This will be kept under review during 2019/20.
Car parking income	(50)	It has been proposed as part of the Budget Update 2020/21 report to increase parking charges by 4%.
Dartmouth Ferry income	(40)	Additional income of £20,000 has been built into the 2020/21 budget
Investment income	(30)	Additional income of £20,000 has been built into the 2020/21 budget.
Business Rates Pool income	(100)	Additional income of £100,000 has been built into the 2020/21 budget.
Housing Benefit recovery of overpayments	100	A cost pressure of £100,000 has been built into the 2020/21 budget.
Salcombe Harbour management recharge	18	A cost pressure of £21,100 has been built into the 2020/21 budget.
Dartmouth Lower Ferry fleet refurbishment	40	This is a one off cost pressure. Recommended to fund from the Dartmouth Lower Ferry Earmarked Reserve.
Haulage and processing of waste and recyclable materials	130	A cost pressure of £65,000 has been built into the 2020/21 budget to reflect this. This will be mitigated in future years by sharing the market risk with the waste contractor after September 2020.
Fly tip collections	20	A cost pressure of £20,000 has been built into the 2020/21 budget.
Payment collection expenses	15	A cost pressure of £25,000 has been built into the 2020/21 budget.

8. Options available and consideration of risk

8.1 At this early stage it is important to note that these forecasts can change over the course of the year. Managers can seek out opportunities to reduce any overspends, whilst considering the risk of any adverse impact on the customer experience.

9. Proposed Way Forward

9.1 Revenue budget monitoring will continue on a regular basis and further reports will be brought to the Executive each quarter.

10. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Statutory Powers that apply to this report are the Local Government Act 1972 Section 151 and the Local Government Act 2003 Section 28.
Financial implications to include reference to value for money	Y	The report identifies an overall underspend of £37,000 which is 0.4% of the overall budget set for 2019/20 of £8.833million, mainly due to the Business Rates Pool income.
Risk	Y	<p>1) Budget variances – continual budget monitoring at all levels within the Council ensures early identification of variances. Reporting to the Executive provides an opportunity for Members to identify and instigate remedial action where appropriate.</p> <p>2) Resource Planning – the Executive takes into account any significant issues when developing the Council’s Medium Term Financial Strategy. These are identified in the Management Actions section of the report (Section 7).</p>
Supporting Corporate Strategy		The budget monitoring process supports all six of the Corporate Strategy Themes of Council, Homes,

		Enterprise, Communities, Environment and Wellbeing.
Climate Change – Carbon / Biodiversity Impact		None directly arising from this report.
<i>Comprehensive Impact Assessment Implications</i>		
Equality and Diversity		None directly arising from this report.
Safeguarding		None directly arising from this report.
Community Safety, Crime and Disorder		None directly arising from this report.
Health, Safety and Wellbeing		None directly arising from this report.
Other implications		None directly arising from this report.

Supporting Information

Appendix A – Schedule of Reserves (Earmarked Reserves and Unearmarked Reserves).

Appendix B – Savings/Additional income schedule

Background Papers:

Finance Community of Practice budget monitoring working papers.
Budget Update Report 2020/21 – Executive 31 October 2019.

Approval and clearance of report

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

RESERVES - PROJECTED BALANCES (EXCLUDES SALCOMBE HARBOUR)						APPENDIX A
	Cost Centre	Opening balance 01.04.2019 £000s	Additions to Reserve 2019/20 £000s	Predicted Spend 2019/20 £000s	Projected balance 31.03.2020 £000s	Comments
EARMARKED RESERVES						
Specific Reserves - General Fund						
Capital Programme	S0820	(84)	(453)	453	(84)	Transfer to R & M Reserve £80k, 17/18 Capital Programme £30k, Kingsbridge Quay Master Plan Stage 2a, 18/19 Capital Programme £204k, 19/20 Capital Programme £140k
Revenue Grants	S0821	(578)	0	58	(520)	This reserve comprises of government grants received for specific initiatives or new burdens and are held in the reserve for accounting purposes
Affordable Housing	S0822	(988)	0	910	(78)	Funding of Capital Programme Commitments
Renovation Grant Reserve	S0823	(7)	0	0	(7)	Comprises proceeds from repayments
New Homes Bonus	S0804	(1,155)	0	919	(236)	Commitments as per 19/20 budget report approved at Council on 21/2/19 (£500k to fund the Revenue Base Budget in 19/20)
Community Parks and Open Spaces	S0826	(107)	(17)	95	(29)	South Devon Tennis Courts, Follaton Arboretum
Repairs & Maintenance	S0827	(45)	(148)	71	(122)	Coronation Road toilets (O&S 38/18), Bigbury toilets replacement hand dryers £11k and improvements to mobile phone signal at Follaton House
Marine Infrastructure	S0828	(210)	(58)	200	(68)	Baston Harbour Workshops as per 19/20 Capital Programme (E.70/18)
Land and Development	S0829	(94)	(121)	76	(139)	Commitments include the balance of the land transfer to Dartmouth Town Council £12k, feasibility studies £14k, and £50k earmarked for Council Owned Asset Investment and Development E.08/18.
Dartmouth Ferry Repairs & Renewals	S0830	(455)	(87)	214	(328)	Fleet refurbishment £74k (includes £40k recommended in this report) engineering works at Dartmouth Lower Ferry Workshops (health & safety urgent works) £120k.
Homelessness Prevention	S0851	(112)	0	0	(112)	
Economic Initiatives	S0831	(27)	0	21	(6)	RDP Local Action £16.4k South West LEP £5k
Vehicles & Plant Renewals	S0832	(1,264)	(550)	617	(1,197)	Fleet Replacement Programme
Pay & Display Equipment Renewals	S0833	(123)	(21)	0	(144)	
On-Street Parking	S0834	(44)	0	0	(44)	
Strategic Change Reserve (T18)	S0849	0	(60)	60	0	T18 Pension Strain
ICT Development	S0836	(126)	(50)	53	(123)	Replacement Member laptops £16k, Netcall Liberty software upgrade £13k, Devon WAN upgrade £10k
Sustainable Waste Management	S0837	(29)	(25)	54	0	
District Elections	S0838	(78)	(10)	0	(88)	
Beach Safety	S0839	(14)	0	0	(14)	
Planning Policy & Major Developments	S0840	(125)	(50)	17	(158)	Commitment relates to Enforcement officers E.39/19
Section 106 Deposits	S0842	(38)	0	0	(38)	Comprises deposits with no repayment conditions - created as a result of IFRS
Members Sustainable Community Locality	S0846	(6)	0	0	(6)	
Innovation Fund (Invest to Earn)	S0850	(17)	0	15	(2)	Commitment relates to the development of Admiral Court, Dartmouth (Executive 16/6/16)
Community Housing Fund	S0854	(1,285)	0	300	(985)	This reserve holds the remaining balance of the Community Housing Fund grant received in 2016/17 of just under £1.9m (Government grant). This is partly earmarked for consultancy costs for future and existing schemes.
Support Services Trading	S0856	(43)	0	0	(43)	
Leisure Services	S0858	(57)	0	57	0	Prudential borrowing costs
Environmental Health Initiatives	S0857	(20)	0	11	(9)	Commitment for a temporary student post
Economic Regeneration Initiatives (Business Rates pilot gain 2018/19)	S0858	(379)	0	100	(279)	This reserve was created to hold the 2018/19 Business Rates Pilot gain. The commitments includes amounts earmarked for Council Owned Asset Investment and Development E.08/18, and for Commercial Development opportunities E.62/18.
Section 106 Monitoring	S0929	(124)	0	14	(110)	
Joint Local Plan	S0860	(31)	0	0	(31)	New reserve for Joint Local Plan Funding
S106 Technical Support	S0862	(20)	0	0	(20)	
Sub Total excluding the Business Rates Reserve		(7,685)	(1,650)	4,315	(5,020)	
Business Rates Retention	S0824	(5,114)	0	0	(5,114)	This relates to a timing issue on the accounting adjustments required for the localisation of business rates. This reserve also deals with any volatility in Business Rate income e.g. due to appeals. An amount of £3.5m has been ringfenced for Employment for the creation of local jobs (Council February 2018). It was agreed by Council to fund the acquisition of 10 acres of employment land at Sherford from this reserve. On 31 October 2019 the Executive recommended to Council to use up to £200k to fund the cost of extending the lease of the starter units at Langage from 21 years to 125 years, funded from this reserve.
TOTAL EARMARKED RESERVES		(12,799)	(1,650)	4,315	(10,134)	
TOTAL UNEARMARKED RESERVES (General Fund Balance)		(1,898)		(37)	(1,935)	Projected underspend of £37,000 for 2019/20
TOTAL REVENUE RESERVES (EARMARKED AND UNEARMARKED RESERVES)		(14,697)	(1,650)	4,278	(12,069)	

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Summary of Savings and Additional Income from the 2019/20 Budget Setting Process

APPENDIX B

The table below summarises the savings and additional income that were included in the 2019-20 Budget Setting process and indicates whether the saving/additional income is on track to be delivered.

	Savings and Additional Income for the 2019-20 Budget	Income/Savings Target for 2019/20 (£)	Latest Projection for 2019/20 (£)	Narrative
1	Income from fees and charges			
	Boat storage charges	3,000	3,000	On target to achieve this income.
	Planning fees	9,000	9,000	On target to achieve this income.
2	Savings from the reprocurement of contracts (e.g. Leisure)	22,000	22,000	On target to achieve this saving. Note - The employer's pension costs of £290,000, the depot annualised costs of £22,200 and the increase to the Vehicle Earmarked Reserve of £60,000 are deducted from this figure to show the total net annual saving (£286,1
3	Reprocurement of Waste Collection, Recycling and Cleansing Contract	658,351	658,351	On target to achieve this saving. Note - The employer's pension costs of £290,000, the depot annualised costs of £22,200 and the increase to the Vehicle Earmarked Reserve of £60,000 are deducted from this figure to show the total net annual saving (£286,151) as per the report to Council on 6th December 2018.
4	Planning fee income	40,000	140,000	It is currently projected that planning fee income will exceed the budget by around £100k in 2019/20.
5	Plymouth Lower Ferry	25,000	25,000	Following a review of terms of conditions of staff following an external business review in 2015, the savings are expected to be achieved in 2019/20.
6	Public Conveniences	118,275	118,275	Please refer to separate toilet update report on this agenda.
7	Communities Together Fund	7,000	7,000	
8	Partnership Funding Reduction	22,300	22,300	On target to achieve this saving.
9	Website & E-Bulletin Advertising	3,500	1,800	Likely to achieve around £1,800, roughly half the budgeted amount.
10	Corporate Consultancy Income	20,000	20,000	The Council is currently processing Disabled Facilities Grants on behalf of Torridge DC which will contribute to this income target in 2019/20.
11	Energy Certification for Eco Schemes	10,000	10,000	On target to achieve this income.
12	Food and Health & Safety Advice	3,000	3,000	
13	Investment income from increase in investment with CCLA	60,000	90,000	It is currently projected that investment income will exceed the budget by around £30k in 2019/20.
14	Senior Leadership Team - Interim Arrangement	34,000	34,000	On target to achieve this saving.
15	ICT Contracts	10,300	10,300	
16	Follaton House Cleaning Contract Review	5,000	5,000	
17	Vehicle Trackers	2,900	2,900	
18	Planning Applications digital downloading	3,500	3,500	
19	Council Tax E-Billing	2,100	2,100	
20	Council Tax Reduction Scheme, grant reduction to Towns and Parishes	8,000	8,000	All Town and Parish Councils were notified of their 2019/20 grant levels as part of their 2019/20 precept setting process.
	TOTAL	£1,067,226	£1,195,526	

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NOT FOR PUBLICATION

Appendices A & B to this report contains exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972

Report to: **Executive**

Date: **19 December 2019**

Title: **Capital Programme Monitoring –
Cllr Bastone**

Portfolio Area: **Support Services**

Wards Affected: **ALL**

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

Author: **Angela Endean** Role: **Capital Accountant**
Pauline Henstock **Head of Finance Practice**

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Recommendations:

1. That the Executive notes the content of the Monitoring Report.
2. That the Executive recommends to Council that £110,000 of the remaining capital programme contingency budget of £183,399 is approved to be allocated to the Whitestrand, Salcombe capital project set out in exempt Appendix B to this report
3. That the Executive recommends to Council that the capital budget of £140,000, as set out in exempt Appendix B, be approved retrospectively, to be funded from the Dartmouth Ferry reserve.
4. That the Executive recommends to Council that the capital budgets for developing beach huts in Salcombe and Beesands are withdrawn as per 3.7 of the report.

1. Executive summary

1.1 The report advises Members of the progress on individual schemes within the approved capital programme, including an assessment of their financial position.

1.2 The monitoring of the capital programme at month 6 (end of September 19) has not highlighted any significant areas of overspend to report to Members. All of the capital projects are within the existing capital budgets approved by Members (Appendix A).

There is a remaining balance of £183,399 from the capital programme contingency budget. As part of this report it is recommended that £110,000 of the remaining contingency budget is approved to be allocated to the Whitestrand, Salcombe capital project as set out in exempt Appendix B.

If the recommendations in this report are approved, this would leave £73,399 remaining in the capital programme contingency budget.

1.3 The report requests that the Executive recommends to Council that the capital budget of £140,000 as set out in exempt Appendix B be approved retrospectively, to be funded from the Dartmouth Ferry reserve.

2. Background

2.1 The capital programme for 2019/20 was approved by Council on 21 February 2019 (54/18 and E.72/18 refer). This report provides an update on the Capital Programme and also on those schemes that remain outstanding from previous programmes.

2.2 A summary of the Capital Programme is shown in exempt Appendix A. The award of contracts is subject to the Council's procurement rules on competitive tendering and therefore the allocated budget is commercially sensitive.

3. Outcomes/outputs

3.1 Members are requested to endorse the following updates on the Capital Projects:

Capital Programme 2018/2019 and prior years

3.2 Langage Business Park

As part of the s106 agreement for the Langage Energy Park, the energy park operator, along with the owner of the land surrounding the park, jointly agreed a payment of £1,200,000 to SHDC towards the provision of 30,000ft² of industrial-use starter units. The Council is in receipt of this sum and is continuing discussion with the land owner (LEPL) to agree the timing, form and location of these starter units. The s106 also provides for LEPL to procure land and lease this to the Council on a peppercorn rent for the starter unit development, either on land surrounding the Energy Park or elsewhere within the South Hams. The s106 agreement was prepared a number of years ago and many of the linked planning conditions are now being reviewed as the developer believes these should be discharged.

A report was considered at the Executive meeting on 31st October which recommended approving the use of up to £200,000 to fund the cost of extending the lease of the starter units from 21 years to 125 years, funded from the business rate retention earmarked reserve.

3.3 Affordable Housing Update

The table below gives an update on the various affordable housing capital budgets and schemes.

Affordable Housing Proposals 2013/14

Scheme	Budget	Narrative
Community Led Housing	£100,000	There is a balance of £50,000 remaining. An application has been received from Stoke Gabriel CLT for £25,000 which is currently being assessed.
Rural Affordable Housing	£400,000	There is a remaining balance of £78,654.
Existing Stock/Sustainability	£100,000	Available to reduce empty homes and make best use of the existing housing stock. £5,000 has been spent to date.

Affordable Housing Proposals 2014/15 – 2017/18

Commitments to date	Narrative	Budget for Scheme
BUDGET (4 years at £230,000 per annum)	An annual budget of £230,000 per annum was being made in the Capital Programme for Affordable Housing. This annual budget has now ceased due to the current uncommitted balance.	£920,000
Commitments against the Affordable Housing Budget:		
6 Affordable Homes, Kingsbridge	There is a commitment to Kingsbridge Feoffees to help with construction costs of these affordable homes.	£150,000
Harberton Community Led Trust	A contribution will be made to the Trust this financial year.	£104,500
Remaining Uncommitted Balance		£665,500

There is currently an uncommitted balance on the Affordable Housing Budget. The developing Housing Strategy will identify the best approach to utilise this funding.

There are a number of potential schemes that the Council is seeking to bring forward in the future. Where these are new initiatives, the Affordable Housing Team will be able to present these to the relevant Committees for approval. However, the schemes that could be implemented in a short timescale, subject to funding are:

Rural Housing Schemes: The Council can continue to provide small top up funding to our Registered Provider partners to increase the supply of affordable housing within the District. There are also likely to be other projects in the early planning process that may need to also utilise this finance. The Council is starting to build its own community housing schemes and confidence for housing providers is starting to improve with the adoption of the Joint Local Plan and

'Made' neighbourhood plans which may require top up funding for projects to progress.

Downsizing Initiative: This initiative has been approved by Members and allows the Council to make payments to tenants in our current housing stock, to downsize to a smaller property. This then enables the larger property that they were moving from to be let to someone in housing need, thus reducing the Council's housing register. This scheme will be promoted again with the help of our Registered Provider partners to ensure that their tenants are aware of this. There have been a number of areas discussed which could be targeted and discussions have taken place with our main stock holder LiveWest about how we can raise awareness of this scheme in line with some of their other projects.

The schemes below are new initiatives that could also utilise some of the uncommitted balance, subject to Member approval.

Do It Yourself Shared Ownership (DIYSO): This new initiative would require Member approval with regard to the scheme itself and the funding allocated and in turn the households the Council could help. This would need to be run as a pilot scheme in the first instance and officers would need to ensure that the risks to the Council could be overcome. The basic idea of the scheme will be based on the original DIYSO which the Government introduced in the 1990's. This scheme allowed people to purchase a property from the open market with a grant from the government of 25%, no rent is payable on the 25%, just the mortgage that the owner has for their 75% stake. When the property is sold the owner would market the property at the full valuation and the owner would be responsible for the up or down turn in the 75% that they owned and the Government would have the same return on the 25%. A section 106 would not be relevant but the details of the equity will be registered to ensure the Council recoups the 25% stake.

Regeneration/Best use of stock – The Council will continue to work with our partners to improve the stock that currently exists in the South Hams. There are instances where the Council may be seeking to achieve an outcome which may be over and above what is required. Ultimately this could cost over and above what a Housing Association needs to achieve in terms of making the property suitable for occupation. Very early discussions are taking place regarding this

3.4 Leisure Investment

The leisure contract with Fusion Lifestyle commenced on 1st December 2016. Works have now been completed on centres at Dartmouth, Kingsbridge and Totnes, with retention payments due in 2019/20.

Ivybridge – the new swimming pool is on schedule to be completed by the end of 2019 and open to the public in the New Year. Works in the rest of the Centre is complete and the whole sports hall is now available for use.

Payments are made to Fusion monthly in respect of each leisure centre in accordance with the capital drawdown schedule which forms part of the contract. The drawdown schedule reflects the current payment profile and timing of works. See table below:

Capital budget approved for Leisure Investment

2016/17	2017/18	2018/19	2019/20	Total
£242,896	£480,142	£5,443,503	£170,459	£6,337,000

Note: This excludes the £650,000 separate budget for Ivybridge Leisure Centre

3.5 Market Square, Totnes

SHDC have been working with Totnes Town Council to identify the priority elements, specifications and programming. In order to control quality and minimise disruption there is a need to delay the procurement programme by 12 months.

3.6 Cemetery Expansion, Ivybridge

A budget of £30,000 was approved for this project as part of the 2018/19 capital budget. A contribution of £35,000 is included within a s106 agreement related to a housing development in Ivybridge to put towards the cemetery expansion project and match fund our £30,000. It is unlikely that the trigger for payment of the s106 will come forward before 2020/21.

3.7 Beach Huts in Salcombe and Beesands

It is recommended to Council (Recommendation 4 of this report) that the capital budgets for developing beach huts in Salcombe and Beesands be removed, following further clarity from the Joint Local Plan which means that these projects are unable to proceed.

3.8 Pay on Entry (Public Conveniences)

Pay on Entry equipment has been installed in public conveniences in Hope Cove, Ivybridge, Kingsbridge – Fore Street and Quay and Dittisham.

Totnes Town Council has opted to pay the lost pay-on-entry income to the District Council for the remainder of this financial year, pending a long-term solution.

Capital Programme 2019/20

3.9 Play Parks (owned by SHDC) – replacement of play equipment

Contracts have now been awarded for the supply and installation of play equipment at eight play areas across the South Hams owned by SHDC:

- Woodburn Close, Ivybridge
- Lower Brook Park, Ivybridge
- Barn Close, Ivybridge
- Weatherdon Drive, Ivybridge
- Duncombe Park, Kingsbridge
- Montagu Road, Kingsbridge
- Cann Wood View, Woolwell
- Courtenay Park, Salcombe

Construction started on 14th October at Cann Wood View, and improvements to the first seven are expected to be complete by mid-December, with works to Courtenay Park to be undertaken in early 2020.

The play areas in question are all in need of replacement/upgrading and the primary objective is to secure the design of attractive, imaginative and low maintenance new play spaces making best use of the sites.

This project marks the first phase of an improvement scheme of SHDC owned play areas agreed by the SHDC Public Spaces Working Group.

2019/20 is year 2 of a three year programme as shown below:

Capital budget for Play Parks (2017/2018 and 2019/20 approved, 2020/21 budget to be confirmed)

2017/18	2018/19	2019/20	2020/21	Total
£190,000	Nil	£190,000	£140,000	£520,000

To date there are commitments of £380,000 against the play parks capital budget.

3.10 Coastal Assets

Approved budget and capital expenditure for Coastal Assets

	15/16 £000's	16/17 £000's	17/18 £000's	18/19 £000's	19/20 £000's	Total £000's
Budget	300	300	300	300	300	1,500
Expenditure (financed by SHDC)	64	161	80	507	201	1,013
Balance c/f To 2019/20						487

2019/20 is the final year of a 5 year programme of planned Coastal Assets repairs.

A re-survey of all coastal assets is currently underway with delivery due by the end of the financial year. This will then allow a further five year maintenance plan to be developed and a further budget provision will be considered in the 2020/21 Capital Budget report also on this agenda.

3.11 Ivybridge Depot

A planning application has been submitted to Devon County Council and the project is progressing in line with the timescales envisaged.

3.12 Vehicle Fleet Replacement

As per the final accounts for 2018/19 the balance brought forward on the Vehicle and Plant Renewals Reserve is £1,263,918. The contribution into the Reserve in 2019/20 is £550,000 giving a total budget of £1,813,918.

Expenditure to date is £321,502 however other vehicles have been procured and ordered in line with the contractor's bid submission as there is a significant lead time on vehicle purchases.

A climate change action plan will be presented to Members at the Council meeting on 19th December, 2019. This action plan will include consideration of the future procurement of the Council's waste fleet over the remainder of the contract term.

3.13 New Employment Units, Ermington

The units have been constructed with the project now about to enter the 12 month defects period.

Three of the four units already have tenants ready to move in.

3.14 Ermington Mill – improvements to existing units inc. H & S

Road surfacing and refurbishment of the existing units have been completed in parallel with the construction of the four new units.

The redesign of the Mill building is being considered and a feasibility report produced by an external consultant. This report needs to be reviewed and a business case brought to Council should any options be deemed worth pursuing.

3.15 Car Parks – Resurfacing

Officers have identified a number of car parks across the District which are in need of resurfacing.

3.16 Investing in Kingsbridge

The Executive was presented with a report in July 2019 that sought approval of the revised business case for the Kingsbridge Hotel development project, previously approved by the Executive in December 2018 (Minute ref:E.62/18).

It was then:

RESOLVED that:

1. The revised business case for the project, as set out in the presented report and Exempt Appendix A, be approved; and
2. Officers undertake a public consultation outside the planning process, the format of which should be discussed with Kingsbridge Town Council and local Ward Members.

The Council is preparing to go out to consultation and stakeholders e.g. Members, residents, businesses, will be made aware of how to engage in the consultation process.

The Consultation document has been worked up with input from all key stakeholders including the Town Council and local Members.

Since the last reporting period the business case has changed as a result of Public Works Loan Board interest rate increases.

It is proposed to review the project with the final business case and the results of the consultation before Members make a final decision on the scheme.

3.17 Dartmouth Health and Wellbeing Hub Development

At the Executive in July 2019, Members were presented with a report that asked for consideration of the relative merits and approval of a proposal to deliver a key health facility at Dartmouth in line with the Council's Health and Wellbeing theme.

It was then:

RESOLVED that:

1. The project to deliver a Health and Wellbeing HUB in Dartmouth and associated business case in exempt Appendix A be approved;
2. The borrowing identified in the business case under the delegation provided by the Commercial Investment Strategy be approved;
3. Authority be delegated to the Head of Assets Practice to enter into leases (and associated legal agreements) associated with the project with a term longer than the delegated limit of 15 years; and
4. The minimal impact that the proposals may have on total parking capacity in Dartmouth be recognised and officers instructed to bring forward proposals for consideration by local members to mitigate that loss.

Currently the Architect is working up the outline scheme during the pre application process. There is also a requirement for surveys to be undertaken such as trees, ecology etc. A Collaboration agreement with NHS Trust is being finalised and other legal work is also ongoing.

To ensure all the legal processes are complete it is envisaged that the planning application will not be submitted until early next year.

3.18 Private Sector Renewals including Disabled Facilities Grants (DFG's)

The budget for Private Sector Renewals Grants in 2019/20 is £700,000. The budget brought forward from 2018/19 is £805,962 giving a total budget of £1,505,962 available in 2019/20.

Expenditure to the end of September was £512,835 with a further £327,738 committed. There are Statements of Need being progressed which total another £340,239.

Spend on DFG's is based on demand, over which the Council has no control, and at present the service is processing and approving applications in line with this demand.

The Council has a healthy budget as a result of good performance and astute negotiations. With a wider Private Sector Renewal (PSR) Policy which has been recently approved, the Council is able to spend the Better Care Fund on other areas such as home assistance and Energy Company Obligation top-ups. Some of these areas take a while to publicise and be put into action but progress is being made.

The Council is also looking at how the funding could be used to support wider fuel poverty interventions that would also have a positive impact on climate change by supporting lower income households to access Air Source Heat Pumps, Photovoltaic cells etc. in the future.

The new Homes Strategy will focus on some of these interventions on existing housing.

3.19 S106 Deposits

The list of S106 Deposits are shown in Appendix C. Some of these S106 Agreements have a clause within the S106 Agreement which states that the Council shall be entitled to use up to a five per cent (5%) part of the total payments and contributions payable pursuant to the provisions of the Agreement, towards the costs to be reasonably and properly incurred by the Council in monitoring compliance with the S106 Agreement and in assessing the details submitted to the Council for approval pursuant to the S106 Agreement.

For clarity, the figures shown in Appendix C are before any monitoring fee has been deducted by the Council.

In 2015 a case against Oxford County Council held that a monitoring fee was an administrative function of the Council and could not be sought by the County Council. The Court accepted that there may be occasions where monitoring fees could be sought, for example, on large scale developments where obligations are phased. The Government is currently consulting on the Community Infrastructure Regulations reforming Developer Contributions. This includes an intention to clarify that local planning authorities can seek a sum as part of a section 106 planning obligation for monitoring planning obligations.

4. Options available and consideration of risk

This is considered on a project by project basis as part of the project appraisal document and initial business case for each capital project.

5. Proposed Way Forward

This is considered on a project by project basis.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		<p>Statutory powers are provided by the S1 Localism Act 2011 general power of competence. The capital programme is implemented in line with the Council's legal requirements, which are examined on a project-by-project basis. To date there are no undue legal concerns.</p> <p>Since there is commercially sensitive information in Appendix A & B, regarding the budgets for individual projects, there are grounds for the publication of these appendices to be restricted, and considered in exempt session. The public interest has been assessed and it is considered that the public interest will be better served by not disclosing the information in the appendices. Accordingly this report contains exempt Information as defined in paragraph 3 of Schedule 12A to the Local Government Act 1972.</p>
Financial Implications to include reference to Value for Money		<p>The monitoring of the capital programme at month 6 (end of September 19) has not highlighted any significant areas of overspend to report to Members. The majority of capital projects are within the existing capital budgets approved by Members.</p> <p>There is a remaining balance of £183,399 from the capital programme contingency budget. As part of this report it is recommended that £110,000 of the remaining contingency budget is approved to be allocated to the Whitestrand, Salcombe capital project as set out in exempt Appendix B.</p>

		<p>If the recommendations in this report are approved, this would leave £73,399 remaining in the capital programme contingency budget.</p> <p>The regular monitoring of the Capital Programme ensures the Council has arrangements in place to secure economy, efficiency and effectiveness in its use of resources.</p>
Risk		<p>There is a risk that the Capital Programme does not meet the Council's corporate priorities in line with the Council's Asset Strategy and the opportunity to assess emerging projects, which could contribute to the Council's priorities. The mitigation is that there is a project appraisal for each proposal. This is taken into account when assessing possible implementation timescales. Complex capital programmes have a relatively long lead-in period.</p> <p>The Council demonstrates that capital investment contributes to corporate priorities, provides value for money and takes account of the revenue implications of the investment. Regular monitoring of the capital programme and consideration of new pressures enables Members to control the programme and secure appropriate mitigation where problems arise.</p> <p>There is regular quarterly monitoring of the Capital Programme to Members where any cost overruns are identified at an early stage.</p>
Supporting Corporate Strategy		<p>The Capital Programme supports all six of the Corporate Themes of the Council, Homes, Enterprise, Communities, Environment and Wellbeing.</p>
Climate Change - Carbon / Biodiversity Impact		<p>A climate change action plan will be presented to Members at the Council meeting on 19th December, 2019. This action plan will include consideration of the future procurement of the Council's waste fleet over the remainder of the contract term.</p>

Comprehensive Impact Assessment Implications		
Equality and Diversity		This matter is assessed as part of each specific project.
Safeguarding		This matter is assessed as part of each specific project.
Community Safety, Crime and Disorder		This matter is assessed as part of each specific project.
Health, Safety and Wellbeing		This matter is assessed as part of each specific project.
Other implications		

Supporting Information

Appendices:

EXEMPT - Appendix A – Summary of the approved programme plus allocated budget

EXEMPT - Appendix B – Schemes in Salcombe and Dartmouth Lower Ferry

Appendix C - Summary of S106 Deposits

Background Papers:

Capital programme for 2019/20 - Council 21 February 2019

Capital programme for 2019/20 – Executive 7 February 2018

(54/18 and E72/18 refer)

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Accessibility checked	Yes

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SECTION 106 DEPOSITS as at 30.09.19						
BALANCE SHEET CLASSIFICATION: LONG TERM LIABILITIES - REVENUE						
Classif. Code	SITE	Date Received	Current Stage	Restriction/Committed End Date	Conditions	TOTAL S106 DEPOSITS as at 30.09.19 £
REVENUE						
Langage Energy Centre (9/49/1020/98/1)						
1007	- Landscape Fund (PG01)			25 years, interest (rate not specified)	Reduce the landscape and visual impact of power station	(52,458.77)
1008	- Local Liaison Group (PG02)			25 years, interest (rate not specified)	Funding of local activities in the electoral wards of the Council immediately surrounding the Phase 1A and the wards of SHDC and/or PCC	(6,349.23)
1009	- Public Art (PG03)			25 years, interest (rate not specified)	Public art in or in the vicinity of the Phase 1A Land	(113,814.03)
1010	- Migrant Workers (PG04)			No restriction/committed end date	Provide information and advice relating to migrant workers employed in relation to the development	(1,520.16)
1012	- Ecology Park (PG06)			25 years, interest (rate not specified)	Laying out and planting of the Ecology Park	(34,144.21)
1013	- Ecology Park Mtc (PG07)			25 years, interest (rate not specified)	Maintenance of the Ecology Park	(34,144.21)
2020	- Construction of Starter Units (PG08)				Construction of the Starter Units and procure a site for the Starter Units on either the Energy Park or land within South Hams District	(1,195,047.08)
2021	- Bus interchange - Deep Lane junction (PG09)			25 years, interest (rate not specified)	Cost of establishing a bus interchange facility in the vicinity of the Ridaeway/Deep Lane junction	(28,453.19)
2022	- Enhanced bus services (PG10)			25 years, interest (rate not specified)	Securing and supporting enhanced bus services to the Phase 1A Land and the Energy Park	(227,628.54)
2118	Langage Consultants Fees (MP)				Master plan	(29,957.01)
2255	Land at Blackawton (New Parks Farm), Blackawton (06/2313/09/F)	05/09/11	PIF	25 years, no interest	Required as a result of the development - spent on Open Space Sport Recreation contribution within or directly relating to the parish of Blackawton or on such other Blackawton Community project as the Council shall see fit	(2,596.00)
2384	Land West of Ermington (21/1425/12/F)	12/02/2013 27/10/2017	Under Development	5 years, interest at NatWest base rate	£38900 - OSSR , 48k employment land and £5k retaining wall. £35K restrictive covenant .	(126,900.00)
2411	Maypool House Youth Hostel (30/2787/10/F) - Dwelling One	20/03/12	PIF	No restriction/committed end date	Affordable Housing contribution (£10,000.00) and Open Space (£4,868.75)	(32,415.54)
2806	Maypool House Youth Hostel (30/2787/10/F) - Dwelling Two	10/02/16	PIF	No restriction/committed end date	Affordable Housing contribution	(36,047.38)
2806	Maypool House Youth Hostel (30/2787/10/F) - Dwelling Two	10/02/16	PIF	No restriction/committed end date	OSSR	(5,386.40)
2428	Former Old Chapel Inn, St Anns Chapel, Bigbury (05/0227/11/F)	02/05/13	PIF	No restriction/committed end date	Affordable Housing contribution	(97,700.91)
2428	Former Old Chapel Inn, St Anns Chapel, Bigbury (05/0227/11/F)	02/05/13	PIF	No restriction/committed end date	Open Space Sport and Recreation contribution towards open public space	(12,075.39)
2429	Milizac Close (Underhay) Yealmpton (62/2948/11/O)	13/05/13	PIF	5 years, interest at BoE base rate +4%	Sport and Recreation contribution towards improved facilities for formal sport and recreation relating to the development	(2,464.48)
2429	Milizac Close (Underhay) Yealmpton (62/2948/11/O)	13/05/13	PIF	5 years, interest at BoE base rate +4%	SAC Contribution	(1,732.32)
2430	Loughrigg Coronation Rd,Salcombe (41/0652/11/F)	20/08/13	PIF	10 years, interest rate not specified	Affordable Housing contribution	(7,713.56)
2430	Loughrigg Coronation Rd,Salcombe (41/0652/11/F)	20/08/13	PIF	10 years, interest rate not specified	Open Space Sport and Recreation contribution	(11,389.85)
2452	Land Ven Farm Brixton (07/2022/12/F)	13/05/14	PIF	No restriction/committed end date	Sport & Recreation/Employment	(39,180.67)
2452	Land Ven Farm Brixton (07/2022/12/F)	13/05/14	PIF	No restriction/committed end date	Conservation of Tamar Estuaries Complex SPA	(967.30)
2452	Land Ven Farm Brixton (07/2022/12/F)	12/05/16	PIF	Capital spend, no interest specified	Open Space Sport and Recreation contribution - Open Space land commuted Sum	(8,466.00)
2691	Warland Garage (56/2793/11/F & 56/1520/12/F)	04/08/14	PIF	25 years, no interest specified	Affordable Housing contribution	(664.01)
2698	Boat House, Dartmouth Quay, Southtown, Dartmouth (15/2046/13/F)	17/08/14	PIF	5 years, no interest specified	Tree planting and management in Dartmouth	(1,581.79)
2705	Trennels, Herbert Road, Salcombe (41/0929/13/F)	21/10/14	Under Development	25 years, no interest specified	Open Space Sport Recreation contribution (£13,650)	(4,367.50)
2705	Trennels, Herbert Road, Salcombe (41/0929/13/F)	21/10/14	Under Development	25 years, no interest specified	Affordable Housing contribution (£93,001)	(88,780.95)
2714	Windward, Stoke Fleming (51/1437/14/F)	30/03/15	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(20,301.35)
2715	Harvey's Field (32/0844/12/F)	04/03/15	PIF	10 years, payable at 87.5% to owner and 12.5% payee of contribution, interest at 1% below Barclays base rate	Employment (Rural Growth Network) administered by LEP	(57,959.27)
2715	Harvey's Field (32/0844/12/F)	04/03/15	PIF	10 years, payable at 87.5% to owner and 12.5% payee of contribution, interest at 1% below Barclays base rate	Sports facilities contribution towards the provision of sports facilities required as a result of the development.	(472.47)
2716	Bonfire Hill, Salcombe (41/1915/13/F)	04/03/15	Under Development	5 years, interest at 1% below Barclays base rate	Ecology contribution, Open Space and Play contribution, Sports Provision contribution, Open Space and Play maintenance contribution	(187,037.90)
2717	Old Grist Mill 53/1706/07/F	12/01/15	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(35,089.08)
2718	Sawmills Field, Dartington 14/1744/13/F	11/12/14	PIF	7 years, interest at 1% below Barclays base rate or 0% (whichever is higher)	Open Space and Play	(19,553.69)
2718	Sawmills Field, Dartington 14/1744/13/F	11/12/14	PIF	7 years, interest at 1% below Barclays base rate or 0% (whichever is higher)	Sports	(78,825.26)
2749	Alston Gate, Malborough 33_46/1890/11/F	29/03/15	Pre Commencement	5 years, interest at 1% above Lloyds base rate	Public Open Space contribution	(30,000.00)
2789	Marridge Farm, Ugborough (57/0633/07/F)	25/09/15	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(13,650.00)
2802	Riverside, Totnes (03_56/0447/12/O)	07/12/15	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(100,673.60)
2802	Riverside, Totnes (03_56/0447/12/O)	07/12/15	PIF	No restriction/committed end date	Affordable Housing contribution, Open Space Sport Recreation contribution	(27,384.45)
2808	Leyford Close, Wembury (58/0176/13/O)	09/02/16	PIF	5 years, interest at NatWest base rate	Sports and Recreation contribution and Tamar Estuaries SAC	(1,215.98)
2819	Churchstow (11/0046/14/F)	29/04/16	PIF	No restriction/committed end date	Affordable Housing contribution - deposit deed	(19,689.00)
2820	Follaton Oak, Totnes (56/2346/10/O)	15/04/16	PIF	7 years, interest at 1% below Barclays base rate	Open Space, Sport and Recreation contribution (£60k)	(13,172.10)
2835	Gara Rock Hotel, East Portlemouth (20/2104/13/F)	17/05/16	PIF	No restriction/committed end date	Affordable Housing contribution	(311,691.70)
2835	Gara Rock Hotel, East Portlemouth (20/2104/13/F)	17/05/16	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(10,970.71)
2838	Treetops, St Dunstons Road, Salcombe (41/3063/13/F)	30/06/16	PIF	5 years, interest at Lloyds base rate	Affordable Housing	(13,665.79)
2838	Treetops, St Dunstons Road, Salcombe (41/3063/13/F)	30/06/16	PIF	5 years, interest at Lloyds base rate	Open Space Sport Recreation contribution	(7,358.50)

2850	Sorley Tunnel (11/2425/07/F)	28/07/16	PIF	No restriction/committed end date	Open Space Sport Recreation contribution	(12,195.27)
2860	Plot 2 Godwell Lane, Ivybridge (27/1758/11/F)	07/10/16	Under Development	No restriction/committed end date	Open Space Sport Recreation contribution (OSSR £195 to spend and Affordable housing £1335)	(1,530.00)
2861	Barn Conversions at Butlas Farm (07/1601/08/F)	08/11/16	PIF	No restriction/committed end date	Open space, sport and recreation contribution within or directly related to the parish of Brixton	(16,254.51)
2862	Lutton Farm Barns, Ivybridge (12/0953/07/F)	08/11/16	PIF	No restriction/committed end date	Public Open Space contribution	(8,965.15)
2863	Land at SX 8638 5117, Ivatt Road, Dartmouth (15/0587/13/F)	08/11/16	PIF	No restriction/committed end date	Open Space, Recreation and/or sports facilities within Dartmouth	(16,995.10)
2866	Tumbly Hill, Kingsbridge (28/1571/06/F)	08/11/16	Pre Commencement	10 years, no interest specified	Public Open Space contribution towards the provision of public open space required as a result of the Development	(3,162.33)
2868	Venn Barn, Venn Lane, Stoke Fleming (51/1771/07/F)	08/11/16	PIF	25 years, no interest specified	Open Space, Sport and Recreation within, or directly related to, the Parish of Dartmouth	(3,534.25)
2869	Waddeton Barton Farm (52/1249/10/F)		PIF	Not specified	Open space, sport and recreation on sports and recreation facilities within the District - £6337.50	(6,020.64)
2869	Waddeton Barton Farm (52/1249/10/F)		PIF	Not specified	AH contribution of £52313.00	(49,697.35)
2894	Land at Ashburton Road (Meadowside), Totnes (14_56/2246/1)	27/03/17	Under Development	5 years, interest at NatWest base rate	Sports Pitch contribution in the vicinity of the development	(11,430.86)
2944	Land at Moorview, Maridon (34/2184/13/O)		PIF	10 years, interest at 1% below Barclays base rate	Off-Site Play Area contribution and/or Sport and Recreation contribution	(170,174.48)
2945	Knighton Road, Wembury (58/1352/12/F)		Under Development	5 years, interest at NatWest base rate	Marine Contribution towards the maintenance of Plymouth Sounds SAC	(1,158.00)
2945	Knighton Road, Wembury (58/1352/12/F)		Under Development	5 years, interest at NatWest base rate	Footpath Contribution	(109,600.00)
2946	Higher Hatch Farm, Kingsbridge (32/0215/11/F)		PIF	25 years, no interest specified	Open Space, Sport and Recreation contribution	(5,700.00)
2972	Home Field, West Alvington (59/2482/14/F)	05/09/17	Under Development	No restriction/committed end date	Play Contribution	(26,678.00)
2972	Home Field, West Alvington (59/2482/14/F)	05/09/17	Under Development	No restriction/committed end date	Sport and Recreation contribution	(43,527.17)
2973	Land off Palm Cross Green, Modbury (35/0059/15/F)	23/08/17	Under Development	No restriction/committed end date	Open Space, Sport and Recreation contribution	(206,549.75)
2974	Holywell Stores, Bigbury (05/2557/13/F)	11/06/18	Under Development	25 years, no interest specified	Affordable Housing contribution	(65,193.00)
2974	Holywell Stores, Bigbury (05/2557/13/F)	11/06/18	Under Development	25 years, no interest specified	Open Space, Sports and Recreation Contribution	(9,155.33)
2993	Land at Fairfield, South Brent (0354/14)	10/08/17	PIF	No restriction/committed end date	Off-site Public open Space Contribution	(0.50)
2994	Land SE of Torhill Farm, Ivybridge (27_57/1347/14/F)	19/07/2017 & 21/09/18	Under Development	No restriction/committed end date	Air Quality + Tamar SAC	(13,642.87)
2994	Land SE of Torhill Farm, Ivybridge (27_57/1347/14/F)	19/07/17	Under Development	No restriction/committed end date	Filham Park Contribution	(477,916.09)
2994	Land SE of Torhill Farm, Ivybridge (27_57/1347/14/F)	21/09/18	Under Development	No restriction/committed end date	Off-site Employment land	(487,349.65)
3000	Land at Woodland Road, Ivybridge (27/1859/15/F)	31/10/17	Under Development	10 Years no interest specified	Tamar SAC Contribution	(2,459.73)
3000	Land at Woodland Road, Ivybridge (27/1859/15/F)	31/10/17 & 04/12/18	Under Development	10 Years no interest specified	1st Instalment OSSR & 2nd Invoiced	(154,947.89)
3000	Land at Woodland Road, Ivybridge (27/1859/15/F)	04/12/18	Under Development	10 Years no interest specified	1st & 2nd Instalment Open Space and Play	(84,126.45)
3001	Land adjacent to Elwell House, Totnes (56/1214/14/F)	12/04/18	PIF	25 years, no interest specified	OSSR - £1596 to spend	(1,669.99)
3001	Land adjacent to Elwell House, Totnes (56/1214/14/F)	12/04/18	PIF	25 years, no interest specified	Affordable Housing contribution £11704 to spend	(626.01)
3028	Stowford Mill, Harford Road, Ivybridge (27/1336/15/F)	-	Under Development	No restriction/committed end date	Ivybridge Mill Group Archives Contributions	(10,000.00)
3081	Webbers Yard Dartington (14/1745/13/O)	02/05/2018 & 19/09/18	Under Development	No restriction/committed end date	1st & 2nd instalment of Sports Provisions	(57,101.74)
3081	Webbers Yard Dartington (14/1745/13/O)	02/05/2018 & 19/09/18	Under Development	No restriction/committed end date	1st & 2nd instalment of Open Space and Play Contribution	(28,078.15)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/18	Under Development	10 years	Brixton Play Provision Contribution	(46,450.90)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/18	Under Development	10 years	Sports and Recreations Contribution	(49,676.22)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/18	Under Development	10 years	Open Space Contribution	(13,182.59)
3082	Venn Farm, Brixton (07/1196/15/F)	08/05/18	Under Development	10 years	Tamar SAC	(662.73)
3094	Land Noss Marina Kingswear (2266/17/FUL)	12/06/18	Under Development	5 years	New Interpretation panel Contribution	(2,548.50)
3101	Land at Pendarves Loddiswell (S106 -32/1722/15/F)	31/07/18	PIF	10 Years	Affordable Housing Contributions	(13,016.73)
3116	Gara Rock Hotel (3586/16/FUL)	07/11/18 & 22/02/19	Under Development	No restriction/committed end date	1st, 2nd and 3rd instalment of Affordable Housing	(200,000.00)
3132	Former Gas Works, Salcombe (0362/16/FUL)	24/01/19	PIF	25 Years	Affordable Housing	(53,611.32)
3132	Former Gas Works, Salcombe (0362/16/FUL)	24/01/19	PIF	10 Years	OSSR - £9,120 towards Courtney Park	(9,557.38)
3132	Former Gas Works, Salcombe (0362/16/FUL)	24/01/19	PIF	10 Years	OSSR - £14,280 towards The Berry	(15,752.46)
3149	Land East of Allern Lane, Tamerton Foliot (04/1129/15/F)	27/02/196 & 14/03/19	Pre Commencement	5 years	Tamar European Marine Site contribution	(2,274.99)
3149	Land East of Allern Lane, Tamerton Foliot (04/1129/15/F)	-	Pre Commencement	5 years		(56,173.30)
3160	Brimhay Bungalows, Dartington - 14/0142/15/F	19/03/19	Under Development	None	LEAP Contribution OSSR - £44752.50 towards either Gidley Meadows, Dorothy Elmhirst Recreation Field or provide a games area at Meadowbrook	(44,752.50)
3199	Land at The Fairway, Newton Ferrers - 1372/16/FUL					(19,211.11)
3224	Cornwood Road, Ivybridge - 2208/16/FUL					(281,592.35)
3233	Great Court Farm - 03/2163/14/O					(131,949.42)
	Subtotal ccS0500					(6,178,510.09)
	Sherford					
2600	Sherford Review Panel Set up Contribution					(8,690.50)
2601	SRP Annual Contribution					0.00
2602	Fees - Parish Council					(10,000.00)
2603	Fees - Monitoring					(43,026.32)
2604	Economy - Economy & Training					(21,078.23)
2893	Sherford Delivery Team					0.00
	Subtotal ccS0501					(82,795.05)
	TOTAL S106 DEPOSITS (WITH CONDITIONS)					(6,261,305.14)
PG28	Rathvendon, Bigbury (1023)				No conditions	(7,312.50)
PG36	Sedgewell Sands, Marine Drive				No conditions	(7,372.00)
2726	St Johns Ambulance, Dartmouth 15/1389/12/F				Affordable Housing - provision, enhancement, management	(23,000.00)
	TOTAL S106 DEPOSITS (NO CONDITIONS) ccS0842					(37,684.50)
	S106 Capital Grant Unapplied (Cost centre S0803)					

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Fallapit House, East Allington	Affordable Housing	(87,124.50)
Tesco Site, Kingsbridge		(30,000.00)
TOTAL CAPITAL GRANTS UNAPPLIED		(117,124.50)
Capital Grants Receipts in Advance (Cost Centre S0510)		
Penn Torr, Salcombe	Affordable Housing	(84,000.00)
TOTAL CAPITAL GRANTS RECEIPTS IN ADVANCE		(84,000.00)
Notes:		
1. The amounts shown above are before any monitoring fee has been deducted, where this is set out in the S106 Agreement. (See Section 3.19 of the covering report which explains this in more detail)		
2. The deposits as at 30th September 2019 reflect income already received by the Council or where a debtor has recently been raised to a third party.		

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Report to: **Executive**
Date: **19 December 2019**
Title: **Draft Revenue Budget Proposals for 2020/21**
Portfolio Area: **Cllr J Pearce – Budget Setting Process**
Wards Affected: **All**

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

Date next steps can be taken: 23 January 2020

Author: **Lisa Buckle** Role: **Strategic Finance Lead (S151 Officer)**
Pauline Henstock **Head of Finance Practice (Deputy S151 Officer)**

Contact: **Email: lisa.buckle@swdevon.gov.uk**
Email: Pauline.henstock@swdevon.gov.uk

Recommendations:

It is recommended that the Executive:

- (i) Notes the forecast budget gap for 2020/21 of £33,320 and the position for future years (a projected £0.530 million budget gap in 2021/22).
- (ii) Notes the current options identified and timescales for closing the budget gap in 2020/21 and in future years, to achieve long term financial sustainability.
- (iii) Resolves to request the views of the Overview and Scrutiny Panel on the Revenue Budget Proposals set out within this report for 2020/21.

1. Executive summary

- 1.1 The Council's Medium Term Financial Position (MTFP) is based on a financial forecast over a rolling five year timeframe to 2024/25. The Council, along with other local authorities, has faced unprecedented reductions in Government funding since the Comprehensive Spending Review 2010. Between 2009/10 and 2020/21, the Council's Core Government funding has reduced by £4 million.

- 1.2 South Hams has continued to work in partnership with West Devon Borough Council which has allowed SHDC to achieve annual savings of £3.9 million and more importantly protect all statutory front line services. Between both Councils the annual shared services savings being achieved are over £6 million. However, the Councils continue to face considerable financial challenges as a result of uncertainty in the wider economy and constraints on public sector spending.
- 1.3 The latest Budget position for the Revenue Budget 2020/21 is set out in this report. In the Modelling in Appendix B, the total projected budget gap is £33,320 in 2020/21 and this is predicted to increase to £529,711 in 2021/22 (the £529,711 assumes the budget gap in 2020/21 of £33,320 has not been closed). The aggregated Budget Gap to 2024/25 is £2.809 million.
- 1.4 A Members' Budget Workshop was held on 7th November. Based on the results of the Members' Budget Survey, the following changes have been reflected within this latest budget report:-
- A **Climate Change Policy Officer** (a two year temporary post) has been included at a cost of £25,000 per annum (SHDC share).
 - The **Business Rates Pooling Gain** has been increased by £50,000 to £200,000 in 2020/21, in line with current forecasts for 2019/20.
 - Following the **Triennial Pension Revaluation** the Council has been notified that it will have no actuarial pension deficit as at 31.3.2019, resulting in a saving of £200,000 per annum (see 2.9 and 2.10). There is now no need for the Council to pay any lump sum into the Pension Fund as SHDC's pension fund is in a small surplus position. However, the primary rate, the employer's pension contribution rate is increasing by 2.2% from 14.6% to 16.8% producing a cost pressure of £140,000 from 2020/21 until the next actuarial pension revaluation. The Devon Pension Fund in general is experiencing a 2% increase in the primary rate due to the change in financial assumptions. An allowance of an additional 2% (£25,000) for the pension contributions for the externalised waste contract has also been built in for 2020/21 onwards.
 - An increase in **car parking pay and display fees** of 4% from 1st April 2020, generating £80,000 additional income per annum. It is envisaged that this will be the only increase in car parking pay and display fees within this four year period of the Council. This is less than the anticipated inflation over the four years.
 - Additional income from the Council's **Commercial Investment Strategy** of £75,000 per annum.
 - Additional **employment estates income** of £25,000 per annum.
 - Additional **treasury management income** of £20,000 per annum.

- Additional **corporate consultancy income** of £10,000 per annum.
 - Additional planning income of £9,600 per annum from the introduction of a **premium planning service**.
 - A reduction in **ICT contracts** of £12,000 per annum.
- 1.5 In addition, three temporary posts shared with West Devon Borough Council) have been proposed in this report to be made permanent, to be funded by the Flexible Homelessness Government grant funding, to provide stability of resource within the Council's Housing team. The SHDC share of costs is £48,700. This does not create a cost pressure on the 'bottom line' as the cost pressure is offset by the government grant income (both the cost and the income are budgeted for), therefore there is a neutral impact on the budget.
- 1.6 Other changes that have been incorporated in this latest Budget position for 2020/21 are as follows:
- Pressures identified within the Quarter 2 Revenue Budget Monitoring Report and the Public Conveniences Report, both separate items on this Executive agenda. These pressures relate to large or hazardous fly tipping collection costs (£20,000), a management recharge from Salcombe Harbour to Dartmouth Lower Ferry (£21,100) and Public Conveniences (£12,850). The Public Conveniences budget pressure will reduce to £7,500 per annum from 2021/22 onwards.
 - Additional income of £20,000 per annum in respect of Dartmouth Lower Ferry.
 - Estimated one off redundancy and pension strain costs following the Senior Leadership Team and Extended Leadership Team restructure of £25,000 per annum for three years (see 11.1).
 - An increase in the National Living Wage/National Insurance estimate of £20,000 per annum.
 - An increase in the annual contribution to the Repairs and Maintenance Reserve of £25,000.
 - Additional income of £4,100 per annum following the review of fees and charges for 2020/21 at the Overview and Scrutiny Panel on 17th October 2019 (Minute ref. 37).
- 1.7 Members views are also sought on including an Economy post (shared with West Devon Borough Council) within the staffing establishment going forward, to be funded from the business rates pooling gains, to further drive the Council's economic aims and the Enterprise strategic theme, creating places for enterprise to thrive and business to grow (see 2.20). The cost of this post is expected to be around £25,000 per annum (SHDC share). Currently, this cost has not been built in to Appendix A as a budget pressure for 2020/21 onwards.

2. BACKGROUND

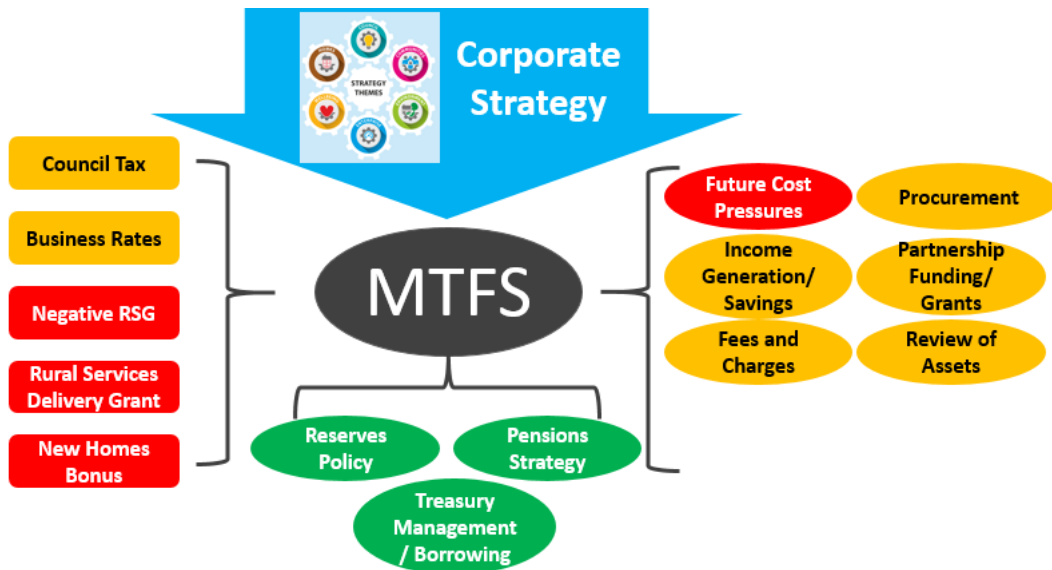
2.1 The Medium Term Financial Strategy (MTFS) report was approved by Council in September 2019. A Budget update report was presented to the Executive on 31st October 2019 and reflected the following changes:-

- Negative Revenue Support Grant has been assumed to be withdrawn by the Government for 2020/21 (one year only)
- A council tax referendum limit of the higher of £5 or 1.99% has been assumed
- Rural Services Delivery Grant has been assumed to be paid at the same level in 2020/21 as in 2019/20 – i.e. £408,055
- The provision for a pay award has been increased from 1% to 2% for each year of the Medium Term Financial Strategy. This is subject to national negotiation on an annual basis. The Medium Term Financial Strategy is not an expression of Council Policy on pay awards, but a means of ensuring an appropriate provision is made as part of the overall financial planning of the Council.
- Two planning enforcement posts (the SHDC share of costs) have been included within the cost pressures.
- The Public Lavatories Bill has been dropped due to the proroguing of Parliament. Therefore the savings from business rates not being payable on public toilets will be delayed until at least 2021/22.
- The estimated business rates pooling gain for 2020/21 has been increased, in light of the current monitoring position on the Devon Business Rates Pool.
- The Collection Fund Surplus has been reduced to £60,000 for 2020/21. This is an annual calculation carried out after the closure of the Accounts and on the closure of the Collection Fund.

2.2 THE COMPONENTS MAKING UP A MEDIUM TERM FINANCIAL STRATEGY (MTFS)

The Diagram below sets out all of the component parts which constitute the make-up of a Medium Term Financial Strategy. Items in Green denote those elements where the Council has a large degree of control over the setting of policies and strategies. Items in Amber denote those components of the MTFS where the Council has a degree of control. Red items signal components where the Council has hardly any control over funding allocations which are decided by the Government and future cost pressures which can largely be outside of the Council's control or influence.

Net Budget £8.8 million 2019/2020



2.2 **Technical consultation on Local Government Finance Settlement**
On 3rd October, a technical consultation on the Finance Settlement for 2020/21 was issued by the Government, with the consultation closing on 31st October. A copy of the Council's response to the consultation was circulated to all Members in the Members' Bulletin. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/836539/Local Government Finance Settlement 2020-21 Technical Consultation .pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/836539/Local_Government_Finance_Settlement_2020-21_Technical_Consultation_.pdf)

2.3 The main items within the consultation were as follows:

- Spending Round 2019 - There will be a one year Spending Round for 2020/21 and plans for a more substantial Spending Review for 2021/22 onwards. So effectively this a 'roll-forward' settlement for 2020/21 for one year.
- Business rates – A similar system in 2020/21 to that in place for 2019/20 is being proposed, with further reform delayed until 2021/22.
- Negative Revenue Support Grant (RSG) - It states in 4.3.3 of the consultation that 'the Government is currently minded to pay off negative RSG again in 2020/21'. The Government welcomes views in response to the consultation on whether eliminating negative RSG is the right approach for 2020/21. This means the Council wouldn't have to forego some of its business rates income (£400,000) by paying some of it back to Government in the form of 'negative government grant'.

- Council Tax Referendum Principles – A core referendum principle of 2% for 2020/21, with the consultation asking the question of whether for Shire District Councils such as South Hams, this should be a principle of 2% or £5, whichever is the greater.
- Council Tax referendum limits for Town and Parish Councils
In 5.3.3 the Government proposes to continue with no referendum principles for Town and Parish Councils in 2020/21. Town and Parish Councils have been informed of this and also that they may have wished to respond to Question 4 of the consultation.
- Better Care Fund
The Government proposes to continue with the existing Better Care Fund funding at the 2019/20 levels, using the same methodology as 2019/20.
- New Homes Bonus
NHB will continue for 2020/21 for one year, with any funding beyond 2020/21 being subject to the 2020 Spending Review. For one year the Government will fund legacy payments and the Government is minded to make a new round of allocations for 2020/21. However they may change the 0.4% baseline when the Finance Settlement is announced in December. The consultation asks if Councils agree that there should be a new round of 2020/21 NHB allocations or would Councils prefer to see this funding allocated for a different purpose.
- Rural Services Delivery Grant (RSDG)
The Government is proposing to pay Councils the same level of RSDG as they received in 2019/20. This is £408,055 for South Hams District Council.

Council Tax

- 2.4 Council in September 2019 (Council Minute 34/19) has set the strategic intention to raise council tax by the maximum allowed in any given year, without triggering a council tax referendum, to enable the continued delivery of services. The actual council tax for any given year will be decided by Council in the preceding February. (The council tax for 2020/21, the SHDC share, will be set at the Council meeting on 13th February 2020).
- 2.5 A £5 increase in council tax would equate to a Band D council tax of £170.42 for 2020/21. This is an increase of 3.02%. A 1% increase in council tax generates £64,000. It has been assumed that the number of properties within the District will increase by 600 per annum from 2020/21 to 2024/25 – this is an increase of approximately 1.6% and is based on projections from the Strategic Planning team.

Business Rates

- 2.6 Estimates have been made of the Baseline funding Level for 2020/21 onwards as set out in Appendix B. This is £1.94m for 2020/21 and £1.99m for 2021/22. The estimated business rates pooling gain for 2020/21 has been increased from £150,000 to £200,000, in light of the current monitoring position on the Devon Business Rates Pool.

New Homes Bonus (NHB)

- 2.7 For one year the Government will fund legacy payments and the Government is minded to make a new round of allocations for 2020/21. However the Government may change the 0.4% baseline when the Finance Settlement is announced in December. The financial modelling has included using £500,000 of New Homes Bonus funding for 2020/21 to fund the revenue base budget and this has then been reduced to £350,000 in 2021/22 and £250,000 in 2022/23 for modelling purposes.
- 2.8 The baseline is the proportion of housing growth which is deducted as 'natural growth as such' before New Homes Bonus is paid to a Council – this is the equivalent of 179 properties for South Hams. So the Council receives no New Homes Bonus on the first 179 properties of property growth per year. The Council's New Homes Bonus allocation for 2019/20 was £1,226,862. The allocation for 2020/21 will be announced in December 2019 and is expected to be in the region of £1 million. The table below sets out the current proposed use of New Homes Bonus funding for 2020/21:-

NHB	Amount (£)
New Homes Bonus 2020/21 estimated allocation	1,000,000
Current allocation:-	
To fund the Revenue Base Budget	(500,000)
Dartmoor National Park allocation*	TBA
Amount remaining unallocated**	500,000

*Dartmoor National Park (DNP) – On an annual basis Dartmoor National Park request a share of the New Homes Bonus to reflect new homes delivered within the Park. The money is used to support a local community fund and, for example, joint work through the rural housing enabler. Members consider this on an annual basis as part of the Budget process.

**The Council has not yet received the draft Local Government Finance Settlement for 2020/21 and therefore the New Homes Bonus Allocation for 2020/21 has not been confirmed. Members will be aware that this will be the last year of New Homes Bonus funding and the remaining amount unallocated may be required to:

- Fund the Revenue budget gap in 2020/21 or 2021/22 if the position changes, and/or
- Fund the Capital Programme from 2021/22 onwards.

Pensions Strategy (Actuarial Valuation)

2.9 The Council has taken specialist pension advice on the options for the Council's Pension position (informing the actuarial valuation), with the aim of reducing the current deficit contributions, increasing affordability, whilst best managing the pension deficit. Options were presented to the Council's Audit Committee on 31st January 2019. The preliminary results of the Triennial Pension Revaluation were received on 21st November 2019. The total pension contribution rates payable for employers consists of two elements, the primary rate and the secondary rate:

- **The primary rate** – this is the anticipated cost to the Council of the pension rights that members will accrue each year in the future. The primary rate, or future service rate is expressed as a percentage of pensionable payroll. The primary rate, the employer's pension contribution rate is increasing by 2.2% for SHDC from 14.6% to 16.8% producing a cost pressure of £140,000 from 2020/21 until the next actuarial pension revaluation. The Devon Pension Fund in general is experiencing a 2% increase in the primary rate due to the change in financial assumptions.
- **The secondary rate** – this arises where the cost of pension rights that have already been accrued turn out to be higher than expected, resulting in a deficit. This happens where the Fund experience differs from previous assumptions, and so the contributions paid do not match the cost of the pension rights accrued during a previous period. The secondary rate, or deficit recovery rate is set as a cash figure.

2.10 The Council will no longer have a pension actuarial deficit as at 31.03.2019, resulting in a saving of £200,000 per annum in employer secondary rate contributions. There is now no need for the Council to pay any lump sum into the Pension Fund as SHDC's pension fund is in a small surplus position. The funding level and the movement in the Council's pension position following the Triennial Pension Revaluation is shown in the table below. The table shows that the Council's pension fund is 101.1% funded as at 31st March 2019, a small surplus position. Advice has been sought from the Actuaries in terms of whether the Council's primary rate could be reduced given this small surplus. However, the Actuaries advice is that this is only considered for employers where the surplus is 105% or more. This provides an allowance for experience going forward against the actuarial assumptions, with the aim of trying to make sure that employers who are 100% funded don't go back to a deficit position in future years.

	At 31 March 2016	At 31 March 2019
	£000	£000
Assets	78,440	97,607
Liabilities	82,291	96,570
Surplus/(Deficit)	(3,851)	1,037
Funding level	95.3%	101.1%

Treasury Management and Borrowing Strategy

- 2.11 The Council has taken external treasury management advice on the Council's overall borrowing levels and debt levels. The Council set an Upper Limit on External Borrowing (for all Council services) as part of the Medium Term Financial Strategy of £75 million. In March 2019, the Council considered its Capital Strategy and Treasury Management Strategy which contained the new requirements issued by MHCLG in February 2018 of the new guidance. Members received training on the new requirements in November 2018.

Council Tax Support Grant (CTSG) for 2020/21 onwards

- 2.12 At the Executive meeting on 31st October 2019, (Minute E.50/19) Members considered the results of the consultation exercise with Town and Parish Councils on the Council Tax Support Grant. It was resolved that Council be recommended to withdraw the Council Tax Support Grant from Town and Parish Councils with effect from 1 April 2020 by 50% per annum over the next two years as part of the budget process, in order to allow time for Town and Parish Councils to plan for the reduction in their budget setting processes.

Results of the Members' Budget Survey 2019

- 2.13 A Members' Budget Workshop was held on 7th November, Based on the results of the Members' Budget Survey the following changes have been reflected within this latest budget report:

- A **Climate Change Policy Officer** (a two year temporary post) has been included at a cost of £25,000 per annum (SHDC share). The Climate Change Action Plan will be brought to Members at the December Council meeting. In order to deliver the Action Plan, a temporary 2 year post is recommended for a Climate Change Policy Officer. The post will be reviewed after year 2.
- The **Business Rates Pooling Gain** has been increased by £50,000 to £200,000 in 2020/21, in line with current forecasts for 2019/20.
- Following the **Triennial Pension Revaluation** the Council has been notified that it will have no actuarial pension deficit as at 31.3.2019, resulting in a saving of £200,000 per annum (see 2.9 and 2.10). There is now no need for the Council to pay any lump sum into the Pension Fund as SHDC's pension fund is in a small surplus position. However, the primary rate, the employer's pension contribution rate is increasing by 2.2% from 14.6% to 16.8% producing a cost pressure of £140,000 from 2020/21 until the next actuarial pension revaluation. The Devon Pension Fund in general is experiencing a 2% increase in the primary rate due to the change in financial assumptions. An allowance of an additional 2% (£25,000) for the pension contributions for the externalised waste contract has also been built in for 2020/21 onwards.

- An increase in **car parking pay and display fees** of 4% from 1st April 2020, generating £80,000 additional income per annum. Car parking charges were last increased in July 2018 by 2% (for the 2018/19 financial year). It is envisaged that this will be the only increase in car parking pay and display fees within this four year period of the Council. This is less than the anticipated inflation over the four years.
- **Commercial Investment Strategy** of £75,000 per annum. The Council has agreed a commercial investment strategy of up to £60 million. The Council is progressing various investment opportunities including the renewable energy sector. An income budget for 2020/21 of approximately £75,000 could be achieved (this would be the net return to the Council). This does not include projects on a later timescale where the Council is preparing to go out to public consultation such as Kingsbridge and Ivybridge.
- Additional **employment estates income** of £25,000 per annum. The 2018/19 and 2019/20 capital budgets included provisions for the development of 4 units in Ermington. The units are now complete and are in the process of being let. They are expected to generate a rental income of £25,000 p.a. when fully let.
- Additional **treasury management income** of £20,000 per annum. The investment interest budget based on our daily Treasury Management activity is currently £183,000. In the quarter 2 revenue monitoring report an additional £30,000 of investment income is anticipated for 2019/20.
- Additional **corporate consultancy income** of £10,000 per annum. The Council will look to attract more work from other Councils. This would primarily be through us delivering consultancy or short term work activities rather than delivering full services. An example of this would be continuing the work on Disabled Facilities Grants for Torridge DC. The current budget for consultancy income is £20,000, so this would increase the income target to £30,000 for 2020/21.
- Additional planning income of £9,600 per annum from the introduction of a **premium planning service**. This service would involve the applicants paying an additional fee, over and above the statutory fee, in return for a set of specific actions/commitments with a view to getting an application determined faster than under the normal service. The additional income is based on an estimate of one application per month over the year. The service would not in any way influence the outcome of the decision making process. This option was only just supported by the majority of Members (55.56%) and one Member said that they would only support this option if the additional income was ring fenced to pay for an additional planning post.
- A reduction in **ICT contracts** of £12,000 per annum. Cancellation of the IEG4 Contract and implementation of the Northgate Citizen access portal would generate savings from

2020/21 of £12,000 (SHDC share), increasing to £24,000 a year from 2021/22.

2.14 The following items were not supported by the majority of Members in the Budget Survey and have therefore not been included in Appendix A:

- **A Town Centres Strategy Officer** – at the recent Overview and Scrutiny Panel, Members considered the Town Centres Strategy and passed the following resolution 'That Option 3 (namely that the Council could 'take a more active role in promoting, leading and delivering change in the community. This might be achieved by a lead Officer/Officers and Members dedicating additional time to convening meetings, assessing opportunities and creating working groups/task and finish groups to deliver against the agenda') be fully costed and presented to the draft 2020/21 Budget Setting Workshop on Thursday, 7 November 2019.
- **Increase car parking pay and display fees and transfer the additional income to an earmarked reserve to help fund installation of rapid electric charging points (on a larger scale, over and above grant funding already available)** – Members considered an option which looked at increasing car parking pay and display fees and transferring the additional income to an earmarked reserve to help fund investment in the installation of rapid electric charging points in the Council's car parks. Some Members made the point that the Council should be able to access government grant funding.

Other Budget Ideas raised by Members in the Budget Survey

2.15 One Member asked if we could research the model from Wigan Council around Assets Based Community Development. This was an item on the September 2019 Council agenda and shown below is an extract of the relevant minute:-

'This Council proposes that the Deputy Chief Executive and the Executive Lead for Communities together examine the benefits that Assets Based Community Development could offer to South Hams DC and its communities and report back to Council within four months in order to determine the next steps'.

2.16 Another Member asked if the Council could investigate charging double for retrospective planning applications, as this was the case in Jersey. This idea has been looked at by the Head of Development Management Practice and the planning regulations which apply in England set out the planning charges at a national level and the Council does not have the ability to set fees locally. Different planning regulations apply in Jersey.

2.17 One Member suggested incentivising electric vehicles with free/reduced parking charges and providing storage/lock up facilities

for bicycles and electric bike hire. In addition, another Member commented that they would support the 5% additional car park income but then offer a 4 hour free parking to electric vehicles parked in charging bays charging their cars.

- 2.18 This latest budget position includes a provision for the pay award of 2% per annum in line with the previous Medium Term Financial Strategy. This is subject to national negotiation on an annual basis. The Medium Term Financial Strategy is not an expression of Council Policy on pay awards, but a means of ensuring an appropriate provision is made as part of the overall financial planning of the Council. The 2020/21 pay award is still being negotiated and therefore the pay award cost pressure might change once this has been agreed in the New Year.
- 2.19 In addition, three temporary housing posts (shared with West Devon Borough Council) have been proposed in this report to be made permanent, to be funded by the Flexible Homelessness Government grant funding, to provide stability of resource within the Council's Housing team. The SHDC share of costs is £48,700. This does not create a cost pressure on the 'bottom line' as the cost pressure is offset by the government grant income (both the cost and the income are budgeted for), therefore there is a neutral impact on the budget. The Government has reformed temporary accommodation finance through a flexible homeless support grant. There has also been financial recognition of the enormous additional burden placed on local authorities through the Homeless Reduction Act, meaning that the service has been able to continue delivering its statutory service, perform highly in preventing homelessness and reducing lengths of stays in temporary accommodation. The Council has robust homeless and rough sleeper prevention strategies which has meant the Council has prevented homelessness for 986 households since its inception in 2017. The short term nature of grant funding has meant the Council has only been able to offer short term contracts, and the Council has used significant resource on the training and induction of staff, only to lose staff to our neighbouring Authorities when permanent positions have arisen. In order to provide stability of resource to really drive homeless prevention in our area, it is recommended that three housing posts are made permanent posts on the establishment, to be funded by flexible homelessness grant (Government grant funding).
- 2.20 Members' views are also sought on including an Economy post (shared with West Devon Borough Council) within the staffing establishment going forward, to be funded from the business rates pooling gains, to further drive the Council's economic aims and the Enterprise strategic theme, creating places for enterprise to thrive and business to grow. The cost of this post is expected to be £25,000 per annum (SHDC share). Currently, this cost has not been built in to Appendix A as a budget pressure for 2020/21 onwards. It is envisaged that this Economy post would:

- Put together bids for external funding and use Grantfinder to attract external grants
- Set up projects to support local business growth, create new jobs and improve local skills.
- Help to promote tourism and investment in the local region.
- Conduct research and analyse statistics.
- Build partnerships between local government, businesses and communities.
- Work in partnership with the Federation of Small Businesses (FSB).
- Advise businesses and community groups about available grants and funding.
- Work with the Local Enterprise Partnership on opportunities for funding.
- Promote our local area to attract new businesses and retain existing businesses through a targeted approach.
- Develop local economic development strategies and an action plan to implement them – assist with the Town Centre work.
- Help local businesses to become more competitive in finding new markets.

3 BUDGET PRESSURES, SAVINGS AND INCOME GENERATION

3.1 Financial modelling has been undertaken for the next five years to predict the Council's financial situation for the short and medium term.

3.2 **Appendix A** to the Medium Term Financial Position sets out the Budget Pressures forecast for the next five years and the additional savings and income forecast. ***These figures in Appendix A show the changes to the existing base budget.***

(As set out in Appendix A)	2020/21 £	2021/22 £	2022/23 £	2023/24 £	2024/25 £
Cost Pressures	1,545,640	630,761	425,000	425,000	450,000
(Reduction)/ Increase in contribution to Earmarked Reserves	(53,700)	205,000	130,000	130,000	78,000
Savings and additional income	(914,477)	(446,220)	(179,196)	(12,100)	(2,100)

4. OVERALL POSITION – BUDGET GAP

4.1 Appendices A and B illustrates the overall financial forecast for the forthcoming five years. The Council's Net Budget is £8.8 million in 2019/20. A Summary forecast is shown below of the potential budget situation if all of the budget pressures and the savings and income

generation in Appendix A were approved. It also shows the situation if Council Tax is increased by the higher of 1.99% or £5 (Appendix B).

4.2 The following table illustrates the predicted budget gap from 2020/21 onwards for the Council as shown in Appendix B:

Cumulative Budget Gap	2020/21 £	2021/22 £	2022/23 £	2023/24 £	2024/25 £	Total Aggregated Budget Gap £
Modelling in Appendix B	33,320	529,711	548,364	730,113	967,426	2,808,934

4.3 In the Modelling in Appendix B, the projected budget gap is £33,320 in 2020/21 and this is predicted to increase to £529,711 in 2021/22 (the £529,711 assumes the budget gap in 2020/21 of £33,320 has not been closed). The aggregated Budget Gap to 2024/25 is £2.809 million.

5 FINANCIAL SUSTAINABILITY AND TIMESCALES

5.1 The Council is progressing various options for closing the budget gap for 2020/21 onwards, to achieve long term financial sustainability. The table below sets out a timescale for those options and the various strands that the Council is exploring.

Option	Possible Budget Impact	Timescale
Asset Review/ Corporate Property Strategy There was a separate report on the Executive agenda in December 2018 for 'Commercial Development Opportunities'.	Initial income projections have been included within this budget report.	Regular updates will be provided to Members.
Strategic Accommodation Review Members of the Accommodation Working Group are reviewing options. A report will be presented to a future meeting of the Executive. Currently West Devon Borough Council pays South Hams District Council £90,000 per year which reflects the cost of the shared service provision and the far greater footprint used at Follaton House for the	To be quantified	By April 2020

Option	Possible Budget Impact	Timescale
<p>provision of some frontline services (call centre) and all back office functions. Members at West Devon have requested that this annual payment is reviewed. The original figure of £90,000 was calculated in 2014 as part of the T18 Transformation Programme business case. It is acknowledged that working practices have changed in the last 5 years and the review would look to address this. This work will be undertaken during January 2020.</p>		
<p>Car parking permits On 31 October 2019, the Executive (Minute E.53/19) resolved that the sale of all new parking permits be ceased with immediate effect, pending a complete review of permits across the District. This will be the subject of a future Executive report.</p>	<p>To be quantified</p>	<p>During 2020/21</p>
<p>Garden Waste charges The Council has the opportunity to charge for garden waste in the future. Based on a subscription level of £40 and a 20% participation rate, a net income of around £110k per annum is projected. In addition, there could be an operational saving of around £50k per annum. So there is a potential total saving of £160k. These figures are conservative estimates. A service change would not be anticipated until April 2021. This is because the Council could not introduce this service until after the September 2020 change-over to the Devon Aligned Service which separates the food from the garden waste collections, thus allowing for charging on garden waste (if this is the direction from Members) and the optimum time for any launch of chargeable garden waste would be at the start of the growing season.</p>	<p>£160,000 of income per annum</p>	<p>From April 2021</p>

Option	Possible Budget Impact	Timescale
Funding Options		
<p>Negative Revenue Support Grant Negative Revenue Support Grant (RSG) for 2019/20 of £400,000 was eliminated by the Government for one year.</p> <p>The Government are consulting on funding negative RSG for one year for 2020/21. This has been assumed in the modelling in Appendix B.</p>	<p>Negative RSG of £400,000 for 2021/22 onwards has been built into this budget report.</p>	<p>It is assumed that negative RSG of £400,000 will be deferred for one year until 2021/22.</p>
<p>New Homes Bonus allocations for 2020/21 onwards</p> <p>The Government has stated that 2020/21 represents the final year of NHB funding and from 2021 onwards they will explore how to incentivise housing growth most effectively and will consult on this issue.</p> <p>The financial modelling has included using £500,000 of New Homes Bonus funding for 2020/21 to fund the revenue base budget and this has then been reduced to £350,000 in 2021/22 and £250,000 in 2022/23 for modelling purposes</p> <p>It is not known what NHB allocations (or a similar scheme) will be in future years when the NHB scheme is replaced. This remains a risk for the Council.</p>	<p>To be assessed</p> <p>It is not known what NHB allocations (or a similar scheme) will be in future years when the NHB scheme is replaced.</p>	<p>Awaiting further announcements from the Government</p>
<p>Use of Reserves as a temporary measure</p> <p>The Council could temporarily utilise Reserves to balance an element of the 2020/21 budget, whilst longer term solutions are being implemented. This would be a very short term solution though.</p> <p>The current levels of Reserves are £1.9 million Unearmarked Reserves and Earmarked Reserves of £13.3 million.</p>	<p>To be Assessed</p>	<p>To be decided as part of the Budget Process</p>

6. CAPITAL PROGRAMME AND PRUDENTIAL BORROWING

- 6.1 The Capital Programme is set by the Council annually and may be funded by sale proceeds from the disposal of assets (capital receipts), external grants and contributions, directly from revenue or from borrowing. The Capital Budget Proposals for 2020/21 are a separate report on this agenda. This sets out a Proposed Capital Programme for 2020/21 of £3.73 million and the sources of funding for the Capital Programme.
- 6.2 **Commercial Property Acquisition Strategy** – The Council has agreed a commercial property acquisition strategy of up to £60 million. In July 2019, the Executive considered reports on the Kingsbridge hotel, Ivybridge Regeneration and Dartmouth Health and Wellbeing Hub development. Consultation on the Kingsbridge and Ivybridge schemes will be taking place in the New Year and stakeholders e.g. Members, residents, businesses, will be made aware of how to engage in the consultation process.
- 6.3 Purchases made within the strategy will be capital expenditure. A report on the updated Commercial Investment Strategy to include the renewable energy sector was a separate report on the July 2019 Executive agenda. The Council is progressing work on the business case for the renewable energy sector.
- 6.4 The Council's Asset Base is £91 million at 31 March 2019. The Council will continually review and challenge its asset base in order to deliver the optimum value for money from the Council's Assets.
- 6.5 **Prudential Borrowing** - The Council will consider the use of prudential borrowing to support capital investment to deliver services and will ensure that the full costs of borrowing are taken into account when investment decisions are made.
- 6.6 Public Works Loans Board (PWLB) borrowing – On 9th October the Council received notification that overnight, the PWLB borrowing rate had increased by 1% across all of their loans which are available. This was without any prior notice and this dramatic increase overnight is unprecedented in years gone by. For example 50 year borrowing is now 3% interest rate (previously just under 2%). This only affects new loans taken out and this doesn't affect loans taken out in the past e.g. for leisure. The Council is assessing the impact on all of its business cases which involve external borrowing. It is thought that other market providers e.g. bank and pension funds will look to offer products that are at a more competitive rate than the current PWLB offering.
- 6.7 An overall Borrowing Limit (£75 million) has been approved as part of the Medium Term Financial Strategy, with £60 million being for the Commercial Property Strategy and £15 million for other borrowing requirements.

7. Earmarked and Unearmarked Reserves

- 7.1 The current levels of Reserves are £1.9 million Unearmarked Reserves and Earmarked Reserves of £13.3 million. The Council's Net Budget is £8.83 million for 2019/20. Therefore Unearmarked Reserves equate to 21.5% of the Council's Net Budget. A full list of Earmarked Reserves and the projected balances as at 31st March 2020 is attached at Appendix C.
- 7.2 There are some small historic earmarked reserves e.g. the Innovation Fund (Invest to Earn) which has a balance of £2,000, which will be recommended as part of the February 2020 budget report to be amalgamated back into general unearmarked reserves.
- 7.3 As part of the 2020/21 budget setting process it has been identified that the annual contribution to the Repairs and Maintenance Reserve of £55,000 has not been increased since 2009/10. Therefore it is proposed to increase this contribution by £25,000 in 2020/21 to £80,000, and then a further £25,000 amounting to an annual contribution of £105,000 from 2021/22 onwards. This will bring the contribution in line with current demand and will also allow for money to be put aside for the roofs at Garden Mill Industrial Estate in Kingsbridge.

8. Budget Monitoring

- 8.1 The latest Quarter 2 Revenue Budget Monitoring position is a separate report on this agenda. This shows that actual net revenue expenditure is forecast to be under budget by £37,000 when compared against the total budget set for 2019/20. As part of this latest monitoring exercise two budget pressures have been identified that have been built into the latest budget position. These relate to:

- **Large or hazardous fly tip collections** - the budget for large or hazardous fly tip collections is predicted to be overspent by £20,000 in 2019/20. This continues the trend of previous years. Large or hazardous fly tips sit outside of the FCC contract and this is a Council cost. Household and small fly tips are included within the FCC contract and are part of the contract cost. Therefore a cost pressure of £20,000 per annum has been reflected in this budget report.
- **Salcombe Harbour management recharge** – the involvement of Salcombe Harbour staff in ensuring the continuing compliance of the Dartmouth Lower Ferry with the legislation set out in the Maritime and Coastguard Agency (MCA) has been estimated at £21,100 per annum from 2020/21 in terms of a staff recharge. Going forward this level of involvement by Salcombe Harbour (a ring-fenced account) is likely to continue and therefore a cost of £21,100 per annum has been built into the latest budget position to reflect this management recharge. In this year, two out of three

major refits have been completed as well as health and safety works being carried out at the Dartmouth Lower Ferry workshops.

- 8.2 In addition, the Quarter 2 Revenue Budget Monitoring report forecasts additional income for Dartmouth Lower Ferry of £40,000 for 2019/20. It is anticipated that some of this income will continue in future years and therefore an additional income target of £20,000 has been built into the 2020/21 budget for Dartmouth Lower Ferry.

9. Public Conveniences

- 9.1 There is a public conveniences update report on this Executive agenda. The report sets out that the proposals represent a budget pressure of £12,850 in 2020/21 and an on-going annual pressure from 2021/22 of £7,500. Appendix A has been updated to reflect these figures. Overall the public conveniences project will achieve an annual saving of £228,015 by 2021/22.

10. Fees and Charges

- 10.1 At the Overview and Scrutiny Panel on 17th October 2019 (Minute ref. 37) Members considered the review of fees and charges for 2020/21. The changes proposed for 2020/21 onwards will generate additional income of £4,100 per annum in respect of boat storage charges (£2,000) and S257 footpath diversion orders (£2,100). These additional income targets have been built into Appendix A.

11. Senior Leadership Team/Extended Leadership Team restructure

- 11.1 The Corporate Peer Challenge report, carried out in November 2018, recommended a review of the management structure of the Councils. The first part of this review was carried out in September 2019 with the formation of a Senior Leadership Team (SLT) that provides the clarity and capacity to meet the challenge of delivering the ambitious objectives of the Councils. The report to Council on 18th July requested that the Chief Executive review and implement changes to the Extended Leadership Team (ELT) by December 2019. The annual savings (SHDC share) from the SLT and ELT staff restructure are £94,000 per annum. There are estimated to be some one-off redundancy and pension strain costs associated with the restructure and an amount of £25,000 for three years has been budgeted for as a cost pressure.
- 11.2 In addition, in terms of salaries a further £20,000 pressure has been included in respect of the National Living Wage and National Insurance for 2020/21 onwards.

12 NEXT STEPS

- 12.1 This report is a snapshot (a position statement) in December 19 and future Member decisions on the budget strategy will inform future figures within the 23rd January 2020 Budget report to the Overview and Scrutiny Panel.

12.2 Individual Council funding figures for 2020/21 are due to be released in December with the Local Government Finance Settlement.

13. IMPLICATIONS

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	<p>The Executive is responsible for recommending to Council the budgetary framework. It is the role of the Overview and Scrutiny Panel to scrutinise the Budget proposals being proposed by the Council on an annual basis. In accordance with the Financial Procedure Rules, Council must decide the general level of Reserves and the use of Earmarked Reserves.</p> <p>The preparation of the Budget annually is evidence that the Council has considered and taken into account all relevant information and proper advice when determining its financial arrangements in accordance with statutory requirements, and in particular, that it will set a lawful budget.</p>
Financial Implications to include reference to value for money	Y	In the modelling in Appendix B, the budget gap is predicted to be £33,320 in 2020/21 (the £529,711 in 2021/22 assumes the budget gap in 20/21 of £33,320 has not been closed). The aggregated Budget Gap is £2.809 million over the five years.
Risk	Y	Each of the budget options taken forward by Members will consider the risks of the option.
Supporting Corporate Strategy	Y	The Budget report supports all six of the Corporate Themes of Council, Homes, Enterprise, Communities, Environment and Wellbeing.
Climate Change - Carbon / Biodiversity Impact	Y	<p>A Climate Change Action Plan will be presented to Council in December 2019, with associated financial implications.</p> <p>Following this report, a strategy will be implemented as to how the Council could finance the items within the Action Plan, whether that is from external grant sources or some funding from the Council's own resources.</p>
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	Equality Impact Assessments are completed for the budget proposals.
Safeguarding	N	None directly arising from this report.

Community Safety, Crime and Disorder	N	None directly arising from this report.
Health, Safety and Wellbeing	N	None directly arising from this report.
Other implications	N	None directly arising from this report.

Supporting Information

Appendices:

Appendix A – Budget pressures and savings

Appendix B – Modelling of the Budget (MTFS) Position

Appendix C – Schedule of Reserves (Unearmarked and Earmarked)

Background Papers

Executive – 19th September 2019 – Medium Term Financial Strategy 2020/21 to 2024/25

Executive – 31st October 2019 – Budget Update report for 2020/21 onwards

Council – 26th September 2019 - Medium Term Financial Strategy 2020/21 to 2024/25

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	Yes
Data protection issues considered	Yes
Accessibility checked	Yes

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BUDGET PROPOSALS 2020/21 OCTOBER 2019
(This shows the changes to the existing Base Budget)

APPENDIX A

	BASE 2019/20	Yr1 2020/21	Yr2 2021/22	Yr3 2022/23	Yr 4 2023/24	Yr 5 2024/25
	£	£	£	£	£	£
BUDGET PRESSURES						
Inflation and increases on goods and services	220,000	110,000	110,000	110,000	110,000	110,000
Torr Quarry Transfer Station	142,500					
Triennial Pension revaluation (increase in Pension Employer primary rate contributions)		140,000				
Salaries - provision for pay award at 2% for 20/21 onwards	280,000	140,000	140,000	140,000	140,000	140,000
Waste collection, recycling and cleansing contract (estimate)		130,000	130,000	130,000	130,000	130,000
National Living Wage and National Insurance	50,000	70,000	70,000	70,000	70,000	70,000
Two planning enforcement officers (SHDC share of the cost - Council September 19)	29,000	50,078				
Employer's pension costs - Waste collection, recycling and cleansing contract	290,000	25,000				
Depot annualised costs - Waste collection, recycling and cleansing contract	22,200	60,762	60,761			
Devon aligned service for waste		175,000	175,000			
Implementation costs for Devon aligned service for waste (one-off) This is additional staffing support for implementation such as roadshows, communications and customer services support.		125,000	(125,000)			
Reduction in recycling income	125,000	65,000				
Blue and Clear recycling bag processing (safe working practice requirement)	75,000					
Haulage contract	60,000					
Reduction in Housing Benefit administration subsidy and Council Tax Support Admin Grant	15,000					
Car parking costs - collection fees	25,000					
ICT future service provision		150,000				
ICT support contracts - increase the budget to better align to actual expenditure	50,000					
Housing Benefit overpayment recoveries		100,000	70,000			
Payment collection expenses		25,000				
Maintenance of trees		40,000				
Climate Change Policy Officer (SHDC share of cost - 2 year temporary post)		25,000		(25,000)		
Housing Posts (make three temporary posts permanent - SHDC share of costs - to be funded by Government grant - Flexible Homelessness Grant funding)		48,700				
SLT/ELT Restructure - redundancy/pension strain costs		25,000			(25,000)	
Dartmouth Ferry - management recharge from Salcombe Harbour		21,100				
Large and hazardous fly tipping costs (outside of the FCC contract)		20,000				
TOTAL BUDGET PRESSURES	1,383,700	1,545,640	630,761	425,000	425,000	450,000

Changes to contributions to Earmarked Reserves

Reduce the contribution from the New Homes Bonus Reserve (assumes a contribution of £500,000 in 2019/20 and 2020/21 with reduced contributions from 2021/22 onwards)	141,084		150,000	100,000	100,000	50,000
Vehicle Fleet Replacement Reserve (Council 6th December 2018)	60,000					
Contribution to Economic Regeneration Projects Reserve (Business Rates Pilot gain). This contribution is one-off for 2018/19 only.	(475,000)					
Reduce contribution to Land and Development Reserve	(43,000)					
Dartmouth Ferry - increase annual contribution to £235,000 by 2024/25		30,000	30,000	30,000	30,000	28,000
Transformation Project (T18) - Approved at 11 December 2014 Council Contribution to Strategic Change Reserve to meet pension strain costs	(150,000)	(60,000)				
Repairs and Maintenance Reserve - increase annual contribution from £55,000 to £80,000 in 2020/21 and £105,000 from 2021/22		25,000	25,000			

BUDGET PROPOSALS 2020/21 OCTOBER 2019
(This shows the changes to the existing Base Budget)

APPENDIX A

Contribution from the Flexible Homelessness Government Grant for three housing posts (SHDC share of costs)

(48,700)

Total changes in contributions to Earmarked Reserves

(466,916) (53,700) 205,000 130,000 130,000 78,000

BUDGET PROPOSALS 2020/21 OCTOBER 2019
(This shows the changes to the existing Base Budget)

APPENDIX A

SAVINGS AND INCOME GENERATION IDENTIFIED

	Yr1 2019/20 £	Yr2 2020/21 £	Yr3 2021/22 £	Yr 4 2022/23 £	Yr 5 2023/24 £	Yr 5 2023/24 £
Boat Storage Charges (as per Fees and Charges report)	(3,000)					
Duty Planning - charged appointment basis (as per Fees and Charges report)	(9,000)					
Savings from re-procurement of contracts (e.g. leisure contract)	(22,000)	(165,000)	(65,000)	(116,000)	0	
Procurement of waste collection, recycling and cleansing contract (Note - The employer's pension costs of £290,000, the depot annualised costs of £22,200 and the increase to the Vehicle Earmarked Reserve of £60,000 are deducted from this figure to show the total net annual saving as per the report to Council on 6th December 2018)	(658,351)	(129,674)	(129,672)			
Income from Commercial Developments (Executive 13/12/18)			(115,911)	(41,096)		
Planning fee income	(40,000)					
Dartmouth Lower Ferry	(25,000)					
Public Conveniences - Pay on Entry, contributions and transfer to Parish Council/ closure 1.9.2019 where agreement has not been reached for transfer - Includes rate relief from 2021 - Savings as set out in the Executive report 22nd November 2018. Figures have been updated to reflect the proposals set out within the Public Conveniences update report to the Executive on 19th December 2019	(118,275)	(55,203)	(54,537)			
Other budget savings (cessation of Communities Together Fund)	(7,000)					
Reduce partnership grant funding to the CVS (£12,600) and South Devon AONB (£9,700)	(22,300)					
Advertising on website and e-bulletins	(3,500)					
Corporate consultancy income	(20,000)					
Energy Certificate for Eco Schemes	(10,000)					
Food and Health and Safety advice	(3,000)					
Increase investment in CCLA from £1.5m to £3.5m (treasury management income) - Appendix F	(60,000)					
Dartmouth Park and Ride - charging review			(30,000)	(20,000)	(10,000)	
Senior Leadership Team - Interim arrangement (£34,000) - Restructure (£60,000) as per July 2019 Council report	(34,000)	(60,000)				
Review ICT contracts	(10,300)	(6,300)				
Review cleaning contract Follaton	(5,000)					
Vehicle Trackers	(2,900)					
Digital Downloads of Planning applications	(3,500)	(3,500)				
Implement e-billing for Council Tax	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)
Council Tax Support Grant - proposal to reduce by 50% per annum over two years	(8,000)	(37,000)	(37,000)			
Car parking pay & display fees - increase by 4%		(80,000)				
Commercial Investment Strategy		(75,000)				
Employment Estates income		(25,000)				
Treasury Management income		(20,000)				
Corporate Consultancy income		(10,000)				
Premium Planning Service		(9,600)				
Cancellation of the IEG4 Contract & implementation of the Northgate Citizen access portal		(12,000)	(12,000)			
Review of fees and charges - boat storage fees (£2,000) and S257 footpath diversion orders (£2,100)		(4,100)				
Dartmouth Lower Ferry income		(20,000)				
Triennial Pension Revaluation - no secondary pension contributions payable due to the pension Deficit being Nil at 31.3.2019		(200,000)				
TOTAL SAVINGS AND INCOME GENERATION	(1,067,226)	(914,477)	(446,220)	(179,196)	(12,100)	(2,100)

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Line	BASE	Yr 1	Yr 2	Yr 3	Yr 4
No.	2019/20	2020/21	2021/22	2022/23	2023/24
	£	£	£	£	£
Appendix B - Council Tax is increased by the higher of £5 or 1.99% each year					
No. Modelling for the financial years 2020/21 onwards					
1	8,983,194	8,832,752	9,376,895	9,270,045	9,627,196
2	1,383,700	1,545,640	630,761	425,000	425,000
3	(1,067,226)	(914,477)	(446,220)	(179,196)	(12,100)
4	(466,916)	(53,700)	205,000	130,000	130,000
5	8,832,752	9,410,215	9,766,436	9,645,849	10,170,096
Projected Net Expenditure:					
Funded By:-					
(See Note 1 below regarding New Homes Bonus funding)					
6	6,315,689	6,608,840	6,907,990	7,213,141	7,524,292
7	112,000	60,000	100,000	100,000	100,000
Collection Fund Surplus					
8	1,897,008	1,944,000	1,994,000	2,046,000	2,096,000
Localised Business Rates (baseline funding level)					
9			(400,000)	(400,000)	(400,000)
Tariff/Top Up Adjustment amount (negative RSG- assumes withdrawn for 20/21)					
10	100,000	200,000	100,000	100,000	100,000
Business Rates Pooling Gain					
11		156,000	160,000	160,000	160,000
Business Rates - changes to Baseline Need					
12	408,055	408,055	408,055	408,055	408,055
Rural Services Delivery Grant					
13	8,832,752	9,376,895	9,270,045	9,627,196	9,988,347
Total Projected Funding Sources					
Budget Gap per year					
14	0	33,320	496,391	18,653	181,749
(Projected Expenditure line 5 - Projected Funding line 13)					
Actual Predicted Cumulative Budget Gap					
	0	33,320	529,711	548,364	730,113
Aggregated Budget Gap (if no action is taken in each individual year to close the budget gap annually)					
	0	33,320	563,031	1,111,395	1,841,508
Modelling Assumptions:					
Council Tax (Band D) (Modelling the higher of £5 or a 1.99% increase)					
	165.42	170.42	175.42	180.42	185.42
Council Tax Base (Assumes an increase in Band D Equivalent properties of 600 per annum)					
	38,179.72	38,779.72	39,379.72	39,979.72	40,579.72

Note 1 - New Homes Bonus Funding

The modelling for 2020/21 includes a contribution of £500,000 from New Homes Bonus (NHB) funding to fund the Base Budget. Appendix A shows the movement between years of the funding from NHB. Funding from NHB will reduce from 2021/22 onwards.

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RESERVES - PROJECTED BALANCES (EXCLUDES SALCOMBE HARBOUR)						APPENDIX C
	Cost Centre	Opening balance 01.04.2019 £000s	Additions to Reserve 2019/20 £000s	Predicted Spend 2019/20 £000s	Projected balance 31.03.2020 £000s	Comments
EARMARKED RESERVES						
Specific Reserves - General Fund						
Capital Programme	S0820	(84)	(453)	453	(84)	Transfer to R & M Reserve £80k, 17/18 Capital Programme £30k, Kingsbridge Quay Master Plan Stage 2a, 18/19 Capital Programme £204k, 19/20 Capital Programme £140k
Revenue Grants	S0821	(578)	0	58	(520)	This reserve comprises of government grants received for specific initiatives or new burdens and are held in the reserve for accounting purposes
Affordable Housing	S0822	(988)	0	910	(78)	Funding of Capital Programme Commitments
Renovation Grant Reserve	S0823	(7)	0	0	(7)	Comprises proceeds from repayments
New Homes Bonus	S0804	(1,155)	0	919	(236)	Commitments as per 19/20 budget report approved at Council on 21/2/19 (£500k to fund the Revenue Base Budget in 19/20)
Community Parks and Open Spaces	S0826	(107)	(17)	95	(29)	South Devon Tennis Courts, Follaton Arboretum
Repairs & Maintenance	S0827	(45)	(148)	71	(122)	Coronation Road toilets (O&S 38/18), Bigbury toilets replacement hand dryers £11k and improvements to mobile phone signal at Follaton House
Marine Infrastructure	S0828	(210)	(58)	200	(68)	Baston Harbour Workshops as per 19/20 Capital Programme (E.70/18)
Land and Development	S0829	(94)	(121)	76	(139)	Commitments include the balance of the land transfer to Dartmouth Town Council £12k, feasibility studies £14k, and £50k earmarked for Council Owned Asset Investment and Development E.08/18.
Dartmouth Ferry Repairs & Renewals	S0830	(455)	(87)	214	(328)	Fleet refurbishment £74k (includes £40k recommended in this report) engineering works at Dartmouth Lower Ferry Workshops (health & safety urgent works) £120k.
Homelessness Prevention	S0851	(112)	0	0	(112)	
Economic Initiatives	S0831	(27)	0	21	(6)	RDP Local Action £16.4k South West LEP £5k
Vehicles & Plant Renewals	S0832	(1,264)	(550)	617	(1,197)	Fleet Replacement Programme
Pay & Display Equipment Renewals	S0833	(123)	(21)	0	(144)	
On-Street Parking	S0834	(44)	0	0	(44)	
Strategic Change Reserve (T18)	S0849	0	(60)	60	0	T18 Pension Strain
ICT Development	S0836	(126)	(50)	53	(123)	Replacement Member laptops £16k, Netcall Liberty software upgrade £13k, Devon WAN upgrade £10k
Sustainable Waste Management	S0837	(29)	(25)	54	0	
District Elections	S0838	(78)	(10)	0	(88)	
Beach Safety	S0839	(14)	0	0	(14)	
Planning Policy & Major Developments	S0840	(125)	(50)	17	(158)	Commitment relates to Enforcement officers E.39/19
Section 106 Deposits	S0842	(38)	0	0	(38)	Comprises deposits with no repayment conditions - created as a result of IFRS
Members Sustainable Community Locality	S0846	(6)	0	0	(6)	
Innovation Fund (Invest to Earn)	S0850	(17)	0	15	(2)	Commitment relates to the development of Admiral Court, Dartmouth (Executive 16/6/16)
Community Housing Fund	S0854	(1,285)	0	300	(985)	This reserve holds the remaining balance of the Community Housing Fund grant received in 2016/17 of just under £1.9m (Government grant). This is partly earmarked for consultancy costs for future and existing schemes.
Support Services Trading	S0856	(43)	0	0	(43)	
Leisure Services	S0858	(57)	0	57	0	Prudential borrowing costs
Environmental Health Initiatives	S0857	(20)	0	11	(9)	Commitment for a temporary student post
Economic Regeneration Initiatives (Business Rates pilot gain 2018/19)	S0858	(379)	0	100	(279)	This reserve was created to hold the 2018/19 Business Rates Pilot gain. The commitments includes amounts earmarked for Council Owned Asset Investment and Development E.08/18, and for Commercial Development opportunities E.62/18.
Section 106 Monitoring	S0929	(124)	0	14	(110)	
Joint Local Plan	S0860	(31)	0	0	(31)	New reserve for Joint Local Plan Funding
S106 Technical Support	S0862	(20)	0	0	(20)	
Sub Total excluding the Business Rates Reserve		(7,685)	(1,650)	4,315	(5,020)	
Business Rates Retention	S0824	(5,114)	0	0	(5,114)	This relates to a timing issue on the accounting adjustments required for the localisation of business rates. This reserve also deals with any volatility in Business Rate income e.g. due to appeals. An amount of £3.5m has been ringfenced for Employment for the creation of local jobs (Council February 2018). It was agreed by Council to fund the acquisition of 10 acres of employment land at Sherford from this reserve. On 31 October 2019 the Executive recommended to Council to use up to £200k to fund the cost of extending the lease of the starter units at Langage from 21 years to 125 years, funded from this reserve.
TOTAL EARMARKED RESERVES		(12,799)	(1,650)	4,315	(10,134)	
TOTAL UNEARMARKED RESERVES (General Fund Balance)		(1,898)		(37)	(1,935)	Projected underspend of £37,000 for 2019/20
TOTAL REVENUE RESERVES (EARMARKED AND UNEARMARKED RESERVES)		(14,697)	(1,650)	4,278	(12,069)	

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NOT FOR PUBLICATION

Appendix B to this report contains exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972

Report to: **Executive**

Date: **19 December 2019**

Title: **Capital Budget Proposals for 2020/21**

Portfolio Area: **Budget Proposals – Cllr Pearce**

Wards Affected: **All**

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

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

Author: **Lisa Buckle** Role: **Corporate Director for Strategic Finance (S151 Officer)**

Contact: **Tel. 01803 861413**
Email: lisa.buckle@swdevon.gov.uk

Recommendations:

It is recommended that the Executive:

- 1) Notes the following:
 - a) The Capital Programme Proposals for 2020/21, which total £2,480,000 (Appendix A)
 - b) The content of the Capital Programme Proposals for 2020/21, which total £1,250,000 (Exempt Appendix B)
 - c) The proposed financing of the 2020/21 Capital Programme of £3,730,000 from the funding sources set out in Section 4.
- 2) Resolves to request the views of the Overview and Scrutiny Panel on the Capital Programme proposals for 2020/21 of £3,730,000 set out in this report and the proposals for the financing of the Capital Programme.

1. Executive summary

- 1.1** The report sets out the Capital Bids to the 2020/21 Capital Programme totalling £3,730,000 and a suggested way that these Bids can be funded. All items in this proposed Capital Programme are based on budget estimates and will be subject to the normal project appraisal procedures.
- 1.2** The Council has limited resources, in the form of capital receipts, to fund Capital Projects in 2020/21.

Consideration needs to be given to the funding options for the 2020/21 Capital Programme. The Capital Programme is set by the Council and may be funded by sale proceeds from the disposal of assets (capital receipts), external grants and contributions, directly from revenue or from borrowing.

- 1.3** The Prudential Code for capital, which came into effect from 1st April 2004, replaced the previous Government regulated limits on capital expenditure and borrowing. In its place Councils now have the power to determine their own appropriate levels of capital expenditure and borrowing for capital purposes, based on the principles of affordability, prudence and sustainability.
- 1.4** The Code requires the Council, in setting its capital spending plans, to assess the impact on its revenue account and council tax levels. Section 4 demonstrates that there are sufficient capital funds (which includes PWLB borrowing mainly for commercial acquisitions) in 2020/21 to fund the bids which have been submitted by project officers within the Council.

2. Background

- 2.1** The capital programme for 2019/20 was approved by Council on 21 February 2019 (54/18 and E.72/18 refer).
- 2.2** A new Capital Programme is proposed for 2020/21. The Head of Finance Practice invited bids for capital funding from all service areas, for a new capital programme during September 2019 on the strict proviso that all bids must go towards meeting a strategic priority. All capital bids received would be ranked against a prescribed priority criteria set out in the bid process.

2.3 The submitted capital bids have now been assessed against the categories in each priority. Priority 1 categories include meeting strategic priorities and statutory obligations (e.g. Health and Safety, DDA etc) and other capital works required to ensure the existing Council property assets remain open. Priority 2 categories link to good asset management whereby the capital work proposed would either generate capital/revenue income or reduce revenue spending. A capital bid that will enable rationalised service delivery or improvement is also considered a Priority 2 category to meet the Council's aims and objectives.

2.4 The programme outlines the principles of the projects proposed for capital expenditure and includes an estimate of predicted costs including fees. All projects will be subject to project appraisals as required under the Council's Asset Strategy.

3. Outcomes/outputs

Members are requested to give their views on the proposals for the Capital Programme for 2019/20. Appendix A and exempt Appendix B set out the bids which total £3,730,000.

3.1 Capital Programme 2020/21

3.2 Play Parks – replacement of play equipment

A capital budget of £140,000 is required in 2020/21. Contracts have been awarded for the supply and installation of play equipment at eight play areas across the South Hams.

The play areas in question are all in need of replacement/upgrading and the primary objective is to secure the design of attractive, imaginative and low maintenance new play spaces making best use of the sites.

This project marks the first phase of an improvement scheme of SHDC owned play areas agreed by the SHDC Public Spaces Working Group.

2020/21 will be year 3 of a three year programme as shown below:

Capital budget for Play Parks (2017/2018 and 2019/20 approved, 2020/21 budget to be confirmed)

2017/18	2018/19	2019/20	2020/21	Total
£190,000	Nil	£190,000	£140,000	£520,000

There are currently commitments totalling £380,000 against the play parks budget to date.

3.3 Follaton House – roof repairs

The proposed capital programme includes a contribution of £50,000 into a reserve for Follaton House roof repairs. £50,000 per annum is transferred to this fund which has a current balance of £200,000.

Roofing repairs are required on the Old House which includes the localised replacement of defective slate and lead valleys. Defective guttering on Phases 1, 2 and 3 also needs replacing.

3.4 Follaton House – Replacement Lifts

The proposed capital programme includes a contribution of £30,000 into a reserve for replacing lifts at Follaton House. The balance in this fund is £30,000, 2019/20 being the first year.

There are two lifts which are maintained under contract and regularly serviced. They are increasingly requiring repair and lift engineers have advised that parts are becoming increasingly obsolete. Replacements will be required in the next few years.

3.5 New Waste Containers

A report on Frontline Services (Waste and Cleansing Procurement) was presented to Council in December 2018. Containers are required for the Devon aligned service which will be implemented in September 2020. This budget has already been approved by Members and has been included here for completeness (Minute C41/18 refers).

3.6 Waste Fleet Replacement

A report on Frontline Services (Waste and Cleansing Procurement) was presented to Council in December 2018. The Waste Fleet is a Council asset which is maintained and repaired by the Waste Contractor, FCC. The Council and FCC liaise over the timing of purchasing vehicle replacements. Contributions are made into the

Vehicle Replacement Reserve annually and are sufficient to fund all replacements until the end of the contract term. The proposed capital programme includes the annual contribution of £550,000. This budget has already been approved by Members and has been included here for completeness (Minute C41/18 refers).

A climate change action plan will be presented to Members at the Council meeting on 19th December, 2019. This action plan will include consideration of the future procurement of the Council's waste fleet over the remainder of the contract term.

3.7 New Sub Lift at Salcombe

The 2018/19 and 2019/20 capital budgets included a contribution into a reserve towards the purchase of a new sub lift. The proposed capital programme includes a further contribution in 2020/21 when sufficient funds will be available to purchase the sub lift.

3.8 Steamer Quay, Totnes – Office Development

A capital budget was approved in 2019/20 for a new office development at Steamer Quay, Totnes with a proposal for additional funds in the 2020/21 capital budget. Architects are currently working up a design during the pre application process.

3.9 Batson, Salcombe - Harbour Workshop

In 2019/20 a capital budget was approved for a new Harbour workshop at Batson with a proposal for additional funds in the 2020/21 capital budget.

In 2019 SHDC gained planning permission for the creation of a new harbour master's depot to be located within the Batson Quay Car Park, Salcombe.

The new harbour depot facility will accommodate workshops to allow the Authority's staff to undertake regular maintenance and repair of their vessels. The depot will facilitate the Authority's ability to organise and monitor all harbour-based activities, such as checking moorings, ensuring safety and the maintenance of existing marina facilities.

Final costs exceed the total of the budget allocation from 2019/20 and the proposed amount for 2020/21. The decision has therefore been taken to delay the project for 12 months to enable value engineering to be explored and ensure business continuity is provided this winter.

3.10 Coastal Assets repairs - 5 year planned programme

Historically maintenance of coastal assets was carried out on a reactive basis. In 2015/16, following a comprehensive condition survey, a proposal was put forward for a five year programme of planned coastal asset repairs with a budget of £300,000 per annum. 2019/20 was the final year of the 5 year programme.

A budget of £300,000 per annum for a further 5 year programme is proposed. The re-survey of all coastal assets is currently underway with delivery due by the end of the financial year. This will allow for a further five year maintenance plan to be developed.

3.11 New Entrance, Batson Creek Car Park

A capital budget provision for a new entrance to Batson Creek Car Park was approved in 2019/20. A further provision is required in 2020/21. This relates to alteration of the car park entrance and spaces layout such that any development within the car park footprint does not result in any loss of capacity. There will also be a requirement to create space for the recycling facilities at Batson through the creation of a hard standing area adjacent to the existing site.

3.12 Cliff House Gardens, Salcombe

A structural report is required and a structural engineer will be appointed to assess and identify whether remedial works are required.

3.13 Public Conveniences – Wallgate Replacements

The proposed capital programme includes a contribution of £10,000 per annum into a reserve for the replacement of Wallgate hand washing facilities. A number of Wallgates are reaching the end of their 25 year lives and will need to be replaced. Wallgates are situated in public conveniences throughout the South Hams and provide an all in one solution to hand washing facilities and make savings in relation to water, energy efficiency and provide a more practical, eco-friendly and economical hand washing facility.

3.14 Totnes Skate Park

Officers are currently working with the Community to secure capital funding towards a replacement skate park within the SHDC owned Borough Park in Totnes.

This includes an Expression of Interest pending with the National Lottery. Officers hope to deliver a new skate park in 2020/21 financial year subject to a full funding package.

3.15 Private Sector Renewals (including Disabled Facilities Grants)

This budget is used to fund Private Sector Renewals, primarily Disabled Facilities Grants (DFG's). DFG's are mandatory, means tested and enable people to live independently within their own home. Adaptations range from simple stair lifts and Level Access Showers through to full extensions.

The budget of £1,100,000 will be funded from the Better Care Fund (Government Grant). The demand for DFG's is not under our control and cannot be predicted at this stage.

3.16 Contingency

It is proposed that a contingency budget of £300,000 be included in the capital programme.

This has been included to allow for variations on tendered prices to the estimates provided in the programme, where emergency works are required on assets not currently included in the programme or where additional external resources are required to deliver the programme.

Use of this contingency budget will be subject to the Council's existing processes for the expenditure of capital funds.

4 FINANCING THE CAPITAL PROGRAMME

4.1 Capital bids shown in Appendix A total £2,480,000 with the total of bids in exempt Appendix B being £1,250,000. Funding of £3,730,000 is therefore required. The table below shows the recommended way that these projects are financed:-

Capital Programme 2020/21 <i>Appendix A (£2,480,000) and Appendix B bids (£1,250,000)</i>	£ 3,730,000
Funded By:	
Capital Programme Reserve (See Note 1 below – this includes the 20/21 allocation of £181,600 plus previous funds unallocated)	265,100
Vehicle & Plant Renewals Reserve*	550,000
Capital Receipts	714,900
Better Care Grant funding towards Disabled Facilities Grants (estimated)	1,100,000
Borrowing – Waste and Cleansing Procurement (purchase of containers for the Devon aligned service)*	500,000
Borrowing – development opportunities (this is a proportion of the total PWLB borrowing for the projects shown within the South Hams Commercial Developments report and relates to the capital expenditure in the 20/21 year only) – Steamer Quay/Batson Workshop	600,000
TOTAL	3,730,000

* This funding has already been approved by Council on 6th December 2018 as part of the report on Frontline Services (Waste and Cleansing Procurement) Council Minute C41/18.

Note 1 – The current proposed funding of the Capital Programme includes the Council continuing to make a revenue contribution to the Capital Programme Reserve in 2020/21 of £181,600.

5. IMPLICATIONS

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/ Governance	Y	<p>The Executive is responsible for control of the Council's capital expenditure. The Head of Finance and Assets Practices are responsible for providing Capital Monitoring reports to the Executive, detailing the latest position of the Council's Capital Programme. Council is responsible for setting the Capital Programme and approving the Capital Budget, following consideration and recommendation from the Executive.</p> <p>Since there is commercially sensitive information in Appendix B, regarding the budgets for individual projects, there are grounds for the publication of this Appendix to be restricted, and considered in exempt session.</p> <p>The public interest has been assessed and it is considered that the public interest will be better served by not disclosing the information in Appendix B. Accordingly this report contains exempt Information as defined in paragraph 3 of Schedule 12A to the Local Government Act 1972.</p>
Financial Implications to include reference to Value for Money	Y	<p>The report sets out the Capital Bids to the 2020/21 Capital Programme totalling £3,730,000 and a suggested way that these bids can be funded. All items in this proposed Capital Programme are based on budget estimates and will be subject to the normal project appraisal procedures.</p> <p>Section 4 demonstrates that there are sufficient capital funds (which includes PWLB borrowing of £1.1m) in 2020/21 to fund the bids which have been submitted by project officers within the Council.</p>

		The regular monitoring of the Capital Programme ensures the Council has arrangements in place to secure economy, efficiency and effectiveness in its use of resources.
Risk	Y	<p>There is a risk that the Capital Programme does not meet the Council's strategic priorities in line with the Council's Asset Strategy and the opportunity to assess emerging projects, which could contribute to the Council's priorities. The mitigation is that there is a project appraisal for each proposal.</p> <p>This is taken into account when assessing possible implementation timescales. Complex capital programmes have a relatively long lead-in period. The Council demonstrates that capital investment contributes to strategic priorities, provides value for money and takes account of the revenue implications of the investment. Regular monitoring of the capital programme and consideration of new pressures enables Members to control the programme and secure appropriate mitigation where problems arise.</p> <p>There is regular quarterly monitoring of the Capital Programme to Members where any cost overruns are identified at an early stage</p>
Supporting Corporate Strategy		The Capital Programme supports all six of the Corporate Themes of the Council, Homes, Enterprise, Communities, Environment and Wellbeing.
Climate Change - Carbon / Biodiversity Impact		A climate change action plan will be presented to Members at the Council meeting on 19 th December, 2019. This action plan will include consideration of the future procurement of the Council's waste fleet over the remainder of the contract term.

Comprehensive Impact Assessment Implications		
Equality and Diversity		None directly arising from this report.
Safeguarding		None directly arising from this report.
Community Safety, Crime and Disorder		None directly arising from this report.
Health, Safety and Wellbeing		None directly arising from this report.
Other implications		None directly arising from this report.

Supporting Information

Appendices:

Appendix A – Summary of Capital Bids for 2020/2021

EXEMPT - Appendix B – Summary of exempt Capital Bids for 2020/2021 (table)

Background papers

Capital Programme for 2019/20 - Council 21 February 2019 (54/18 and E.72/18 refer).

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Accessibility checked	Yes

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Appendix A

Proposed Capital Projects 2020/21 - 2022/23 - PART I							
Priority Criteria							
Statutory Obligations	1		Compliance, H&S, DDA				
	2		Essential to keep Operational Assets open				
Good Asset Management	3		Rationalise service delivery or service improvement				
	4		Generate income, capital value or reduce revenue costs				
Service	Site	Project	Lead officer	Proposed 2020/21 £'000	Proposed 2021/22 £'000	Proposed 2022/23 £'000	Priority code / notes
	Play Parks	Replacement equipment	RS	140			1,2
HQ	Follaton House	Refurbishment of roof to old house and replacement guttering	ST	50	50	50	1,2
	Follaton House	Replacement Lifts	ST	30	30	30	1,2
Engineering	SHDC Coastal Assets Repairs	5 year planned programme based on marine survey	CB	300	300	300	1
Commercial Services		Waste Fleet Replacement	JS	550	550	550	1,2,3
Commercial Services	Public Conveniences	Wallgate Replacement Programme	CA/EW	10	10	10	1,2
Public Sector Renewals (inc Disabled Facility Grants)			IL	1,100	1,100	1,100	1
Sub Total				2,180	2,040	2,040	
Contingency				300	300	300	
Totals				2,480	2,340	2,340	

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Report to: **Executive**

Date: **19 December 2019**

Title: **Partnership Funding**

Portfolio Area: **Communities – Cllr David May**
Wellbeing – Cllr Jonathan Hawkins

Wards Affected: **All**

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

Date next steps can be taken: **After call in period 2 January 2020**

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

Contact: **Nadine.Trout@swdevon.gov.uk or 01822 813624**

RECOMMENDATION: that the Executive

- 1. Considers the feedback given by each partner as shown in appendix A based on the following:**
 - i.** local need
 - ii.** alignment to the Council’s Corporate Strategy
 - iii.** statutory duty
- 2. Decides which of the following partners to award funding to and by how much per annum for the next three years:**
 - i.** South Devon Area of Outstanding Natural Beauty Partnership
 - ii.** South Hams Citizens Advice
 - iii.** South Hams Community Volunteer Service
 - iv.** Ivybridge Ring and Ride
 - v.** Totnes & Dartmouth Ring & Ride (Newton Abbot Community Transport Group)
 - vi.** South West Youth Games
 - vii.** South Hams Museums Group

1. Executive summary

- 1.1 This report provides feedback from each of the partners South Hams District Council currently funds.
- 1.2 Members are asked to consider the merits of each partner submission which can be found in appendix A of this report and decide which partners they would like to enter into a three year funding agreement with.

2. Background

2.1 On 19 September 2019 Executive resolved that a commissioning model be adopted to award partnership funding from 2020-2023 based on one or all of the following: local need, alignment to the Council's Corporate Strategy and statutory duty.

3. Outcomes/outputs

3.1 Each of the Council's partners has submitted a paper detailing:

- The services they provide
- How Council funding would be spent
- How their services meets local need
- How their service aligns to the Council's Corporate Strategy
- How their service meets statutory duty
- What other funding they receive and how they spend it

3.2 The partner submissions can be found in Appendix A of this report and can be summarised as follows:

Partnership	2019/20 Funding £	Corporate theme	Future funding required
South Devon AONB	20,700	Environment	Yes
South Hams Citizens Advice	51,867	Wellbeing	Yes
South Hams Community Volunteer Service	10,000	Community	Yes
Ivybridge Ring & Ride including South Brent and Dartington	4,710	Wellbeing Environment Community	Yes
Totnes and Dartmouth Ring & Ride delivered by Newton Abbot Community Transport Group	7,370	Wellbeing Environment Community	Yes
SW Youth Games	2,000	Wellbeing Environment	No
South Hams Museums Group	4,000	Community Enterprise	Yes

4. Options available and consideration of risk

4.1 Increase Funding

Should the Executive be minded to adopt this option and increase the total amount of funding to partners, it would need to seek approval from full Council and monies be identified by the Council's Section 151 Officer, to meet the cost pressure that additional spend would cause.

4.2 Maintain Funding

This option should only be adopted if partners clearly demonstrate one or more of the following: local need, alignment to the Council's corporate strategy and or statutory duty.

4.3 Withdraw or Decrease Funding

This option should only be adopted if partners do not demonstrate one or more of the following: local need, alignment to the Council's corporate strategy and or statutory duty. If this is the case affected partners should be informed as quickly as possible to ensure they are able to make contingency plans for future funding of their service.

5. **Proposed Way Forward**

5.1 Executive decide at Committee today which partners it would like to fund for the next three years from 1 April 2020.

5.2 Partners are advised of the decision made by Executive by the end of December 2019 in order that they can plan their service delivery accordingly.

6. **Implications**

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	<p>The Council has the power to award grants to organisations under section 1 of the Localism Act 2011. In exercising the power the Council must satisfy its public law duties. The Council has identified a clear process and criteria against which applications will be assessed which is essential for reasons of openness, fairness and transparency.</p> <p>Subject to budget the Executive Committee has the power to decide whether it wants to enter into partnerships.</p>
Financial implications to include reference to value for money	Y	<p>Executive Committee has the power to award partnership funding provided there is budget provision to do so. The current partnership funding budget is £96,647. Should the Executive Committee wish to award more than this figure it would have to seek approval from full Council and monies be identified by the Council's Section 151 Officer to meet the cost pressure that additional spend would cause.</p>
Risk	Y	<p>See section 4 of the report which sets out the risks associated with the awarding of partnership funding.</p>

Supporting Corporate Strategy		Council Theme – Efficient and effective
Climate Change - Carbon / Biodiversity Impact		Each partnership will need to be considered on its own merits. Some partners clearly align to the council’s environment corporate strategy theme.
Comprehensive Impact Assessment Implications		
Equality and Diversity		N/A
Safeguarding		N/A
Community Safety, Crime and Disorder		N/A
Health, Safety and Wellbeing		N/A
Other implications		None

Appendices:

Appendix A – Partnership Funding Submission Forms

APPENDIX A – PARTNERSHIP FUNDING

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

South Devon Area of Outstanding Natural Beauty (AONB) Partnership

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Roger English – South Devon AONB Manager
Follaton House, Plymouth Road, Totnes TQ9 5NE
Email: roger.english@southdevonaonb.org.uk Tel: 01803 861435

3. SERVICES PROVIDED BY YOUR ORGANISATION:

(A brief summary of all services and bullet points will suffice)

The South Devon AONB Partnership is principally responsible for a core set of functions set by DEFRA in support of the statutory purpose for AONBs, namely the conservation and enhancement of the natural beauty of the South Devon AONB. These can be summarised as:

- Preparation of the statutory AONB Management Plan¹ for the South Devon AONB on behalf of South Hams District Council, Devon County Council, Torbay Council and Plymouth City Council. An AONB Management Plan includes both a strategy and delivery plan.
- Implementation of the South Devon AONB Management Plan, leading on the delivery of key actions and coordinating the action of a wide range of partners in support of AONB Management Plan priorities.
- Providing advice to the local authorities on the proper exercise of their statutory duties and powers in relation to the AONB generally and its Management Plan.

(Note that this includes the provision of development management and strategic planning consultation responses in accordance with the AONB Planning Protocol. In consultation with Senior SHDC staff and elected members, the protocol is currently being updated to include realistic thresholds for consultation, target response times and levels of serviceable caseload related to current resourcing levels).

- Providing advice to partners on their work affecting the South Devon AONB.

Role of the AONB Partnership (taken from the South Devon AONB Terms of Reference)

1. The AONB Management Plan

- i. To prepare and review the AONB Management Plan on behalf of the local authorities responsible, at intervals of not more than five years. (statutory)
- ii. To co-ordinate the implementation of the AONB Management Plan Delivery Plan, with actions undertaken by a wide range of organisations as well as directly by the AONB Staff Unit. (statutory, Defra policy and grant funding requirement)
- iii. To monitor and publish an annual report on progress in the implementation of AONB Management Plan targets. (Defra Grant Funding requirement)

¹ http://www.southdevonaonb.org.uk/uploads/files/mp2018/AONB_Management_Web5_8Mb.pdf

2. Geographical remit
 - i. To focus on the South Devon AONB while having regard for the wider hinterland and communities insofar as they interact with the AONB. (statutory)
3. Staffing and resources (Defra and Natural England policy requirements, Defra grant funding requirement)
 - i. To provide guidance and advice to the AONB Core Funding Group concerning the direction of the AONB Staff Unit and use of resources, recognising that the Core Funding Group carries responsibility for those areas.
 - ii. To identify and secure the resources required for AONB management.
 - iii. To provide an accountable structure for the investment of government resources in the AONB.
4. The purpose of the AONB designation
 - i. To develop and promote the vision for the AONB and the objectives for its management. (statutory)
 - ii. To identify, protect and conserve the distinctive environmental and cultural features of the AONB. (statutory)
 - iii. To raise awareness of the AONB designation with the local community, with visitors and with all who have an influence on it. (Defra policy requirement)
 - iv. To identify and address the major issues affecting the AONB through the Management Plan process. (statutory)
5. Consultation and liaison (Defra and Natural England policy requirements)
 - i. To hold an annual AONB conference or open forum.
 - ii. To engage with a wide range of organisations in seeking consensus about AONB management.
 - iii. To forge links with other relevant fora, in particular the Local Strategic Partnerships and the community planning process.
 - iv. To develop links with local estuary management projects and other local environmental partnerships and initiatives.
 - v. To develop and disseminate good practice in AONB management.
 - vi. To establish links with other protected landscape areas including the National Parks and the wider AONB movement through the National Association of AONBs, the South West Protected Landscapes Forum, and the Devon AONB Managers' Group.
 - vii. To support community initiatives which conserve and enhance the AONB and to encourage the participation of the community in the care and management of the AONB.
6. Management structures and governance (Defra and Natural England policy requirements, Defra grant funding requirement)
 - i. To maintain a management structure that is effective and relevant to the AONB.
 - ii. To review and revise the governance structures for the AONB every three years alongside the review of the AONB Memorandum of Agreement, or sooner if circumstances require.
 - iii. To keep under review the membership of the Partnership, introducing change as required.
7. Influencing (Defra and Natural England policy requirements)
 - i. To promote the AONB and its purposes to a range of bodies and engage them in its management.

- ii. To act as an advocate for the AONB.
 - iii. To advise other bodies about their role in the management of the AONB and in particular promote the statutory duty for all public bodies to have regard for AONB purposes in the conduct of their functions.
 - iv. To influence regional, local and unitary planning policies affecting the AONB through the development plan process.
 - v. To seek effective linkage between the management of the AONB and its adjoining marine areas through integrated coastal zone management.
8. Information and research (Defra and Natural England policy requirements, Defra)
- i. To commission research and studies relevant to the AONB.
 - ii. To monitor the condition of the AONB.
9. Task groups
- i. To establish task groups or technical groups as required.

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:

£20,749 allocated to the South Devon AONB Partnership in 2019/20. This represents a 12.2% contribution toward to the core costs of the South Devon AONB Partnership. This contribution to core funding has remained fixed since 2011 and represents a reduction in real terms.

As of this year the Council does not make a contribution to the project budget for the South Devon AONB Partnership, but benefits significantly from project outputs.

For the South Devon AONB Core operating budget:

Cost Centre S9602: AONB Core - Income	2019/20 Budget
Defra	£124,140
Devon County Council	£18,500
South Hams District Council	£20,749
Torbay Council	£3,000
Plymouth City Council	£1,000
Income earned (in year)	£3,857
SeaMoor Lotto	£500
Earned income from 2018/19	£3,775
Total CORE Income	£175,521.00

Cost Centre S9602: AONB Core - Expenditure	Working Budget
Staff Costs	£140,664
Communication Costs	£4,000
Direct Office Costs	£6,889
Professional Fees	£4,525
Hosting recharges	*£11,943
AONB Partnership running costs	£2,500
Annual contribution to redundancy liability reserve	£5,000
Total CORE Expenditure	£175,521

*Hosting recharges are paid to South Hams District Council and are detailed in the South Hams District Council – South Devon AONB Hosting Agreement 2019-2022

Defra are the substantive core funder of the AONB Partnership and its Staff Unit, however **at least a 25% contribution is required from local authority partners** acting jointly to draw down the Defra funding in accordance with the Defra Grant Funding Agreement. A joint 25% contribution is not currently being achieved and additional earned income is required to make up the shortfall.

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

- Health and wellbeing surveys have consistently demonstrated the importance of high quality natural environment to quality of life, health and wellbeing, particularly for local residents, but equally relevant for businesses and visitors to the area.
- The high quality natural environment of the designated landscape, its natural capital and the ecosystem services it provides to local people including, biodiversity, water quality, clean air, flood regulation etc. underpins the local economy
- The South Devon AONB Management Plan review process has provided a variety of consultation opportunities to gather issues and priorities. The impassioned feedback from a wide range of local people shapes Policies, Projects and Programmes.
- The AONB Management Plan including its policies, projects and programmes make a substantive local contribution to addressing the declared climate emergency and biodiversity crisis. This has been the case since the formation of the AONB Partnership in 2003 and will continue to be a significant focus of AONB activity in the future.
- National work to quantify the benefits to society including local people have been repeatedly analysed and published including “*So much more than the view*”² and the recent “*Glover review of Designated Landscapes in England*”³
- Monitoring Engagement with the Natural Environment (MENE) annual survey (Natural England)⁴ consistently demonstrates the importance of designated landscapes to the health and well being of local people, local economy and visitors to the area.
- Extensive feedback including from the AONB Annual Forum, letters pages of local and regional newspapers, facebook and twitter posts, annual agricultural shows and community events unequivocally demonstrate the need amongst local people to see the South Devon AONB protected, conserved and enhanced.
- The South Hams farming community and the rural communities that depend upon farming are able to access increased resources and advice through the South Devon AONB Partnership, benefitting from funding programmes, points uplifts and targeting directly linked to the designated landscape of the South Devon AONB

² https://www.nationalparksengland.org.uk/_data/assets/pdf_file/0011/767477/So-much-more-pdf-with-web-navigation-bar.pdf

³

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833726/landscapes-review-final-report.pdf

⁴ <https://www.gov.uk/government/collections/monitor-of-engagement-with-the-natural-environment-survey-purpose-and-results>

- Local communities will benefit from the new JLP policy set, policies on nationally protected landscapes and AONB planning consultation responses that seek to ensure local housing needs are met with the right homes provided in the right places without unnecessary and damaging loss of land to market housing or elevated land values.

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?

The services provided by the South Devon AONB Partnership and its Staff Unit make a substantive contribution to the Council's Corporate Strategy and align with all six themes.

The South Devon Area of Outstanding Natural Beauty designation is arguably South Hams' greatest asset. The AONB Partnership Committee and Staff Unit work to secure benefits for South Hams residents, businesses and visitors from the designated landscape itself and its valued brand.

The services provided on behalf of South Hams District Council and its core funding partners align very well with the Corporate Strategy and make a substantial contribution to the strategy themes:

Environment – Protecting, conserving and enhancing our built and natural environment

This Corporate Strategy theme runs as a golden thread throughout the work of our Service

- Developing and delivering the AONB Management Plan
- Providing advice to the Council on Plan-Making and Decision-Taking. This includes the provision of development management and local plan consultation responses in accordance with the AONB Planning Protocol. (In consultation with Senior SHDC staff and elected members, the protocol is currently being updated to include realistic thresholds for consultation, target response times and levels of serviceable caseload related to current resourcing levels).
- Providing advice to the Council on Spatial Planning matters including Local Plans, Supplementary Planning Documents, Planning Guidance and Neighbourhood Plans
- Developing and contributing to partnership projects focused on built and natural environment priorities e.g.
 - Biodiversity – Life on the Edge: Devon's Special Species; Saving Devon's Treescapes (a response to Ash Die Back disease); B-Lines and local nature recovery network
 - Landscape – Undergrounding powerlines; What makes South Devon Special; AONB special qualities and landscape monitoring
 - Natural capital and ecosystem services – Catchment Based Approach and estuaries management
 - Heritage – monitoring and care of designated and non-designated heritage assets through CITiZAN, TIDE, development of large scale volunteering programme supported by Natural England focused on the AONB's Scheduled Monuments
 - Farming and land management – tests and trials of the new Environmental Land Management System; Countryside Stewardship Facilitation Fund programme; and the South Devon AONB Farmers Sounding Board

- Coastal change – Slapton Line, South Milton Sands, South and North Hallsands

Wellbeing – Supporting positive, safe and healthy lifestyles

For many years work in South Devon AONB has included supporting many forms of outdoor recreation and access alongside promoting an understanding of the special qualities of the AONB to local communities and visitors. All of these are objectives of the AONB Management Plan and priorities for action.

- Connecting Actively to Nature – providing opportunities for inactive over 55s to reconnect with nature whilst improving their mental and physical health
- South Devon Outdoors – collection of small businesses providing outdoor activities heavily reliant on a high quality natural environment
- South Devon Explorer annual programme of events and activities developed and delivered with a wide range of partners

Communities – Council and residents working together to create strong and empowered communities

- Supporting neighbourhood planning
- Supporting the development of and assisting with the delivery of community led projects and initiatives

Enterprise - Creating places for enterprise to thrive and business to grow

The South Devon AONB designation is arguably South Hams’ greatest asset with an internationally recognised brand. The AONB benefits the wider economy by providing attractive places to live, visit and recreate, and by delivering essential ecosystem services on which the wider economy of the South Hams depends.⁵ For over 20 years AONB Partnerships have had a role in fostering the economic and social needs of local communities and businesses.

Homes - Enabling homes that meet the needs of all

- Providing advice on designated landscape matters to the Council’s Development Management service
- Supporting the right building in the right place
- Working through the National Association for AONBs to change and improve the performance of planning policy and legislation, recognising the special cases that exist within designated landscapes (i.e. National Landscapes Service Housing Association)

Council- Delivering efficient and effective services

- Services are delivered on behalf of South Hams District Council and its other partners in accordance with statutory AONB Management Plan strategy and delivery plan; Defra Grant Funding Agreement; AONB Partnership Terms of reference; Memorandum of Agreement; Planning Protocol; Code of Conduct for AONB Partnership Members; and Hosting Agreement.
- Services are scrutinised by the South Devon AONB Partnership, with SHDC elected member and advisory officer involvement.

⁵ <https://landscapesforlife.org.uk/application/files/9315/5552/1970/Economic-Contribution-of-Protected-Landscapes-Final-Report-28-3-14.pdf>

- Oversight and accountability of services is provided by the South Devon AONB Core Funding Group, submission of Defra grant claims and preparation of annual report.
- Key Performance Indicators are reported on annually to Defra through the National Association for AONBs.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

Directly

Our Service's main statutory duties relate to **Part IV of the Countryside and Rights of Way Act 2000 - Areas of Outstanding Natural Beauty**, (CRoW Act) in particular:

- s89 and s90 - development and publication of a Statutory AONB Management Plan for the South Devon AONB at intervals not exceeding five years on behalf of the four local authorities over which the designation partially extends.
- An AONB Management Plan consists of a Strategy and Delivery Plan in addition to supporting annexes. Delivery of action in the form of projects, initiatives and campaigns to address priorities identified in the strategy is an essential part of designated landscape management.
- s84 & s85 – Duty to have regard to the conservation and enhancement of the natural beauty of the South Devon AONB and power to take all reasonable action to address issues identified in the AONB Management Plan.
- Providing specialist advice to officers and members of public bodies on the “duty of regard” and the exercise of the permissive power.

Significant contribution (in the context of conserving and enhancing the natural beauty of the South Devon AONB) toward

s40 and s41 Natural Environment and Rural Communities Act 2006 (NERC Act)

- Providing specialist advice to officers and members of public bodies on the duty to conserve biodiversity (“biodiversity duty”)

Town and Country Planning Acts - Development Plan preparation

- Providing specialist advice to officers and members of local authorities, particularly in relation to complying with the s85 CROW Act duty of regard and the AONB Management Plan⁶.

Marine and Coastal Access Act 2009

- Providing specialist advice to officers of the Marine Management Organisation, Natural England and Local Planning Authorities to inform the preparation of Marine Plans and the implementation of the New England Coast Path

Localism Act – Neighbourhood Plan preparation

- Providing specialist South Devon AONB, designated landscape and Heritage Coast advice to Neighbourhood Plan Groups and Local Authorities

National Planning Policy Framework paragraphs 172 and 173

- Providing specialist South Devon AONB, designated landscape and South Devon Heritage Coast advice

Emerging areas of work

⁶ <https://www.gov.uk/guidance/natural-environment#landscape>

The recently published final report of the England Designated Landscapes Review (Glover Review)⁷ included 27 proposals. Of particular relevance here are:

Proposal 23: Stronger purposes in law for our national landscapes

Three new legal purposes have been proposed to replace the current single purpose for AONBs, namely the duty to conserve and enhance the natural beauty of the Area of Outstanding Natural Beauty. The three proposed new purposes are:

1. Recover, conserve and enhance natural beauty, biodiversity and natural capital, and cultural heritage.
2. Actively connect all parts of society with these special places to support understanding, enjoyment and the nation's health and wellbeing.
3. Foster the economic and community vitality of their area in support of the first two purposes.

Proposal 24: AONBs strengthened with new purposes, powers and resources, renamed as National Landscapes

The Environment Bill

Creates Office of Environmental Protection (OEP) with scrutiny, advice and enforcement functions. Leading to greater oversight of public bodies in relation to environmental law. OEP powers to investigate and report on public complaints alleging a public body's failure to comply with environmental law (includes the AONB duties and powers and the biodiversity duties).

Strengthens and widens NERC Act s40 "biodiversity duty" to conserve and enhance, creates a "biodiversity objective" with a duty on local authorities to further that objective. Public authorities must review all functions and consider what actions it can take to further that objective (to be completed within 1 year of date of clause coming into effect).

Duty on local authorities to prepare 'biodiversity report' on its progress to be published within 3 years, then at least every 5 years. (AONB Management Plan already meets *some* of this work and there will need to be close working to ensure the AONB s85 duty is also met when exercising these biodiversity duties)

Makes Government's 25 year Environment Plan statutory, as the first 'Environmental Improvement Plan'. The AONB family are already signed up and committed nationally to deliver several parts of the 25 Environment Plan. E.g. The AONB Family and Defra have developed a set of performance metrics linked to the AONB purpose(s) and the 25 Year Environment Plan and the NAAONB Colchester Declaration on Nature⁸.

Part 6 of the Bill makes biodiversity gain a condition of planning permission. Requires developers to submit for approval a "biodiversity gain plan" with a gain objective of 10%.

The Agriculture Bill

Part 1 gives the Secretary of State powers to give financial assistance for public access to and enjoyment of the countryside, farmland or woodland and better understanding of the environment; and managing land or water in a way that maintains, restores or enhances cultural heritage or natural heritage; and mitigating or adapting to climate change. All highly relevant to the South Devon AONB.

Maintains support for rural development.

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833726/landscapes-review-final-report.pdf

⁸ https://landscapesforlife.org.uk/application/files/7815/6326/2583/The_Colchester_Declaration.pdf

Creates a new Environmental Land Management system (ELMS) to pay for public goods like environmental protection and replace Direct Payments. AONBs nationally have been working to explore options with Defra around an AONB offer for place-based agri-environment delivery post-Brexit⁹. Glover Review recommends that AONB Management Plans should form the basis on which future farming payments should be made through EMLS.

The direction of travel set out by government is towards significantly stronger environmental law and duties placed upon local authorities, particularly relating to AONBs and biodiversity, coupled with increased levels of public scrutiny and a target driven approach. This indicates the need to maintain and provide specialist South Devon AONB specific expertise, advice and guidance to ensure that South Hams and its fellow AONB local authorities fully benefit from the new opportunities.

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

In addition to the AONB Core Income detailed above, a wide range of income is also secured from other sources to support the delivery of actions in the AONB Management Plan Delivery Plan that are led by the South Devon AONB Unit. Though this amount varies considerably from year to year, the operating budget for 2018/19 was £138,925 and based on current contracts, forecasts and commitments is £210,101 for 2019/20. A further contribution of £10,200 is made by South Hams District Council to the South Devon Estuaries Partnership for which the South Devon AONB Unit provides hosting and secretariat functions with the South Devon Estuaries Officer embedded in the AONB Team.

Periodically, large to very large funding programmes are developed and led directly by the South Devon AONB Unit on behalf of the Partnership. One such developing programme is the biodiversity and community focused project “Living on the edge: South Devon’s Special Species” likely to be circa £2,000,000 centred upon a bid to the National Lottery.

Note that as of the 2019/20 financial year South Hams District Council does not contribute financially toward this project budget, but the Council its residents, businesses and visitors benefit from the activity. This additional activity makes an important contribution to corporate strategy themes: Environment; Wellbeing; Communities and Enterprise.

⁹ https://landscapesforlife.org.uk/application/files/8915/5981/4043/80th_RAG.pdf

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

South Hams Citizens Advice Bureau (SH-CA) 1091133

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Janie Moor 01803 861241 janiemoor@southhamscab.org.uk

3. SERVICES PROVIDED BY YOUR ORGANISATION:

(A brief summary of all services and bullet points will suffice)

SH-CA has been providing free, independent, impartial and confidential information and advice to the people of South Hams since 1979. We give people the knowledge and confidence they need to find their way forward – whoever they are, whatever the problem. We value diversity, champion equality and challenge discrimination and harassment.

Our services can be accessed online, by email, telephone and face to face:

- This year we secured funding to open on Fridays and so currently our face to face services are offered five days a week at Follaton House 10am-1pm and 2-4pm. This 5th day extension costs only £5,580 for the year as many of our costs are fixed.
- Advice is available 24-7 - updated in real time by national Citizens Advice - and accessible through our local website: southhamscab.org.uk where email contact can also be made
- We work collaboratively with other local Citizens Advice across Devon to provide a telephone service, where calls are answered by the next available assessor, regardless of location, Mon-Fri 9am – 4pm.
- To aid access for those who would find these channels inaccessible (the elderly, those with mobility issues, poor broadband or digital skills, no personal transport, hearing impairments, poor mental health, caring responsibilities etc) we offer face to face services once a week in each of the market towns – Dartmouth, Kingsbridge, Ivybridge and Totnes.

Described above is our Core service which is delivered by a team of trained volunteers and supported by a small team of paid staff. Where we attract additional funding we run dedicated advice projects with paid advisers. Our areas of expertise are debt, benefits, health care and energy advice. Access to these services is made in one of two ways, either through referral from our core service or members of the public and professionals can contact specialists directly.

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS OF WHAT IT IS SPENT ON:

We are currently in receipt of two grant payments from SHDC. £41,867 contribution to our core services and a further £10,000 to support the provision of outreaches in Kingsbridge, Ivybridge and Dartmouth. As well as recipients of SHDC funding we are also tenants of SHDC, where we paid £26k in rent and services in the last year.

In total this year we anticipate our Core income will be **£91,257**. Other funders include Devon County Council, town and parish councils, plus circa £7,000 through fundraising and donations.

- i) we are a local charity and contribute significantly to the local community, and
- ii) our service supports common clients in need alongside SHDC.

We would request either: a long term lease & service charges based on current levels with an annual RPI review, or a commensurate increase in our grant that would help us sustain our charity. We are open to exploring ways in which we could develop efficiencies that would enable us to better serve those most in need, for example through closer partnership working with the Council or looking at new ways in which we could take the service to those most in need.

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

Last year we helped almost 6,000 local residents, with 11,759 issues. 45% have a long term illness or disability, 60% are living on less than £1,000/month, 40% are families with dependent children, on fifth are aged 65 and above.

Last year we recorded financial gains of £2mn for the people we helped through the reduction and management of debt and supporting with appeals and the application for welfare benefits and grants. Further help is given through provision of foodbank vouchers. 768 people reported non-financial gains such as ‘improved capacity to manage’ and ‘reduced risk of homelessness’.

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL’S CORPORATE STRATEGY?

Our service supports five of the Council’s Corporate Themes:

- **Delivering efficient and effective services**

By making use of a highly trained team of some 60 volunteers our cost per client helped is £15.98. Our service directly reduces demand for information and advice to the SHDC frontline customer services team.

- **Homes**

Last year we dealt with 943 housing issues including 61 instances of threatened or actual homelessness

- **Enterprise**

Core funding acts as a base from which we can attract additional funding. In 2018/19 we brought in £152k of project funding, and raised £10K through fundraising. This supported the employment of five local people in part time roles.

- **Communities**

Volunteers contributed 13,000 hours during 2018/19. Volunteers report increased sense of wellbeing and connection to their local community. They also gain IT and other skills. Two volunteers joined the paid staff team during 2018/19.

- **Well being**

At a national level, 77% of the people we help say they would not have been able to solve their problem without our support. Knowing how to take action isn’t always obvious. More than 2 in 3 people say they had difficulty knowing who to contact or how systems work. Our service gives people the knowledge and confidence to find a way forward.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

We support the Council’s statutory duty with regard to:

- Housing and Homelessness – helping with applications to Devon Home Choice, supporting clients to challenge housing decisions, help with discretionary housing payments, working closely with Housing Officers to ensure clients’ needs are met in a timely manner;

- Government finances – we prioritise the collection of Council Tax when clients are facing debt. We work with Council Officers to avoid bailiff and court action with regard to CT arrears, we help with access to exceptional hardship payments. We support applications for Housing Benefit/Universal Credit and Disabled Facilities Grants and other funds to support the most vulnerable;
- Planning - providing information on how to access planning advice;
- Consumer information - we advise on consumer issues and actively campaign to promote Scams awareness;
- Environmental health – we work closely with EHOs to help reduce the number of cold homes, tackle fuel poverty and to help make local homes more energy efficient

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

Our projected income for the current year is £300k, however this includes a major cross-Devon fuel poverty project managed by South Hams CA, where we distribute income to other CA offices.

Our normal funding is between £200- £220k per annum.

New project income to be achieved in 2018/19:

Project area	Value 2019/20
Healthcare	36,377
Energy Advice (excluding partner payments)	41,662
Service Development	15,283
Benefits Advice	25,121
Misc (including A4A)	5,083
Debt	-
Caring Town Partnership	7,000
	130,526

From this income we will pay direct project costs (salary, rent, travel, IT, office costs) and make a contribution to our core services so that we break even at the end of the year.

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**South Hams Community and Voluntary Services**

Charity registration no. 1124273

Company registration no. 062158893

2. LEAD CONTACT NAME AND CONTACT DETAILS:Jill Davies, Chief Officer, Jill@southhamscvs.org.uk +44 07709941172**3. SERVICES PROVIDED BY YOUR ORGANISATION:****(A brief summary of all services and bullet points will suffice)**

South Hams Community and Voluntary Services (SHCVS) is a local support organisation, developing social action and working with the voluntary, community and social enterprise sector (VCSE) in South Hams. We help organisations to function effectively, manage risks, develop skills, access funding and have a voice at local level.

South Hams CVS provides the following services:

3.1. CORE CVS SERVICES**3.1.1 Development****Start up support**

SHCVS support individuals in the establishment of new charities, community interest companies, social enterprises or voluntary organisations. Having the support of SHCVS, right from the start, helps a new group provide the best possible outcomes for its beneficiaries and manage its legal and financial responsibilities properly.

Ongoing support and development

South Hams has a significant section of VCSE who are small and 'micro'. These smaller groups provide the resilience needed to ensure our communities thrive. Support needs for smaller groups leans towards a more personalised approach and South Hams CVS' one to one support provides this. SHCVS help organisations develop new initiatives as well as providing services to help them when they run into trouble or need extra help, including:

- **Governance advice** – support to trustees and committees on governance related subjects through one to one, training workshops and tailored support
- **Funding advice** - one to one support in looking for and applying for funding, monthly funding e-bulletins. We also provide networking and learning opportunities.
- **Volunteering support** –
 - support to individuals – online and face to face, including the ability to join a bank of volunteers
 - support to organisations - including developing and promoting their volunteering opportunities as well as enhancing their support to volunteers so people have a good experience of social action
- **Resources** – hire of presentation equipment eg projectors and display boards are popular for local community events

South Hams CVS Learning Programme South Hams CVS provide a diverse range of learning opportunities to help groups improve their knowledge skills and awareness to function as effectively as possible. This is valuable to support day to day activities as well as trustee roles and responsibilities in line with charity legislation. The subjects covered are guided by requests from groups and project themes

3.1.2 Encouraging Collaboration & Partnerships

South Hams CVS bring organisations together to network, to learn together & from each other, 'see the bigger picture', and have a voice; reducing duplication and sharing good practice
These networks include

- South Hams Voluntary sector Forum
- South Devon Advice Forum

- Caring Alliances (Kingsbridge area and Ivybridge area) - SHCVS Is also a member of other locally led networks eg Dartmouth Together and Caring Town Totnes)
 - South Hams Social Prescribers network
- SHCVS facilitates them, bringing together local VCSE partners and statutory providers. This is a powerful means of enabling networking and sharing of best practice. The Caring alliances work to Integrated Care Plans developed with local authority members to take forward plans and proposals for the relevant area.

3.2. PROJECT DELIVERY

This is varied depending on our capacity to bid for projects. Projects are aligned to our strategic aims (see 6.) Some key areas in 2019-20 are:

Youth Volunteering – working with Ivybridge & Kingsbridge Community Colleges

Community Health & Social Care representation (CHSCT) – providing a ‘bridge’ for health workers to refer patients to local voluntary and community sector support.

Social Prescribing (SP) – An SP pilot, run by SHCVS in partnership with Ivybridge TC and health partners is showing positive outcomes for local residents. South Hams Primary Care Network(PCN) is in conversations with SHCVS to provide their SP service.

Green Partnerships – including Year of Green Action Project and Connecting Actively to Nature

Community Connections – supporting communications networks and initiatives

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:

South Hams CVS received £10,000 for 2019/20

The funding is being spent on delivering the core CVS services to the communities in South Hams including:

- Staff (1.2 FTE), volunteer and office costs allowing us to
 - Deliver our Core services (SEE 3.1)
 - maintain our intelligence about community groups in the South Hams and keep up to date with the issues and challenges facing them
 - develop our strategic direction in line with South Hams’ residents’ & communities’ needs
 - set clear budgets; review and investigate new funding & income streams, partnerships and cost saving collaborations
- continuing our membership of national organisations who, using our local intelligence, inform and lobby government and funders so policy and funding supports local charities and community groups
- professional fees to fulfil our legal obligations

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

South Hams CVS supplies a vital service to communities in South Hams and works hard towards building safer stronger communities, a sense of belonging and an appreciation of the value and diversity of people in the community.

By helping individuals to help others, by forming groups and developing volunteering, we help provide opportunity for greater community cohesion and an extra sense of purpose and value in people’s lives. For the most vulnerable, having access to community support and opportunities for taking part in groups and activities can make the difference between feeling desperate and alone to being part of a positive community, getting the right support at the right time and lessening crisis and crime.

We help local people to

- have access to activities that support positive healthy lifestyles such as volunteering and physical activity
- develop new ideas for their communities and to develop new ideas, enterprises & projects

- build local resilience through using the assets of their communities to improve people's well-being, leading to different ways of doing things
- access local community support services, by developing services where need is identified
- get volunteering, helping them develop employability & other skills, feel valued & achieve a sense of purpose
- benefit from more joined up support as a result of our forums, alliances and networks
- improve their wellbeing, helping reduce health inequalities and social isolation

Through the Caring Alliance Integrated Care Plans (see 3.1.2) and driving delivery thereof with partner agencies, the CVS is in a pivotal position to help with the design and implementation of proposals which directly benefit local people.

Our projects support people and communities in a number of ways, in particular Social prescribing which works for a wide range of people and is person centred, concentrating on 'What Matters to the person. SHCVS is undertaking a number of functions 'behind the scenes' in support of the new PCN social prescribing function, including

- Raising awareness across public, patients and providers, both statutory and voluntary, including partners such as libraries, churches and clubs and activity groups
- Supporting community groups and VCSE organisations to receive referrals and expand capacity sustainably
- Working collectively with all local partners to ensure community groups are supported to fill identified gaps
- Ensuring the link workers and connectors have very close working arrangements with the local VCSE and build on existing relationships and connections

CASE STUDY 1 South Hams CVS working with FUSION & leisure providers

South Hams CVS works closely with leisure providers and meets regularly with Fusion staff.

This has led to SHCVS supporting users of the leisure centres to apply for funding for their groups to increase their usage of the facilities and improved links with local social prescribers and community connectors.

This has included:

- £10k from Sport England – Kingsbridge Dementia Friendly Community(KDFC) Bulk of funding going to Fusion to coordinate a programme of physical activity aimed at people with dementia resident in Kingsbridge, Salcombe and surrounding villages. SHCVS supported by writing bid and introducing Fusion to KDFC.
- £10k from Sport England – Youth Genesis. Funding was shared between YG and Fusion and provided for the reintroduction of Friday Youth Nights across 12 months at Dartmouth Leisure Centre. Youth workers attended alongside Fusion staff. SHCVS supported by writing bid with Youth Genesis
- SHCVS have employed a social prescriber who has worked very closely with Fusion in Ivybridge, reinvigorating the exercise on prescription and signposting and handholding lonely and isolated people into activities provided by them. SHCVS is currently involved in setting up the social prescriber programmes for the South Hams & Mewstone Primary Care Networks (PCNs), covering Kingsbridge, Dartmouth, Salcombe, Chillington, Modbury, Yealmpton & Wembury surgeries. Once in place SHCVS link workers and community connectors will work with Fusion and others to increase engagement with people who are lonely and isolated in these areas.

SHCVS have also

- provided general funding advice to Fusion and other providers
- Undertaken several funding searches and made applications to other funders for Fusion and other providers

- Facilitated Funding Skillshares and Health & Wellbeing network meetings, which Fusion staff have attended
- Partnered with Active Devon to deliver new health walks under the Every Step Counts and Connecting Actively with Nature programmes
- Supported other local activity groups to be successful in raising money, recently, for their local projects including
 - Kingsbridge Park Community Tennis (£10,500)
 - Movement for Life (£10k)
 - Kingsbridge & District Mens Shed (£9,600)

CASE STUDY 2 South Hams CVS working with Housing providers

South Hams CVS has a long history in working with LiveWest housing and others, providing and sourcing funding for tenants projects, delivering training for residents associations and promoting partnership and collaboration. Recently,

- South Hams CVS alerted Livewest to the Pocket Park awards scheme and helped secure a bid for Champernowne Park in Modbury, who have been awarded £13,528 from the ‘Ministry of Housing and Communities’ and refurbished the park. (SHCVS are also involved with Totnes gardens, securing £16330 from this fund and are doing the evaluations)
- SHCVS has helped source funding and written bids for TQ6 (Townstal Community Partnership) to establish outreach sessions for vulnerable people in Townstal to come and talk to housing providers, Livewest & the Guinness Trust and get the help they need face to face. These are weekly sessions and other advice providers also attend
- SHCVS’ involvement in the Connecting Sherford group is expected to prompt further work which will support local housing association residents, as will its continuing core community work across the South Hams

Quote from Charlotte Holdsworth, LiveWest Community Connector – *“SHCVS has been essential in providing comprehensive guidance and support in a number of projects that LiveWest is involved in across the South Hams. This includes the restoration of Champernowne Play Park in Modbury, where the CVS has attended meetings. Additionally, whilst the park has been built, the CVS will be key in supporting the community group to complete a comprehensive evaluation for grant funders. The reliance on SHCVS does not stop there, with the TCP in Dartmouth,(located in an area where LiveWest has in excess of 300 properties) the CVS has been able to provide advice and be the lead on important initiatives that the partnership would unable to pursue if it was not for the CVS. I, as the LiveWest Community Connector, am very much involved in that partnership representing my organisation and supporting our residents. I continue to learn from the work of the CVS in many ways, such as best practice and also depend upon the expert knowledge that the CVS brings to the table.”*

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL’S CORPORATE STRATEGY?

Similarly to SHDC, the core purpose of the CVS is to make a positive impact on the lives of local people through the promotion and development of valued and accessible services. We aim to work with partners and communities for mutual benefit, providing good service at all times be that to individuals receiving a face to face social prescribing service or to affiliated community and voluntary groups where we provide advice & information, training and networking opportunities. The strategic aims of SHCVS are described below and are aligned to the Council’s corporate strategy:

SHCDVS aim:	Output	SHDC strategy theme
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Sustaining Social action	Provision of support for existing and new activities, in particular group set up, funding & governance advice	Communities Wellbeing
Lifelong Volunteering	Promoting volunteering to all ages, in particular seeking new markets to target and encouraging innovative volunteering opportunities	Communities Wellbeing
Community Connections	Encouraging and supporting community development and links between organisations facilitating networking	Communities Wellbeing
Access to healthy activities supporting mental and physical health	Enhancing accessibility to services	Wellbeing
Green Action	Creating awareness of environmental issues and how groups may be affected and sharing ideas for how they may respond to a changing environment	Environment

South Hams CVS' core services particularly contribute to the Council's strategic objectives in the areas of Wellbeing & Communities. South Hams CVS has a history of establishing and working with organisations supporting the well being of South Hams residents and our charitable purpose is to 'promote any charitable purposes for the benefit of the community...'

Of the VCSE groups in the South Hams, and supported by SHCVS, the majority are working in areas of:

- Health and Wellbeing including patient support schemes, specialist groups, exercise and leisure providers
- Community support eg Foodbanks, CA, Family & Carer support, Housing Associations

Other VCSE include a range of charities and community groups including those supporting Environmental action and Neighbourhood Plans. In terms of Economy, South Hams CVS

- provides access to opportunities for local residents to develop skills and enable them to better contribute to the local economy
- shares community intelligence and input with new and existing partnerships bringing new activity and investment into South Hams
- provide continued support to village halls, play areas, community transport, sports and recreation, environmental & heritage projects helping create thriving communities, attractive to new businesses and employees

- bring new funding into South Hams through our own projects and by supporting local organisations in identifying and applying for funding
- supports South Hams' VCSE who employ an estimated 9% of South Hams population and are an integral part of efforts to deliver on wider inclusive growth ambitions

By convening, collating and representing the richly diverse views of the local voluntary sector, the CVS is able to give the multitude of micro charities and voluntary organisations in our community a voice in local matters and help local authorities, health organisations and other statutory partners communicate effectively with their local communities in support of their strategic aims and objectives.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

SHCVS services are not subject to statutory duty. SHCVS is a company limited by guarantee. The charity is registered and is governed by its Articles of Association and meets all legal obligations. SHCVS' charitable objects are 'to promote any charitable purposes for the benefit of the community principally but not exclusively in the government district of South Hams and, in particular, the advancement of education, the protection of health and relief of poverty, distress and sickness, and in furtherance of the said purposes.....

We ensure that all services provided are compatible with, and in accordance with the identifying protected characteristics, set out in the Equality Act 2010 and our Safeguarding Policy includes policy relating to Preventing extremism and radicalisation.

SHCVS can support our partners in delivering their Statutory duties, in particular working closely with VCSE, through South Hams CVS, enabling engagement, mapping and providing local intelligence and supporting community development.

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

For 2019-20, we receive income from the following resources:

SOURCE	APPLICATION
GENERATED INCOME	
Donations	Core Service Delivery
Local Supporters Membership	Core Service Delivery
Other Generated Income	Core Service Delivery
PROJECTS	10% management fee applied against projects, where possible, towards CORE service delivery
Devon Voluntary Action/Westbank	Community Health & Social Care Teams
Devon Community Foundation	Iwill - Youth Volunteering -Ivybridge
Adult Health & Social Care	Social Prescribing, VCSE Health & Wellbeing projects including delivery of a small grants programme
SHDC Community Benefit Fund	Projects
Devon Voluntary Action/Active Devon	DLNP Connecting Actively with Nature project

Our SHDC grant is very important to us to keep our core service foundation, enabling us to have the capacity to apply to other funders and also show the support from our local authority towards our common aims of supporting quality of life for South Hams residents and communities. Thank you for your funding in 2019-20.

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

Ivybridge & District Community Transport Association

Registered Charity Number 1123577

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Alex Thom

IDCTA Unit 15 'The Watermark', Erme Court, Leonards Road, Ivybridge, Devon PL21 0SZ

3. SERVICES PROVIDED BY YOUR ORGANISATION:

(A brief summary of all services and bullet points will suffice)

We are a not for profit charity providing transport services to enable residents to maintain their independence and dignity. We help to support people remaining able to continue living in their own homes whilst alleviating isolation & loneliness.

We provide

Dial – a –ride, wheelchair accessible (door to door) (Section 19) minibus services to the areas of : Bickleigh P.C., Brixton P.C., Cornwood P.C., Dartington P.C., Ermington P.C, Harford P.C., Ivybridge P.C., Newton & Noss P.C., Shaugh Prior P.C., South Brent P.C., Sparkwell P.C., Ugborough P.C., Wembury P.C.& Yealmpton P.C.

We provide a timetabled service which provides eligible residents within each parish covered an opportunity to go on at least a half day trip at least once a week to a local town or shopping centre. This service is charged at a fixed price per passenger. This service is run under the guidance of Devon County Council Community Transport Co-ordination Service.

Eligible residents are those who are 'Inhabitants of the area who are in need of such service because of age, sickness or disability (mental or physical), social exclusion, or poverty, or because of a lack of availability of adequate and appropriate public passenger services.

We provide a volunteer car service to enable those with no transport of their own to access primarily medical and healthcare appointments but also some social and wellbeing events.

We provide this service to

Bickleigh P.C., Brixton P.C., Cornwood P.C., Diptford P.C., Ermington P.C, Harford P.C., Ivybridge P.C., Modbury P.C., Newton & Noss P.C., Shaugh Prior P.C., South Brent P.C., Sparkwell P.C., Ugborough P.C., Wembury P.C. & Yealmpton P.C.

We also provide (Section 22) scheduled minibus services for access to the local towns to

Blackawton P.C.,& Dittisham P.C. through the West Dart Community Bus

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON: £4,710.00

This money is spent on vehicle running costs and administrative costs of the Ivybridge & District Community Transport Dial a Ride minibus services.

Our Total Scheme expenditure last year came to £127,911 of which SHDC contributed 3.68%, Devon County Council contributed 15.94% and Town & Parish Councils contributed 4.39%.

Total Running Costs (not including depreciation) £116,207

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

Our services enable the elderly, infirm, disabled, disadvantaged, socially and rurally isolated to remain independent, able to remain in their own homes, strengthening community bonds and reducing isolation and loneliness. By increasing mobility and reducing isolation and loneliness we improve dignity, health and wellbeing.

We achieve this by enabling those with restricted mobility or lack of access to transport to be able to access essential services such as health care, shops, banks and other services as well as undertake their regular weekly shopping. We also create a supportive community with day trips enabling the availability of social interaction through pop up lunch clubs, access to social groups such as Age Concern and independent access for the disabled to some other activities such as art courses at Seale Hayne.

We provided much needed public transport in rural parishes where there is little or in some cases no other public transport available as well as providing a friendly and support network.

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?

As a not for profit Charity we provide a very cost efficient transport service for those other whys excluded for a very modest cost to Councils. In 2013/14 (the last time such an analysis was undertaken by Devon County Council) we were the second most cost efficient of all the 16 DCC funded Dial a ride services in Devon at the time by cost per passenger and third by cost per mile so delivering **efficient and effective services**.

We help those with limited mobility and those without access to other public transport to remain in their homes when they might otherwise be forced to move to supported accommodation, reducing the demand for supported accommodation by those who would rather remain in their own homes for longer, allowing those who need it most to access supported housing we thereby contribute to **Enabling Homes that meet the needs of all**.

We help local businesses thrive by transporting people to those shopping centres. In November 2018 we undertook a passenger spend survey for Devon County Council & it was estimated from the extrapolation of those surveys that passengers spent £4,600 as a result of the transport service
Mostly in South Hams shopping areas and cafes thus enhancing **South Hams enterprises to thrive and business to grow**.

Our services create a community of their own and allow people to access the greater community thus very much **creating strong and empowered communities**.

Community public transport by transporting groups together provide relatively low emissions per capita transport and reduce the number of vehicles on the road (were family & friends to be called on to transport our passengers individually). Thereby causing **less damage than otherwise to our natural environment**. We would of course be able to provide considerably more environmentally friendly transport were funds available to provide alternative fuel vehicles.

Our Services particularly help contribute to **positive safe and healthy lifestyles for those most in need** by enhancing independence, enabling access to healthy shopping alternatives thereby improving diet, reducing loneliness and isolation and allowing access to social and wellbeing activities. We find that our services often enable the only outing and social interaction some passengers access in the week. Our weekly outings also encourage some movement and exercise to by excursions to the coast or moors.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

Unfortunately, there is no statutory duty for local authorities to provide Community Transport but however the contribution we make to ensuring people can remain in their own homes for longer and maintain their independence is significant, making them less reliant on other Council resources.

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

Income

Grants - Devon CC	£20,390
Grants –SHDC	£4,710
Grants - Other Councils	£5,617
Grants & Donations	£10,314
Fundraising	£1,055
Devon County Council Contracts	£42,184
Fares	£24,376
Fuel Duty reclaimed	£128
Deposit Interest	£1,503
VAT Recovered	£3,265
Total Income	£115,542

Expenditure

Scheme Costs (Fuel, vehicle maintenance, vehicle insurance and lease charges)	£30,488
Wages, tax & Nat Insurance	£71,361
Office rent & Services	£3,461
Consultancy & Advertising	£4,923
Accountants & Payroll & Computer Services fees	£2,036
Telephones	£677
Insurances	£521
Stationary & Postage	£446
Sundry expenses	£639
Travel expenses	£1,158
Vol Car Driver expenses	£497
Depreciation	£11,704
Total Expenditure	£127,911

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

Newton Abbot Community Transport Association Reg Charity 1124719

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Kay Yendall, manager@newtonabbotcta.org

3. SERVICES PROVIDED BY YOUR ORGANISATION:

Newton Abbot Community Transport Association has been providing accessible, affordable transport and services for our local community, supporting increased mobility, social contact and independence since 1991.

We provide a range of transport options

- Wheelchair accessible vehicles from six to sixteen passenger seats
- Ring & Ride door to door transport to local shops and services
- Volunteer driven minibuses for community groups, clubs and schools
- Shopmobility scooter, wheelchair and walker hire
- Aids to daily living sales and advice – DCC/NHS approved
- Local scheduled bus services – routes 361, 672 and 888

Background

There was local outcry when the original Totnes Ring & Ride Service folded. We stepped in because nobody locally wanted to pick it up. The previous service folded because it outstretched itself financially, by buying a mini bus and employing a commercial operator to run routes which were not cost effective. The previous service offered door to door service, taking passengers wherever they wanted to go i.e. a taxi service but at ring and ride fares – it was therefore unsustainable. When we took on the service we had to manage customer expectations and carefully plan routes to make sure that they were not running at a loss.

Fares

We honoured the fares charged by the previous Ring & Ride which had to fold because it wasn't sustainable.

Dartmouth to Totnes return is £5.90

Totnes and surrounding villages to Newton Abbot return is £5.80

Fares go up by between 10p-20p per annum.

Services in the South Hams

Every Monday Dartmouth to Totnes return

Every Thursday Totnes and surrounds to Newton Abbot return

Average usage

Dartmouth Service - 7 passengers per week (collecting from Dartmouth, Stoke Fleming and Strete)

Newton Service – 5 passengers per week (collecting from Totnes and outlying areas)

No shows are common due to the precarious health of passengers.

We operate a 15 seat mini bus but can't always carry 15 passengers as it depends how many passengers have wheel chairs, trolleys, walking frames, etc. Wheelchairs passenger can take up between 2-4 seats. It would be good to have more passengers – whilst more promotion would be good there is no guarantee there would be take-up. The times might be viewed as limiting, some object to paying for a service and prefer to use their free bus pass instead.

Elderly frail passengers gain a sense of independence in using the service, they attend without the need of a carer because drivers are so attentive. For example drivers knock on passengers doors and escort to the bus. Loading a wheelchair user can take up to 12 minutes per passenger - i.e. the service takes time, as a result taxi firms aren't interested as it's not profitable. Most passengers use a service fortnightly either to Totnes or Newton Abbot. All trips are pre-booked and take the quickest route to a destination.

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:

NACTA was grateful to receive a grant of £7,370, which goes towards the core costs of providing a Ring & Ride door to door transport service for less mobile, older, disabled, rurally isolated people living in Totnes, Dartmouth and surrounding villages and hamlets of the South Hams. Without the Council's funding the current service would not be able to continue.

We would really appreciate the support of Councillors to help promote the service. Further promotion of routes is planned. Posters in both printed and electronic form can be made available to Councillors to help publicise the service in their area.

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

Local people who have difficulty walking, or have no local bus service, rely upon the assistance Ring & Ride can give them, helping them to access shops and services. Our specially trained drivers offer help on and off the minibuses and assist with shopping bags, trolleys, walkers and pushchairs. The passengers get to know each other and look out for one another – Ring & Ride is not just a shopping trip, but helps with passengers' health and well-being. Take up of the Dartmouth to Totnes and South Hams to Newton Abbot routes (although low compared with the busiest ring and rides routes) provide a life line. Passengers are vulnerable and isolated residents who often can't afford taxi fares. Taxis rarely provide the wheel chair access required.

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?

NACTA also makes a positive impact on the lives of local people by providing valued and easy to use services. Ring & Ride helps to keep people active, involved and independent, reducing passengers' isolation and tackling loneliness. We adjust our routes to suit the needs of the passengers, whilst operating efficiently and within our charity aims. Our fares and fees are kept as low as possible and funds reinvested in the charity. We therefore support the Council's Community, Enterprise, Environment and Wellbeing themes.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

NACTA's Ring & Ride, at a relatively low cost to statutory bodies such as South Hams District Council, helps keep residents of some of the most rural areas of the South Hams involved in their community. The grant from South Hams District Council ensures that we are able to continue to provide such an important and valued service and our passengers can rely upon its continuation. Without funding from South Hams District Council the service would not be able to continue.

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

We receive grant funding towards Totnes & Dartmouth Ring & Ride from Devon County Council, however we constantly strive to cover costs to ensure that all of our services remain sustainable. We participate in local fundraising and sponsored events and run raffles and draws with 100% donated prizes. We sell second-hand books and equipment to raise funds. We lobby local councils and apply to grant making trusts for support for particular projects. See full details here, as published on the Charities Commission website. We spent £43,371 running the Totnes and Dartmouth Ring & Ride service in 2018:

https://apps.charitycommission.gov.uk/Accounts/Ends19/0001124719_AC_20190331_E_C.pdf

NEWTON ABBOT COMMUNITY
TRANSPORT ASSOCIATION

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 March 2019

	2019	2018
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Town and Parish Councils	2,700	3,100
Devon County Council- Totnes and Dartmouth Ring & Ride	14,601	14,030
Devon County Council- Newton Abbot Ring & Ride	15,002	15,000
Teignbridge District Council - voluntary	7,610	7,610
South Hams District Council- Totnes and Dartmouth Ring & Ride	7,370	7,370
Sundry donations & fundraising	8,233	10,983
Grant for the purchase of new vehicle	-	13,045
Grants	10,236	1,321
	<hr/>	<hr/>
	65,752	72,459
Investment income		
Bank interest receivable	191	75
Charitable activities		
Transport revenue - general services	41,263	41,572
Excursions	3,663	6,043
Ring & Ride fares	11,389	11,430
ShopMobility hires	15,736	14,968
Community equipment prescriptions	52,493	59,989
Devon County Council School & Community Bus Contracts	71,916	76,204
	<hr/>	<hr/>
	196,460	210,206
Other income		
Bus Service Operators Grant	4,640	6,827
Disability aid sales	8,419	6,870
General sales	32	4
Insurance claim	-	1,017
	<hr/>	<hr/>
	13,091	14,718
Total incoming resources	<hr/>	<hr/>
	275,494	297,458
EXPENDITURE		
Charitable activities		
Wages	43,422	38,776
Rent and rates	2,340	1,263
Insurance	525	790
Light and heat	1,799	2,157
Telephone and IT support	1,345	4,872
General office expenses	5,534	5,714
Volunteers' travel expenses	2,338	2,864
Repairs and maintenance of scooters	1,427	1,634
Carried forward	58,730	58,070

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:

South West Youth Games – now Planet Earth Games

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Jon Parkinson / Assets – Leisure & Recreation

3. SERVICES PROVIDED BY YOUR ORGANISATION:

(A brief summary of all services and bullet points will suffice)

The Planet Earth Games is a new event launched in 2019, which took place in July at Exeter. This new format widens the event to the environment and engages young people in best environmental practice, as well as being active and taking part in sport.

It replaces the previous South West (Devon) Youth Games over many years which brought local authority area teams to take part in multi-sport youth competition and festival.

Fusion, through its community outreach work, delivers the management and promotion of the Games for South Hams and directs young people through clubs to take part in the Games.

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 AND DETAILS ON WHAT IT IS SPENT ON:

£2,000 on promotion and club development to promote the Games across South Hams and signpost young people and local clubs to enter the Games directly.

As the Games is having a stronger environmental focus and greater business support and sponsorship, the Games will reduce its need for local authority financial support.

Future funding support for the Games can be directed to the SeaMoor Lottery scheme.

No further direct Council grant funding is required.

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

The Youth Games event enables young people and their voluntary coaches and leaders to engage in active and healthy lifestyles. Also it provides links with local clubs and groups to allow the young people to carry on being active, creating a positive life habit.

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?

Positive links to Environment, Wellbeing and Communities.

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

N/A

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

N/A

1. NAME OF ORGANISATION AND CHARITY NUMBER IF APPLICABLE:**The South Hams Museums Group:**

Britannia Museum, RNC Dartmouth. (not a registered charity)

Dartmouth Museum. Charity no. 306635

Kingsbridge Cookworthy Museum. Charity no. 20631R

Salcombe Maritime Museum. Charity no. 268909

Totnes Museum. Charity no. 296684

Totnes Costume Museum Charity no. 277327

2. LEAD CONTACT NAME AND CONTACT DETAILS:

Roger Barrett, Curator and Vice-Chairman, Salcombe Maritime Museum

rogbarrett@btinternet.com. Tel. 01548 854108, mob. 07717 662 667

BACKGROUND TO PARTNERSHIP FUNDING BID

Every year, Arts Council, England (ACE) distributes considerable sums of money to the regions for the use of Accredited Museums in that area and, in our case, through the South West Museums Development (SWMD). To qualify for SWMD funding it is necessary for the 6 Accredited Museums in the SHDC area to show that they have the financial support of SHDC.

In 2016 an agreement was reached with SHDC whereby £4,000 was budgeted for each of the next 3 years (a total of £12,000) allowing all 6 museums to seek and obtain grant funding from SWMD. As a result of this agreement SWMD were able to deliver services in the South Hams with a value of £65,736 (see section 4 below)

SHDC support was withdrawn in the 2019 budget round and thus the 6 museums are now unable to obtain SWMD grants and receive only limited 'arms-length' support from specialist advisers.

Amount of funding requested from SHDC's Partnership Fund = £4,000 per annum.

3. SERVICES PROVIDED BY YOUR ORGANISATIONS:

- Museum, Heritage and Cultural services in five towns
- Educational services including outreach to schools and community organisations
- Provision of all-weather tourist facilities supporting the local economy and the viability of town centres
- Provision of opportunities for volunteering
- Preservation and celebration of our cultural heritage for future generations

4. AMOUNT (£) OF FUNDING RECEIVED FROM SOUTH HAMS DISTRICT COUNCIL IN 2019/20 OR PREVIOUS YEARS AND DETAILS ON WHAT IT IS/WAS SPENT ON:

No SHDC funding for 2019/20 but, in the three years 2016-2019, SHDC provided £12,000 (£4,000 per annum). As a result, South West Museum Development were able to deliver services in the South Hams with a value of £65,736:

1. £27,636 in Local Museum Development Officer provision for South Hams
2. £6328 in specialist consultancy advice and support to museums (e.g. conservation officer)
3. £4,472 awarded in Small Grant Big Improvement
4. £910 in delegate places for volunteers working in South Hams museums
5. £26,390 investment from externally funded projects including: Lottery funded Rural Proofing Resilience project, Digital Marketing, and the MUSE: Makers in Museums project.

5. HOW DO YOUR SERVICE(S) MEET THE NEEDS OF LOCAL PEOPLE?

By:

- providing cultural and heritage services which are of educational benefit and which enhance a sense of belonging and local pride
- providing opportunities for volunteering and community engagement
- digital engagement for many '3rd age' volunteers
- supporting the local economy by attracting visitors to our town centres
- celebrating and preserving our cultural heritage for the benefit of future generations

6. HOW DO YOUR SERVICE(S) ALIGN TO THE COUNCIL'S CORPORATE STRATEGY?

1. COUNCIL Delivering Efficient and Effective Services:

By securing value for money: the seed funding provided by SHDC will potentially generate a fivefold return on investment by unlocking Arts Council funds

2. ENTERPRISE: Creating places for enterprise to thrive and business to grow.

Museums make a substantial contribution to the local economy. As all-weather tourist attractions they enhance the viability of town centres to the benefit of local enterprises. In 2017-18 there were almost 30,000 visits to local volunteer run¹ museums contributing an estimated £537,500 to the local tourism economy². The economic value of volunteer hours contributed to museums in 2017/18 exceeds £176,500. The full time equivalent of volunteer time given in 2017/18 equates to 16 FTE posts³

NOTES:

1. Excludes the three NT properties in South Hams which are Accredited museums.
2. The economic impact calculators applied here are based on national research and calculators developed by DC Research. This methodology is recognised as the current industry standard approach for museums. They are a conservative estimate as they take into account local and day visitors and not overnight or international visitors.
3. The economic impact calculators for volunteering are developed by the National Heritage Lottery Fund and are based on £50 per day of volunteering.

3. COMMUNITIES Creating strong and empowered communities.

Museum and heritage services make a positive contribution to enhancing community well-being and engagement and, by providing a tangible link with the past, help to engender civic pride and a sense of belonging. The Council, by providing a small amount of seed funding to sustain local museum provision will be meeting one of the Guiding Principles in its Corporate Strategy: 'To work with partners and communities to mutual benefit'.

4. WELL-BEING: Supporting positive, safe and healthy lifestyles.

The benefits of volunteering are well-known. They include:

- Improving mental health and well-being
- Reducing social isolation
- Giving people the opportunity to feel more connected, to have contact with people from different backgrounds, to 'make a difference', and to 'give something back'
- Improving the employment prospects of young volunteers

7. HOW DO YOUR SERVICE(S) MEET STATUTORY DUTY?

There is no statutory duty to provide museum services.

8. WHAT OTHER INCOME/FUNDING DO YOU RECEIVE AND HOW DO YOU SPEND IT?

The following information is for each of the 6 museums for year ending 2018 or 2018/19. The combined income and expenditure of the 6 museums was as follows:

Total income £108,913

Total expenditure: £119,049

Most income is derived from visitor entry fees (or donations where 'free entry' is operated), shop sales, member's subscriptions and other donations. Expenditure is typically on rent, services, insurance, special displays and projects, collection care and conservation. Only three museums employ staff, the full-time equivalent of which is 2.5.

Britannia Museum RNC, Dartmouth (Not a registered charity)

No. of Visitors: 10,350

No. of Volunteer Hours: 10,500

No. of Volunteers: 33

No. of Staff: One Half Time (0.5) FTE

Total income: £3046

Total expenditure: £699 (premises provided rent free with no lighting, heating or repair bills)

Receipt of any Grants: £500 from SGBI Scheme from SW Museum Development Programme.

Kingsbridge Cookworthy Museum Charity No. 20631R

No. of visitors: 2,487

No. of Volunteer hours: est. 7,500 hours

No. of volunteers: 65

No. of staff: 1 full time + 0.5 FTE

Total income: £41,039

Total expenditure: £48,065 (includes £5776 projects expense)

Receipt of any Grants: £2,000 p.a. from Kingsbridge Town Council £2000.

£500 from SGBI in 2018,

Dartmouth Museum Charity No. 306635

No. of visitors: 8,000

No. of Volunteer Hours: 4,536

No. of Volunteers: 60

No. of staff: None

Total income: £32,000

Total expenditure: £ 30,000

Receipt of any grants: £500 from SGBI in 2016, £1000 from Devon CC 'Invest in Devon' in 2017

Salcombe Maritime Museum Charity No. 268909

No. of visitors: 2018: 1,612, 2019: 4,287 (increase due to introduction of Free Entry scheme)

No. of Volunteer Hours: 1,570

No. of Volunteers: 26

No. of Staff: None

Total income (2018) £10,184

Total expenditure (2018) £11,312

Receipt of any Grants: £3,000 p.a. from our landlords, Salcombe Town Council, to partially offset £5000 commercial rent (only asked for in deficit years). £500 from SGBI in 2016 and in 2018

Totnes Museum Charity No. 296684

No. of visitors: 16,472

No. of Volunteer Hours: 6,500

No. of Volunteers: 24

No. of Staff: 6 seasonal part time

Total income: £13,346

Total expenditure: £17,664

Receipt of any Grants: 2018-19; £2,000 from Women's Centenary Grant for Women's Suffrage Exhibition and £3,000 from the Royal Society for Places of Science Project

Totnes Fashion and Textiles Museum Charity No. 277327

No. of visitors: 1,503

No. of Volunteer Hours: 2,096

No. of Volunteers: 33

No. of Staff: None

Total income: £9,298

Total expenditure: £11,309

Receipt of any Grants: 2017; £300 from Sidney Page Adams Trust (Totnes Council)

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Report to: **Executive**

Date: **19 December 2019**

Title: **Customer Satisfaction Action Plan Progress**

Portfolio Area: **Customer First – Cllr Nicky Hopwood**

Wards Affected: **All Wards**

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

Date next steps can be taken:
(e.g. referral on of recommendation or implementation of substantive decision) **After Call In 2 January 2020**

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

Contact: Nadine.Trout@swdevon.gov.uk

RECOMMENDATION:

That the Executive:

- 1. Note and comment on the progress made to date in improving customer satisfaction in particular the increased Customer Satisfaction scores.**
- 2. Support the following next steps:**
 - i. Appoint a Customer Service Improvement Manager**
 - ii. Review complaint handling**
 - iii. Continue customer focussed staff meetings, performance monitoring and training**
 - iv. Replace customer handling software**
 - v. Achieve an uplift in customer satisfaction by 5.7 points in the next Institute of Customer Service benchmarking survey**
 - vi. Continue progress reporting**

1. Executive summary

- 1.1 This report is presented by the Executive Lead for Customer Satisfaction and Improvement and details progress made since September 2019 on improving customer satisfaction.
- 1.2 The report also includes recommended next steps to continue to improve the customer experience by further building on the Council's customer satisfaction scores and continued improvements to Council services to pre-empt customer needs and manage expectations

2. Background

- 2.1 In October and November 2018 Overview and Scrutiny Panel and the Executive resolved to note the results from the Council's 2018 Institute of Customer Service Customer Satisfaction Benchmarking Survey, and endorsed an action plan to improve customer service. The action plan endorsed repeating the survey in autumn 2019.
- 2.2 The Executive resolved in June 2019 that a Customer Satisfaction Progress Report be presented to the Executive each quarter. This report therefore provides an overview of progress made since September 2019 when a report was last presented to Executive.
- 2.3 Results from the Council's 2019 Institute of Customer Service Customer Satisfaction Benchmarking Survey were presented to the Council's Overview and Scrutiny Panel on 21 November 2019 with a proposed way forward to improve results further. The Panel endorsed the approach presented which can be found in section 5 of this report.

3. Outcomes/outputs

- 3.1 In September 2019 preparations began for the Council to launch its second Institute of Customer Service Customer Satisfaction Survey, results from the survey can be found at Appendix A. When the Council conducted the survey last year it pledged to improve results across the board but in particular deliver the following:
- *Outcome 1 - Improvement in overall benchmarking scores*
 - *Outcome 2 - Improvement in 'right first time'*
 - *Outcome 3 - Improvement in 'keeping customers informed'*
- 3.2 **Outcome 1 - 2019 Result**
The Council achieved an *overall* 6.6 point improvement to 64.9 points whereas the average local council score in 2019 has dropped by 2.6 points to 60.8 points. Therefore making South Hams District and West Devon Borough Councils' score **4.1 points higher** than the national local council average.
- 3.3 **Outcome 2 – 2019 Result**
The Council achieved an 11.8% improvement in *delivering right first time services*, resulting in a score of 53.1%. Therefore bucking the national downward trend and making South Hams District and West Devon Borough Councils' score **0.5% higher** than the national council average in 2019.
- 3.4 **Outcome 3 – 2019 Result**
The Council achieved only a 1 point increase in *keeping customers informed*, bringing its score to 6 points. Therefore making South Hams District and West Devon Borough Councils' score **0.2 points lower** than the national council average in 2019.
- 3.5 It is important to note that these results have been achieved without any additional resources. Furthermore, the progress made

is considered a significant achievement considering that the Institute of Customer Services own reports show that nationally, all sectors saw a reduction in customer satisfaction by 0.8 points compared to the same period last year.

3.6 **Other achievements in the past 3 months**

A significant number of improvements have been made to the Council's website, there is still much work in progress but the following list gives a flavour of the types of changes being made:

- Creating of "contact us" pages for all services
- Repairing broken links, display issues and spelling/grammar errors
- Improving navigation, ensuring each button "does what it says on the tin"
- Simplifying planning pages to provide information on what to do, before, during and after an application.
- Consolidation of election information to just one page, including a dynamic contact us facility whereby users can select various drop downs and be directed to the correct information.
- Switched missed bin reporting forms straight to the contractor, cutting out us as the middle man and thereby providing customers with more timely and accurate information
- Removal of old documents, images, links and news articles
- Monitoring search terms and creating new pages where needed
- Providing statistics and information to services about page use, downloads and site behaviours for service providers to hone their pages accordingly.
- Updating coding to comply with accessibility standards
- Reorganisation of Council Tax and Benefits pages and testing of new forms prior to going live
- Creation of a dedicated Climate Change website

3.7 **Staff Away Days**

These were held on various dates throughout November ensuring the entire workforce had an opportunity to attend a day. A large focus of the day was customer service with staff being encouraged to put themselves in the shoes of our customers and try applying for a range of services online. Feedback from these sessions was invaluable with staff realising that there is much room for improvement in many of our processes. Steps are in place to ensure all of the issues identified are remedied over the coming months.

4 Options available and consideration of risk

4.1 **Do nothing option**

The Council could chose to disregard the results of the Council's recent Customer Satisfaction Survey and take no further action. However, in doing so the Council would be failing to act upon valuable customer feedback and would be at risk of reputational harm.

- 4.2 Take action option
By taking action as detailed in section 5 below the Council would be proactively responding to the Customer Survey results. It is therefore deemed appropriate to pursue this option.

5. Proposed Way Forward

- 5.1 Clearly the Council should strive to get all services delivered 'right first time', every time and in doing so ensure customers are kept well informed. To ensure customer satisfaction improves it is recommended the following actions are pursued:
- 5.2 Customer Service Improvement Manager
As part of the Council's Extended Leadership Team restructure due to take place in December 2019 it is proposed a dedicated Customer Service Improvement Manager post is created to ensure the Council puts the customer at heart of everything it delivers. The role would particularly focus on enhancing the service we provide to our customers and communities and setting the standard for excellence in service delivery across the organisation.
- 5.3 Complaint Handling Review
Results from the 2019 Institute of Customer Service Customer Satisfaction Benchmarking Survey clearly show that there is still a significant need for the Council to improve its complaint handling compared to the national top performers – see page 10 in Appendix A attached. It is envisaged that when in post the Customer Service Improvement Manager will conduct a review of the Council's complaint handling and ensure steps are in place to learn from complaints and ensure complaints of a similar nature do not materialise again in future.
- 5.4 Staff Meetings, Performance Monitoring and Training
It is proposed Customer Service continues to play a pivotal role in staff away days and team meetings. Whereby staff take stock of service delivery and come together to discuss and trial potential improvements. Performance monitoring is also key and it is proposed that all staff are continued to be given very clear customer targets, relevant to their role and are monitored to ensure these target are achieved. Where targets are not met it is crucial that resources are in place to support training and development.
- 5.5 I.T. Procurement and Improvement
It is recognised that the Council's work processing software is not as slick as it could be which has resulted in numerous work arounds over the years and an inability to keep track of a customer requests as well as we'd like to. It is proposed that over the course of the next 12 months software is put in place to better manage and prioritise service requests and ensure functionality is in place to clearly keep customers informed and process request efficiently.

5.6 Continued Surveying

The Customer Satisfaction Survey results have undoubtedly highlighted the need for continued customer service improvement. It is therefore proposed surveys continue in order to gain a clear insight on where improvement is needed. In addition to this it is recognised the importance customer focus group play in testing new ways of delivery before improvements are made. As such it is proposed a concerted effort is made to involve customers in the IT improvement programme detailed above. It is recommended the Council re-runs Institute of Customer Service Customer Satisfaction Benchmarking Survey within the next 12 to 18 months and seeks to achieve a **5.7 uplift** in its overall score to bring it in line with Housing Associations, see page 6 of Appendix A attached.

5.7 Progress Reporting

It is felt that in order to improve Customer Service it very much needs to remain high on the Council’s agenda. It is therefore proposed progress reports are regularly presented to Members of the Council via relevant Committees, as well as to staff via the Council’s in-house, weekly e-newsletter the Friday Flash.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Executive has a responsibility to provide Leadership to the overall activities of the Council and has responsibilities regarding Council performance and customer satisfaction.
Financial	Y	There are no financial implication as a result of this report that have not already been budgeted for.
Risk	Y	A failure to review and act upon customer satisfaction levels could lead to: Lack of coherent delivery Reputational harm Ineffective use of resources Poor quality service These risks are mitigated by: The recommendations outlined in this report
Supporting Corporate Strategy	Y	Council Theme – Efficient and Effective
Climate change – Carbon / Biodiversity Impact		Striving to improve customer satisfaction and delivering services right first time ensures valuable resources are not wasted in re-doing work.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None – no policy or service change is proposed in this report.

Safeguarding		None – no policy or service change is proposed in this report.
Community Safety, Crime and Disorder		None – no policy or service change is proposed in this report.
Health, Safety and Wellbeing		None – no policy or service change is proposed in this report.
Other implications		N/A

APPENDICES

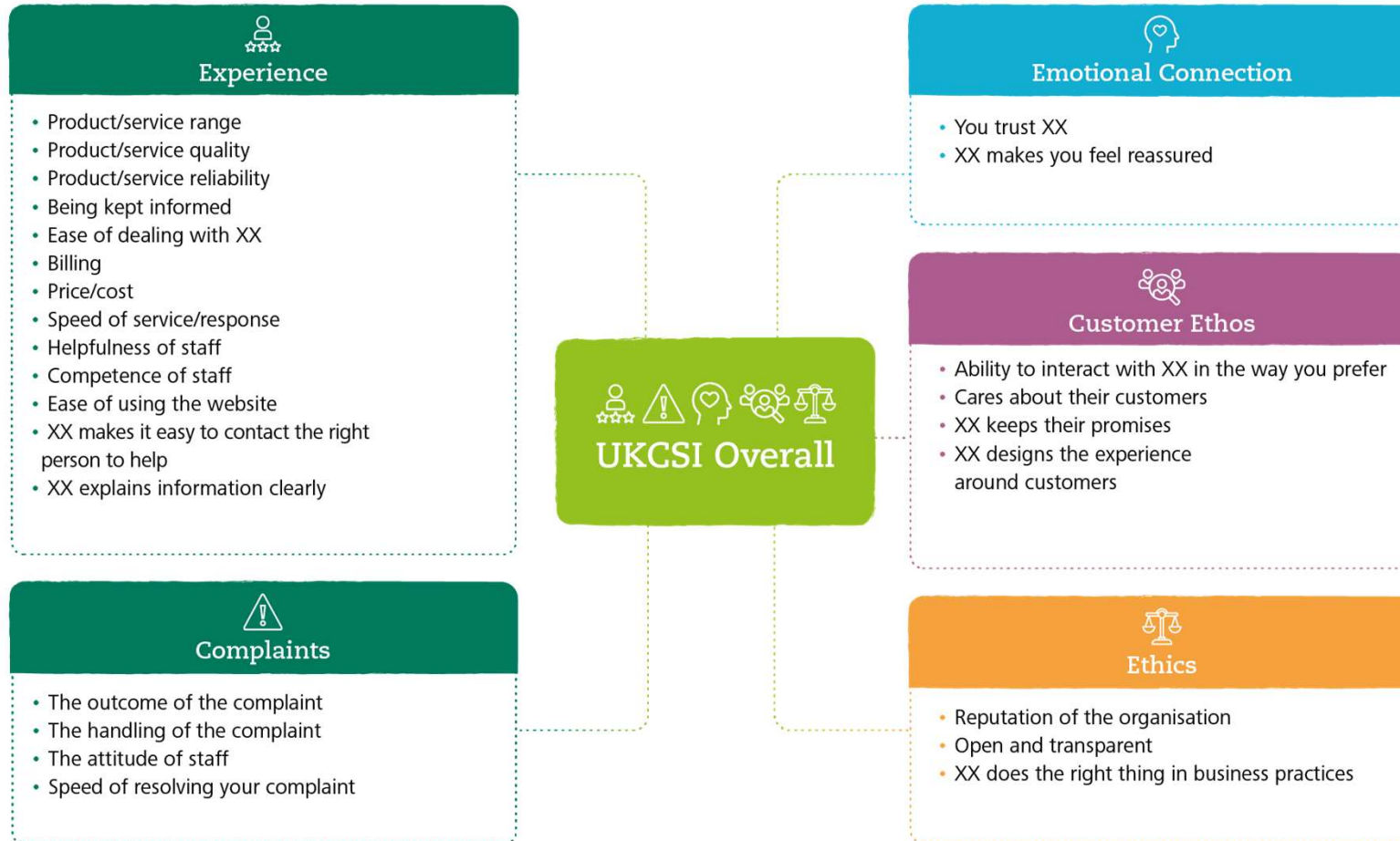
Appendix A – Customer Survey Results



Business Benchmarking

South Hams District Council and West
Devon Borough Council benchmarked with
the July 2019 UKCSI Public Services
(Local) sector results

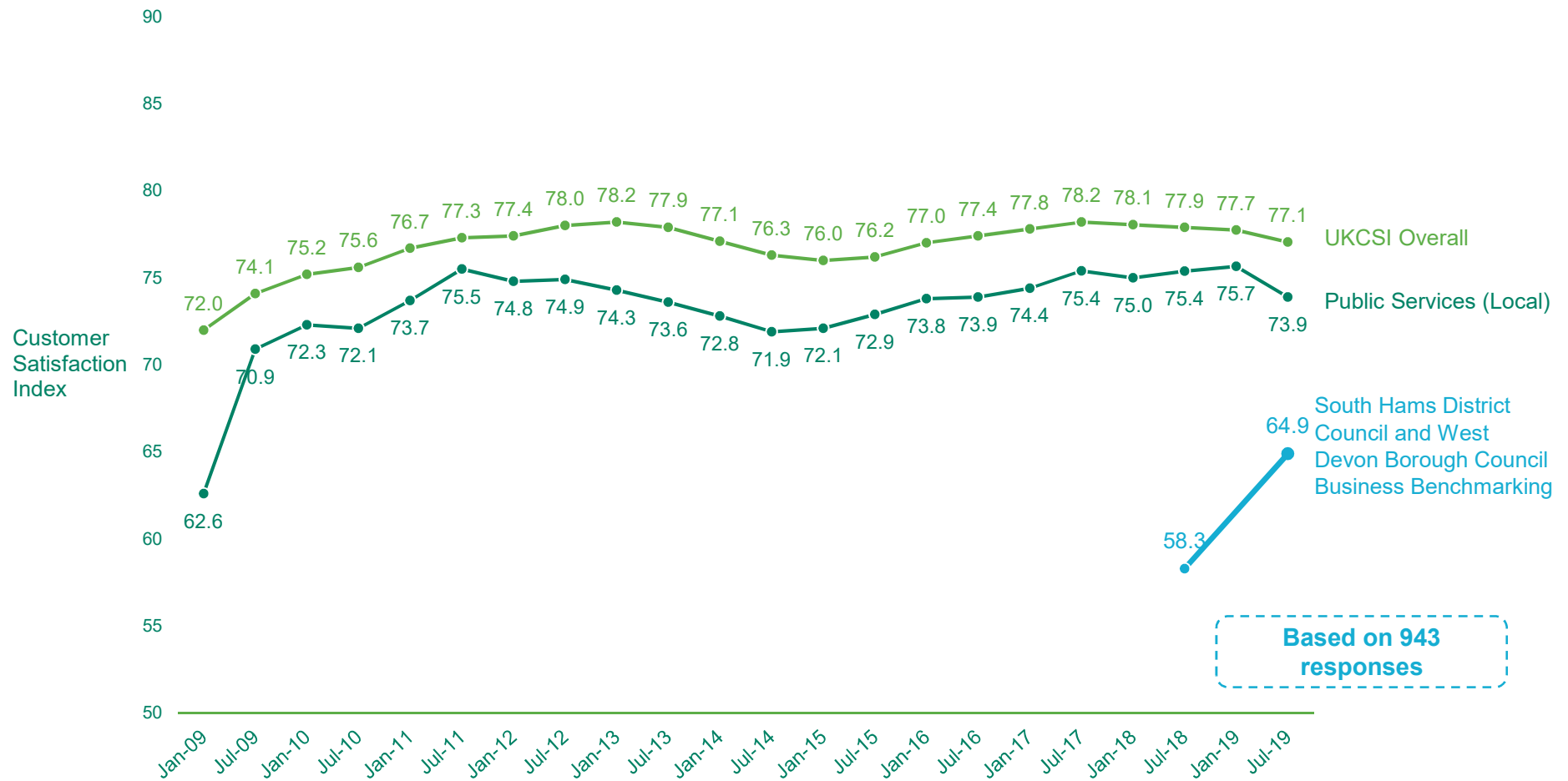
Business Benchmarking | Top customer priorities



Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction trends

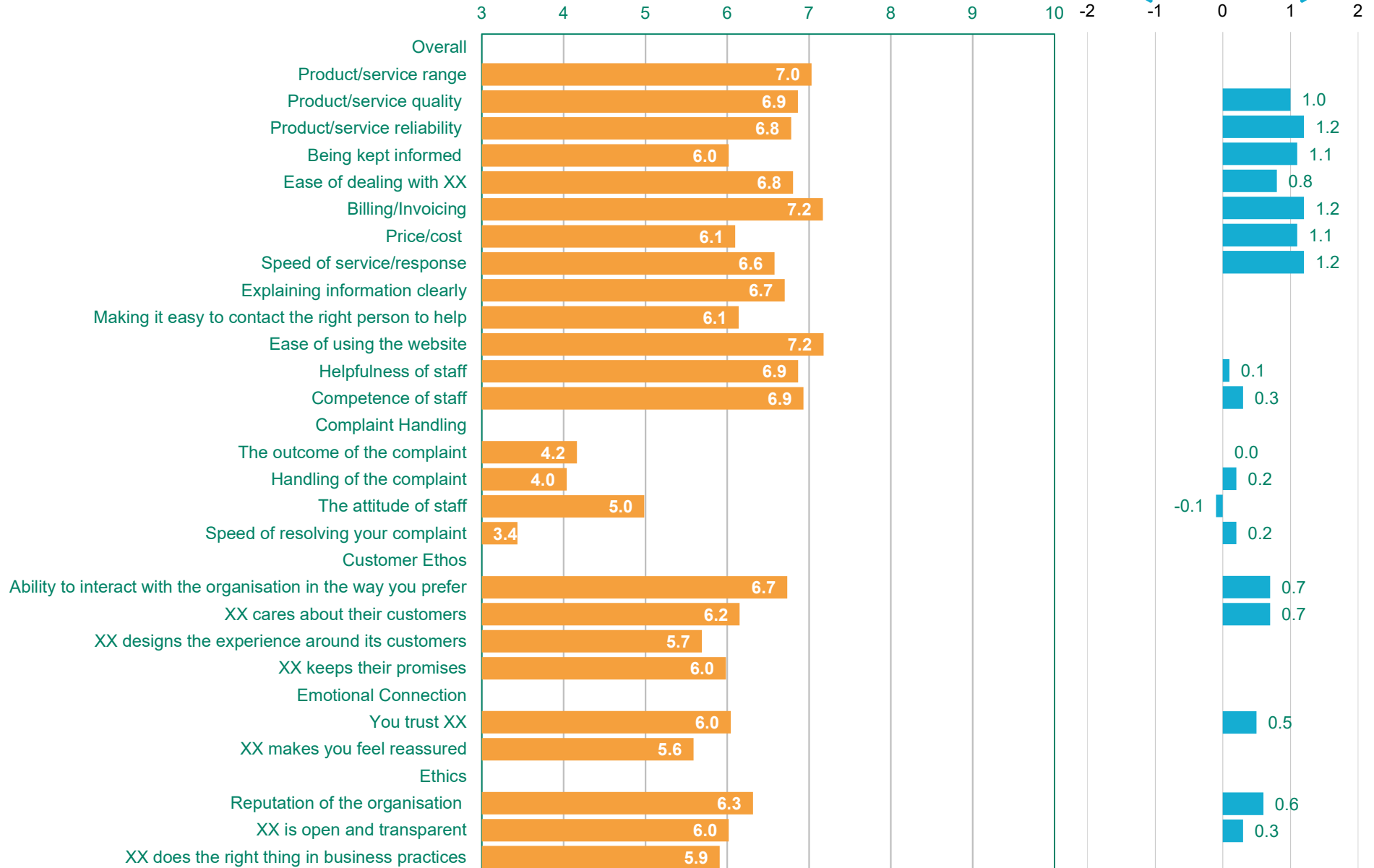
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Business Benchmarking | South Hams District Council and West Devon Borough Council

Average satisfaction score in January 2019

Less satisfied/more satisfied than your last survey



Business Benchmarking | South Hams District Council and West Devon Borough Council

UK Customer Satisfaction Index (UKCSI)

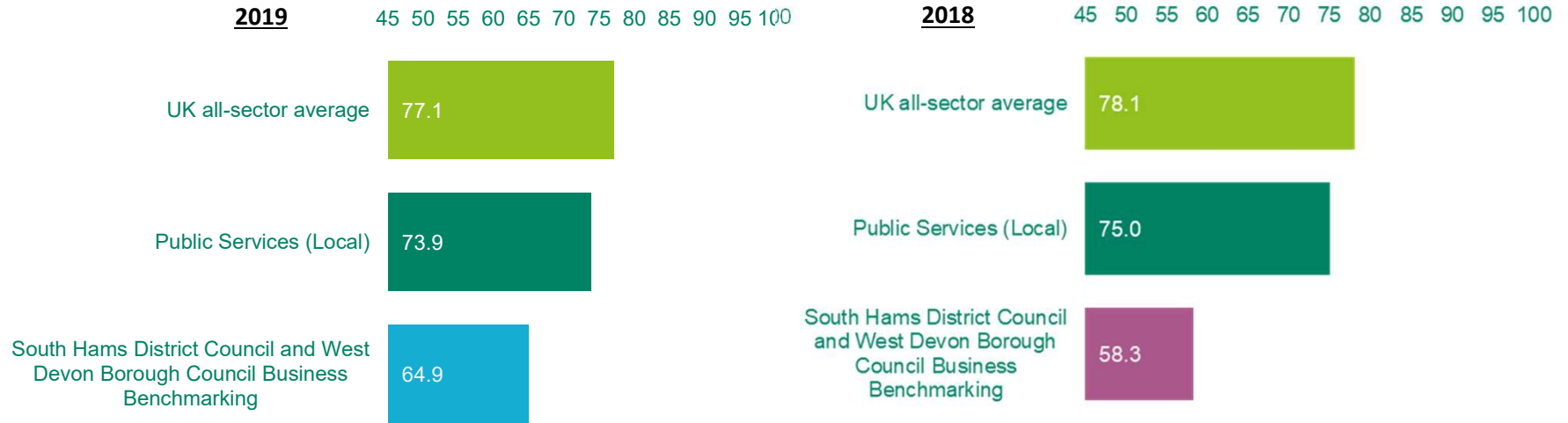


The score given to South Hams District Council and West Devon Borough Council by their customers: **64.9**

Note, "your local Council" is the national average council scoring

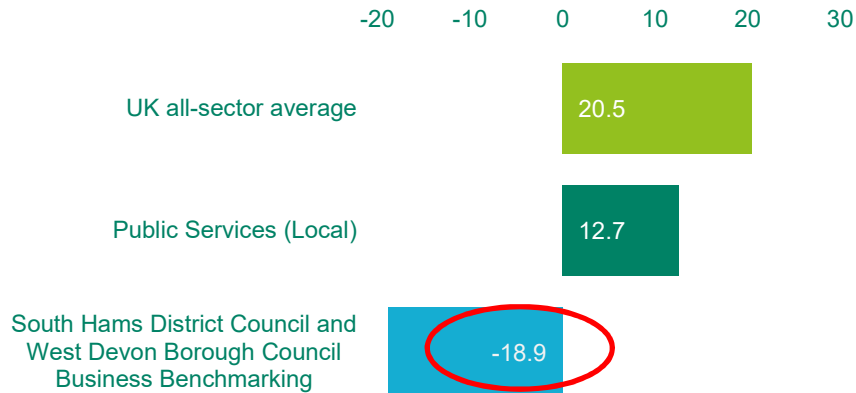
Business Benchmarking | South Hams District Council and West Devon Borough Council

UK Customer Satisfaction Index (UKCSI)



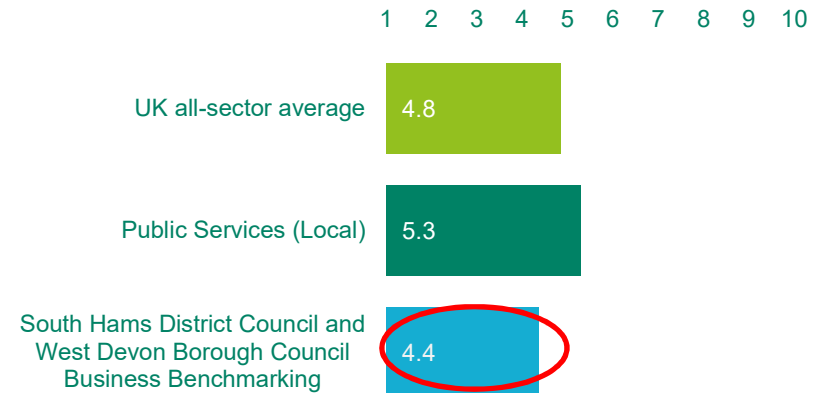
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Net Promoter Score



An 11.7 points improvement compared to 2018 results

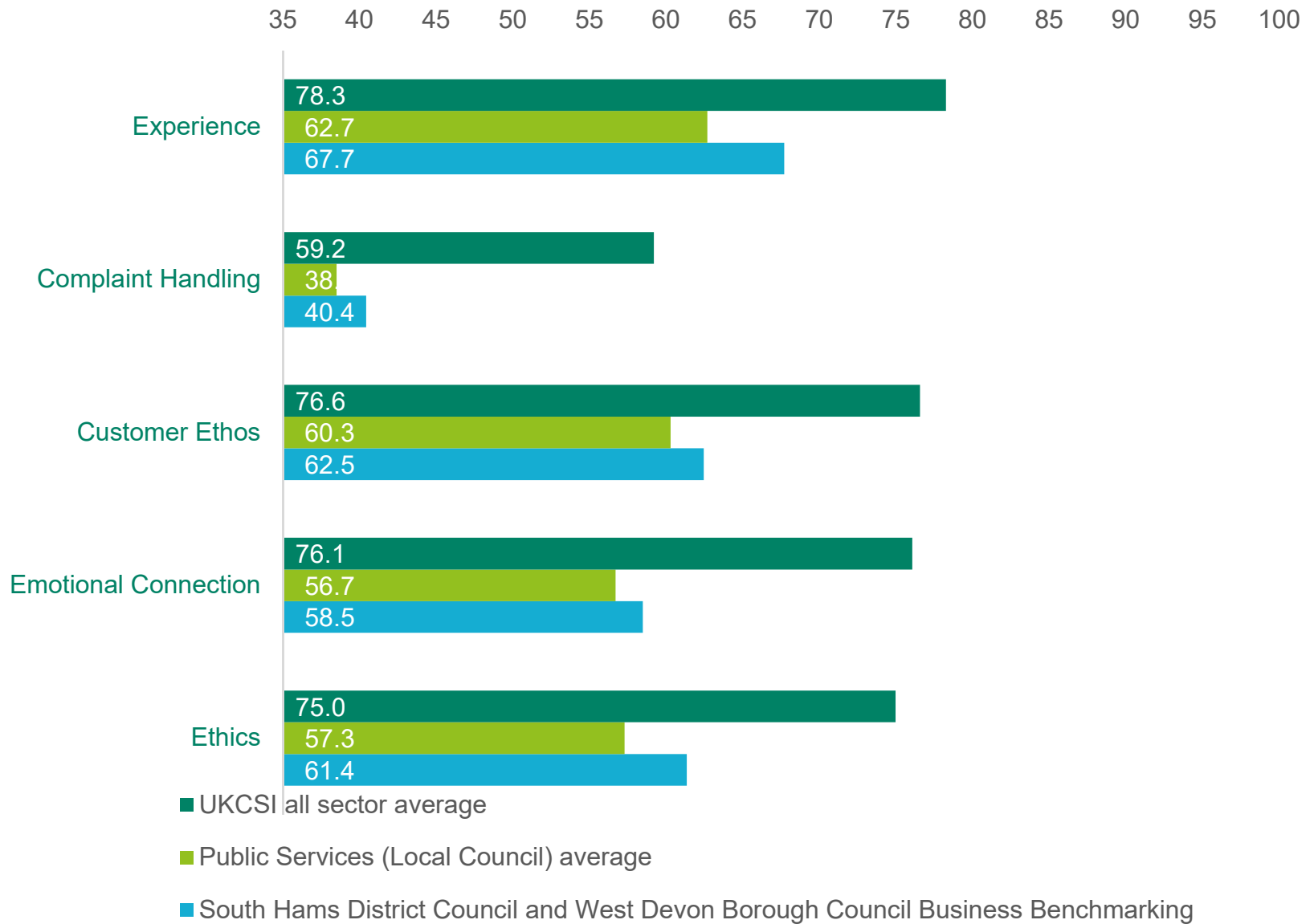
Customer Effort



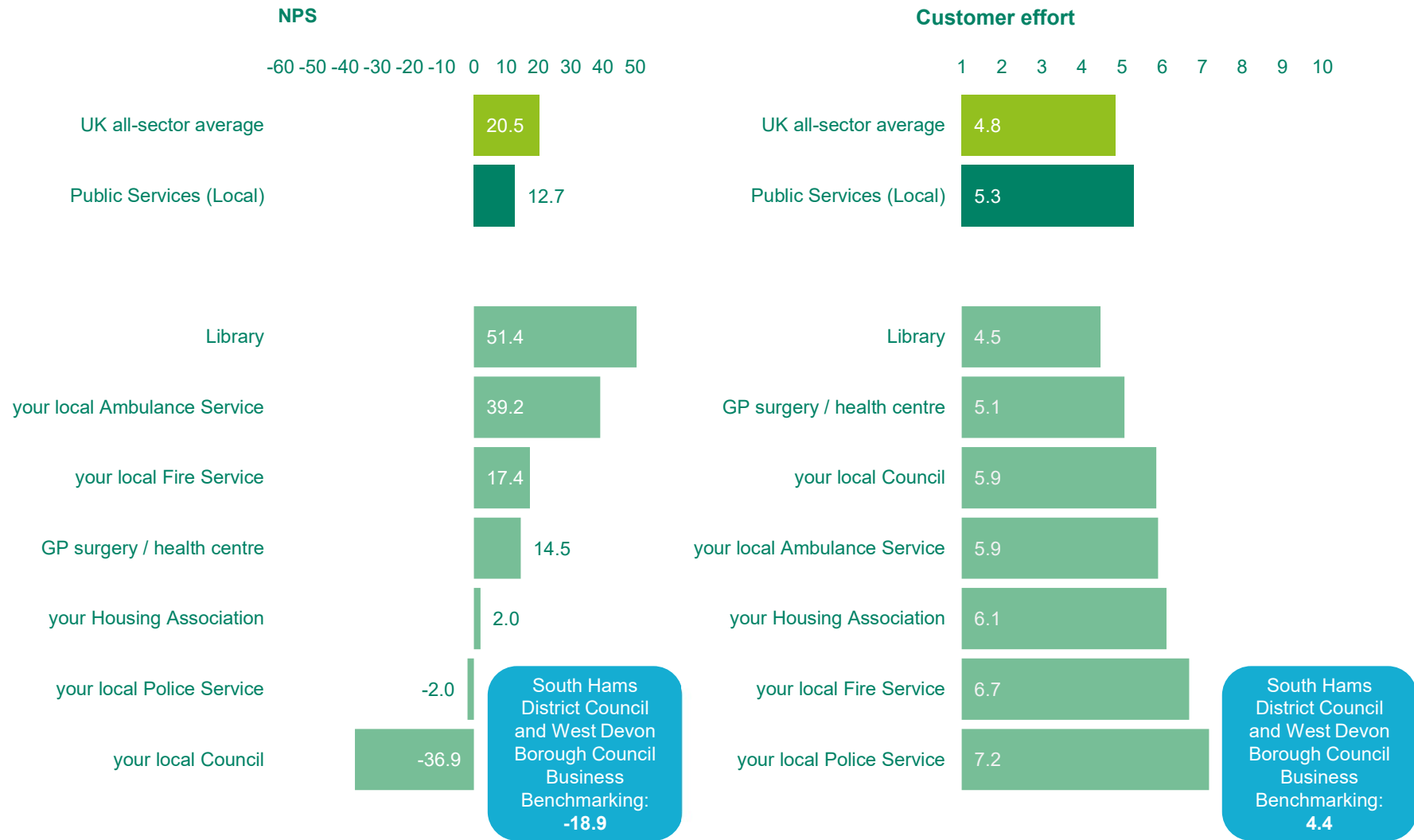
A 0.7 point improvement compared to 2018 results

Business Benchmarking | South Hams District Council and West Devon Borough Council

UK Customer Satisfaction Index (UKCSI) & Customer priorities

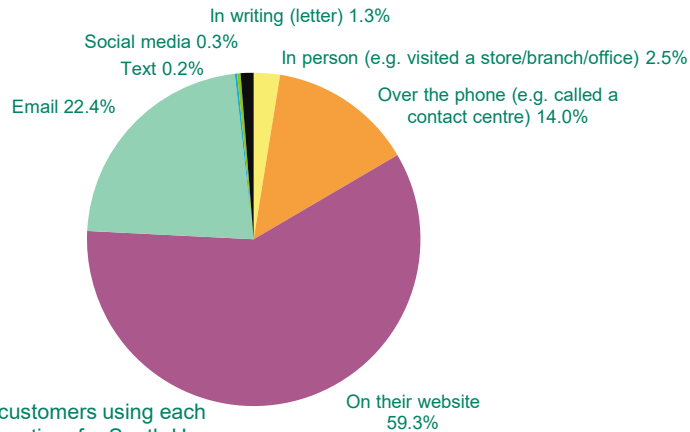


Business Benchmarking | South Hams District Council and West Devon Borough Council Net Promoter Score and Customer Effort



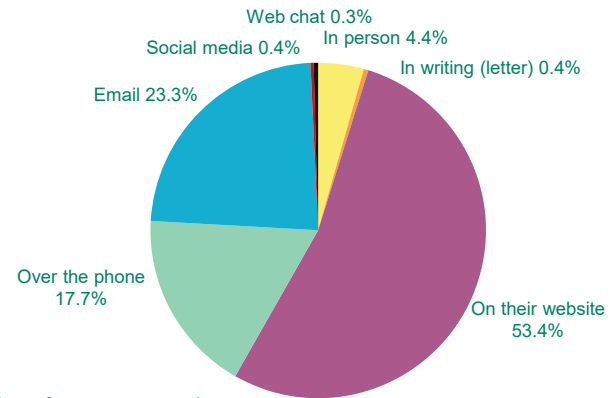
Business Benchmarking | South Hams District Council and West Devon Borough Council

Frequency of channel 2019



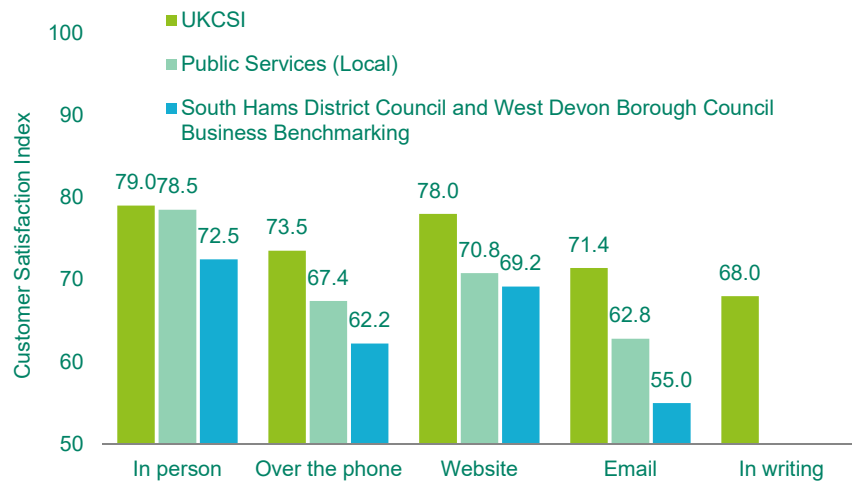
The proportion of customers using each channel for their interaction, for South Hams District Council and West Devon Borough Council

Frequency of channel 2018

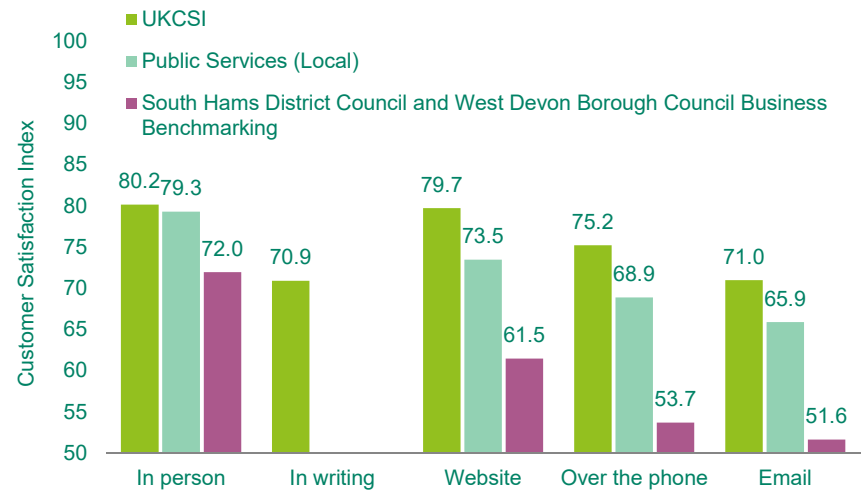


The proportion of customers stating each reason for contact, for South Hams District Council and West Devon Borough Council

Satisfaction by channel 2019

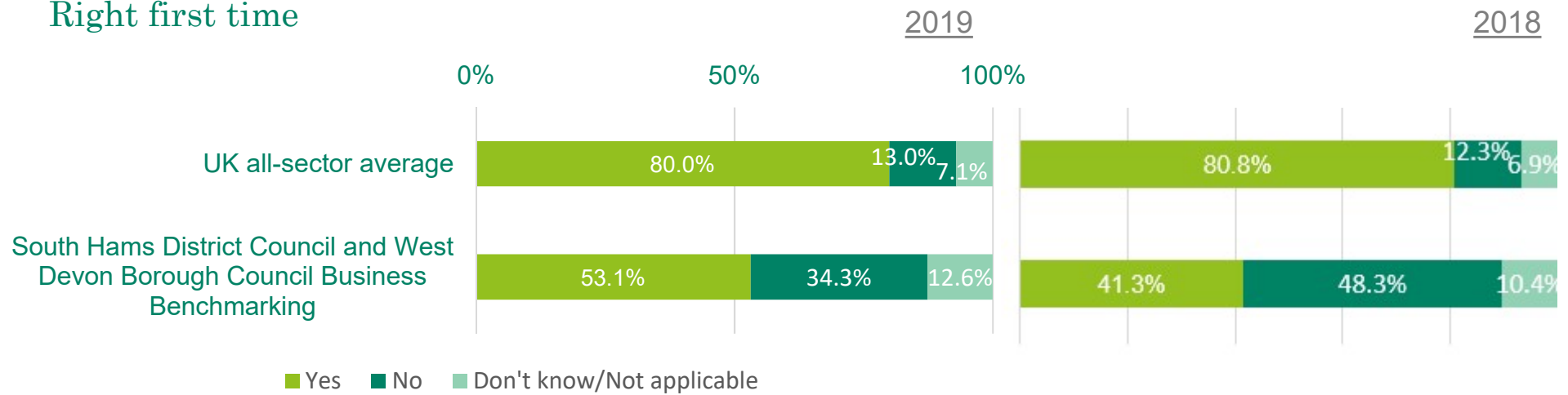


Satisfaction by channel 2018

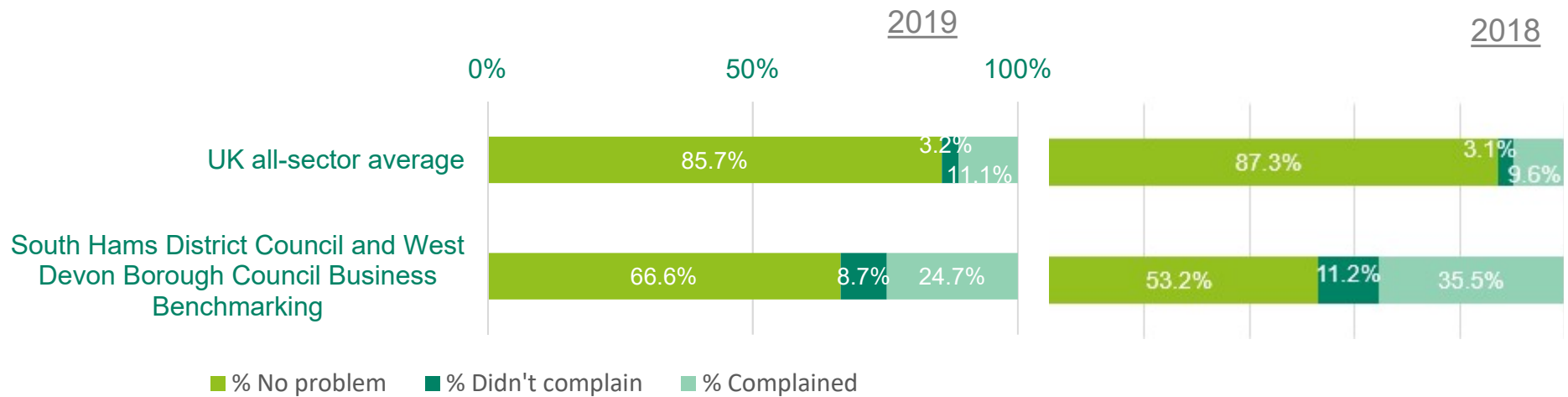


Business Benchmarking | South Hams District Council and West Devon Borough Council

Right first time

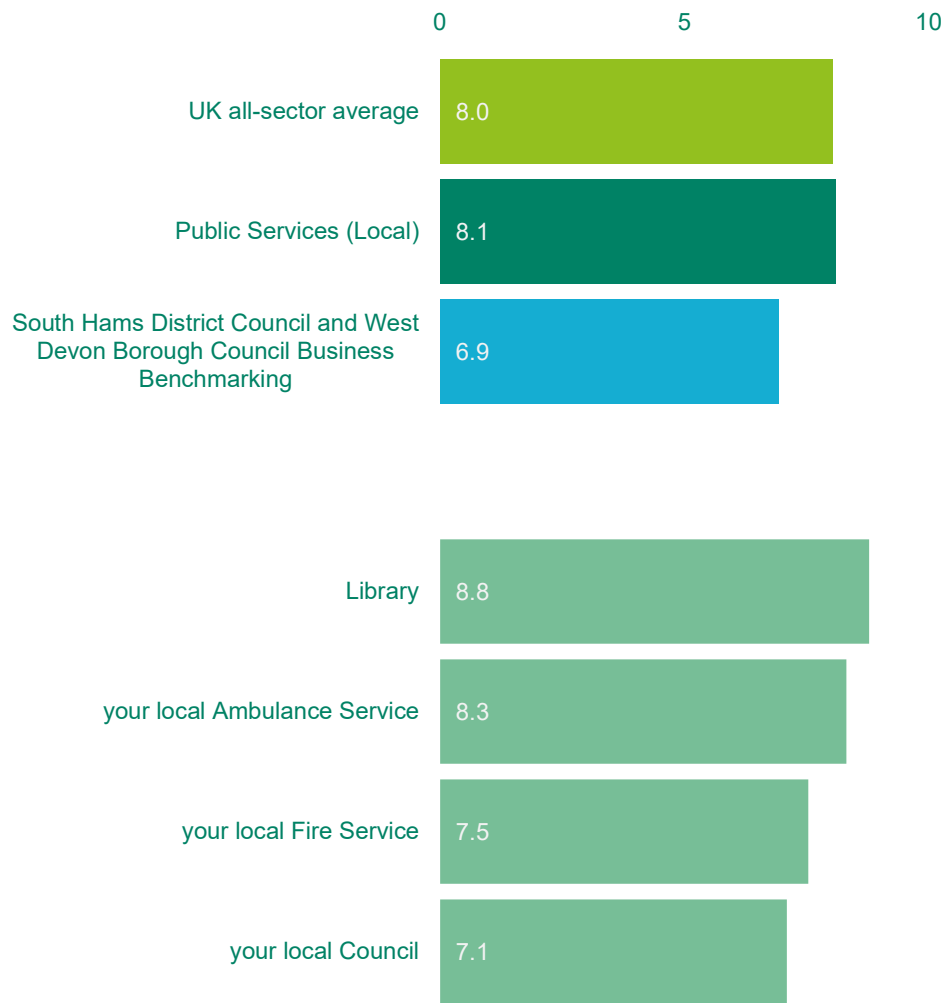


Complaints data

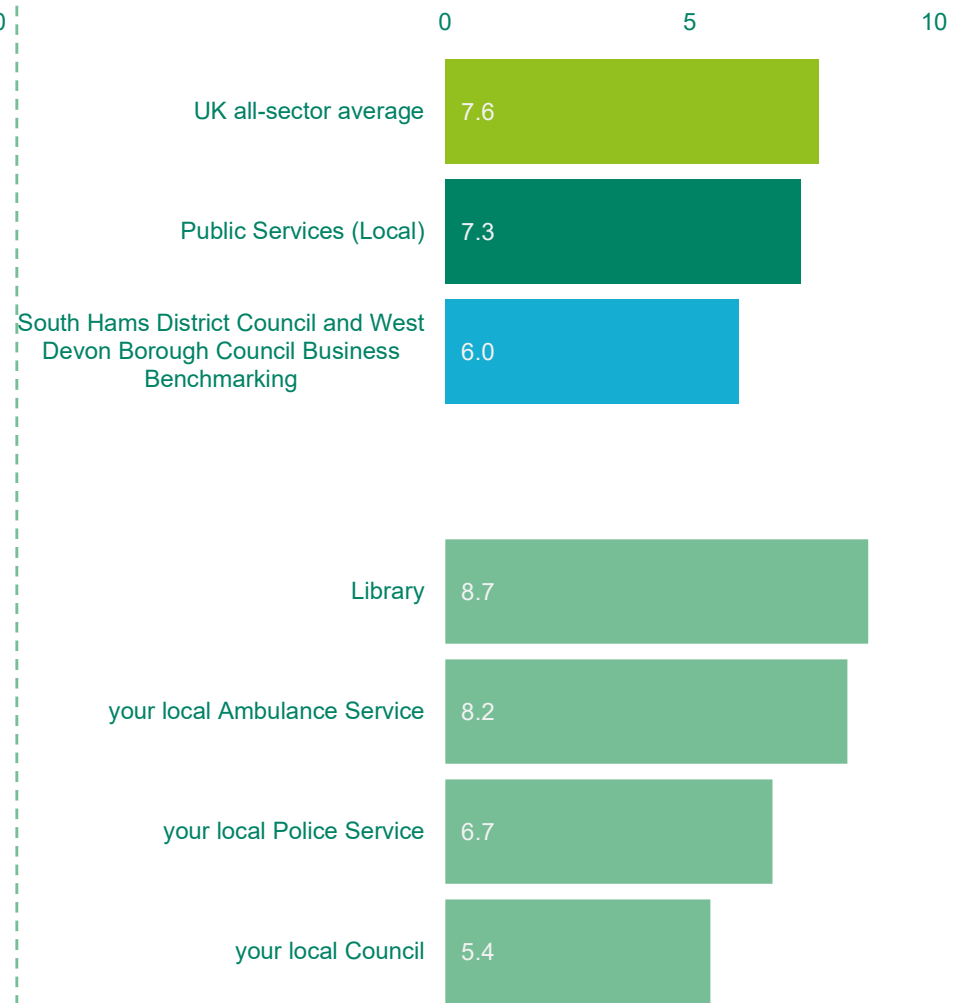


Business Benchmarking | South Hams District Council and West Devon Borough Council

Satisfaction and intention to remain a customer



Satisfaction and intention to recommend



*organisation scores compared against top and bottom 2 in their chosen sector

Business Benchmarking | South Hams District Council and West Devon Borough Council

Range of scores against customer priorities

◆ South Hams District Council and West Devon Borough Council Business Benchmarking
■ Above average sector organisations
■ Below average sector organisations

Put last year
alongside



Comparisons were only made between companies with base sizes over 10. Factors with less than 4 companies scoring them were removed from the analysis.



The Institute of
Customer Service

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instituteofcustomerservice.com

Report to: **South Hams Executive**

Date: **19 December 2019**

Title: **Public Toilet Project update**

Portfolio Area: **Assets**

Wards Affected: **All**

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

Date next steps can be taken: **After Call In 2 January 2020**

Author: **Cathy Aubertin** Role: **Head of Environment Services Practice**

Contact: Cathy.Aubertin@swdevon.gov.uk

Recommendations:

1. That the Executive approves the updates to the public toilet project detailed in the body of the report, but may be summarised as follows:

Totnes – Civic Hall, Coronation Road and Steamer Quay. That, should an offer be received for the Town Council to continue to pay lost Pay on Entry (PoE) income to the District Council for the financial year 2020/21, it should be accepted, pending the Town Council's consideration of a long-term solution.

Salcombe and East Portlemouth – that the facilities at Whitestrand, Batson Creek, North Sands, South Sands, Mill Bay and Ferry Steps remain open and lost PoE income is reimbursed to the Council by the Salcombe Partnership.

At Mill Bay, it is now proposed the facility remains open with a contribution from the partnership for the required renovation works.

Newton Ferrers

That the facility reopen for next season, to allow the Parish Council to explore options to reduce running costs, and with a financial contribution from the Parish Council of £1,500 towards running costs for next financial year.

Holbeton

That the facility re-opens with the Parish Council funding energy and water charges and arranging the cleaning of the toilets, pending taking on the public toilet building as an asset transfer

Thurlestone

That the District Council will continue to clean the facilities, and pay for this for the duration of the next financial year. In return, the Parish Council will take the building as an asset transfer and immediately apply for Business Rate Relief, which will be applicable as it will be the only building the Parish will own on which business rates apply. This will help to ease the financial onus for the Parish Council.

1. Executive summary

- 1.1 Following the previous report to Executive Members, on 14 March 2019, officers and Members have continued work on the public toilet project.
- 1.2 A summary of the position for each public toilet is attached at Appendix 1.

2. Background

- 2.1 Members will be aware that public toilets were initially considered, as part of the budget process, on 1 February and 26 April 2018.
- 2.2 Resolutions were made in respect of almost all the public toilets over the following 12 months, leaving the following toilets subject to further action/ consultation:
 - Totnes – Civic Hall, Coronation Road and Steamer Quay
 - Salcombe and East Portlemouth – Whitestrand, Batson Creek, North Sands, South Sands, Mill Bay and Ferry Steps (Salcombe Town Council and East Portlemouth Parish Council working in partnership with Salcombe Harbour Board).
- 2.3 This report contains update information in respect of the outstanding facilities listed above.
 - i **Totnes** – the Town Council resolved to pay the lost Pay on Entry (PoE) income to the District Council for this financial year, so that toilets remained free to use. It is understood that the Town Council would like further time to consider

alternative solutions and, in the meantime, could request to continue with this arrangement for next financial year (2020/21) whilst it considers options.

It is recommended that the District Council accept the offer, should it be made, of lost PoE income from the Town Council. If an offer is not forthcoming, the installation of PoE should proceed, as originally resolved.

- ii **Salcombe and East Portlemouth** – the Town Council and Salcombe Harbour Board have continued to work in partnership and have now proposed a solution for all toilet facilities in the Salcombe estuary, which includes those located in East Portlemouth Parish.

The partnership has offered to pay the lost PoE income to the District Council, so that the toilets remain free to use, a total of £16,450 per annum.

In addition, the partnership has requested that Mill Bay toilets, which were previously due to close, remain open and, to facilitate this, the partnership has offered up to £11k towards the refurbishment of the building and £3,000 per annum towards running costs. It is anticipated that the refurbishment work may reduce running costs slightly as it has recently been discovered that rain water is being fed into the septic tank and will have had a significant impact on the number of empties that the tank has needed each year. The refurbishment work will address this and it is anticipated that a saving would be made in respect of tank empties, although this is difficult to quantify accurately.

It would cost approximately £10,500 to keep Mill Bay open, although this estimate does not account for the savings that may be made in respect of the septic tank. With the £3,000 contribution from the Salcombe partnership, this will represent a £7,500 budget pressure for the District Council.

However, it is acknowledge that Mill Bay is a well-used facility with reasonable footfall all year, but high footfall during the summer months. The reasons that closure was previously recommended was because of the cost of refurbishment and the inability to install PoE, both of which are resolved by the proposal from the Salcombe partnership.

It is recommended that the District Council proceeds with the proposal from the Salcombe partnership, giving a budget pressure of £7,500.

- 2.4 In addition, this report makes revised recommendations in respect of the facilities in Newton Ferrers and Holbeton.

- i. **Newton Ferrers** - the Parish Council (Newton and Noss) has requested that the facility be reopened in February and remain open for the usual season (February to October 2020) to allow the Parish to further examine the costs of running the public toilet. The Parish Council has made an offer of £1,500 for this. The cost of keeping the public toilet open next year will be approximately £6,000, so this proposal will represent a £4,500 budget pressure for the Council.

However, following discussions between the Portfolio Holder and the Parish Council, it is recommended that the proposal be accepted by the District Council, giving a budget pressure of £4,500 for 2020/ 21 only.

- ii **Holbeton** – the Parish Council has now resolved to take the public toilet as an asset transfer. However, pending the transfer, it has requested that the facility be re-opened for the winter period and that the District Council recharge it for water and energy costs. The Parish Council will make arrangements for the facility to be cleaned.

It is recommended that the District Council agrees to an asset transfer of the building. This will have no budget impact, with the exception of a £1,000 maximum contribution towards legal costs.

- iii **Thurlestone** – in order to ease the financial onus for the Parish Council, it has requested that the District Council continues to fund the cleaning service and, in return, the Parish Council will take the building on as an asset transfer and immediately apply for Business Rate Relief. As it will be the only building the parish owns where business rates apply, this will be granted, and will save the District Council £1,150. However, the District Council will continue to fund the cleaning, which will be in the region of £2,000, resulting in a net budget pressure of £850 for financial year 2020/21.

It is recommended that the District Council agrees to the above terms in order to facilitate the asset transfer and to ease the way for the Parish Council.

3. Outcomes/outputs

- 3.1 Although some of the proposals contained within this report will be a budget pressure for the District Council, it is recognised that these are with the support of the Portfolio Holder and result in a satisfactory conclusion of the public toilet review project.
- 3.2 The facilities which have been closed, and included in Appendix 1, will be auctioned in the new year.

4. Options available and consideration of risk

- 4.1 Each facility included in Appendix 1 and in this report has been the subject of an individual Comprehensive Impact Assessment.
- 4.2 Substantial consultation and negotiation has taken place with Town and Parish Councils, in addition to both officer and Member support and advice to those parishes who have opted to take toilet facilities on as an asset transfer.

5. Proposed Way Forward

- 5.1 The proposals included in this report, and the outcomes included in Appendix 1, represent a successful conclusion of this large-scale project.
- 5.2 This project fits with the following priorities:
 Council
 Communities
 Environment

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Under s87 of the Public Health Act 1936, the council has the power to provide public toilets and to charge a fee where it is reasonable to do so.
Financial implications to include reference to value for money	Y	These proposals represent a budget pressure of £12,850 in 2020/21 and an on-going annual pressure, from 2021/22 of £7,500. However, overall, the project will achieve an annual saving of £228,015 by 2021/22.
Risk		Risks and alternative solutions are identified in the Comprehensive Impact Assessment for each individual facility.
Supporting Corporate Strategy		Council Communities Environment
Climate Change - Carbon / Biodiversity Impact	Y	There are no negative impacts. Where asset transfers have taken place and Parish/ Town Councils have opted to arrange cleaning locally, there is a positive impact in respect of the reduction of travel. Where closures have taken place, this will be an elimination of energy and water use in providing public toilets.

Comprehensive Impact Assessment Implications		
Equality and Diversity		A Comprehensive Impact Assessment has been completed in respect of each facility, which shows that there are a limited number of customers which are adversely affected by the overall project.
Safeguarding		No implications.
Community Safety, Crime and Disorder		No implications.
Health, Safety and Wellbeing		As per the Comprehensive Impact Assessment.
Other implications		

Supporting Information

Appendices:

Appendix 1 – summary of results for each facility.

Background Papers:

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed/sign off	Yes
SLT Rep briefed/sign off	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Accessibility checked	Yes

APPENDIX A

South Hams Public Toilets - summary of resolutions and actions taken to date

Parish/ Town	Toilet	Resolution
Bigbury	Bigbury	Revised Pay & Display charges implemented to generate income in place of Pay on Entry (PoE)
Dartmouth	Manor Gardens	Closed
Dittisham	The Ham	PoE installed
East Portlemouth	Mill Bay	Proposal included in Executive report 19/12/2019
	Ferry Steps	
Holbeton	Holbeton	Proposal included in Executive report 19/12/2019
Ivybridge	Glanvilles Mill	PoE installed
Kingsbridge	Fore Street	PoE installed
Kingswear	Higher Ferry	Closed
	Lower Ferry	Asset transferred to Parish Council
Malborough	Malborough	Asset transferred to Parish Council
Newton & Noss	Newton Ferrers	Proposal included in Executive report 19/12/2019
Salcombe	Batson Creek	Proposal included in Executive report 19/12/2019
	North Sands	
	South Sands	
	Whitestrans	
	Cliff House Gardens	Closed
South Brent	Shipleigh Bridge	Building returned to Dartmoor National Park Authority
	South Brent	Asset transferred to Parish Council
South Huish	Hope Cove	PoE installed
South Milton	South Milton	Café owner contributing 75% of running costs
Staverton	Staverton	Closed
Stoke Fleming	Stoke Fleming	Closed
Stokenham	Torcross Tank	Revised Pay & Display charges implemented to generate income in place of Pay on Entry (PoE)
Strete Gate	Strete Gate	Revised Pay & Display charges implemented to generate income in place of Pay on Entry (PoE)
Totnes	Civic Hall	Town Council paying contribution in place of PoE
	Coronation Road	
	Steamer Quay	
Thurlestone	Thurlestone	Asset being transferred to Parish Council
Ugborough	Bittaford	Closed
	Ugborough	Closed
Wembury	Wembury	Allow lease with National Trust to expire in June 2020

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**MINUTES OF THE MEETING OF THE
OVERVIEW & SCRUTINY PANEL
HELD AT FOLLATON HOUSE, TOTNES ON
THURSDAY, 21 NOVEMBER 2019**

Panel Members in attendance:			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr L Austen	*	Cllr H Reeve
*	Cllr J P Birch (Chairman)	*	Cllr J Rose
*	Cllr M Chown	*	Cllr P C Smerdon (Vice Chairman)
*	Cllr S Jackson	*	Cllr B Spencer
*	Cllr J McKay	*	Cllr J Sweett
*	Cllr D M O'Callaghan	*	Cllr D Thomas
*	Cllr J T Pennington		

Other Members also in attendance:
Cllrs V Abbott, K J Baldry, H D Bastone, J Brazil, J D Hawkins, T R Holway, N A Hopwood, D W May, J A Pearce and R Rowe

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Deputy Chief Executive; and Senior Specialist – Democratic Services
8 and 9	O&S.48/19 and O&S.49/19	Community Safety Partnership Representatives
10	O&S.50/19	Director of Place and Enterprise and Senior Specialist (Car Parks)
11	O&S.51/19	Commissioning Manager
12	O&S.52/19	Deputy Monitoring Officer
13	O&S.53/19	Case Management Manager
14	O&S.54/19	Director of Place and Enterprise
15	O&S.55/19	Director of Governance and Assurance

O&S.44/19 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 17 October 2019 were confirmed as a correct record and signed by the Chairman.

O&S.45/19 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. These were recorded as follows:

Cllr J Sweett declared a Personal Interest in agenda item 15: 'Update from the Climate Change and Biodiversity Working Group' (Minute O&S.55/19 below refers) by virtue of being a solidarity hunger striker and remained in the room and took part in the debate on this agenda item.

O&S.46/19 PUBLIC FORUM

In accordance with the Public Forum Procedure Rules, the Chairman informed that one question had been received for consideration during this agenda item.

1. Question from Mr Robert Vint

'What scrutiny has there been by this Committee of the development of the Climate Action Plan for the South Hams since the 25th July? Is this Committee happy with progress, with any proposed draft indicators and targets and with the level of public engagement with the emerging plan so far?'

In reply, the Chairman of the Panel provided the following response:

'In answer to the question, I can report that the Overview and Scrutiny Panel has on its agenda today a report from the Climate Change and Biodiversity Working Group and, no doubt, Members of the Panel will question the Leader of the Council on progress, draft indicators, targets and the level of public engagement in respect of the emerging Plan. Such responses will be reported in the minutes of this meeting.'

Members have been informed that the draft Action Plan will be considered by the Climate Change and Biodiversity Working Group at its next meeting on 5 December 2019 and no doubt this will be circulated to all Members of the Council in advance of the said meeting.'

O&S.47/19 EXECUTIVE FORWARD PLAN

The Panel was presented with the most recently published Executive Forward Plan.

Whilst no formal requests had been made in advance, the Chairman exercised his discretion to enable for a brief discussion on the 'Formation of a Wholly Owned Company' agenda item.

(a) Formation of a Wholly Owned Company

In reply to a question, the Leader of Council advised that the principal activity of any proposal to form a Wholly Owned Company would be to build genuinely affordable housing for local people. Since the Climate Change and Biodiversity agenda was to be a golden thread throughout all of the work of the Council, the Leader also confirmed that it would be inevitable that it would be an important consideration in the event of a Company being formed.

O&S.48/19 **COMMUNITY SAFETY PARTNERSHIP – ANNUAL REPORT**

Consideration was given to a report that provided Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

In his introduction, the Council's appointed CSP Member representative emphasised the importance of all Members contacting the lead officer if they were aware of any potential CSP related issues.

In the ensuing debate, reference was made to:-

- (a) Exploitation Prevention training sessions. Members were informed that the latest round of Exploitation Prevention training sessions were currently being held and there was one being held at Follaton House, Totnes on Wednesday, 27 November 2019. If any Members were interested in attending this session, they were encouraged to let officers know;
- (b) the dedication of lead officers. A number of Members paid tribute to the hard work and dedication of lead officers in maximising the effectiveness and success of the CSP;
- (c) a proposal for a future CSP workshop. A motion was **PROPOSED** and **SECONDED** as follows:

'That the Panel welcome the contents of the annual report and, in order to identify issues to be raised, agrees to convene an all Member Workshop in January 2020.'

When put to the meeting, this proposal was declared **CARRIED**.

It was then:

RESOLVED

That the Panel welcome the contents of the annual report and, in order to identify issues to be raised, agrees to convene an all Member Workshop in January 2020.

O&S.49/19 **SAFEGUARDING UPDATE**

The Panel considered a report that sought to provide Members with the opportunity to annually scrutinise and review Safeguarding.

In his introduction, the lead Executive Member advised that a proposal was to be presented to the next Council meeting on 19 December 2019 that would seek to approve a dementia friendly policy.

In light of the earlier decision to convene an all Member Workshop (Minute O&S.48/19 above refers), it was deemed appropriate for Safeguarding to also be considered at this session. As a result, it was felt that the proposal to recommend a revised Safeguarding Policy should be deferred to the next Panel meeting on the afternoon of Thursday, 23 January 2020 (i.e. after the Workshop had been held). This proposal was subsequently supported by the Panel.

It was then:

RESOLVED

That the Panel defer consideration of the formal Update until the next meeting on the afternoon of Thursday, 23 January 2020 to enable for Safeguarding to be considered at the all Member Workshop that is to be convened on the Community Safety Partnership (Minute O&S.48/19 above refers).

O&S.50/19 ELECTRIC CAR CHARGING POINTS – UPDATE

The Panel considered a report that provided an update in respect of the strategy for the installation of Electric Charging Points in Council Car Parks.

During the ensuing discussion, the following points were raised-

- (a) In response to some specific requests relating to charging point provision and location in Ivybridge, it was agreed that officers would discuss in more detail with an interested local Ward Member outside of this meeting;
- (b) With regard to the timescales of the DELETTI (Devon Low carbon Energy and Transport Technology Innovator) project, a number of Members expressed their disappointment that the project installations were not due to be completed in the South Hams until 2022. In response, officers advised that the Council was only one of a number of project partners and it was agreed that the programme would be circulated to all Members. That being said, officers would also like to see the South Hams installations advanced sooner and they gave a commitment to lobby the project leads in an attempt to achieve this objective. This emphasis was considered by Members to be particularly important when considered that the Council had declared a Climate Change and Biodiversity Emergency;
- (c) Members were informed that, if they disagreed with any of the proposed car parks that had been identified for installation of the initial Electric Car Charging Points, then they needed to let officers know within the next two weeks;

- (d) Officers highlighted that there were a number of sources of external grant funding that could be accessed to install Charging Points. As a result, Members were actively encouraged to advise their town and parish councils (who owned their own car parks) to submit bids to obtain grant funding;
- (e) The Panel was reminded that, as part of the current Budget Consultation Survey for 2020/21, Members were being asked for their views on any increases in car parking charges being set aside to install additional Charging Points in Council owned car parks. It was confirmed that the views of Members in this respect would be included in the 2020/21 draft budget setting reports. As an extension to the Survey, some Members felt that it would be useful for the costs associated with procuring and installing Charging Points in all Council owned Car Parks to be presented to the Panel at its meeting on 23 April 2020;
- (f) Such were the challenges being faced, that Members cited examples whereby customers were trading in their electric cars because they could not be adequately charged;
- (g) Some Members made the point that they did not wish to see any loss of car parking income to the Council as a result of this initiative.

It was then:

RESOLVED

1. That the update report, in respect of the Strategy for the installation of Electric Charging Points in Council Car Parks, be welcomed, with the exception of the concerns raised over the project installation date of 2022; and
2. That a further update report be presented to the Panel meeting on 23 April 2020 that focuses on:
 - The lobbying to be undertaken on bringing the completion date forward; and
 - The costs associated with procuring and installing Charging Points in all Council owned Car Parks.

O&S.51/19 CUSTOMER SATISFACTION SURVEY

The Panel considered a report that provided an update on the progress that detailed the scores achieved by the Council as part of a recent Institute of Customer Service Customer Satisfaction Benchmark Survey.

In discussion, reference was made to:-

- (a) the improved Survey results. The Panel paid tribute to the improved Survey results and noted that these had been achieved without any additional resources being allocated. Moreover, it was confirmed that the proposed Customer Service Improvement Manager post would be funded through the existing Staffing Establishment budget;
- (b) IT Procurement and Improvement. Some Members echoed the comments in the presented agenda report that the Council's work processing software was not as slick as it could be. These Members hoped that this would be rectified during the new IT Procurement project which would then directly lead to further improvements in Customer Satisfaction levels;
- (c) increased access to services online. In reiterating the comments in the presented agenda report whereby there was a need to build on the progress that had been made, some Members emphasised the importance of promoting increased access to Council services online and ensuring that residents were kept regularly informed.

It was then:

RESOLVED

1. That the results from the recent Customer Satisfaction Survey be noted; and
2. That the Executive be **RECOMMENDED** to approve the actions contained within Section 5 of the presented agenda report that are headed as follows:
 - Customer Service Improvement Manager;
 - Complaint Handling Review;
 - Staff Meetings, Performance Monitoring and Training;
 - IT Procurement and Improvement;
 - Continued Surveying; and
 - Progress Reporting.

O&S.52/19 GUIDANCE OF INFORMATION COMMISSIONER'S OFFICE PROCEDURE

Consideration was given to a report that recommended a procedure to inform Members and the public of decisions made by the Information Commissioner's Office (ICO) in relation to requests for information.

During the debate, some Members questioned why the recommendation was for local Ward Members to only be notified if an ICO request related to a planning matter. These Members felt that other matters (e.g. an Environmental Health matter) may also be of interest (and relevance) to local Ward Members.

In response, officers advised that the guidance was drafted to take into account the potential sensitivities around matters such as Housing and Benefits and it was recognised that it would not be appropriate for these to be shared with local Ward Members. As a way forward, it was agreed that the Deputy Monitoring Officer would consider the appropriateness of disclosing a matter to local Ward Members on a case by case basis.

It was then:

RECOMMENDED

That Council be **RECOMMENDED** that the following procedure be adopted to inform Members and the public of decisions made by the Information Commissioner's Office in relation to requests for information:

1. That the Council takes the necessary steps to publish on a quarterly basis details relating to the number of requests handled by the Council and the decisions taken in relation to those requests in accordance with the Section 45 Code of Practice;
2. That the Council reviews its Publication Scheme in the light of requests for information it receives annually;
3. When the Council is advised by the ICO that a request has been referred to it, the Leader and relevant lead Executive Member be notified and, if the matter relates to a planning issue, the local Ward Members are also notified. For non-planning issues, the Deputy Monitoring Officer will determine on a case by case basis whether it could be disclosed to local Ward Members;
4. That all Members be notified with a copy of the Decision Notice when it is received, in addition to it being published on the Council website and the matter will be reported to the Overview and Scrutiny Panel; and
5. That, when an ICO decision recommends that further action is taken by the Council, the Freedom Of Information Officer will ensure that the relevant officer takes the action on behalf of the Council or seeks the agreement of the Monitoring Officer if they wish to challenge the Decision.

O&S.53/19 OMBUDSMAN'S ANNUAL REVIEW LETTER 2019

Members considered a report that presented the Local Government & Social Care Ombudsman's (LGO) Annual Review Letter 2019 regarding Ombudsman complaints that had been received against the Council for the period 1 April 2018 to 31 March 2019.

In discussion, the importance of lessons being learned from the findings of the Ombudsman was recognised.

It was then:

RESOLVED

That the Panel has reviewed the Ombudsman's Annual Letter for 2019.

O&S.54/19 HOUSING REPORT

Consideration was given to a report that presented a series of proposals that would help the Council to shape its emerging Housing Strategy.

In discussion, the following points were raised:-

- (a) Officers emphasised the importance of Member engagement in the development of the emerging Housing Strategy;
- (b) The view was expressed that there was little detail about caravan dwellers in the presented agenda report. The Panel acknowledged that there were a number of challenges around caravan dwellers and it would be essential for these to be incorporated into the emerging Strategy. In addition, it was requested that these challenges be included as part of the Gypsies and Travellers Member Session on 30 January 2020;
- (c) The Panel retained the belief that the national definition of 'affordable rent and purchase' was still too high for the South Hams. As a result, the Panel wished to note with concern:
 - the rise in recorded local Housing Need;
 - that levels of fuel poverty in the South Hams are currently above the national average;
 - the average house prices in the South Hams are currently 13 times the average salary; and
 - that rental levels are often higher than Local Housing Allowance Rates.
- (d) The need for the Council to be more imaginative in how it applied its planning policies was recognised;
- (e) A Member cited the extent of the recent development in Ivybridge and felt that the issues in that town differed significantly to those in areas such as Salcombe and Dartmouth. As a result, Members felt that the Strategy should not be generic and would need to reflect these differing issues across the district;

- (f) Whilst acknowledging that there may be barriers following the recent Public Works Loan Board interest rate increase, the Panel was still interested in the concept whereby the Council could potentially act as a lender to Developers who were struggling to obtain finance to build local housing.

It was then:

RESOLVED

That the Panel note with concern:

1. the rise in recorded local Housing Need;
2. that levels of fuel poverty in the South Hams are currently above the national average;
3. the average house prices in the South Hams are currently 13 times the average salary; and
4. that rental levels are often higher than Local Housing Allowance Rates.

and, in order to address these concerns, the Panel supports the proposals to engage positively and help shape the emerging Housing Strategy and the principle of an interventionalist approach in the market.

O&S.55/19 UPDATE FROM THE CLIMATE CHANGE AND BIODIVERSITY WORKING GROUP

Members considered an update from the Working Group and, in the subsequent discussion, reference was made to:-

- (a) the emerging draft Action Plan containing over 160 actions. In terms of process, the Panel was reminded that all Members had been invited to attend the Working Group meeting on 5 December 2019. The draft Action Plan was to be first considered at this meeting before then being recommended for approval to the Council meeting on 19 December 2019;
- (b) the carbon footprint of the Council. Officers confirmed that, once the carbon footprint baseline data of the Council had been established, then it would be possible to set a series of Key Performance Indicators within the Action Plan;
- (c) the Working Group. Since being established in July 2019, a Member expressed his disappointment that the Working Group had only met twice to date and had still not been given sight of the draft Action Plan.

The Member proceeded to question the merit of the Working Group and regretted the lack of Member involvement following the Council decision on 25 July 2019 to declare a Climate Change and Biodiversity Emergency. In reply, the Leader stated that the six-month time frame that the Council had set to develop an Action Plan had been incredibly challenging and all Members would receive a first draft version as far in advance as possible of the Working Group meeting on 5 December 2019;

- (d) the 'Call for Evidence' Themed Hearings. Some Members could not see any justification as to why they could not attend (as observers) any of the 'Call for Evidence' Themed Hearings. In reply, the lead officer advised that he had made the request to the Devon Climate Emergency Response Group, but that this had been rejected. Despite the Panel being reminded that all of the Hearings would be webcast, Members wished for the lead officer to contact the Response Group to ask that it reconsiders its decision in this regard;
- (e) the Citizens Assembly proposal. Some Members expressed their disappointment at the lack of information that had been forthcoming from Devon County Council on its Citizens Assembly proposal.

It was then:

RESOLVED

1. That the Panel requests that the lead officer makes representations to the Devon Climate Emergency Response Group calling for South Hams District Council Members to be able to attend the 'Call for Evidence' Themed Hearing at Follaton House on Wednesday, 27 November 2019;
2. That the Panel expresses its concerns over the lack of information that had been received from Devon County Council in relation to its Citizens Assembly proposal; and
3. That the Climate Change and Biodiversity Working Group be **RECOMMENDED** that the draft Climate Change Action Plan should attempt to address the dangers that Climate Change poses including, but not limited to, extreme weather events such as flood and drought. In cases where elements are outside its remit, the Council should aim to communicate with (and work alongside) those who are responsible for those elements.

O&S.56/19 **TASK AND FINISH GROUP UPDATES**

(a) Leisure Review

During his update, the Group Chairman advised that:

- the Group had conducted a very useful site tour of the four Leisure Centres in the South Hams. During the tour, the Group had met with Leisure Centre staff and managers and a further meeting with senior Fusion representatives was to be held on Thursday, 12 December 2019; and
- the Group was still on target to present its concluding report to the next Panel meeting on 23 January 2020.

(b) Locality Service

The Group Chairman provided an update to the Panel and informed that:

- the inaugural meeting had been held at which the Group had approved the Terms of Reference for the Review;
- some Group Members had already shadowed Locality Engagement and Mobile Locality Officers;
- the next Group meeting (during which Members were to interview the three Locality Engagement Officers) was to be held on Thursday, 28 November 2019;
- all Members were encouraged to complete the Member Survey on the Locality Service;
- the Group was still on target to present its concluding report to the next Panel meeting on 23 January 2020.

O&S.57/19 ANNUAL PANEL WORK PROGRAMME

During consideration of the latest version of the Panel's Annual Work Programme, the following additions, amendments and deletions were made:

- (a) The Panel acknowledged that it had earlier decided to defer consideration of the formal Safeguarding Update until its next meeting on the afternoon of Thursday, 23 January 2020 (Minute O&S.49/19 above refers);
- (b) Members also noted that a further update report on Electric Charging Points would be presented to the Panel meeting on 23 April 2020 (Minute O&S.50/19 above refers) that would focus on:
 - The lobbying to be undertaken on bringing the completion date forward; and
 - The costs associated with procuring and installing Charging Points in all Council owned Car Parks.

(Meeting started at 10.00 am and concluded at 1.25 pm)

Chairman

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