

# South Hams Overview and Scrutiny Committee



<b>Title:</b>	<b>Agenda</b>												
<b>Date:</b>	<b>Thursday, 1st July, 2021</b>												
<b>Time:</b>	<b>2.00 pm</b>												
<b>Venue:</b>	<b>Repton Room - Follaton House</b>												
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Birch</p> <p style="text-align: center;"><b>Vice Chairman</b> Cllr Smerdon</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Austen</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Chown</td> <td>Cllr Rose</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Spencer</td> </tr> <tr> <td>Cllr Jones</td> <td>Cllr Sweett</td> </tr> <tr> <td>Cllr McKay</td> <td>Cllr Thomas</td> </tr> <tr> <td>Cllr O'Callaghan</td> <td></td> </tr> </table>	Cllr Austen	Cllr Pennington	Cllr Chown	Cllr Rose	Cllr Jackson	Cllr Spencer	Cllr Jones	Cllr Sweett	Cllr McKay	Cllr Thomas	Cllr O'Callaghan	
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Cllr O'Callaghan													
<b>Interests – Declaration and Restriction on Participation:</b>	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.												
<b>Committee administrator:</b>	Democratic.Services@swdevon.gov.uk												

- 1. Apologies for Absence**
- 2. Minutes** **1 - 6**  
to approve as a correct record and authorise the Chairman to sign the minutes of the meeting held on 1 April 2021 and the Extraordinary meeting held on 10 June 2021 (to follow);
- 3. Urgent Business**  
brought forward at the discretion of the Chairman;
- 4. Division of Agenda**  
to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;
- 5. Declarations of Interest**  
Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 6. Public Forum** **7 - 8**  
A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Climate Change and Biodiversity Action Plan Update** **9 - 24**
- 8. Performance Management Report** **25 - 36**
- 9. Task and Finish Group Updates (if any)**
- 10. 2021/22 Panel Work Programme: Latest Version** **37 - 38**

**MINUTES OF THE MEETING OF THE  
OVERVIEW & SCRUTINY PANEL,  
HELD REMOTELY VIA TEAMS, ON  
THURSDAY, 1 APRIL 2021**

<b>Panel Members in attendance:</b>			
* 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		

<b>Other Members also in attendance:</b>
Cllrs V Abbott, K J Baldry, H D Bastone, J Hawkins, N A Hopwood, K Kemp, T Holway, J A Pearce, R Rowe, and B Taylor

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Chief Executive; Deputy Chief Executive; Director Strategic Finance; Director of Governance & Assurance; Democratic Services Manager; Monitoring Officer; Head of Strategy and Projects; Business Manager – Specialists; Business Manager – Case Management; Senior Specialist - Parking; and Democratic Services Specialist

**O&S.46/20 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Panel held on 25 February 2021 were confirmed as a correct record.

**O&S.47/20 DECLARATIONS OF INTEREST**

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

**O&S.48/20 PUBLIC FORUM**

In accordance with the Public Forum Procedure Rules, the Chairman informed that no questions had been received for consideration.

**O&S.49/20 EXECUTIVE FORWARD PLAN**

The Panel was presented with the most recently published Executive Forward Plan. In accordance with the Overview & Scrutiny Procedure Rules, the Chairman asked for scope and intent of the following reports:

**a) Planning and Planning Enforcement Improvement Plan**

The Lead Executive Member proceeded to inform that a number of Members had raised concerns over the planning enforcement service and, on occasion, the planning service. The Council and the shared officer team had been stretched considerably during the last 12 months of the Pandemic and through the three lockdowns. The planning and planning enforcement team had adapted well to working from home but the pressures of additional childcare and home schooling had reduced capacity, over the same period the Council had received a 12% increase in planning applications and a 30% increase in planning enforcement cases.

Following consultation with the Leader, the lead Executive Member, and the Chief Executive, officers had been asked to carry out a service review and put together an improvement plan for both services. The improvement plan would focus on delivering improvements for both services in the following key areas;

- Performance
- Quality
- Customer and member satisfaction
- Communication

It would also look at the services that support the functions such as legal, internal consultees and the new IT system that was planned and the benefits it may bring.

It was intended that officers would present the draft Plan to the Executive and, subject to its approval, would recommend that the Overview & Scrutiny Panel scrutinise the delivery of the actions and subsequent improvements that would be delivered.

**b) Motorhome Strategy**

The lead Executive Member outlined that this report would go before the Executive at the next meeting on 22 April 2021. If the strategy was approved, it would increase use of car parks for overnight stays in the South Hams area. The report was still in draft form with consultation of Members, and would look at a maximum stay of two nights with no return within 48 hours and only those vehicles with on-board facilities, cost would be discussed at the Executive meeting, but signage was acknowledged as important. In addition, an off street parking order amendment would be required. This strategy would improve local tourism and local spend, and potentially extend the length of the tourist season. The Lead Member confirmed that the Council was consulting with other neighbouring Local Authorities to look at best practice.

**c) Electric Charging Points in Council Car Parks**

The Panel was advised that a supplier had just been appointed, which would be Scottish Power. Officers would be meeting with Scottish Power on 13<sup>th</sup> April 2021 to discuss electric charging points provision across the South Hams area. Although charges would be set by Scottish Power, South Hams District Council would recoup a small charge from Scottish Power and the cost of the parking space would be covered. A review conducted by APSE Energy would look at all options available, including solar panels, and all South Hams District Council assets, including car parks. The time frame was dependent on Devon County Council, with a schedule of works to be outlined in April's meeting with Scottish Power.

**O&S.50/20 SECTION 106 AGREEMENT MONITORING UPDATE REPORT**

The lead Executive Member gave an update on the report, outlining that some money remained unspent and unallocated. A new officer would be starting in May 2021 who would alter current reporting and internal systems to give increased clarity for Members. There would be a detailed report presented to the Executive in the summer detailing progress on individual projects.

Following questions from several Members, the Chairman updated that he had held a meeting with officers, and, in light of his discussions, it was his intention to **PROPOSE** an additional recommendation (as outlined in part 4 below). This addition was subsequently **SECONDED** then voted on and added to the recommendations.

It was then:

**RESOLVED**

That the Overview and Scrutiny Panel note:

1. The current position on Section 106 funding (as set out in Appendix A of the presented agenda report);
2. The current processes in place for monitoring and administering Section 106 Agreements and funding;
3. That a report will be brought to an Executive meeting in the summer detailing progress against the individual projects funded by section 106 monies;
4. That in the report to the Executive, it be requested that the following be addressed:
  - i) The setting up of a register of S106 agreements that is accessible to all Members;
  - ii) The availability of S106 agreements to Members other than by reference to the planning application website;
  - iii) The register and/or list of S106 agreements be formatted on a ward-by-ward basis;

- iv) A six monthly report to Members on the position/status of the S106 agreements relating to their wards;
- v) The extent of the monitoring in respect of S106 agreements in those cases where developments have been completed somewhere back; and
- vi) The need to conduct an audit upon the completion of a development to ensure that the developer has complied with all its S106 obligations.

## O&S.51/20 **SUSTAINABLE COMMUNITY LOCALITY FUND - UPDATE**

The Leader then introduced a report which provided the Panel with an update on the use of the Sustainable Community Locality Fund by Members during the 2020/21 financial year. The Leader outlined that the spend was only midway through its term and that Members had just received an additional £3,000 for Climate and Biodiversity projects.

An additional recommendation was **PROPOSED** and **SECONDED** that acknowledged the unprecedented pressures currently felt by local communities and therefore an increase of £500 to the Locality Fund for the year 2021/22 was proposed. This would be the first increase since 2015/16, bringing the allocation to £2,500 per year. During the debate on the additional recommendation, some Members commented that some funds were underspent and therefore there was no need for additional funds. Some Members felt this was not a decision for the Overview and Scrutiny Panel. When put to the vote, this amendment was declared **CARRIED** on the casting vote of the Chairman.

It was then:

### **RESOLVED**

That the Panel:

1. note the update on the Council's Sustainable Community Locality Fund and adopts the planned actions at Sections 5.1(a) and 5.1(b) of the presented agenda report; and
2. **RECOMMEND** to the Executive that each Member receives a further £500 in recognition of the need and the importance of the Localities Fund and the difference it can achieve. The £15,500 necessary for the 2021/22 to be funded from the New Homes Bonus Reserve.

## O&S.52/20 **LGA MODEL CODE OF CONDUCT**

The Monitoring Officer presented the Panel with a report that outlined the proposed new Model Code of Conduct which had been developed by the Local Government Association (LGA).

It was then:

### **RECOMMENDED**

That the Panel **RECOMMEND** to Council that the draft Code, (as set out in Appendix C of the attendant report), be adopted from the date of the Annual Council.

## **O&S.53/20 ANNUAL REPORT 2020/21**

The Monitoring Officer updated the Panel on the number of standards complaints that had been received by the Council. Since the report was written, the Council had received two more which brought the total to 21 for the year. This was similar to previous years. It was highlighted that in the past year complaints had become more complex resulting in a longer time to resolution. No standards panel had had to be called, however it was noted that there had been an increase in complaints about bullying, particularly of town and parish clerks. Therefore, the Monitoring Officer had written to all Towns and Parish Councils to outline their duty of care to their respective Clerks. There had also been an increase in the number of complaints which were identified as attempts to use the standards process as a means to challenge unpopular decisions. Legal Services would be arranging training for all Members particularly as training last year had been limited due to pandemic impacting on resources and the difficulties of arranging training under Covid regulations.

Following questions from some Members, the Monitoring Officer confirmed he intended to comply with the outstanding issues in Appendix A of the attendant report and to have increased liaison with the Overview and Scrutiny Panel. The Monitoring Officer would bring any necessary reports to the Panel for review. Further to this, an additional amendment was **PROPOSED** and **SECONDED** and when put to the vote declared **CARRIED**.

One Member asked that it be noted in the minutes that during training it had been highlighted that it was legal to verbally assault someone within Council meetings. He wished it to be noted that this Council was choosing not to follow this and that all Members would be expected to show respect to each other at formal meetings.

It was then:

### **RESOLVED**

That the Overview and Scrutiny Panel note the contents of the report and adopt the recommendation in respect of training at Section 2.12 of the presented agenda report and request the Monitoring Officer to take action in respect of items 5, 11, and 15 at Appendix A of the presented agenda report.

O&S.54/20 **TASK AND FINISH GROUP UPDATES: FEEDBACK FROM OUTSIDE BODIES – CONCLUDING REPORT**

In line with the request from the Panel to report on Council's representation on outside bodies (Minute O&S.42/20 refers), Cllr Spencer (in his capacity as Chairman of the Task and Finish Group) updated on the resultant report. In so doing, he thanked the Group for its efficient and speedy actions in concluding the review on the prescribed timeline.

It was then:

**RESOLVED**

That the conclusions of the Feedback from Outside Bodies – Task and Finish Group (as set out at Sections 3.5.1 to 3.5.6 in the attendant report) be approved.

O&S.55/20 **2021/22 PANEL WORK PROGRAMME – INITIAL THOUGHTS**

The Chair and Vice Chair had met with the Leader, the Deputy Leader, and the Chief Executive to discuss the work programme for the forthcoming municipal year. This meeting had resulted in the work programme as outlined in the attendant report. The Leader clarified that a report would be brought to Executive on the 22<sup>nd</sup> April 2021 which would set out an indicative timeline and process for the development and adoption of the Council's Corporate Strategy. This strategy would ultimately be decided by presented to a Full Council meeting for approval.

Further to the previous item, (Minute ref O&S.54/20), the Outside Bodies report would now be added to the draft work programme, with the Overview and Scrutiny Panel meeting dates for the coming year would be presented to the Annual Council meeting on 20<sup>th</sup> May 2021 for approval.

It was then:

**RESOLVED**

That the 2021/22 Programme be adopted, subject to inclusion of an Annual Report on Outside Bodies being scheduled for early in the 2022 Calendar Year.

(Meeting started at 10:00 am and concluded at 11:48 am)

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Chairman



## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel in relation to agenda items (and in accordance with the O&S rules in Part 4). This session will last for up to fifteen minutes at the beginning of each meeting.

### **(b) Notice of Questions**

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

### **(c) Scope of Questions**

An issue may be rejected by the Monitoring Officer if:

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

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Report to: **Overview and Scrutiny Committee**

Date: **1 July 2021**

Title: **Climate Change and Biodiversity Action Plan Update**

Portfolio Areas: **Cllr Tom Holway**

Wards Affected: **All**

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

Date next steps can be taken: **N/A**

Author: **Drew Powell** Role: **Director of Governance and Assurance**  
**Adam Williams** **Climate Change Specialist**

Contact: **Email: [drew.powell@swdevon.gov.uk](mailto:drew.powell@swdevon.gov.uk), [adam.williams@swdevon.gov.uk](mailto:adam.williams@swdevon.gov.uk)**

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## **RECOMMENDATIONS:**

**That the Overview and Scrutiny Committee notes the progress against delivery of the adopted Climate Change and Biodiversity Action Plan.**

### **1. Executive summary**

- 1.1 The Council declared a Climate Change and Biodiversity Emergency on 25th July 2019 and committed to develop an action plan.
- 1.2 A draft Action Plan was subsequently adopted on December 19th 2019 and the Council resolved to develop a Strategy Framework and consult on the Plan.
- 1.3 The Climate Change and Biodiversity Strategy and an updated Action Plan were developed, presented, and adopted at Council on 17<sup>th</sup> December 2020.
- 1.4 The first update on action plan progress was provided to South Hams District Council Executive on 3<sup>rd</sup> June 2021 where progress was noted.

### **2. Background**

- 2.1 At Full Council on 17<sup>th</sup> December 2020, Members considered an updated Climate Change and Biodiversity Strategy, containing both a framework and an action plan.
- 2.2 It was noted that the Action Plan will be a continually evolving document and that delegated authority would be granted to the Director of Governance and Assurance, in consultation with the lead Executive Member for Climate Change and Biodiversity, to make revisions to the Plan as and when deemed necessary.
- 2.3 The Action Plan has been updated and includes suggestions brought forward by Members and through the Climate Change and Biodiversity Community Forum.
- 2.4 In addition, it was resolved on the 17<sup>th</sup> December 2020 that performance against the Action Plan would be monitored by the Overview and Scrutiny Committee on a six-monthly basis.

### **3. Outcomes/outputs**

- 3.1 The report sets out progress to date on delivery of the action plan in line with the adopted strategy.

### **4. Progress Update**

- 4.1 Appendix 1 contains a tabulated version of the Action Plan with the latest position on each individual action, new actions, and changes to actions marked in red.
- 4.2 Key progress has been made in the following areas since January;
  - a. Secured an additional £600,000 in Green Homes Grants, through Phase 1b. We are forecasting 90 installs, a combination of Air Source Heat Pumps and External Wall Insulation. The deadline for spending the previously awarded phase 1a grant has been extended from 31 March 2021 until the end of August 2021 in recognition of a range of supply chain challenges.
  - b. Increased the Member Sustainable Community Locality Fund by £3,000 each for use on local Climate Change and Biodiversity Projects. A web based application scheme has been developed with the Customer Improvement Team to make it easier for Members and the public whilst also reducing officer administration time, this went live on 15<sup>th</sup> June 2021
  - c. Climate Change and Biodiversity Newsletters have continued to be produced and released monthly.
  - d. A further two Climate Change and Biodiversity Community Forum meetings have been organised and held, focusing on housing retrofit, seeking views on our Climate Change Crowd-funder eligibility Criteria, as well as inviting a guest speaker from CoCars to discuss shared transport. At the

latest meeting, the Forum expressed interest in an area wide survey to gauge interest in shared EV's and bikes, we will be working with CoCars to arrange a survey which the Forum will promote in their networks.

- e. Our Community Forum work has recently been featured as a case study by the Local Government Association <https://www.local.gov.uk/case-studies/developing-community-forum-help-tackle-climate-change-and-increase-biodiversity> and we were invited to present at the Sustainable Earth Conference organised by Plymouth University on 25<sup>th</sup> June 2021. Appendix 2 contains a summary of notes from all Community Forum meetings to date.
- f. Collaborated on a Carbon Foot-printing public campaign with Carbon Savvy, North Devon Council, Torrington District Council and West Devon Borough Council called 'Lifestyle Spring Clean'. We are awaiting full figures from the campaign, but in terms of our social media engagement, our posts through South Hams District Council Facebook and Twitter posts reached 23,464 people; 394 people engaged with the posts directly.
- g. Applied for £99,000 funding from the Government's Natural Environment Investment Readiness Grant in partnership with the AONB unit (as lead bidder) and Ambios (Sharpham Estate). We will be expecting a decision on this bid in August 2021.
- h. Commissioning a feasibility study into EV charging, solar and battery storage on our car parks, and exploring the potential for direct energy feed to nearby assets as part of the scope.
- i. Recommended to Council to approve a capital expenditure programme of £170,000 to upgrade rapid charging capabilities at Totnes Depot and network upgrades at Follaton House to facilitate Fleet EV transition. This was detailed in the report to the Executive on 22<sup>nd</sup> April 2021 (Minute E.85/20).
- j. Additional funding applied for under the Off Street Residential Charging scheme for the following car parks;
  - a. North Street, Totnes
  - b. Steamer Quay, Totnes
  - c. Lower Union Road, Kingsbridge
  - d. Duncombe Park, Kingsbridge
- k. We are working on process reviews to align Climate Change ambitions across the organisation.
- l. Refined and developed the Crowdfunder platform, it is called South Hams Climate and Biodiversity Action Fund, and it was launched on 7<sup>th</sup> June 2021 alongside a facility to administer small direct cash grants through our Liberty Create Platform.
- m. Contributing to the Devon Citizens' Assembly as a member of the project team.

- n. Saved through 'agile' since January 2021 an estimated 300,000 miles of travel, leading to a saving of 106tCO<sub>2</sub>e<sup>1</sup> (Tonnes of Carbon Dioxide equivalent).

## **5. Plans for short term (next 6 months)**

- 5.1 The Action Plan will continue to be worked on alongside development of the Council's new Corporate Strategy. Integrating carbon reduction and increasing biodiversity will be embedded within the strategic approach.
- 5.2 Over the next six months we will expect to see a final version of the Devon Interim Carbon Plan which will trigger an update of our own action plan, bringing in actions from the wider Devon work as well as its performance monitoring indicators.
- 5.3 The following key pieces of work will be developed in the short term;
  - a. Grounds Maintenance Review – increasing biodiversity through our land management. Subject of a report to Executive in July 2021.
  - b. Scoping work underway on a replacement of vehicle fleet with EV and associated infrastructure (non-waste fleet).
  - c. Feasibility work on cycle schemes / active travel.
  - d. Bids under the Local Authority Treescapes Fund and Urban Tree Challenge.
  - e. Fully update the website to include a tabulated version of the Action Plan, Climate Change related reports to Council, and links to the Climate Change and Biodiversity Community Forum.
  - f. Further public engagement campaigns with Carbon Savvy ( or other partners)
  - g. Undertaking an Energy Audit of our buildings to inform retrofit work and what fabric measures are needed.
  - h. Concluding Carbon Literacy training for ELT and SLT
  - i. Discussions with the Woodland Trust regarding potential investment.
  - j. A new communications strategy is now in development to increase messaging outside of the monthly e-bulletins. We plan to not only communicate our plans and policies, and the actions we are going to take to a wide audience, but also communicate any positive outcomes from all service areas and also amplify regional and national messaging and best practice to help encourage behaviour change.
  - k. Develop and produce a carbon trajectory for Council emissions as part of our ongoing operational carbon reduction plan. This will enable us to begin to understand

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<sup>1</sup> Travel emissions including well to tank emissions

what our likely residual emissions will be and what steps we need to take each year.

## 6. Proposed Way Forward

- 6.1 The Overview and Scrutiny Committee is recommended to note the updates provided within this report and Appendix 1, and support the progress made so far with a view to being provided a further update in six months' time.

## 7. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	There are no direct legal implications arising from this report
Financial implications to include reference to value for money	Y	<p>There is funding of £600,000 available within the Emergency Climate Change Projects Earmarked Reserve, to fund projects and initiatives within the Council's adopted Climate Change and Biodiversity Action Plan.</p> <p>An amount of £400,000 was approved at Council on 13<sup>th</sup> February 2020 (Minute CM71) and a further £200,000 at Council on 11<sup>th</sup> February 2021 (Minute CM37/20).</p> <p>On an annual basis, the Council's auditors issue an opinion on their Value for Money conclusion for the Council.</p> <p>For the 2019-20 year, Grant Thornton has reported to the Council's Audit Committee, on 15<sup>th</sup> October 2020, that they have issued an unqualified opinion on the Council's Value for Money arrangements and that they have concluded that the District Council has proper arrangements to secure economy, efficiency and effectiveness in its use of resources.</p>
Risk	N	
Supporting Corporate Strategy	Y	Wellbeing, Homes, Climate Change and Biodiversity

Equality and Diversity	N	No direct implications
Safeguarding	N	No direct implications
Community Safety, Crime and Disorder	N	No direct implications
Health, Safety and Wellbeing	N	The provision of energy efficiency measures will have a positive impact on the health, safety and wellbeing of the households.
Other implications		

### **Supporting Information**

#### **Appendices:**

**Appendix 1** - South Hams District Council's Climate Change and Biodiversity Action Plan Update

**Appendix 2** - Community Forum notes



Reference	Name	Latest Update
<b>Energy</b>		
1.1	Investigate procuring truly renewable energy.	Opportunity to generate solar over car parks being explored.
1.2	Explore forming a non-profit green energy company and understand the capacity of renewable energy generation in the area.	Beginning to develop understanding in LA owned ESCO's (energy service companies). PCC have previously done a feasibility study around HMNB Devonport. Ener-vate have worked with other councils, such as Eastleigh BC, webinar organised by Energy Hub set out that the indicative costs incurred by other Councils have been in the region of £90k in consultancy to set up ESCo.
1.3	Allocate sites for renewable energy, in particular strategic scale solar and wind for both commercial and community energy development.	Preliminary work underway and brief developed ready for tender
1.4	Identify options for how smart renewable heat, power generation and storage could be considered when the Plymouth and South West Devon Joint Local Plan are reviewed.	Pre-feasibility work identified as next step. Discussion with LEP and Growth Hub being progressed to identify a funding source for it to be commissioned at the appropriate time.
1.5	Aim for a Higher result in the energy performance certificates	Secured additional Green Homes Grant money through the Local Authority Delivery Scheme Phase 1B. A total of approx £1,000,000 being targeted through this scheme with additional funding from the Better Care Fund for ECO top-ups.
1.6	Promote and administer grants for home insulation, efficient heating systems and sustainable energy sources for owner-occupied and tenanted properties.	Ongoing as per 1.5. Community Forum have been briefed and asked to help promote where possible
1.7	Explore opportunities for the Local Authority to support the Government energy efficiency scheme to create local jobs.	No progress yet
<b>NEW ACTION 1.8</b>	<b>Local Energy Support</b>	<b>Insert under 'Activity' -</b> <b>1. Council to actively support the Local Energy Bill</b> <b>2. Support local energy groups through the South Hams Climate and Biodiversity Action Fund on Crowdfunder platform.</b> <b>3. Investigate business rates reductions for farmers who wish to use land for renewable energy production in excess of the needs of</b>

		the farm. Council to meet with NFU to ascertain apatite and support needs
<b>Sustainability</b>		
2.1	Introduce differential changes to parking permits and in car parks e.g. Higher carbon emission vehicles pay more.	No progress yet
2.2	Ensure new housing developments are much more walking and cycling friendly.	Ongoing
2.3	Better bus provision and strategic park and ride facilities to reduce traffic in towns (R&R Plan action 1.9)	Beginning to work on as part of the wider Placemaking strategy around public transport and Active Travel
2.4	Increase uptake of cycling in South Hams. & Support and encourage green travel methods for tourists to our coastal natural environment. A different type of tourism (R&R plan action 2.9)	Beginning to work on as part of the wider Placemaking strategy around public transport and Active Travel. (action to refer to this emerging work) Input into the Governments consultation on the Future.  SW Cycle Forum being formed, supported by Sustrans, DCC, DNPA, PCC and the community groups. First meeting of public sector partners in July.
2.6	Promote the use of recycled and Sustainable construction materials through input at planning stage for new developments.	Ongoing
2.7	Monitor and review policies to reduce the carbon footprint of new developments (Policies DEV32, DEV33, DEV34)	Ongoing
2.8	Investigate adaption and resilience methods for new developments.	Discussion on this topic at JLP Board in April
2.9	Review the potential for District Energy Networks in the District and invest in housing energy-saving measures.	Proposed to merge action with action 1.4
2.10	As part of JLP review consider an Article 4 Direction that removes permitted development rights on class Q barn conversions.	To be progressed with JLP Team
2.11	Allocate sites for renewable energy, in particular strategic scale solar and wind for both commercial and community energy development.	To be progressed with JLP Team
2.12	Lobby for changes to the National Planning Policy Framework or any such replacement to prioritise carbon reduction target over housing targets.	Responses to recent Planning White Paper completed as well as input into the Future Homes Standard Consultation

2.13	Maximise local and closed-loop recycling to minimise transport impacts and valorise waste materials.	<b>NEW Activity - Support and encourage Community Small-Scale Anaerobic Digesters through assistance and guidance to access the BEIS Rural Communities Energy Fund or Crowdfunder</b>
2.14	Local Plans and Neighbourhood Plans to ensure the provision of EV charging points where parking spaces are provided in new developments.	Ongoing
2.15	Local Plans to ensure new developments are designed with filtered permeability to promote sustainable travel.	Ongoing
2.16 (corrected, shown as 2.19 in December Version)	Explore installing electric car charging points in car parks. <b>(AMEND to widen scope for any future on-street residential projects to ensure any DCC bids properly represent town and parish councils)</b>	Instructed APSE Energy to conduct a feasibility study for further EV charging points, solar above car parks and battery storage.
2.19 (corrected, shown as 2.20 in December Version)	Make use of funding opportunities to provide employment and community assets across the District, particularly where the market is unlikely to provide this, to minimise the need to travel for access to services <b>(DELETE 'access to services')</b>	no progress <b>NEW Activity Support and promote training opportunities for trademark and retrofit, this has already taken place this year with a recent government scheme where tradesmen could apply for free or subsidised training under the Green Homes Grant skills training competition scheme. Council to continue to identify and promote opportunities and support the building of a local supply chain</b>
2.20 (corrected, shown as 2.21 in December Version)	Rationalise bottle banks in South Hams.	<b>update from Waste pending</b>
2.21 (corrected, shown as 2.20 in December Version)	Investigate the creation of a new EP policy to ensure the correct use of litter bins potentially reducing collection need.	No progress yet
2.22 (corrected, shown as 2.21 in December Version)	The Council will support the principles proposed through the English Waste Strategy regarding the Extended Producer Responsibility. The principles support a circular economy approach which will be funded by producers and will lead to better packaging design, improved recycling and	No progress yet

	better consumer awareness of what can be recycled.	
NEW ACTION - 2.23	Support and encourage use of shared EV's, cycles and E-couriers	Discussions have taken place with CoCars who are currently looking to widen the number of locations. Their registration of interest pages have been shared among Community Forum members to circulate among their networks and CoCars were invited to the Community Forum Meeting held on 28th April 2021. Organising a District wide survey with CoCars
NEW ACTION - 2.24	Support and encourage 'reuse and repair cafes' and initiatives such as 'Share Shed'	Insert under 'Activity' - 1. Support existing and new facilities through Crowdfunder and smaller direct cash grants 2. Promote existing facilities through communications activity 3. Produce educational material to spread awareness of the benefits of reuse, repair and share
New Action 2.25	Promote the new Members Climate and Biodiversity Locality Fund through the 2021 and 2022 Financial Year and report on outcomes after March 2022	Member SCLF has been increased by £3k for use on Climate Change and Biodiversity projects locally. Web based application developed through April and May, due to go live in June 2021
<b>Biodiversity</b>		
3.1	Securing tree planting through development proposals and Biodiversity Net Gain from new development including pushing the new Defra Biodiversity Metric 2.0 at pre-app and for new applications.	The requirement for submission of a completed Metric calculation is now a requirement for new planning applications as reinforced by the JLP SPD evidencing Biodiversity Net Gain of 10% (or mechanism of securing this offsite). A 'minors' Metric is anticipated soon from Defra which officers will review with a view to use if appropriate.
3.2	Support more approaches by communities for tree planting on our land where there aren't any trees and is consistent with the land use and not likely to lead to conflict with neighbours or conflict with the outcomes from the Devon Nature Recovery Network Mapping project (DNRN) (i.e. right trees in the right place).	Officers continue to liaise with Town and Parish Councils and community groups to incorporate planting on Council sites. Recently there has been planting on sites within Totnes, Ivybridge, Ermington, Yealmpton.

		Officers are also liaising with Town Councils on potential for an application (with DCC as higher-tier Authority) to the Local Authority Treescapes Fund, and also for separate town bids to the Urban Tree Challenge Fund, in an effort to increase tree cover in our towns.
3.3	Develop and adopt a more biodiversity/environmentally conscious Grounds Maintenance procedure (also linked to R&R action 2.6 and 2.7)	A report will be presented to the Executive Committee in July 2021 detailing a more biodiverse conscious approach to Grounds Maintenance and seeking Member endorsement.
3.4	Pushing tree planting agenda within Neighbourhood Plans (allocating spaces for woodland creation and sustainable management). Supporting mapping of local ecological networks/corridors within Neighbourhood Plans.	Mapping work ongoing, expected reporting timescale August for first issue.
3.5	Ring-fencing and promoting a % of Members grant schemes (SCLF/Localities Fund) towards tree planting schemes for community groups, Town and Parish Councils, or money towards a 'Tree Planting grant scheme' <b>Proposed to move to Objective 2 as action 2.25 and reword as – Promote new Members Climate and Biodiversity Locality Fund through the 2021 and 2022 Financial Year</b>	Member SCLF has been increased by £3k for use on Climate Change and Biodiversity projects locally. Web based application development in progress
3.6	Develop and adopt a Natural Environment Design Guide to support Development Management proposals – establishing the importance of street trees in urban/built environment proposals, trees in new hedge lines, and tree/woodland planting as part of on-site public open space provision.	this is now an Draft Interim Devon Carbon Plan proposal (action F2) - Develop a Biodiversity Net-Gain Supplementary Planning Document that can be adopted by local planning authorities
3.7	Natural coastal and flood management approaches to increase carbon sequestration, reduce erosion, and deliver improved catchment management.	Collaborated with the AONB unit and Ambios on an application for £99k under the Natural Environment Investment Readiness Grant. Expecting decision around August 2021.
3.8	Investigate the potential to apply a % management fee to offsite compensation/Biodiversity Net Gain payments (via s106) to part-fund a new/existing role (there will be an additional pressure) in terms of findings sites to delivery this offsite habitat creation (which	At present it is considered that the requirement for offsite compensation/Biodiversity Net Gain payments may be less than anticipated. Nonetheless, where appropriate a management fee will be applied to cover offsite

	the LA could either buy and manage or work in partnership with another, e.g. DWT, RSPB).	contributions/arrangements where they would incur officer input and this secured by s106. As a new approach, there continues to be evolution and learning as more Authorities start to adopt such arrangements. It is anticipated that with other LPAs in Devon, a common approach will be agreed to assist developers, applicants and LPAs.
3.9	New development led by South Hams to be exemplar (e.g. Building with Nature, bird and bat boxes, good design with GI, etc.)	Ongoing
3.1	Support the Forestry Commission in planting 20 Hectares of woodland throughout South Hams.	Involvement with PCC Forestry Commission bid for mass Tree Planting around Plymouth Urban Fringe, partially in South Hams
3.11	Contribute to the creation of a Devon Nature Network and assist with the recovery of Devon's biosphere.	Ongoing
3.12	SHDC engages with members of the public and farmers to look at alternatives to using herbicides and pesticides (in particular glyphosate).	Ongoing
<b>Capability and Engagement</b>		
4.1	Raise awareness of Climate Change and Biodiversity issues as part of a communication strategy involving newsletters, web updates and social media activity.	<ul style="list-style-type: none"> <li>- Ran a Carbon Footprint/Lifestyle Campaign with Carbon Savvy, North Devon Council and Torrridge in March</li> <li>- Monthly Newsletters continue to be created and publish, subscriber counts have risen from 226 in October 2020 to 409 as of April 2021</li> </ul>
4.2	Volunteer/support collective action via community groups and provide time and resourcing to Town and Parish Councils	<ul style="list-style-type: none"> <li>- attendance at Sustainable South Hams</li> <li>- Community Forum continues to meet bi-Monthly, in February comments were taken on the Crowdfunder Eligibility Criteria and in April Co-Cars were in attendance where shared vehicle use was promoted and encouraged the Community to register an interest for new locations.</li> </ul>

4.3	Key steps for change: 100 significant cross cutting actions we can all do (to be populated at a later date)	No progress yet
<b>Other Updates</b>		
	Crowdfunder set up	Due to go live in June
	Joining forces with Torbay Council to obtain bespoke Carbon Literacy Training for ELT/SLT to begin to embed climate change understanding across the organisation.	Training expected to take place in late May, June and July
	Fleet review taking place	Capacity to do this secured through staffing changes
	Conducting preliminary Service reviews to align CC&B activity into decision making	Reviews taking place as they come forward

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## South Hams Climate Change and Biodiversity Community Forum Summary

9/12/2020

Discussed and agreed Terms of Reference

Dave Sexton gave a presentation on the Green Homes Grant Local Authority Delivery Scheme project

Adam Williams presented the Climate Change and Biodiversity Strategy which was followed by Q&A

18/02/2021

**Green Homes Grant Local Authority Delivery Scheme** – ideas for how we can work with the Community to deliver funding for current and future grants

- **ACTION** - Dave to send paragraph of the scheme to the forum to be circulated – save money and be green messaging

**Proposed Crowdfunder Eligibility Criteria** – As part of the expenditure of our Climate Change and Biodiversity earmarked reserve, we proposed at Council in December that some of this could be delivered through Crowdfunder for match funding. The forum considered a draft set of criteria and the process for views and discussion.

- It's very broad to attract as many projects as possible
- Should include some examples of what has already been done or examples of what the council are expecting – link up with South Dartmoor, Exeter and Plymouth Community Energy companies for case studies
- SN – with the TAPT Fund Parish's could apply together and link up for money – could multiple parishes or community groups could apply together and raise the threshold above £4000?

**Future Public Engagement Week and Forum involvement**– details to be provided during the meeting about what became the Lifestyle Spring Clean campaign

- Engagement week with Carbon Savvy – further information was distributed after the meeting
- **ACTION** – Forum members to help promote

28/04/2021

**Co-Cars** – Mark Hodgson from Co Cars was in attendance to discuss what they do and how they work.

- Forum interested in a survey with Co-Cars to capture information on electric cars and bikes and the demand in the district
- Adam to link up with Mark to do a survey of South Hams District, once it's ready we will circulate with the group.

**Practical action** - Discussion about practical action that the Forum wish to do and what we can do to help.

- The district councils website doesn't have much on it
  - Website changes are to be updated asap. Strategy isn't very visible on the website but we are trying to get it changed
- on the action plan can you include areas that the Parish Councils could look into
- Adam will send out the strategy & action plan and Forum will consider what actions they can help with to be discussed at the next meeting

**Amendments to terms of reference** – external publication of names and key actions

- Everyone present agreed to the amendments subject to confirm with the group what they would like to be shared

Report to: **Overview and Scrutiny Committee**

Date: **1<sup>st</sup> July 2021**

Title: **Performance Management Report**

Portfolio Area: **Performance: Cllr Nicky Hopwood**

Wards Affected: **All**

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

Author: **Jim Davis** Role: **Customer Improvement Manager**

Contact: **Jim.davis@swdevon.gov.uk**

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## **RECOMMENDATIONS:**

**That the Overview and Scrutiny Committee:**

- 1. notes the performance figures shown in the Pentana report attached at Appendix A; and**
- 2. reviews the information provided in the dashboards and provides feedback to the portfolio holder on any additional measures required to scrutinise performance.**

### **1. Executive summary**

- 1.1 The purpose of this report is to provide a high level overview of performance across the Council. Performance reporting has not taken place over the last 12 months due to increased workload during the pandemic, with staff resources redeployed to deal with fluctuating demands, in particular the business grants.
- 1.2 However, performance measures are regularly monitored throughout the year to spot trends or issues of concern.
- 1.3 Despite massive changes over the last year in how we have been delivering services, responding to customers, and managing staff resources, performance has been at least maintained in most areas and many have slightly improved compared to before lockdown.

- 1.4 The Contact Centre is one area where performance has dipped and this is due to increased demand from both the grant schemes and the new recycling service.
- 1.5 Data will still be collected in Pentana, the Council's performance tool, but as the FIT project progresses more real time data will be available through live dashboards. Performance reporting going forwards will transition into deep dive reports on specific service areas.
- 1.6 Ongoing changes and improvements as part of the FIT project will deliver access to live information and reports, that can be interrogated in order to understand what is happening both across a service area and multiple service areas. This will benefit managers and service leads as well as Members.

## **2. Background**

- 2.1 Performance is regularly monitored across the Council by the Business Development Team, service leads and managers, however for the whole of the Covid-19 crisis the performance of the Council has been maintained at a very high level. There have been many challenges during the crisis including but not limited to; responding to customers, managing staff, and significant new and unplanned for additional work. Despite that, services across the Council have responded flexibly to maintain delivery of a high level of service to the customer whilst still continuing on an ambitious program of IT improvements and implementation
- 2.2 Alongside the challenges resulting from the Covid-19 pandemic the Council has been responsible for delivering a number of Grant schemes to support local businesses. Over the last 12 months we have created over a dozen schemes and received and processed over 11500 grants and on which Members have been updated regularly. This has been achieved mainly by dynamic prioritisation of resources to provide support where it was needed to respond to each stage of the crisis. Whilst this prioritisation achieved its goal of maintaining service levels during the crisis, it has moved a large amount of less time dependent work into the coming months and year. This will still require active and intelligent management to balance the capacity against the demands.

## **3. Outcomes/outputs**

- 3.1 **Appendix A** contains screenshots of Pentana Dashboards showing monthly or quarterly performance levels over previous years.
- 3.2 Contact centre performance has been struggling for a number of reasons:
  - a. Large increase in new and complex calls in response to the business grant schemes.
  - b. Many of the experienced Contact centre team have been redeployed into areas of the Council that have been experiencing peaks in demand as a result of our pandemic

response. As a result recruitment and challenges in training staff due to the remote ways of working has reduced the average level of experience and knowledge in the Contact Centre Team which results in increased call durations and subsequently increased wait times.

- 3.3 This coupled with increased demand in calls about the new waste service is only partially offset by the continuing success of our channel shift efforts. Excluding waste calls, the contact centre is showing continued reduction from historic levels as channel shift continues to alter demand and promote self service.
- 3.4 Sickness has continued its long term downward trend with all quarters below the long term average and all lower than any other quarter in the last 4 years.
- 3.5 Web transactions have increased as more Liberty Create processes are moved online. Around 50 easy to use processes are now live and we consistently receive very high feedback scores. Over 35,000 full processes have been started with many more using Liberty processes to signpost off to other areas.

#### **4. Options available and consideration of risk**

- 4.1 The contact centre is moving forward with two technologies to improve the experience for the customer. Queuebuster, where customers can keep their place in the queue but hang up and receive a call back when they reach the front of the queue, and integration with Liberty Create to screen pop the customer and latest processes to speed up call times. Queuebuster is being initially rolled out to the waste line for assessment and finetuning before enabling it for other areas.
- 4.2 As more processes are moved into our new customer facing software the development of easy-to-access dashboards with live data will begin. For each process, or group of processes, live performance can be displayed with the ability for the data to be investigated. For example, with the new system it is possible to look at complaints within one service as opposed to the whole Council, or drill down into results over 3 successive months rather than quarters.
- 4.3 The current proposal is to create a Member portal within the new system at the same time we create and go live with a customer portal, which will have live performance data linked to it automatically. This will be timed to coincide with other new services and tools for customers and (depending on workload) the coordination of other areas is being planned for the second half of the year.
- 4.4 Pending the new IT system, all data in Pentana is still available for Members to view but due to the data being manually entered, there is always a delay between the capture of the information and the timing of the update. There has historically been limited appetite and usage but access and training can be provided should Members require a refresher.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Overview & Scrutiny Committee is responsible for both an overview of performance and for scrutinising how the Council is performing as an organisation.
Financial implications to include reference to value for money	N	
Risk	N	
Supporting Corporate Strategy	N	
Climate Change - Carbon / Biodiversity Impact	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

### **Supporting Information**

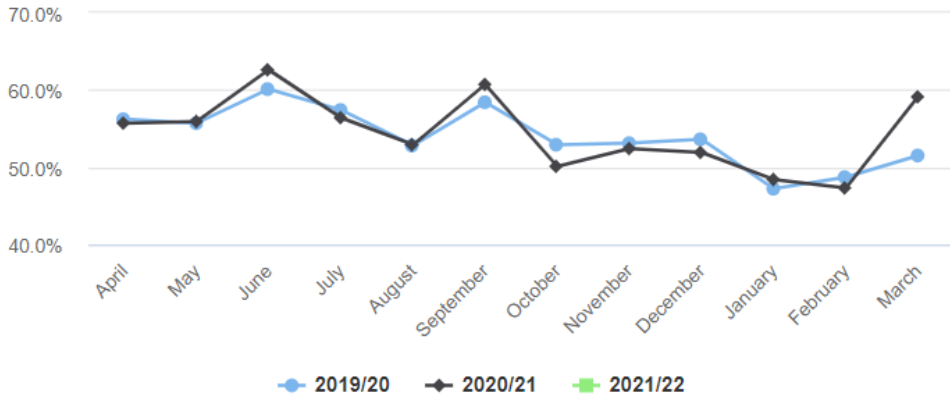
#### **Appendices:**

Appendix A – Screenshots of latest data from Pentana

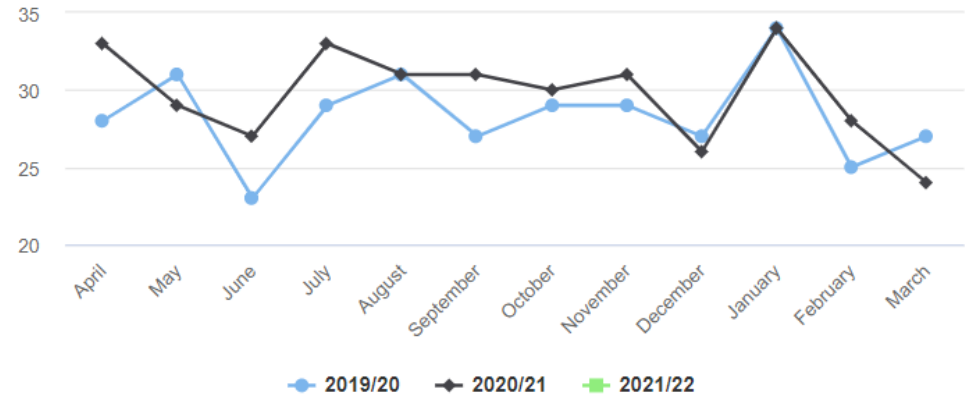
#### **Background Papers:**

None

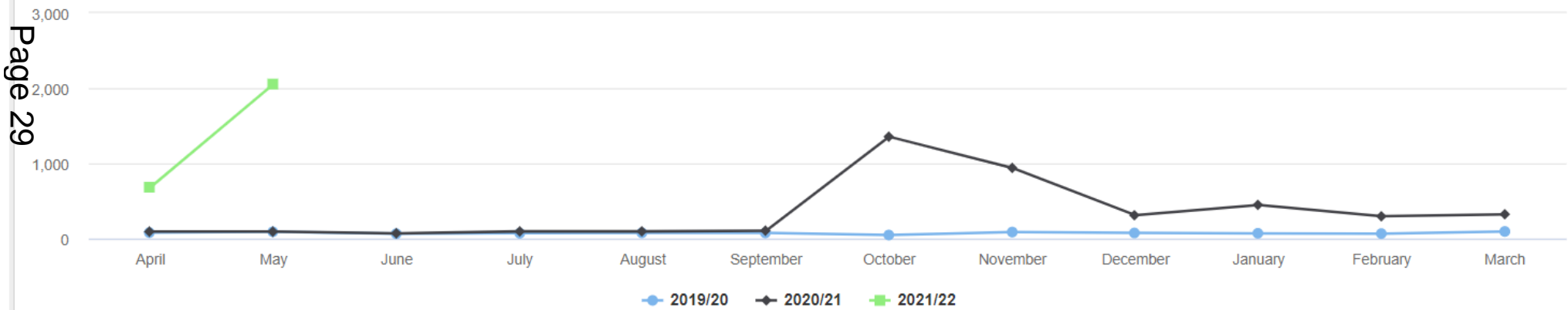
NI 192 Percentage of household waste sent for reuse, recycling and com...



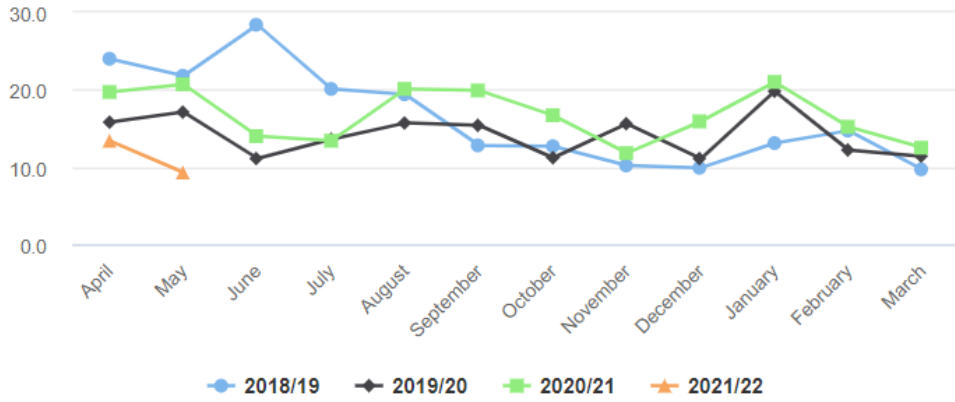
NI 191 Residual household waste per household (average kgs per house...



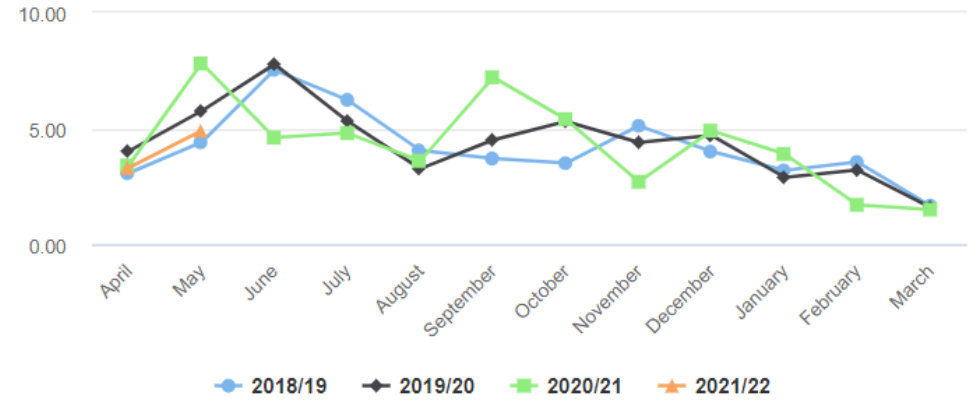
L20b Average No. of collections missed per 100,000 collections of household waste



BV78a1 Processing Speed (New claims) avg days



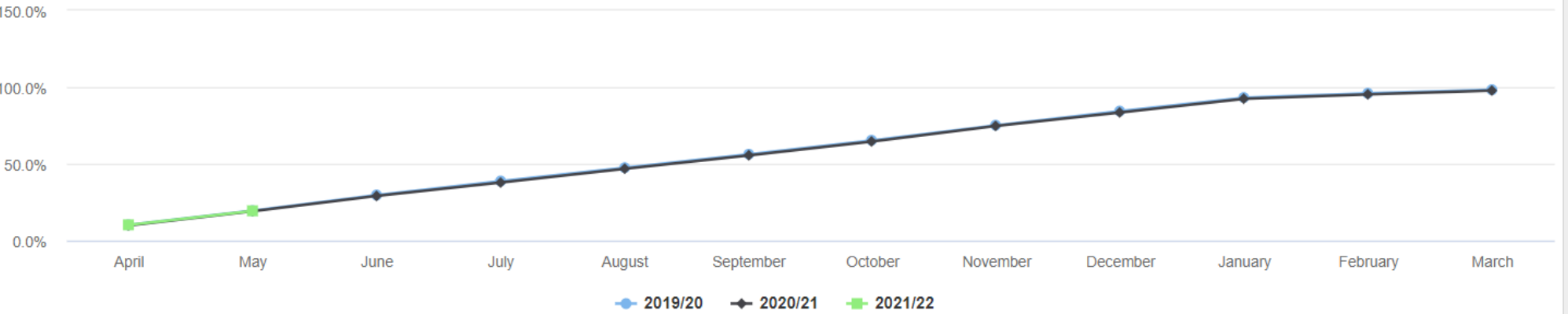
BV78b Processing Speed (Change of circumstances) avg days



BV9 % of Council Tax collected (cumulative %)

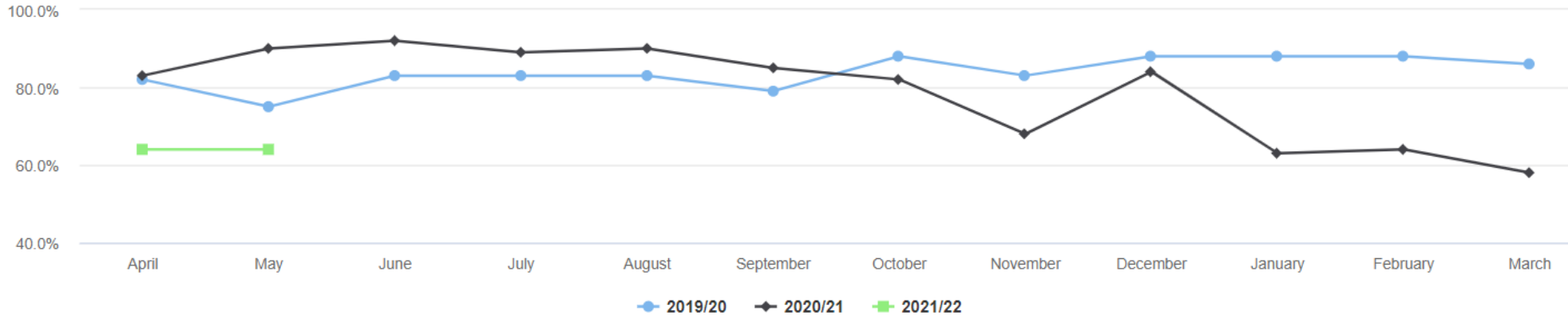


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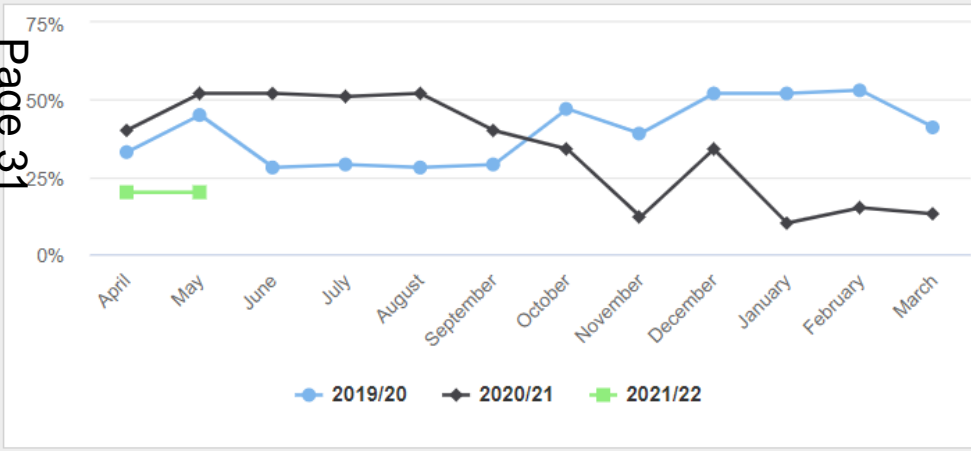




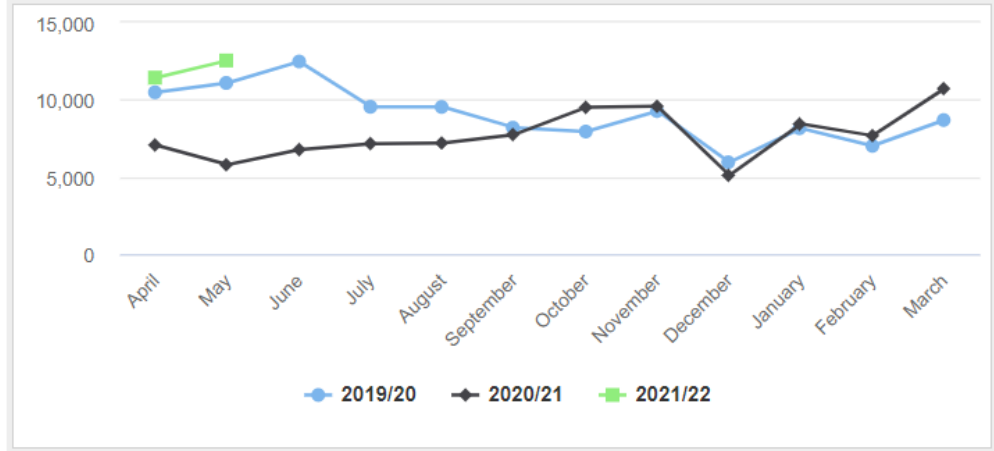
CST2a CST Percentage of telephone calls answered

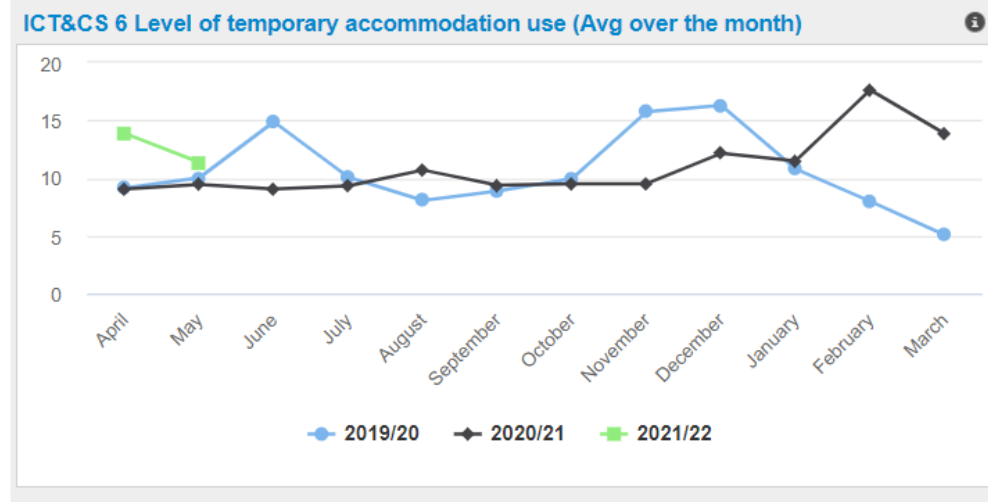
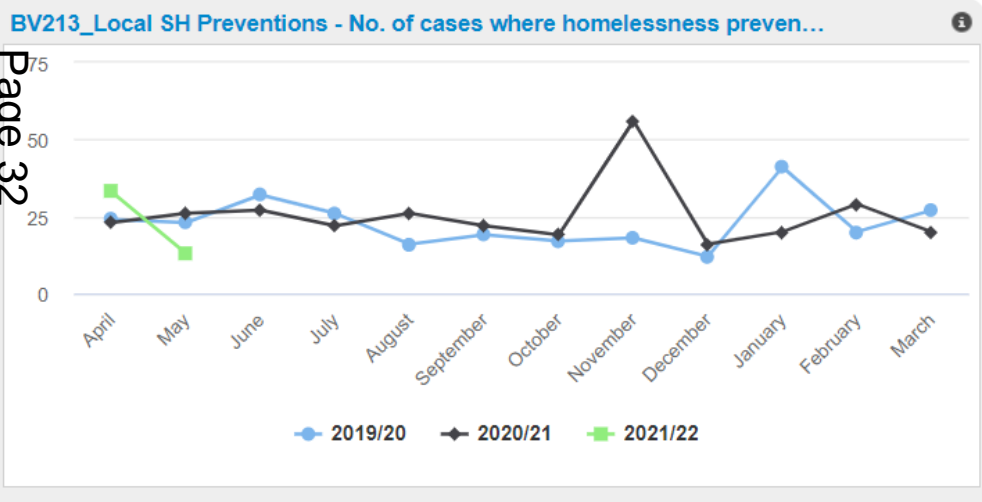
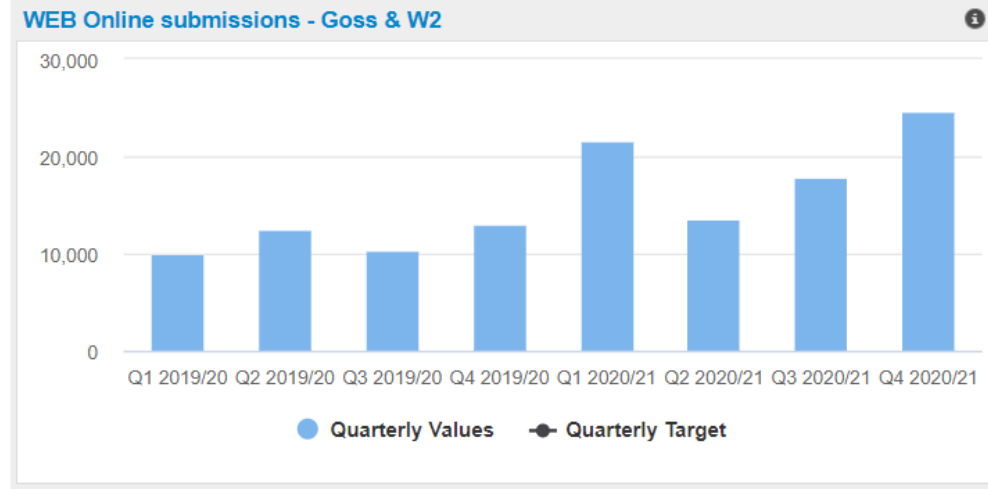
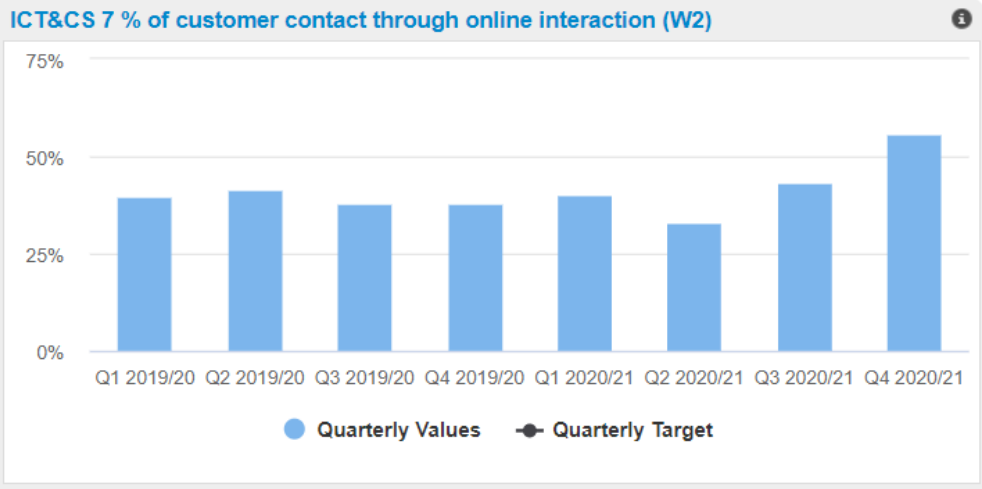


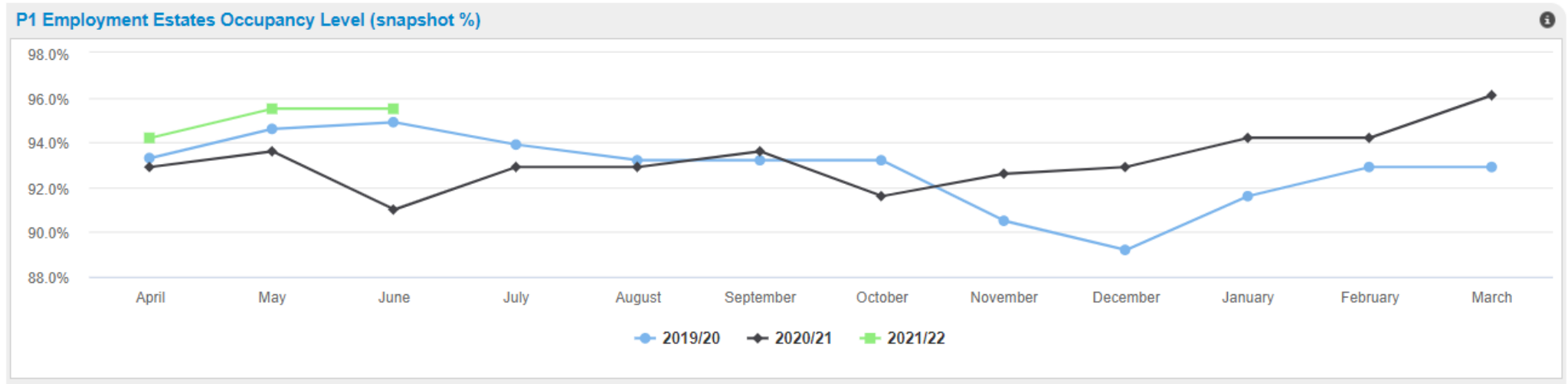
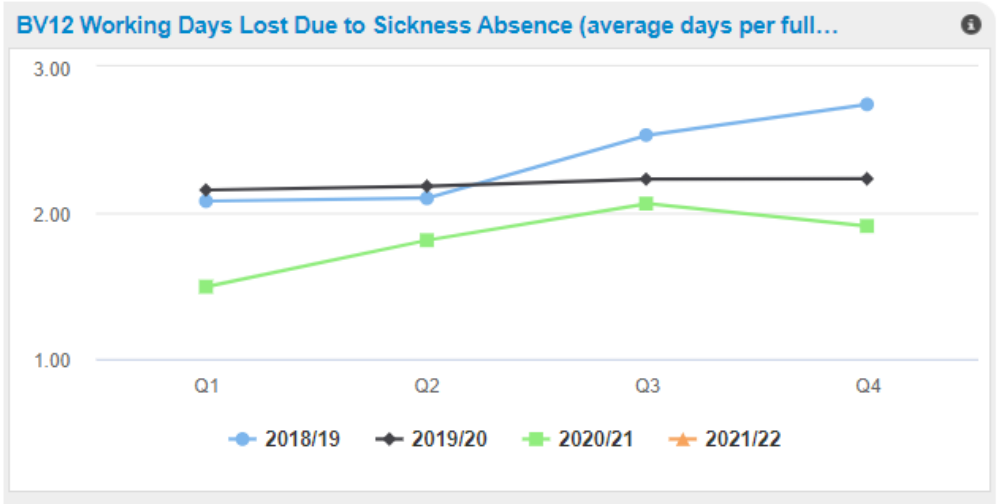
CST1a CST Grade of Service (% of calls answered within 20 seconds)



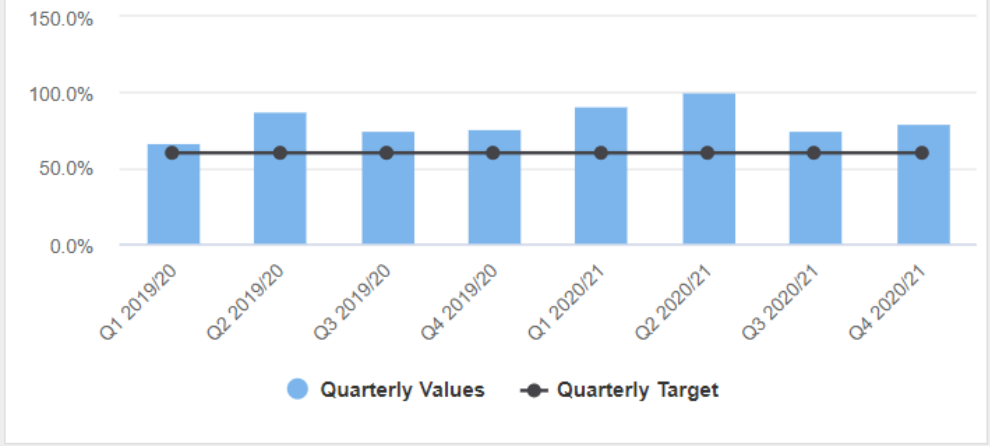
CST9 Total Calls to SH



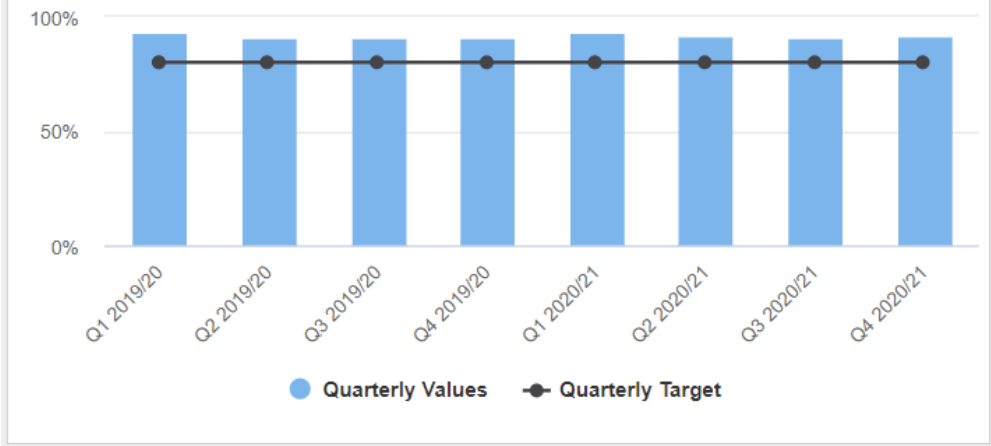




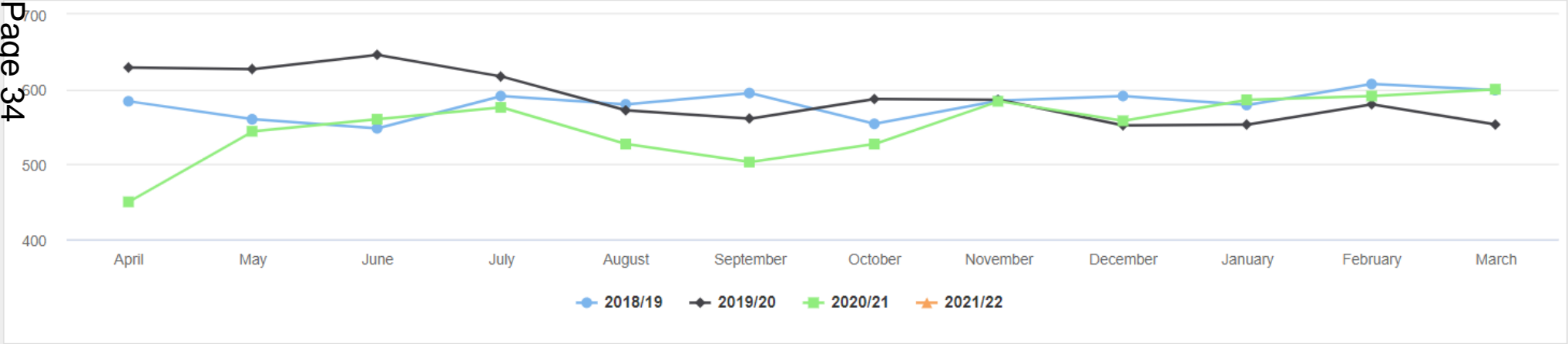
NI 157a Processing of planning applications: Major applications % deter...

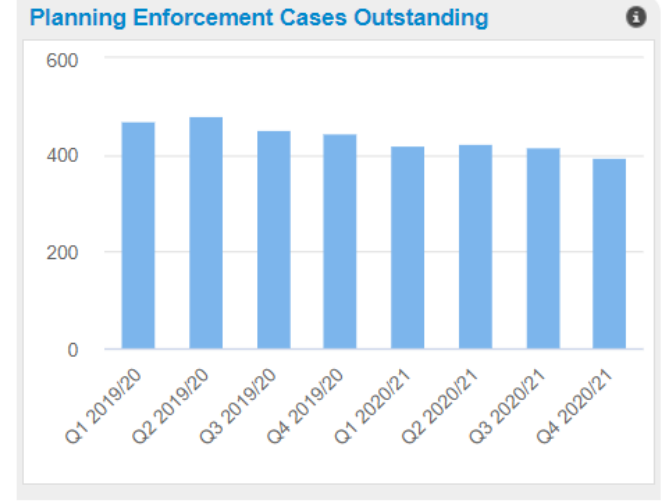
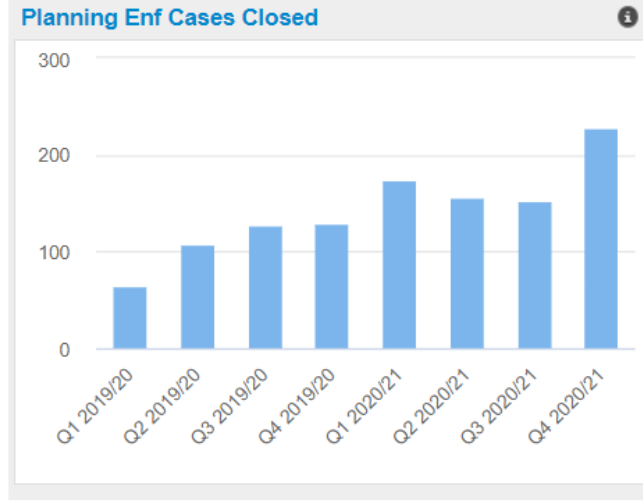
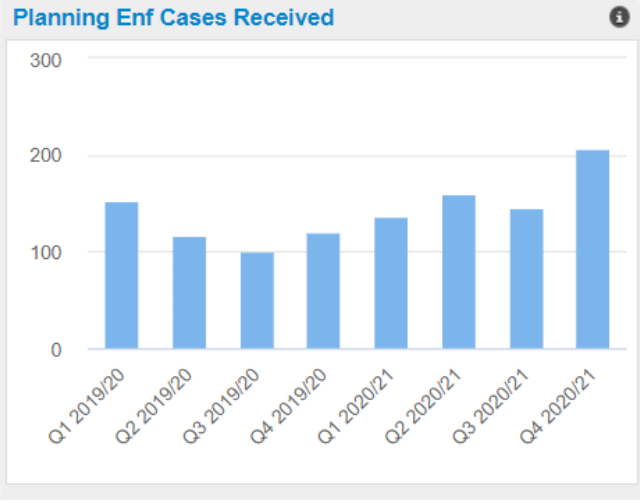


SH-P2 Non-Major apps with extensions



DMWL Planning Workload





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## OVERVIEW AND SCRUTINY PANEL

### INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS– 2021/22

Date of Meeting	Report	Lead Officer
22 July 2021	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
	Key Strategic Partners: Dartmoor National Park Authority Reps; and South Devon AONB	
	Overview & Scrutiny Annual Report: 2020/21	Darryl White
	New Waste Service Implementation	Jane Savage
30 September 2021	Task and Finish Group Updates <i>(if any)</i>	
	Third Sector Partners – Council for Voluntary Service and Citizens Advice	
	Council Delivery against Corporate Theme 1	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
4 November 2021	Task and Finish Group Updates <i>(if any)</i>	
	Review of Localities New Service	Sarah Moody
	Community Safety Partnership	Louisa Daley
	Council Delivery against Corporate Theme 1	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
16 December 2021	Climate Change and Biodiversity Action Plan: Six-Monthly Update	Drew Powell
	Council Delivery Against Key Performance Indicators	Jim Davis
	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme 2	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
13 January 2022	Draft Budget Proposals 2022/23 <i>(NB. Joint Meeting with the DM Committee)</i>	
17 March 2022	Task and Finish Group Updates <i>(if any)</i>	

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Agenda Item 10

	Fusion (Leisure) Annual Report	Jon Parkinson
	Council Delivery against Corporate Theme 3	
	O+S Annual Work Programme ( <i>to include preparation for next meeting</i> )	
22 April 2022	Task and Finish Group Updates ( <i>if any</i> )	
	O+S Annual Work Programme ( <i>to include preparation for next meeting</i> )	
	Council Delivery against Corporate Theme 4	
	Livewest (Housing Provider)	
<i>To be considered for scheduling:</i>	FCC (Waste, Recycling and Streetscene contract performance)	
	Devon Health and Wellbeing Board	
	Broadband & Connecting Devon and Somerset	