

South Hams Overview and Scrutiny Committee



Title:	Agenda												
Date:	Thursday, 12th January, 2023												
Time:	2.00 pm												
Venue:	Council Chamber - Follaton House												
Full Members:	<p style="text-align: center;">Chairman Cllr Thomas</p> <p style="text-align: center;">Vice Chairman Cllr Smerdon</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Austen</td> <td style="width: 33%;">Cllr Rose</td> </tr> <tr> <td>Cllr Birch</td> <td>Cllr Rowe</td> </tr> <tr> <td>Cllr Chown</td> <td>Cllr Spencer</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Sweett</td> </tr> <tr> <td>Cllr Jones</td> <td>Cllr Taylor</td> </tr> <tr> <td>Cllr McKay</td> <td></td> </tr> </table>	Cllr Austen	Cllr Rose	Cllr Birch	Cllr Rowe	Cllr Chown	Cllr Spencer	Cllr Jackson	Cllr Sweett	Cllr Jones	Cllr Taylor	Cllr McKay	
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Cllr McKay													
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
Committee administrator:	Democratic.Services@swdevon.gov.uk												

1. Apologies for Absence	
2. Minutes to approve as a correct record the minutes of the Committee held on 3 November;	1 - 8
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 In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;	
6. Public Forum A period of up to 15 minutes is available to deal with issues raised by the public;	9 - 10
7. South Devon and Dartmoor Community Safety Partnership	11 - 20
8. Better Lives for All - Climate Change Thematic Update	21 - 30
9. Six-month Operational Performance Review	31 - 58
10. Task and Finish Group Updates a) EV Strategy: Concluding Report b) Consultation & Engagement Strategy - verbal update;	59 - 84
11. O+S Annual Work Programme - Latest Version	85 - 86

**MINUTES of the MEETING of the
OVERVIEW & SCRUTINY COMMITTEE,
Held in the Council Chamber, Follaton House, Totnes, on
THURSDAY, 3 NOVEMBER 2022**

Panel Members in attendance:			
* Denotes attendance		∅ Denotes apology for absence	
∅	Cllr L Austen	*	Cllr J Rose
*	Cllr J P Birch	*	Cllr R Rowe
*	Cllr M Chown	*	Cllr P C Smerdon (Vice Chairman)
*	Cllr R Foss (substituting for Cllr Austen)	*	Cllr B Spencer
*	Cllr S Jackson	*	Cllr J Sweett
*	Cllr L Jones	*	Cllr D Thomas (Chairman)
*	Cllr J McKay	*	Cllr B Taylor

Other Members also in attendance either in person or via Teams:
Cllrs K Baldry; H Bastone; J Hawkins; T Holway; K Pringle and J Pearce

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Deputy Chief Executive; Director of Strategy & Governance; Director of Place & Enterprise; Democratic Services Manager; Head of Strategy, Corporate Projects & Partnerships (via Teams); Customer Service Improvement Manager (via Teams); Specialist – Leisure; Devon Building Control Partnership Representative and Fusion Leisure Representatives

O&S.27/22 MINUTES

The minutes of the meeting of the Overview and Scrutiny Committee (O&S) held on 29 September 2022 were confirmed as a correct record.

O&S.28/22 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.29/22 PUBLIC FORUM

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

O&S.30/22 DEVON BUILDING CONTROL PARTNERSHIP

The Deputy Leader (who was also one of the Council's appointed representatives on the Devon Building Control Partnership (DBCP) Committee) introduced Mr Nigel Hunt, Head of the DBCP, who proceeded to provide Members with a verbal update on the work of the Partnership. In so doing, Mr Hunt made particular reference to:

- the establishment of a Strategy Board. Members were informed that a Strategy Board (comprising of Senior Directors from South Hams and West Devon and Teignbridge District Council, Accountants from the Councils; and the Head of DBCP) had recently been established which, in conjunction with the DBCP Committee, set the strategic direction for the provision and operation of the Building Control Service;
- the service being a statutory one. It was noted that the Partnership provided a statutory service, with its main role being to ensure that the local authorities within the Partnership completed both their statutory and regulatory duties in a timely manner with regard to the Building Control function;
- the service operating in a competitive market. Whilst providing a public service, Mr Hunt pointed out the Partnership was operating in a competitive market against private sector companies that were providing the same service. As a result, it was vital that the Partnership was competitive both in terms of cost and quality of service. When questioned, Mr Hunt confirmed that 80% of the service was self-financing, with the remaining 20% funded through the three partner local authorities;
- the Council's declared Climate Change and Biodiversity Emergency. In terms of future direction for the Partnership, Mr Hunt recognised that there was a need to be increasingly engaged with the Council's declared Emergency.

In the ensuing discussion, the following points were raised:

- a) With regard to planning enforcement, a Member sought clarification as to whether or not DBCP had enforcement powers. In response, it was confirmed that these remained within the responsibility of the Council in its capacity as the Local Planning Authority;
- b) It was confirmed that the average market share of work secured by DBCP was 87%. This compared favourably to the national average for Local Authority Building Control services;
- c) Having sought further information on the new Building Safety Regulations, Members were advised that these were due to be implemented imminently and would have an impact on both local authorities and Building Control Partnerships.

Mr Hunt also confirmed that the new Safety Regulator would sit beneath the Health & Safety Executive and would be in control of all Building Regulations. From October 2023, all operational staff would need to be licensed to differing levels and the DBCP was well on its way to securing licences at the highest level for its staff;

- d) With regard to the Climate Change and Biodiversity Emergency, Mr Hunt confirmed that DBCP would work closely with each of its partner local authorities to ensure that each Council's specific priorities were fully considered and taken into account;
- e) Having been offered by Mr Hunt, the Committee was supportive of the suggestion for an all Member Briefing to be delivered in the future on the forthcoming Legislation and new Safety Regulations and to also provide detail of the implications of these changes upon the Council.

In closing the agenda item, the Chairman thanked Mr Hunt for his attendance and for his interesting presentation and informative responses to Member questions and wished for the thanks of the Committee to be passed on to the rest of the Building Control Team.

O&S.31/22 FUSION - BIENNIAL REPORT (TO INCLUDE HEALTH REFERRALS AND USAGE BY WARD)

The lead Executive Member for Community Wellbeing introduced the report which provided an update on the current performance and the summary information for the past three months of the District's Leisure Centres.

During the introduction from the Fusion Business Manager (Devon) (Mr Peter King), the following points were made:

- The Leisure Sector nationally was experiencing difficult times due to: the slow recovery from the Covid-19 Pandemic; the current economic instability; the increase in fuel prices; the cost of living crisis; and issues with staff recruitment and retention;
- Locally, the recovery of the Council's four Leisure Centres was ongoing and usage figures were favourable when compared to the national averages, although the Totnes Leisure Centre was doing less well and this was perhaps due to its ageing facilities;
- A Sports and Community Development Officer had been recruited and had recently taken up post; and
- The decarbonisation of the Leisure Centres by means of the installation of solar panels had been delayed by the requirement for a new Tendering process to take place, but this had now been completed.

Mr King then provided Members with an update on the key issues and achievements of the previous quarter that included:

- free Memberships for December 2022 and January 2023 had been launched in the summer. In addition, free (and reduced priced sessions) had also been employed to drive up footfall and had proven to be successful;
- an increase and closer working with local Community Groups which had seen the successful return of Youth Nights and Roller Disco Sessions. Mr King also advised that Fusion had appointed a dedicated Community Outreach resource to help to improve community engagement;
- following a successful summer season, footfall and Memberships were nearing 2019 (i.e. pre Covid Pandemic) levels;
- there had been a reduction in customer satisfaction surrounding changing rooms and cleanliness but changes had been made to address this trend. Conversely, positive feedback had been received with regard to the attitude and professionalism of staff, centre facilities, the swimming pools and group exercise sessions;
- the focus of the organisation for 2023 would be on the installation of Solar Panels, Community Outreach service provision, parent and child sessions, the refurbishment of the Totnes Leisure Centre, the Pricing Strategy and the development of Centre Café facilities.

In the ensuing discussion, the following points were raised:

- a) A Member queried the likely performance in the coming quarter in view of the aforementioned Cost of Living Crisis. In response, it was confirmed that Fusion recognised the challenges and would be looking to introduce a number of Membership initiatives to help with the January to March 2023 period;
- b) Local Ward Members raised their concerns over the lack of recovery in Membership numbers at the Totnes Leisure Centre in comparison to the other Centres in the South Hams and it was queried whether this was as a direct result of the lack of investment in the facility. In reply, it was confirmed that the lack of investment was likely to have been part of the cause, but it was highlighted that there were different patterns of use at Totnes following the Pandemic, as customers were largely attending the Centre on a 'Pay and Play' basis as opposed to signing up to a membership scheme;

In expanding upon the point, a local Ward Member highlighted the comment contained in paragraph 4.2 of the presented agenda report that stated that Fusion had recently taken the decision not to proceed with the proposed investment at the Totnes Leisure facility at present. The Member proceeded to question how the much needed refurbishments would be progressed. In response, it was confirmed that the current economic conditions had resulted in the current borrowing model being deemed unviable but that a number of different funding options would be examined over the coming six to nine months to help develop a viable business case.

An amendment to the recommendation was then **PROPOSED** and **SECONDED** and, when put to the vote, was declared **CARRIED** as follows:

“That the contents and progress of Fusion’s Quarterly Report: Q2 for 2022, be noted and that as a result of the disappointing membership figures for Totnes Leisure Centre, it be requested that proposals for progressing the much needed improvements to be made to the Totnes Leisure Centre facility, be included as part of the 16 March 2023 formal update report from Fusion to the Committee.”

When put to the vote, the amendment was declared **CARRIED**;

- c) Whilst there had been an improvement during the summer months, staff retention continued to be a real challenge and Mr King set out some of the measures that were being undertaken by Fusion to mitigate the impact;
- d) A Member questioned the merits of continuing to benchmark performance data against pre-Covid levels, as it was now largely accepted that the changes in lifestyle and working patterns were likely to be permanent and that there was little value in referring to data sets from pre 2020. In reply it was stated that, at this point, there was little benchmarking data available from the post-Pandemic period but that going forward, it was agreed that comparisons with more current data would be of use;
- e) In response to queries raised, the role of the newly appointed Outreach worker was highlighted, further information was provided in connection with the status of the Café facilities in each Leisure Centre and an explanation of the financial benefits of Membership subscriptions above ‘Pay and Play’ customers was also outlined.

It was then:

RESOLVED

That the contents and progress of Fusion’s Quarterly Report: Q2 for 2022, be noted and that as a result of the disappointing membership figures for Totnes Leisure Centre, it be requested that proposals for progressing the much needed improvements to be made to the Totnes Leisure Centre facility, be included as part of the 16 March 2023 formal update report from Fusion to the Committee.

In closing the agenda item, the Chairman highlighted that this was to be the last Committee meeting for Mr King before he left the employ of Fusion and, on behalf of the Committee, he proceeded to thank him for his engagement with the Council during his time in post and wished him well for the future.

O&S.32/22 2021/22 PERFORMANCE MANAGEMENT

Members were presented with a report provided closedown information and an overview of performance for the 2021/22 financial year. In line with the enhanced performance management framework, the report also set out the proposed updated and improved format for future reports to be presented to the Committee.

During discussion, particular reference was made to:

- a) the newly proposed reporting format. Members sought further detail on the newly proposed reporting format, with a request made that Members be in receipt of training on the new system at the point of its introduction;
- b) the availability of 'real time' performance information. A Member questioned as to when the membership would be able to access 'real time' performance information at any given time. In reply, it was confirmed that this facility was not yet available but that it remained the aspiration for Members and members of the public to be able to access current information on performance metrics;
- c) questions of clarity being raised regarding the telephone answering statistics, Council Tax collection targets and Recycling performance. In particular, it was agreed that the Information Board in the Car Park at Follaton House which provided the Council's recycling rates was accurate and should be removed in view of the information contained in the presented agenda report;
- d) facilities and site provision for Gypsies and Travellers. When questioned, officers confirmed that an update for the lead Executive Member was currently being produced following which the information would be circulated to the wider membership.

It was then:

RESOLVED

1. That the performance figures for the 2021/22 Financial Year (as shown at Appendix A of the presented agenda report) have been reviewed; and
2. That the proposed format for an enhanced performance report, for use from January 2023 (as set out in Appendix B of the presented agenda report) be noted.

O&S.33/22 **TASK AND FINISH GROUP UPDATES****(a) Electric Vehicle Charging**

The Chairman of the Task and Finish Group provided an update on the Groups' work to date and confirmed that a representative from the Devon Climate Emergency Group was due to attend the next Group meeting to be held on 10 November 2022.

O&S.34/22 **ANNUAL WORK PROGRAMME 2022/23**

In advance of discussing agenda item 11 (a), the remaining matters on the draft annual work programme for the 2022/23 year were reviewed and the amendments to the scheduling of issues were subsequently approved by the Committee.

(a) Formal Request from Cllr Birch

Cllr Birch made reference to the Audit and Governance Committee's recent consideration of the closure report into the Ivybridge Regeneration Project (Minute AC.22/22 refers) and proceeded to outline his request for the appointment of a Task and Finish Group to review the Consultation process undertaken for the project.

In so doing, Cllr Birch advised that he had observed the Audit and Governance Committee's deliberations at its meeting held on 20 October 2022 and felt that the Committee had failed to give adequate consideration to the compliance of the project with the Council's adopted Consultation and Engagement Strategy.

As a consequence, it was **PROPOSED** and **SECONDED** that:

"a Task and Finish Group be set up to review the Council's adopted Consultation and Engagement Strategy and, as part of this review, the consultation process that was undertaken for the Ivybridge Regeneration project be reviewed, with the conclusions reached by the Group then reported back to the Committee meeting to be held on 12 January 2023."

When put to the vote, by way of the Chairman's Casting Vote, the motion was declared **CARRIED**.

It was then:

RESOLVED

That a Task and Finish Group be set up to review the Council's adopted Consultation and Engagement Strategy and, as part of this review, the consultation process that was undertaken for the Ivybridge Regeneration project be reviewed, with the conclusions reached by the Group then reported back to the Committee meeting to be held on 12 January 2023

(Meeting started at 2.00 pm and concluded at 4.25 pm)

Chairman

PUBLIC QUESTIONS AT OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

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

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

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

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

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

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Report to: **Overview and Scrutiny Committee**

Date: **12 January 2023**

Title: **South Devon and Dartmoor Community Safety Partnership**

Portfolio Area: **Customer First**

Wards Affected: **All**

Relevant Scrutiny Committee: N/A

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

Date next steps can be taken:
(e.g. referral on of recommendation or implementation of substantive decision)

Author: **Rebecca Hewitt/Claire Birch** Role: **Chair, Community Safety Partnership/Community Safety Specialist South Devon and Dartmoor Community Safety Partnership**

Contact: Rebecca.hewitt@teignbridge.gov.uk
Claire.birch@swdevon.gov.uk

Recommendation:

That the Committee identifies any issues to be raised at the next Community Safety Partnership meeting

1. Executive summary

The purpose of this report is to provide Members with the opportunity to scrutinise the work of the South Devon and Dartmoor Community Safety Partnership (CSP).

2. Background

The CSP operates across Teignbridge, South Hams and West Devon and is a statutory partnership.

The CSP works collaboratively across Devon and the Peninsula to tackle issues such as child sexual exploitation, modern slavery, drug misuse, prejudice related crime, preventing violent extremism and domestic violence and abuse.

The CSP delivers activity against a wide range of statutory legislation which continues to expand with the introduction of the Serious Violence Duty. The Home Office are currently undertaking a review of Community Safety Partnerships.

3. Outcomes/outputs

The CSP sets its priorities each March, with all partners using information from the Devon Strategic Assessment and also the Police and Crime Plan. The CSP also responds to emerging risks. CSP Staff attend fortnightly tactical meetings with Police.

The focus of the CSP is addressing areas where risk of harm is the most significant for our communities. A significant priority for the CSP has been violence prevention and tackling violence against women and girls.

The outcomes of the CSP are monitored at each CSP meeting through the Local Delivery Plan (LDP).

In 2022/23 the CSP received a £12,000 grant of violence reduction funding from the OPCC. This funding plan is developed alongside the Local Delivery Plan.

The CSP has also been successful in obtaining £900,000 over four years for delivery of the Turning Corners Programme.

KEY ACHIEVEMENTS

3.1 Achievements across the whole of South Devon and Dartmoor area

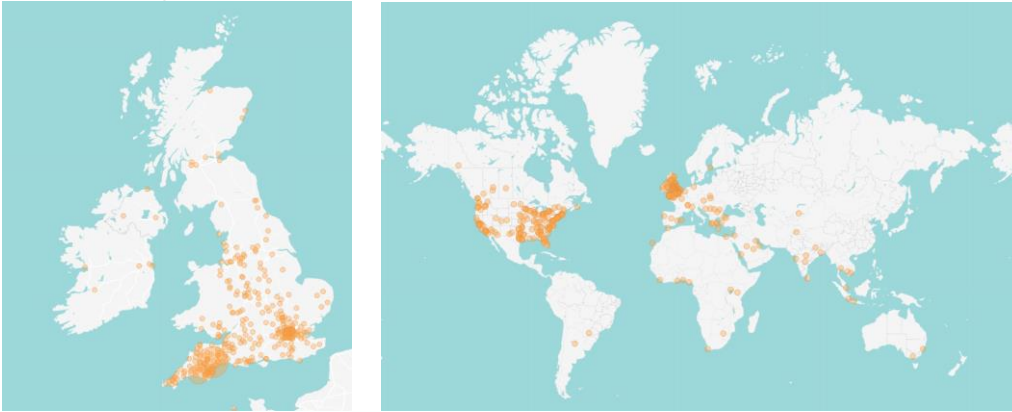
Priority	Activity
Sexual Violence, Domestic Violence and Abuse (SVDVA)	<ul style="list-style-type: none">• Established a Violence Prevention and Violence Against Women and Girls sub group.• Quarterly SVDVA forums are convened with a range of partners and are well attended by all. Presentations have been given including a presentation about Stalking,• Engagement in Domestic Homicide

	<p>Reviews, no Domestic Homicide reviews have been undertaken in South Hams during the reporting period.</p> <ul style="list-style-type: none"> • Regular engagement with South Devon MARAC (Multi Agency Risk Abuse Conference) to create safety planning for those experiencing domestic abuse in South Devon. • CSP staff are part of the Devon Domestic Abuse Partnership. • Supporting delivery of a pilot project to provide support to couples experiencing violence within their relationships. • 9 performances of the "Unacceptable" production were delivered to approximately 1600 young people to address misogyny.
Exploitation	<ul style="list-style-type: none"> • Attendance at the Devon Anti-Slavery Partnership. • Attendance at the Devon and Torbay Prevent Partnership. • Continuing to promote the Exploitation Prevention Toolkit. • Promotion of the Partnership Information Sharing Form. • Engagement with the Adolescent Safety Framework to safeguard individuals and communities from risk of exploitation and harm. • Supporting case management through Channel for individuals who are vulnerable to radicalisation. • Attendance at the Devon children and families partnership exploitation sub group. • Dangerous drugs and county lines awareness session was offered to schools and governors with 30 people attending and very positive feedback.
Drug and Alcohol Misuse	<ul style="list-style-type: none"> • Increased awareness of drugs and alcohol issues within a wide range of organisations through county lines awareness raising. • Engagement with Devon strategic group to develop response from governments from Harm to Hope strategy. • Developed protocol for licensed premises to safely dispose of any drugs found.
Changes in	<ul style="list-style-type: none"> • Following conversations with schools

<p>Youth Culture / Youth Gang Activity</p>	<p>concerns were raised about vaping, information was gathered by the CSP from schools across the area and was presented to public health and wider partners resulting in national media attention and a change in commissioning of services.</p> <ul style="list-style-type: none"> • Engagement with the Adolescent Safety Framework which reviews contextual safeguarding risks in the individual, peer and school context. • Members of Devon Youth Crime Prevention Partnership. • Key partner in the Turning Corners project (South Hams and Teignbridge). • Let's Talk Program (more details below). • Regular meetings with safeguarding leads at secondary schools to discuss community safety issues. • Regular care homes with staff from children's care homes. • Continue to lobby around resources needed to address childrens poor mental health.
<p>ASB</p>	<ul style="list-style-type: none"> • Produced multi agency response to addressing neighbour disputes to manage demand and public expectations. • In partnership with Dartmoor National Park and the police we developed a working protocol for addressing ASB and the ability to issue community protection warning notices if education fails. • Reviewed recommendations from the Office of the Police Crime Commissioner in relation to community trigger review which now involve the complainant more actively.
<p>Overarching work</p>	<ul style="list-style-type: none"> • Training was delivered on 24th January by probation on opportunities to engage with the community payback scheme. • On Wednesday 23rd March 2022 the annual CSP Forum took place via Teams and was attended by 90 people representing 30 different organisations. • Engaged with the development of the Community Mental Health Framework. • Active members of the Safe Devon Partnership.

3.2 Let's Talk

- Developed the Let's Talk project which aims to provide awareness, tips and techniques for parents and carers of children cover a range of community safety issues.
- Developed a toolkit for parents which we delivered through three, hour long sessions over Teams.
- This project has so far been a resounding success with 2497 engagements to date and 99% of attendees saying they would recommend this course to others.
- For the first time the CSP has used paid advertising to promote the sessions and as can be seen from the maps below this project has seen significant interest from across the world.



- 86% of attendees felt better able to support their young people, with a further 12% they maybe.
- We have been overwhelmed by the feedback from parents and carers attending the training.

"The work you are doing is VITALLY important. I have been feeling so alone and isolated as a single parent. This has made me feel supported in just an hr and a half."

*"The session was amazing. It's been so hard throughout the pandemic to support my three teenagers as there's been so much uncertainty for them. There's so little for parents and the world our teenagers are growing up in now is very different to the world that we did. **These sessions are so needed to help us as parents**, so thank you."*

*"This has been the best online service I have ever been on...thank you. **worth every minute** of our time and yours."*

"Thank you for organising these insightful events. I thought I was already quite informed due to my job role, however, I learnt a lot from this event."

- The latest series of events have been funded jointly by all CSPs in Devon whilst being run by our CSP. Plymouth and Cornwall CSPs are delivering sessions through our CSP in February and March.
- Due to the success of the project we will be bringing partners together in March to see how we can further develop the initiative.

3.3 Additional achievements specific to South Hams

- The CSP has been engaged in Channel Panel multi-agency meetings around individuals where there is concern that they may be vulnerable to radicalisation.
- Claire and Becca have attended a number of meetings including Peer Group Conferences, Mapping Meetings and Neighbourhood conferences regarding the concerns around a group of young people and substance misuse and the risk of exploitation. The Neighbourhood meetings have proved to be successful in determining where the young people of concern are, and Space Youth Services have successfully engaged with a number of the individuals concerned and continue to do so on a weekly basis.
- Presentation given to parents at Ivybridge Community College on exploitation prevention.

3.4 Turning Corners Programme

Turning Corners is an Office of the Police Crime Commissioner funded project for 4 years from January 2021 to December 2024 and is delivered across South Hams and Teignbridge. The partnership involves the CSP, police, Devon County Council and Space youth services.

The programme is fully operational. Claire is now the project lead along with a full time Impact research Analyst and wider project delivery teams. There is also a Turning Corners Board that is chaired by Becca Hewitt. The programme consists of three projects

3.4.1 Outreach

Space youth service are delivering sessions at two locations weekly and have included both Kingsbridge and Dartmouth, engagement from these groups have been good and engagement at Dartmouth is coming to an end. Ivybridge has been identified as a future location for outreach delivery.

Across the project there have been 182 sessions delivered with 1045 contact with young people.

3.4.2 Moving up together

Supports targeted young people and their families from primary school to transition to secondary school. There are 25 feeder primary schools and three secondary schools that are engaged, the secondary schools are Kingsbridge, Coombeshead and Newton Abbot College in Newton Abbot. In phase one we received 32 referrals and in phase two we have received 71 received and are working with 64 young people.

3.4.3 Parent Support groups

Parent support groups have been established with parents identified by partner agencies or by parent self-referral. There have been 92 sessions delivered with attendance from 47 parents from across the area.

3.4.4 Evaluation

A Theory of Change, which clarifies the outcomes for the project has been developed to ensure all partners are clear on the outcomes hoped for by the project.

South West Academic Health Science Network are working as the evaluation partner to the project. The first annual review has been completed and an action plan has been created from the recommendations. There will be external evaluations at the end of each year with the full evaluation at the end of the 4 year programme.

3.5 Achievements in Anti-Social Behaviour – South Hams

This report covers the period 1st October 2021 to 30th September 2022

John Ward, the ASB Officer continues to chair a monthly ASB meeting, which is regularly attended by Police, Registered Social Landlords, South Hams District Council and Community Mental Health Team. At this meeting individuals causing anti-social behaviour are discussed, together with vulnerable adults. As a snapshot, the meeting in October 2021 discussed eight vulnerable adults and one individual causing ASB. In September 2022, six vulnerable adults were discussed and six individuals causing ASB. The purpose of discussing vulnerable adults is to ensure that the adult is accessing all available services and support. The reason for discussing the adults causing the ASB is to jointly develop interventions to address the behaviour.

Over the year period of this report 26 individuals were referred into the ASB escalation process. This is a 23% increase compared to the same period the previous year. Of these referrals 28 came from the Police, across the whole area. Three individuals made personal referrals, three came from partner agencies and two from within the Council. These referrals resulted in 13 ASB first stage letters being sent to adults. Two second stage youth ASB letters were sent concerning youth behaviour in Ivybridge. Two second stage ASB letters were sent. One of which concerned a young person who was also referred to the Youth Justice Service. Five Community Protection Warning letters were issued. Of the five Community Protection Warning letters sent, only one was escalated to a full Community Protection Notice (CPN). This concerned a male living in a caravan, further to the service of the CPN, together with joint working with Devon County Council the male moved away from the area. He had been offered help and support from drug and alcohol services, together with support from the Councils homeless workers. All help was refused. His details have now been passed onto Torbay Council whose area he has moved into.

There have been three Community Trigger activations. Two activations came from residents in Kingsbridge and revolved around neighbourhood issues. Both involved the Police and LiveWest Housing Association, both resulted in Community Trigger Review Meetings. Further recommendations were made and have been completed. The third Community Trigger activation involves a LiveWest tenant in Totnes and we worked with LiveWest, Police and SHDC. As result the review meeting was chaired by the ASB Officer from Torbay Council, both SHDC and Police are exploring possible legal action.

Two Anti-Social Behaviour Injunctions were obtained by LiveWest, both involved joint working with SHDC and the Police. The two injunctions relate to tenants in Totnes and Dartmouth, both revolved around neighbourhood issues.

The Neighbourhood Policing Team in Ivybridge are in the process of seeking a Criminal Behaviour Order (CBO) for a male who has been charged with public order offences. The CBO conditions cover the males behaviour towards local business's, use of the 999 system. At present the application is with the Crown Prosecution System. This follows joint working with SHDC.

4. Options available and consideration of risk

The CSP continues to be intelligence led and directed by the findings of the Devon Strategic Assessment. This document guides the CSP to understand the threat, risk and harm that our communities face. From a day-to-day basis engagement with partner agencies ensures that risk is dynamically managed.

5. Proposed Way Forward

Members consider the report and any issues be taken to the next CSP meeting which will be taking place on Wednesday 25th January 2023.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance		The Council is required by section 19 of the Police and Justice Act 2006 to have a committee with power to review or scrutinise decisions made, or other action taken, in connection with the discharge by those authorities responsible for crime and disorder strategies of their crime and disorder functions. The Committee undertakes that role.
Financial		2022/23 income to the CSP included a £12,000 grant of violence reduction funding from the Police Crime Commissioner. The staff costs of South Hams District Council contribution to Community Safety Partnership and Anti-Social Behaviour in 2022/23 was £25,011.
Risk		Members consider the report and any risks be taken to the next CSP meeting.
Supporting Corporate Strategy		Communities, Wellbeing and Homes
Climate Change – Carbon / Biodiversity Impact		No direct carbon/biodiversity impact arising from the recommendations
Comprehensive Impact Assessment Implications		
Equality and Diversity		The CSP addresses issues including hate crime and specific crimes relating to vulnerable members of the community such as exploitation.
Safeguarding		CSP staff engage in a number of safeguarding forums and promote effective safeguarding practice in their work. This links to internal Council

		safeguarding. The Community Safety Specialist also has a Safeguarding role at SHDC.
Community Safety, Crime and Disorder		The report details the many implications on Community Safety of South Hams District Council's engagement in the CSP.
Health, Safety and Wellbeing		The CSP works closely with public health and other partners on health and wellbeing issues including alcohol, licensing and mental health.
Other implications		

Report to: **Overview and Scrutiny Committee**

Date: **15th January 2023**

Title: **Better Lives for All – Climate Change Thematic Update**

Portfolio Area: **Cllr Tom Holway**
Climate Change and Biodiversity

Wards Affected: **All**

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

Date next steps can be taken: Immediately following this meeting.

Author: **Adam Williams** Role: **Climate Change Specialist**

Contact: **adam.williams@swdevon.gov.uk**

RECOMMENDATION:

That the Overview and Scrutiny Committee note the progress in delivery of the Better Lives for All Climate Change thematic delivery plan

1. Executive Summary

- 1.1 The Council adopted its Better Lives for All Strategy in September 2021.
- 1.2 We are now in year two of the thematic delivery plan and this report provides an update on progress.
- 1.3 This report forms an update on the Climate Change theme which also highlights performance against key indicators

2. Proposed way forward

2.1. It is recommended that the Overview and Scrutiny Committee consider progress as set out in Appendix A to this report.

3. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	This report includes an overview of performance during the period and therefore contributes to transparency in Council operations and delivery
Financial implications to include reference to value for money	Y	There are no financial implications as part of this report. The current three year delivery plan has a resourcing plan alongside it. We do not anticipate further financial requests as part our work around renewables on our land and infrastructure to support converting our fleet to EV, this will be worked up and provided in more detail at a later date.
Risk	Y	This report sets out the current strategic risk profile of the Council (Appendix A)
Supporting Corporate Strategy	Y	This report provides an update on progress against each Corporate Strategy theme.
Climate Change - Carbon / Biodiversity Impact	Y	This report provides an update on our Climate Change theme of our Corporate Strategy and therefore has direct correlation.
Comprehensive Impact Assessment Implications		
Equality and Diversity		None as a direct implication of this report
Safeguarding		None as a direct implication of this report
Community Safety, Crime and Disorder		None as a direct implication of this report
Health, Safety and Wellbeing		None as a direct implication of this report

Other implications		
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Supporting Information

Appendices:

Appendix A – Climate Change and Biodiversity Thematic Update

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Adapting and Mitigating Climate Change & Biodiversity

Thematic Progress Update
January 2023

Lead Member Introduction

In 2020, the Council declared a Climate and Biodiversity Emergency and I am pleased to see that we have quickly taken steps to implement a full action plan and are working with partners to deliver key actions.



Cllr Tom Holway
Lead Member for adapting and mitigating climate change and increasing biodiversity

Having adopted our new Better Lives for All strategy in September, this update reflects the progress of those actions that we have identified to support our response to the Climate and Biodiversity emergency over the next three years.

This is by all means not all that we are doing and I continue to provide regular updates to Executive and Overview & Scrutiny on progress against our detailed Climate and Biodiversity Action Plan.

There are a number of achievements during this period from the last update in January 2022

- ✓ **Successful consortium bid to the LGA for support in developing a plan for encouraging greater uptake of retrofitting measures. A trial design has been proceeding at pace with a trial in the field expected in early 2023**
- ✓ **£155,000 in grants issued through the Climate Engagement Fund and Climate Infrastructure Fund**
- ✓ **Received a review of our fleet following a commission to the Energy Saving Trust, this was done for free.**
- ✓ **Secured £228,000 through the Public Sector Low Carbon Skills Fund to produce a heat decarbonisation plan for our leisure centers with pre construction detail up to RIBA stage 4**
- ✓ **Obtained 4 new EV vehicles for our fleet**
- ✓ **Submitted a £75,000 bid under the Innovate UK Net Zero Pioneer Places programme, this will provide a proportion of revenue funding for SHDC, funding for Sustainable South Hams and some for City Science to work on a 3-month engagement and behaviour change study with the potential to lead to an £8m fund.**

Activities on Track	Activities slightly off track but plan in place	Activities at risk of not completing as agreed	Activities not yet due to start
2	2	1	0

Over the coming pages, we set out more in-depth updated for each action.

Cllr Tom Holway

Cllr Tom Holway

Executive Member for Climate and Biodiversity



AM1.1 – Converting our environmental management vehicles to electric	
<ul style="list-style-type: none"> - Scoping requirements and holding initial discussions with providers re feasibility - Upgrading of power to depot and Follaton House and install electric charging points 	
Key Highlights	
<p>The action consists of a number of different strands of work – logistics, HR, procurement- and will be delivered as a project. We have procured 4 new EV fleet vehicles since the last update. Whilst we were unable to fill a short-term role to carry out some of fleet planning work, we commissioned the help of the Energy Saving Trust to undertake a review of our fleet and various options available. There is also now sufficient capacity in the organisation to move this work along, we are now in the process of forecasting a vehicle replacement schedule along with costs forecasts. At the moment there is likely to be a budget pressure to change our fleet vehicles, and a risk that a full fleet transition to EV is unable to occur by 2024.</p> <p>Furthermore, there is costly grid reinforcement that needs to occur to charge the fleet. We currently have seconded our electrician to a new role to lead this work</p>	
Key Risks / Issues	
<p>The lack of existing EV charging infrastructure, limited range of some EVs and the large area covered by some roles/vehicles represents a challenge in terms of ensuring that service delivery remains efficient with an EV fleet.</p> <p>Likely budget pressures associated with switching fleet vehicles</p>	
Looking ahead to the next 6 months	
<ul style="list-style-type: none"> • Forecasting vehicle replacement schedule and understanding budget pressure in more details 	
Overall Rating	Amber – while some of the project is on track to deliver, such as the fleet plan, the grid upgrades, associated charging infrastructure and full fleet to EV is currently at risk of not occurring in full by 2024

Action AM1.2 – Carrying out feasibility studies for renewable energy on our land and buildings	
- Review existing and further commission a feasibility study to assess opportunities for renewable energy scheme across Council owned assets	
Key Highlights	
<p>We met with the South West Net Zero Hub (formerly SW Energy Hub) who were able to offer some free oversight on some previous feasibility to install solar on some of our car parks. Verbal advice was given through a workshop and due to the size and other physical constraints, most of our car parks are unsuitable for solar canopies, the cost of installation vs the return on energy is unlikely to stack up in a business case, only one site stood out for potential and this was Dartmouth Park and Ride. Advice was to stick to looking for opportunities for roof mounted solar on existing assets.</p> <p>As for PV on our leisure centres, the last update provided was that fusion have been sourcing alternative companies to provide solar panels on the roofs and it is hoped this this work would commence in April 2023. The latest update is that both companies have completed their site surveys and will be submitting their final proposals and costings to Fusion by January.</p>	



To compliment this, £228,000 has been secured through the Public Sector Low Carbon Skills Fund to produce a heat decarbonisation plan for our leisure centres with pre construction detail up to RIBA stage 4. This will provide the necessary detail to be able to install low carbon heating systems (Air Source Heat Pumps)

Key Risks / Issues

- Supply chain issues for ordering and delivery of the panels.
- Costs for heat decarbonisation of Leisure Centres

Looking ahead to the next 6 months

- Review options upon submission of final proposals and costings
- Continue to horizon scan for funding and collaboration opportunities and apply where possible

Overall Rating **Green – On Track**

Action AM 1.3 – Explore renewable energy opportunities across the District

Key Highlights

This action consists of actions to commission a study into renewables capacity in the district and use this to inform a review of the JLP

Key Risks / Issues

This has not yet commenced, as this will need to be done in alignment with the JLP review as part of a Plymouth, South Hams and West Devon review of opportunities, the JLP review has not commenced yet. Furthermore, the newly published Devon Carbon Plan commits the Devon Climate Emergency Partnership to developing a Devon Energy Plan, the preparation of the Energy Plan will involve a county-wide review of the potential renewable energy resource available for a variety of renewable electricity and heat technologies at different scales, including onshore wind

Looking ahead to the next 6 months

Continue discussions within the Devon Climate Emergency Partnership, producing an energy plan for the County remains a priority action within the Devon Carbon Plan

Overall Rating **Red - merely because under taking this work out of alignment with partners will risk duplication of effort and resources.**

Action AM1.4 – Deliver funding for community projects

- **Launch Crowdfund for Climate Projects**
- **Member Locality Fund promoted to residents**

Key Highlights

We have launched our Climate Change and Biodiversity Action Fund on Crowdfunder in 2021 , however after DCC pulling out of the platform (who subsidised our platform fees) it was agreed that the Crowdfunder will be closed down and to use the £200k set aside for this to offer direct grants for specific purposes. Only one project was funded through Crowdfunder, the Totnes Climate Hub (£4,800).

Two grant scheme were set up and promoted this year, the Climate Engagement Fund and the Climate Infrastructure Fund, these funds delivered £155,285 worth of grants, which include match funding, has unlocked £399,157 worth of Climate and Nature projects in South Hams. Climate Engagement Fund projects are due to report back with outcomes in April 2023 and Climate Infrastructure Fund projects are due to report back with outcomes by October 2023.

Key Risks / Issues

Ongoing project monitoring and receiving reports in time



Looking ahead to the next 6 months	
<ul style="list-style-type: none"> Consider what do with the remaining budget left from the £200k set aside, taking away the Climate Hub (£4800) Climate Engagement Fund (£55,285) and Climate Infrastructure Fund (£100,000), £39,915 remains. 	
Overall Rating	Green – on track.

Action AM1.5 Adopting an electric vehicle (EV) Strategy - 9 more EV installations in Public Car Parks	
Key Highlights	
<p>During this period EV charging points have come online at Mayors Avenue in Dartmouth and Creek car park in Salcombe. Pavillions car park has also had Civil and DNO works completed as is due to be commissioned in December 2022. The other 6 sites are at various stages; however, all need to be completed by March 2023 deadline. The 4 Deletti 2/ORCS sites are in the initial stages of the project but will be completed in 2023/24.</p> <p>An O&S EV strategy task and finish group meeting was set up in October 2022, development of the EV Strategy is proceeding at pace, a draft of which is envisaged to come before O&S committee in January 2023</p>	
Key Risks / Issues	
<ul style="list-style-type: none"> Delays with WPD for cabling works Delay in installation of charging equipment Due to the pre-election period and need for a consultation following Executive having sight of the EV Strategy following January O&S an EV Strategy will not be able to be adopted by Full Council before March 2023. However, work is programmed and completion of this is expected to be in the early part of the 23/24 financial year 	
Looking ahead to the next 6 months	
<p>Western Power Distribution (WPD) works to be scheduled Further 4 leases to be signed ready for installation (DELETTI 2/ORCS) EV Strategy considered by O&S in January, followed by Executive and then a public consultation</p>	
Overall Rating	Amber – public EV charging installations on track with the EV strategy off-track with plans in place

Action AM1.6 – A 10% increase in biodiversity on Council Land -Commence review of Ground Maintenance specification with Lead Member and consult residents on proposals	
Key Highlights	
<p>In early 2022, following a positive public consultation on the principle of managing Council owned land to increase biodiversity and wildlife value across the District, and consultation with Town and Parish Councils, Members agreed to more biodiversity management of parts of our greenspaces where supported locally. Budget was approved to facilitate the approach.</p> <p>Tree planting has been undertaken at numerous sites in 2022, however changes to the Grounds Maintenance approach itself was not undertaken, namely due to staff changes within the Grounds Maintenance team, and pausing the purchase of equipment to enable a review with incoming staff (not least to ensure the approach was both sensible and supported by those that will be undertaking the works).</p>	



Key Risks / Issues	
	<ul style="list-style-type: none"> Managing public expectations, and using communications to avoid the perception, that Council land is being neglected. Allowing for a period of adjustment for the Grounds Maintenance operatives and managers to become accustomed with delivering the new site maintenance and habitat creation schedule, whilst learning and refining our approach based on experience. Phasing – it is likely that we will incrementally increase the amount of land included in cut and collect regime/biodiversity regime as operatives and managers become more familiar with the approach, and learn what works well and where.
Looking ahead to the next 6 months	
	<ul style="list-style-type: none"> A range of equipment has been trialled during autumn 2022, with cut and collect equipment to be order in December 2022 ready for use in spring 2023. Further tree planting is underway in winter 2022/23. Some modest wildflower meadows will be sown in 2022, which will act as trials for the approach.
Overall Rating	Green – on track

This update will be considered at South Hams District Council Overview and Scrutiny Meeting on 15th January 2023 at 9am. Watch live on  YouTube <https://www.youtube.com/user/southhamsCouncil>



Report to: **Overview and Scrutiny Committee**

Date: **12th January 2023**

Title: **Six-month Operational Performance Review**

Portfolio Area: **Councillor Nicky Hopwood**
Executive Lead for Council Services

Wards Affected: **All**

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

Date next steps can be taken:

Author: **Drew Powell** Role: **Director of Strategy and Governance**

Contact: Drew.Powell@swdevon.gov.uk

Recommendations:

That the Committee notes:

- 1. the new suite of Key Performance Indicators (KPIs), present performance and proposals for improvement where detailed, and**
- 2. that further KPIs, presently under development, will be provided at the next six monthly update.**

Executive summary

- 1.1 In the past, Overview and Scrutiny Committee have considered the performance of the Councils key services against an agreed suite of Key Performance Indicators (KPIs) on a six-monthly basis.
- 1.2 Performance monitoring and corporate key performance indicators now form part of the corporate strategy – ‘Better Lives for All’ - reporting cycle which includes updates to the Executive on a quarterly basis.
- 1.3 As part of continuing enhancements to our performance management framework, we have increased the number KPIs that we will bring to this Committee.

- 1.4 The new suite of KPIs covers a broad range of our services. We propose to add to the suite as we develop additional, new performance measures for services such as Human Resources, Salcombe Harbour and Environmental Health.
- 1.5 The operational performance report (Appendix A) forms a key part of our performance management approach which also includes regular performance updates to both the Senior Leadership Team (SLT) and Executive Lead Members.

2. Background

- 2.1 Performance data was last reported to this Committee on 3rd November 2022 and included performance information for the 2021/22 Financial Year.
- 2.2 At the same meeting, we set out a proposed new approach to performance reporting, giving Members greater access to operational performance information, clearer narratives and performance history for each measure (where available).
- 2.3 The Executive, working with lead officers, have taken a number of steps to enhance performance reporting since adoption of 'Better Lives for All'. This has included the formation of an Integrated Performance Management report providing a quarterly comprehensive update on organisational performance and risk, refreshing our approach to risk management reporting to the Audit and Governance Committee and now, increasing the range of operational performance measures considered by Overview and Scrutiny.
- 2.4 Furthermore, SLT have ensured that each service has a clear service plan with regular, scheduled updates to SLT meetings setting out performance and risk for each service area.
- 2.5 It is proposed that the performance measures included within Appendix A now form the basis for six monthly reports to Overview and Scrutiny, providing a rounded view of Council performance.
- 2.6 Members will note that these KPIs generally cover Q1 and Q2 of 2022/23. Whilst Q3 finished on 31 December it was not possible on this occasion to update the data in time for publication of this report. It is proposed that future reports will be brought to the committee shortly after the end of a quarter to ensure that members are reviewing up to date data wherever possible.

3. Proposed Way Forward

- 3.1 Appendix A to this report sets out the performance of key service areas / council functions for the first six months, Q1 and Q2, of

2022/23. It also includes an explanation of trends and, where performance is off target, a summary of the mitigating actions.

3.2 Further KPIs will be developed over time.

3.3 It is recommended that Overview and Scrutiny consider the performance as set out in Appendix A and endorse the new approach to performance reporting to the committee.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The overview and Scrutiny Committee is responsible for both an overview of performance and scrutinising how the Council is performing as an organisation. This is a key function of effective organisational governance.
Financial implications to include reference to value for money	Y	There are no direct financial implications as part of this report however demonstrating Council performance sets out a clear demonstration of value for money of our services.
Risk	Y	The provision of performance data and an overall effective performance management framework reduces the risk of Council services not being delivered effectively.
Supporting Corporate Strategy	Y	A key part of our Better Lives for All Strategy is ensuring effective and responsive services to our customers. Reporting on operational performance, and being scrutinised by this committee provides an overview of how we're doing against this commitment.
Consultation & Engagement 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 – Six-month Performance report



South Hams
District Council

Key Service Performance

Six monthly update: April – Sept 2022
Overview and Scrutiny

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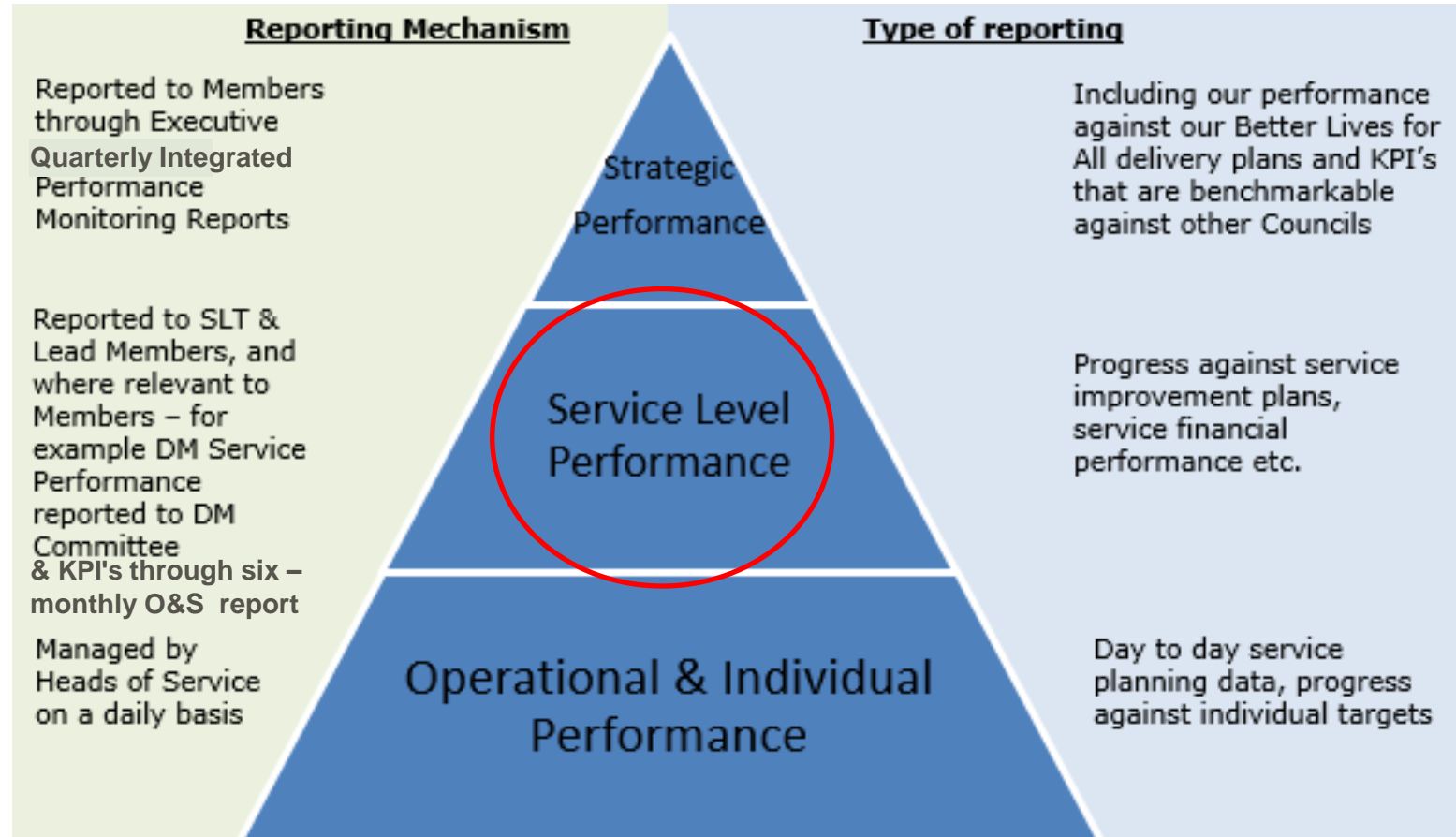
Better lives for all

Introduction

The Council reports on performance in a number of ways as set out in our performance management framework. This report updates members on performance at the second tier – Service Level Performance.

Page 36
This performance is also considered by the Senior Leadership Team on a regular basis as part of ongoing service performance review discussions.

Over the coming pages, we set out an overview of key service performance with further KPI's under development.



Performance on a Page

:-) = On or exceeding target
 :-| = Off target but less than 5%
 :-(= Off target greater than 5%

Measure	On Target?
% of FOI requests handled within timescales	☹️
Ombudsman Cases Received and Upheld	😊
% of major applications determined within 13 weeks, or with an agreed EOT	😊
% of non major applications determined within 8 weeks or with an agreed EOT	😊
Enforcement cases open at end of quarter	☹️
Average temporary accommodation use per month	N/A

Measure	On Target?
%age of cases where homelessness was prevented	😊
Housing Delivery Target	😊
Private Sector Housing – energy efficiency grants	😊
Employment Estate Occupancy Rates	😊
DFG spend/interventions	😊
Temporary Events Notices issued in timescale	😊
Average number of days to process new housing benefit claims	😊

Measure	On Target?
Average number of days to process change in circumstances to housing benefit claims	😊
Council tax collection	😊
In-year collection rate for non-domestic rates	😊
Number of missed bins per 100k	☹️
Household recycling rates	☹️
Contact centre calls answered in 5 mins	😊
Revs & Bens calls answered in 8 mins	☹️

Measure	On Target?
Total calls	😊
Online Uptake	😊

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% of FOI requests handled within timescales

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National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	Q1 & Q2		
90% as set by the ICO	Higher than target	90%	70.83%	361 received, 253 responded to on time, 108 responded to late	
Explanation of performance this period	<p>It is important that the Council is seen to be open and transparent. Providing timely responses to FOI requests contributes to this.</p> <p>We are currently below target, but have shown slight improvement in comparison to 2021/22. Heads of Service are being updated each month on their services performance, so that adequate resource can be given to responding.</p> <p>A network of Information Governance Champions has been formed, which will meet quarterly. This is so that any issues regarding FOI can be raised centrally and assistance can be given to the officers who respond to requests.</p>				

Ombudsman Cases Investigated and Upheld

National Benchmark (and source)	Good Looks Like	2021/22		How its calculated	Performance History (Complaints received vs complaints upheld)																								
		Target	This period																										
<51% is the Ombudsman comparator for similar Councils	Lower than target	<51%	40%	This is an annual measure and is a simple percentage of complaints received by the Ombudsman being upheld	<table border="1"> <caption>Ombudsman Complaints per year</caption> <thead> <tr> <th>Year</th> <th>Complaints upheld</th> <th>Complaints received</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>2</td> <td>15</td> </tr> <tr> <td>2016/17</td> <td>5</td> <td>22</td> </tr> <tr> <td>2017/18</td> <td>3</td> <td>16</td> </tr> <tr> <td>2018/19</td> <td>4</td> <td>17</td> </tr> <tr> <td>2019/20</td> <td>2</td> <td>17</td> </tr> <tr> <td>2020/21</td> <td>5</td> <td>18</td> </tr> <tr> <td>2021/22</td> <td>2</td> <td>27</td> </tr> </tbody> </table>	Year	Complaints upheld	Complaints received	2015/16	2	15	2016/17	5	22	2017/18	3	16	2018/19	4	17	2019/20	2	17	2020/21	5	18	2021/22	2	27
Year	Complaints upheld	Complaints received																											
2015/16	2	15																											
2016/17	5	22																											
2017/18	3	16																											
2018/19	4	17																											
2019/20	2	17																											
2020/21	5	18																											
2021/22	2	27																											
Explanation of performance this period	The performance reported is for the 2021/22 year as the Ombudsman report on an annual basis. In total during the period 21/22, 5 investigations were carried out by the Ombudsman of which 2 decisions were upheld. Of the 2 complaints marked as upheld; a. One (Waste) resulted in an award and recommendations for dealing with waste complaints that were complied with. b. One (Planning Enforcement) was caused by failure to take action to secure compliance with an enforcement notice																												

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% of major applications determined within 13 weeks, or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																					
		Target	Q1 & Q2																							
This is a National Target (60%)	Above Target	70%	82%	22 Major applications have been determined with 18 either within 13 weeks or with an agreed extension of time	<div data-bbox="1302 496 2456 1086"> <p>SH-P1 Major apps on target</p> <table border="1"> <caption>SH-P1 Major apps on target - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarterly Values (%)</th> <th>Quarterly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100</td> <td>60</td> </tr> <tr> <td>Q2 2021/22</td> <td>80</td> <td>60</td> </tr> <tr> <td>Q3 2021/22</td> <td>90</td> <td>60</td> </tr> <tr> <td>Q4 2021/22</td> <td>85</td> <td>60</td> </tr> <tr> <td>Q1 2022/23</td> <td>100</td> <td>60</td> </tr> <tr> <td>Q2 2022/23</td> <td>70</td> <td>60</td> </tr> </tbody> </table> </div>	Quarter	Quarterly Values (%)	Quarterly Target (%)	Q1 2021/22	100	60	Q2 2021/22	80	60	Q3 2021/22	90	60	Q4 2021/22	85	60	Q1 2022/23	100	60	Q2 2022/23	70	60
Quarter	Quarterly Values (%)	Quarterly Target (%)																								
Q1 2021/22	100	60																								
Q2 2021/22	80	60																								
Q3 2021/22	90	60																								
Q4 2021/22	85	60																								
Q1 2022/23	100	60																								
Q2 2022/23	70	60																								
Explanation of performance this period	This is good performance in determining major applications above the national target (60% as indicated by the black line on the graph). The performance needs to be monitored with a view to reducing the number of extensions of time. The adoption of the planning charter will help in this regard.																									

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% of non major applications determined within 8 weeks or with an agreed EOT

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	Q1 & Q2		
This is a National Target (70%)	N/A	80%	89%	637 minor applications determined within the period with 565 within 8 weeks or with an agreed extension of time	<p>SH-P2 Non-Major apps on target</p> <p>100% 50% 0%</p> <p>Q1 2021/22 Q2 2021/22 Q3 2021/22 Q4 2021/22 Q1 2022/23 Q2 2022/23</p> <p>● Quarterly Values ● Quarterly Target</p>
Explanation of performance this period	The performance is good and significantly above national target. The performance needs to be monitored with a view to reduce the number of extensions of time. The adoption of the planning charter will help in this regard.				

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Enforcement cases open at end of quarter

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																
		Target	Q2																		
N/A	Lower than the target	400	497	The total number of open Enforcement Cases on 30th September 2022.	<div data-bbox="1523 486 2328 1125" data-label="Figure"> <table border="1"> <caption>SH-E5 Enforcement Cases Outstanding</caption> <thead> <tr> <th>Quarter</th> <th>Enforcement Cases Outstanding</th> </tr> </thead> <tbody> <tr> <td>Q4 2020/21</td> <td>390</td> </tr> <tr> <td>Q1 2021/22</td> <td>390</td> </tr> <tr> <td>Q2 2021/22</td> <td>390</td> </tr> <tr> <td>Q3 2021/22</td> <td>370</td> </tr> <tr> <td>Q4 2021/22</td> <td>390</td> </tr> <tr> <td>Q1 2022/23</td> <td>420</td> </tr> <tr> <td>Q2 2022/23</td> <td>490</td> </tr> </tbody> </table> </div>	Quarter	Enforcement Cases Outstanding	Q4 2020/21	390	Q1 2021/22	390	Q2 2021/22	390	Q3 2021/22	370	Q4 2021/22	390	Q1 2022/23	420	Q2 2022/23	490
Quarter	Enforcement Cases Outstanding																				
Q4 2020/21	390																				
Q1 2021/22	390																				
Q2 2021/22	390																				
Q3 2021/22	370																				
Q4 2021/22	390																				
Q1 2022/23	420																				
Q2 2022/23	490																				
Explanation of performance this period	<p>Performance has gone down slightly which reflects the development of the new team and increase in cases received.</p> <p>The target of 400 is based on what is considered a realistic total based on demand over time.</p>																				

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Average temporary accommodation use per month

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
N/A	Reducing trend	For trend purposes only	14.14	Average number of households in temporary accommodation at any one time over the period.	<p>ICT&CS 6 Level of temporary accommodation use (Avg over the month)</p> <table border="1"> <caption>ICT&CS 6 Level of temporary accommodation use (Avg over the month)</caption> <thead> <tr> <th>Month</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr><td>April</td><td>14</td><td>12.5</td></tr> <tr><td>May</td><td>11.5</td><td>15</td></tr> <tr><td>June</td><td>10.5</td><td>13</td></tr> <tr><td>July</td><td>12.5</td><td>12.5</td></tr> <tr><td>August</td><td>18</td><td>11.5</td></tr> <tr><td>September</td><td>12.5</td><td>21</td></tr> <tr><td>October</td><td>18</td><td>18</td></tr> <tr><td>November</td><td>17.5</td><td>17.5</td></tr> <tr><td>December</td><td>17.5</td><td>17.5</td></tr> <tr><td>January</td><td>17</td><td>17</td></tr> <tr><td>February</td><td>14</td><td>14</td></tr> <tr><td>March</td><td>12.5</td><td>12.5</td></tr> </tbody> </table>	Month	2021/22	2022/23	April	14	12.5	May	11.5	15	June	10.5	13	July	12.5	12.5	August	18	11.5	September	12.5	21	October	18	18	November	17.5	17.5	December	17.5	17.5	January	17	17	February	14	14	March	12.5	12.5
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Explanation of performance this period	<p>Numbers in temporary accommodation have remained reasonably static, however the length of time in temp is increasing due to the time it is taking to source housing. This is resulting in a corresponding increase in costs.</p> <p>Numbers in temp are responsive to need and there is no target or benchmarking to ensure officers are not tempted to gate keep or make unreasonable decisions.</p>																																											

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%age of cases where homelessness was prevented

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																								
		Target	Q1 & Q2																										
2021-22 Average positive outcomes for the South West is 42.5% (as indicated by the black line on the graph)	Higher than target	60%	59%	Of the total number of households assessed as eligible for a prevention or relief of homelessness service from us – the % of these that are made and accepted.	<p>South Hams Prevention of Homelessness Success</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Successful (%)</th> <th>Unsuccessful (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="4">2021/22</td> <td>Q1</td> <td>88%</td> <td>12%</td> </tr> <tr> <td>Q2</td> <td>67%</td> <td>33%</td> </tr> <tr> <td>Q3</td> <td>61%</td> <td>39%</td> </tr> <tr> <td>Q4</td> <td>54%</td> <td>46%</td> </tr> <tr> <td rowspan="2">2022/23</td> <td>Q1</td> <td>61%</td> <td>39%</td> </tr> <tr> <td>Q2</td> <td>56%</td> <td>44%</td> </tr> </tbody> </table>	Year	Quarter	Successful (%)	Unsuccessful (%)	2021/22	Q1	88%	12%	Q2	67%	33%	Q3	61%	39%	Q4	54%	46%	2022/23	Q1	61%	39%	Q2	56%	44%
Year	Quarter	Successful (%)	Unsuccessful (%)																										
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	Q3	61%	39%																										
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2022/23	Q1	61%	39%																										
	Q2	56%	44%																										
Explanation of performance this period	Homelessness was prevented for 176 households in Q1 & Q2. We are achieving above South West averages for positive outcomes on our cases, however the time it is taking to source accommodation is resulting in us needing to keep cases open for much longer. The reliance on social housing is far higher than in previous years as the rise in private rental costs is making the private sector very difficult to access and this is impacting on outcomes across the region.																												

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Housing Delivery Target

National Benchmark (and source)	Good Looks Like	2021/22		How its calculated	Performance History
		Target	Annual		
N/A	Above target	385 net additional dwellings per annum (TTV)	650	The annual housing survey counts all new dwellings and demolitions to get a net figure	
Explanation of performance this period	<p>Since 2014 there have been 4,469 net additional dwellings delivered in the Thriving Towns and Villages Policy Area (TTV). In 2021/22 there were 650 net additional dwellings delivered. At the 2022 monitoring point the TTVPA is in a surplus position of 1,389 dwellings against the annualised monitoring target of 385dpa.</p> <p>The 2022 Housing Position Statement setting out the five year housing land supply assessment for the period 1 April 2022 to 31 March 2027 was published on the 19 December 2022.</p>				

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Private Sector Housing – energy efficiency grants completed

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	This Period		
N/A	Delivery of National Government grant schemes to the maximum benefit of our residents	100%	96.7%	Number of installations against target.	N/A
Explanation of performance this period	<p>The Green Homes Grant has been delivered throughout 2022 with installations being completed in Sept 2022. 87 Installations were completed at a capital cost of £861,143.77</p> <p>The target was 90 homes with an available budget of £900,0000.</p>				

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Employment Estate Occupancy Rates

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	This Period		
N/A	Higher than target	90%	98.1%	Number of Occupied Commercial Assets Against Total Number	<p>South Hams Occupancy</p> <p>Percentage</p> <p>Month</p> <p>— Occupancy % — Target %</p>
Explanation of performance this period	<p>Estates Occupancy has seen a consistent upward trend over the last 12-18 months. This can be attributed to factors including further prioritisation of the revenue generating asset portfolio supported by targeted resource management, increased utilisation of work-flow (Concerto primarily) systems to support timely action of lease events eg. rent reviews & renewals plus working with Property Services to ensure a well-managed, attractive offer of business units.</p>				

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Temporary Events Notices issued in timescale

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	This Period		
Statutory requirement	On target	100%	99%	Percentage of applications issued compared to number received	N/A
Explanation of performance this period	Temporary Events Notice (TENS) have a statutory requirement to be issued in one working day from the receipt of the application. These are prioritised against all other licence applications due to the statutory requirement for TENS and that if the Council does not process them correctly the event will receive tacit consent.				

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Average number of days to process new housing benefit claims

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History
		Target	Q1 & Q2		
<p>National performance figures are published quarterly. Whilst there isn't an equivalent target, during Q1 the average national performance was 12 days.</p>	Below target	17 days	15 days	It is the average time taken to process a new housing benefit claim. This is calculated as the average (mean) processing time in calendar days, rounded to the nearest day.	
Explanation of performance this period	<p>The team is performing above target during the first two quarters of the year. This is set at 17 days for each quarter on the year. In Q1, the average time taken to assess as new claim was 12 days. This has slipped to 15 days in Q2.</p> <p>Focusing on assessing new claims for housing benefit means we provide timely support to some of the most vulnerable residents in the District.</p> <p>Year-end data are calculated using a quarterly average over each annual period.</p>				

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Average number of days to process change in circumstances to housing benefit claims

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																					
		Target	This Period																							
<p>National performance figures are published quarterly. The average number of days taken to process a change in circumstances of an existing housing benefit claim during Q1 was 8 calendar days.</p>	Below target	6 days	4 days	<p>It is how long it takes to process as change of circumstances to an existing housing benefit claim.</p> <p>It is the average time taken, calculated as the average (mean) processing time in calendar days, rounded to the nearest day.</p>	<p>BV78b Processing Speed (Change of circumstances) avg days</p> <table border="1"> <caption>BV78b Processing Speed (Change of circumstances) avg days</caption> <thead> <tr> <th>Quarter</th> <th>Quarterly Values (avg days)</th> <th>Quarterly Target (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>3.8</td> <td>6.0</td> </tr> <tr> <td>Q2 2021/22</td> <td>4.8</td> <td>6.0</td> </tr> <tr> <td>Q3 2021/22</td> <td>5.5</td> <td>6.0</td> </tr> <tr> <td>Q4 2021/22</td> <td>2.5</td> <td>6.0</td> </tr> <tr> <td>Q1 2022/23</td> <td>4.2</td> <td>6.0</td> </tr> <tr> <td>Q2 2022/23</td> <td>3.8</td> <td>6.0</td> </tr> </tbody> </table>	Quarter	Quarterly Values (avg days)	Quarterly Target (days)	Q1 2021/22	3.8	6.0	Q2 2021/22	4.8	6.0	Q3 2021/22	5.5	6.0	Q4 2021/22	2.5	6.0	Q1 2022/23	4.2	6.0	Q2 2022/23	3.8	6.0
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Q2 2022/23	3.8	6.0																								
Explanation of performance this period	<p>The team is performing above target during the first two quarters of the year. This is set at 6 days for each quarter. In Q1, change in circumstances took on average 5 days to assess, with this reducing to 4 days in Q2.</p> <p>Focusing on assessing change in circumstances means we provide timely support to some of the most vulnerable residents in the District.</p>																									

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Council Tax Collection

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.	On target	50%	56.2%	The in-year collection rate is the amount of council tax due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's council tax. i.e it is how much council tax is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<p style="text-align: center;">Collection of Council Tax</p> <table border="1"> <caption>Estimated Council Tax Collection Data</caption> <thead> <tr> <th>Month</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>10</td><td>10</td></tr> <tr><td>May</td><td>20</td><td>20</td></tr> <tr><td>Jun</td><td>30</td><td>30</td></tr> <tr><td>Jul</td><td>40</td><td>40</td></tr> <tr><td>Aug</td><td>50</td><td>50</td></tr> <tr><td>Sept</td><td>60</td><td>60</td></tr> <tr><td>Oct</td><td>70</td><td>70</td></tr> <tr><td>Nov</td><td>80</td><td>80</td></tr> <tr><td>Dec</td><td>90</td><td>90</td></tr> <tr><td>Jan</td><td>95</td><td>95</td></tr> <tr><td>Feb</td><td>98</td><td>98</td></tr> <tr><td>March</td><td>100</td><td>100</td></tr> </tbody> </table>	Month	2021/22	2022/23	Apr	10	10	May	20	20	Jun	30	30	Jul	40	40	Aug	50	50	Sept	60	60	Oct	70	70	Nov	80	80	Dec	90	90	Jan	95	95	Feb	98	98	March	100	100
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Explanation of performance this period	In 2021/22, top quartile performance ranged from 97.8% to 99.5%. Our collection rate for 2021/22 was 98.3%. This was 2.44% higher than the national average of 95.9%.																																											

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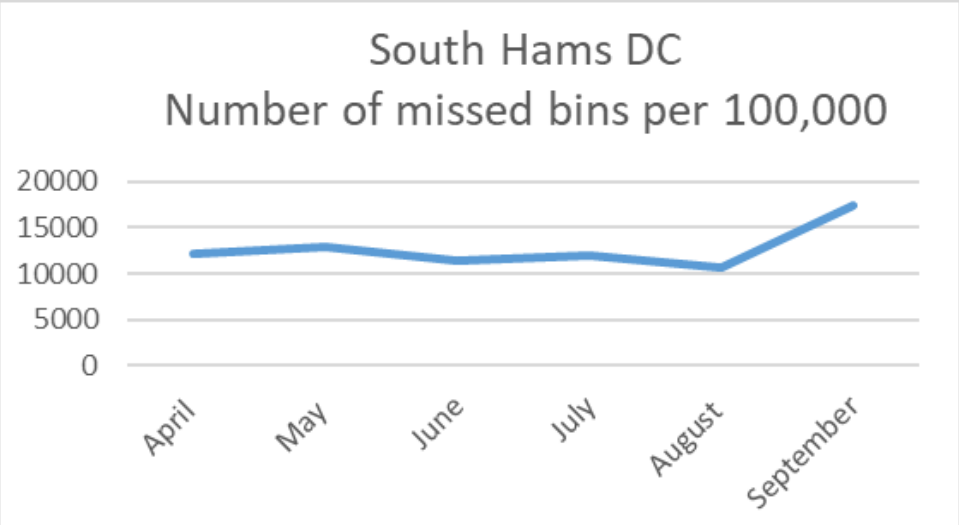
In-year collection rate for non-domestic rates

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
DLUHC require a Quarterly Return of Council Taxes and Non-Domestic Rates (QRC4) to be submitted annually which is published as a statistical release. Returns are also submitted in Q1-3, but the content is not published.	On target	50%	60.41%	The in-year collection rate is the amount of non-domestic rates due for the financial year that is received by 31 March shown as a percentage of the net collectable debit in respect of that year's non-domestic rates.i.e it is how much non-domestic rates is collected as a percentage of the amount we would have collected if everyone liable had paid what they were supposed to.	<p>Collection of Non-Domestic Rates</p> <table border="1"> <caption>Approximate data from the line chart</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>10</td><td>12</td></tr> <tr><td>May</td><td>25</td><td>28</td></tr> <tr><td>Jun</td><td>35</td><td>38</td></tr> <tr><td>Jul</td><td>45</td><td>48</td></tr> <tr><td>Aug</td><td>50</td><td>55</td></tr> <tr><td>Sept</td><td>55</td><td>60</td></tr> <tr><td>Oct</td><td>65</td><td>65</td></tr> <tr><td>Nov</td><td>75</td><td>75</td></tr> <tr><td>Dec</td><td>85</td><td>85</td></tr> <tr><td>Jan</td><td>90</td><td>90</td></tr> <tr><td>Feb</td><td>95</td><td>95</td></tr> <tr><td>March</td><td>95</td><td>95</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	Apr	10	12	May	25	28	Jun	35	38	Jul	45	48	Aug	50	55	Sept	55	60	Oct	65	65	Nov	75	75	Dec	85	85	Jan	90	90	Feb	95	95	March	95	95
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Explanation of performance this period	In 2021/22, top quartile performance ranged from 98.1% to 99.8%. Our collection rate for 2021/22 was 98.1%. This was 2.63% higher than the national average of 95.5% for 2021/22.																																											

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Number of missed bins per 100k

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History														
		Target	Q1 and Q2																
80 per 100,000	Below target	80	12713	Number of missed bins per 100,000 properties	<p style="text-align: center;">South Hams DC Number of missed bins per 100,000</p>  <table border="1"> <caption>South Hams DC - Number of missed bins per 100,000</caption> <thead> <tr> <th>Month</th> <th>Number of missed bins per 100,000</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>12,000</td> </tr> <tr> <td>May</td> <td>13,000</td> </tr> <tr> <td>June</td> <td>11,000</td> </tr> <tr> <td>July</td> <td>12,000</td> </tr> <tr> <td>August</td> <td>10,000</td> </tr> <tr> <td>September</td> <td>17,000</td> </tr> </tbody> </table>	Month	Number of missed bins per 100,000	April	12,000	May	13,000	June	11,000	July	12,000	August	10,000	September	17,000
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Explanation of performance this period	This figure includes the missed collection reports from the public as well as the incomplete rounds. This was also high due to the number of organic rounds we were unable to mobilise from March.																		

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Household Recycling rates

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																											
		Target	Q1 & Q2																													
Legal requirement for all Local Authorities	Above target	57%	46.5%	Data supplied by SH to DCC for verification against disposal points.	<p>South Hams - Recycling rate</p> <table border="1"> <caption>South Hams - Recycling Rate Data</caption> <thead> <tr> <th>Month</th> <th>Household (Recycling Rate)</th> <th>LACW (Recycling Rate)</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>49%</td> <td>47%</td> </tr> <tr> <td>May</td> <td>50%</td> <td>48%</td> </tr> <tr> <td>June</td> <td>51%</td> <td>48%</td> </tr> <tr> <td>Qtr 1</td> <td>50%</td> <td>48%</td> </tr> <tr> <td>July</td> <td>48%</td> <td>45%</td> </tr> <tr> <td>Aug</td> <td>47%</td> <td>44%</td> </tr> <tr> <td>Sept</td> <td>45%</td> <td>42%</td> </tr> <tr> <td>Qtr 2</td> <td>46%</td> <td>44%</td> </tr> </tbody> </table>	Month	Household (Recycling Rate)	LACW (Recycling Rate)	April	49%	47%	May	50%	48%	June	51%	48%	Qtr 1	50%	48%	July	48%	45%	Aug	47%	44%	Sept	45%	42%	Qtr 2	46%	44%
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Explanation of performance this period	<p>This has fluctuated due to the difficulties in mobilising the garden waste collection rounds, higher rates achieved when most mobilised and garden bins collected. For 14,500 properties that are receiving comingled recycling collections their food waste is going into their refuse bin so is capping the overall recycling rate for SHDC.</p> <p>Once all properties are on the Devon Aligned service this will increase the recycling rates on our kerbside collections.</p>																															

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Contact centre calls answered in 5 mins

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
N/A	60-80%	80%	85.3%	Total calls (Non Rev & Bens) with wait time over 5 mins divided by total calls	<p>CST3a % calls answered within 5 mins (Contact Centre)</p> <table border="1"> <caption>Estimated data from CST3a chart</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>68</td><td>88</td></tr> <tr><td>May</td><td>67</td><td>78</td></tr> <tr><td>June</td><td>71</td><td>83</td></tr> <tr><td>July</td><td>81</td><td>89</td></tr> <tr><td>August</td><td>76</td><td>90</td></tr> <tr><td>September</td><td>76</td><td>92</td></tr> <tr><td>October</td><td>83</td><td></td></tr> <tr><td>November</td><td>88</td><td></td></tr> <tr><td>December</td><td>93</td><td></td></tr> <tr><td>January</td><td>92</td><td></td></tr> <tr><td>February</td><td>95</td><td></td></tr> <tr><td>March</td><td>87</td><td></td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	April	68	88	May	67	78	June	71	83	July	81	89	August	76	90	September	76	92	October	83		November	88		December	93		January	92		February	95		March	87	
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Explanation of performance this period	<p>Since the summer, a number of structural changes have been put in place to address some of the longer wait times. Continued work to reduce calls and reduce call length should embed this level of performance. Understandable and achievable objectives are being put in place to continue the improvement and further changes to increase productivity and downtime performance will improve workload in other parts of the council. New software and tools are being implemented currently and will start to show in the performance figures from late Q4 onwards.</p>																																											

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Revs & Bens calls answered in 8 mins

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
N/A	Above target	80%	55%	RevBens calls answered in less than 8 mins/Total RevBens calls.	<div data-bbox="1401 542 2420 1071"> <p>CST3c % calls answered within 8 mins (RevBens)</p> <table border="1"> <caption>CST3c % calls answered within 8 mins (RevBens)</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>48</td><td>48</td></tr> <tr><td>May</td><td>51</td><td>51</td></tr> <tr><td>June</td><td>45</td><td>45</td></tr> <tr><td>July</td><td>49</td><td>49</td></tr> <tr><td>August</td><td>68</td><td>68</td></tr> <tr><td>September</td><td>47</td><td>66</td></tr> <tr><td>October</td><td>47</td><td>47</td></tr> <tr><td>November</td><td>47</td><td>47</td></tr> <tr><td>December</td><td>66</td><td>47</td></tr> <tr><td>January</td><td>53</td><td>47</td></tr> <tr><td>February</td><td>58</td><td>47</td></tr> <tr><td>March</td><td>49</td><td>47</td></tr> </tbody> </table> </div>	Month	2021/22 (%)	2022/23 (%)	April	48	48	May	51	51	June	45	45	July	49	49	August	68	68	September	47	66	October	47	47	November	47	47	December	66	47	January	53	47	February	58	47	March	49	47
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February	58	47																																										
March	49	47																																										
Explanation of performance this period	<p>A number of changes (and some additional support from Revenues) towards the end of the 2nd quarter have had a major impact on the call answer time for Revenues and Benefits. This is similar to the call answer time statistic for the rest of the Contact Centre but extended to match the average call and wrap time for this area. Additional changes are planned to get closer to the target for this measure.</p> <p>Note: there is no data prior to September 2021 due to new software.</p>																																											

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Total Calls

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
N/A	Decreasing over time Less than the same time period last year	2021/22 Q1 & 2: 80,913 calls	63,531 calls	Total calls to CST	<p>CST8 Total Calls to CST</p> <table border="1"> <caption>Estimated Monthly Call Volumes</caption> <thead> <tr> <th>Month</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr><td>April</td><td>16,500</td><td>10,000</td></tr> <tr><td>May</td><td>16,000</td><td>11,000</td></tr> <tr><td>June</td><td>13,500</td><td>10,000</td></tr> <tr><td>July</td><td>10,500</td><td>13,000</td></tr> <tr><td>August</td><td>11,500</td><td>10,500</td></tr> <tr><td>September</td><td>12,000</td><td>9,000</td></tr> <tr><td>October</td><td>12,000</td><td>-</td></tr> <tr><td>November</td><td>10,500</td><td>-</td></tr> <tr><td>December</td><td>6,000</td><td>-</td></tr> <tr><td>January</td><td>10,500</td><td>-</td></tr> <tr><td>February</td><td>9,000</td><td>-</td></tr> <tr><td>March</td><td>13,000</td><td>-</td></tr> </tbody> </table>	Month	2021/22	2022/23	April	16,500	10,000	May	16,000	11,000	June	13,500	10,000	July	10,500	13,000	August	11,500	10,500	September	12,000	9,000	October	12,000	-	November	10,500	-	December	6,000	-	January	10,500	-	February	9,000	-	March	13,000	-
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February	9,000	-																																										
March	13,000	-																																										
Explanation of performance this period	<p>Call volumes continue their long-term downward trajectory. This is despite significant additional work being passed to the council in terms of new grants, cost of living pressures and Ukrainian refugee schemes. Two big pieces of work (Revenues and EH & Licensing projects) planned for early 2023 will make further inroads into this measure. Additional work is being done to encourage channel shift in the call queue so total calls vs calls answered will be an interesting comparison as we go through next year.</p>																																											

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Online Uptake. Processes started online vs through the Contact centre

National Benchmark (and source)	Good Looks Like	2022/23		How its calculated	Performance History																																							
		Target	Q1 & Q2																																									
N/A	Above target	80%	78%	Percentage of processes started online by customer vs by Contact centre	<p>CST 10a % of Online vs Phone processes</p> <table border="1"> <caption>CST 10a % of Online vs Phone processes</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>88</td><td>81</td></tr> <tr><td>May</td><td>79</td><td>83</td></tr> <tr><td>June</td><td>79</td><td>83</td></tr> <tr><td>July</td><td>77</td><td>82</td></tr> <tr><td>August</td><td>75</td><td>78</td></tr> <tr><td>September</td><td>78</td><td>79</td></tr> <tr><td>October</td><td>77</td><td>77</td></tr> <tr><td>November</td><td>80</td><td>80</td></tr> <tr><td>December</td><td>85</td><td>85</td></tr> <tr><td>January</td><td>88</td><td>88</td></tr> <tr><td>February</td><td>82</td><td>82</td></tr> <tr><td>March</td><td>83</td><td>83</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	April	88	81	May	79	83	June	79	83	July	77	82	August	75	78	September	78	79	October	77	77	November	80	80	December	85	85	January	88	88	February	82	82	March	83	83
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January	88	88																																										
February	82	82																																										
March	83	83																																										
Page 58	Explanation of performance this period	This measure shows a very high usage of online processes (where they are available) and has been even higher in the past couple of years due to the business and residents grants that have increased online uptake. Further improvements and changes to channel shift should show a slow increase in online uptake over the next year.																																										



Report to: **Overview and Scrutiny Committee**

Date: **12th January 2023**

Title: **EV Strategy Task and Finish Group:
Concluding Report**

Portfolio Area: **Cllr Tom Holway
Climate Change and Biodiversity**

Wards Affected: **All**

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

Date next steps can be taken:
Recommendations will be presented to the Executive at its meeting to be held on 26 January 2023.

Author: **Adam Williams** Role: **Climate Change Specialist**

Contact: **adam.williams@swdevon.gov.uk**

RECOMMENDATION:

That the Task and Finish Group RECOMMEND that the Overview and Scrutiny Committee RECOMMEND the content of the draft EV Strategy (as set out at Appendix A) to the Executive and request officers to undertake a public consultation exercise on the Strategy in line with the Council's Consultation and Engagement Strategy.

1. Executive Summary

1.1 The Council adopted its Better Lives for All Strategy in September 2021.

- 1.2 Action AM1.5 within the Strategy commits the Council to developing and adopting an Electric Vehicle (EV) Charging Strategy.

2. Background

- 2.1. At its meeting held on 21 July 2022, the Overview & Scrutiny Committee considered the following formal request arising from the Executive meeting held on 7 July 2022 (Minute E.21/22 refers):

“That the Overview and Scrutiny Committee be asked to consider forming a Task and Finish Group to support Officers in the development of an Electric Vehicle Charging Strategy for the District.”

- 2.2. On 21 July 2022, the Committee concluded that a Group should be established for this purpose and it was requested that it comprise of 5 Members. It was also concluded that the lead Executive Members for Climate Change and Car Parks should be invited to attend Task and Finish Group meetings (that would be held over Teams) when arranged (Minute O&S.18/22(b) refers).
- 2.3. During the summer months, expressions of interest were sought to serve on the Task and Finish Group and the membership was subsequently confirmed as follows:
 - Cllr Birch;
 - Cllr Long;
 - Cllr McKay;
 - Cllr Spencer (Group Chairman); and
 - Cllr Thomas.

The Group was also supported by the Director – Strategy and Governance and the Climate Change Specialist as well as the lead Executive Members for Environment and Climate Change.

3. Task and Finish Group meeting summary

- 3.1. On 6 October 2022, the Task and Finish Group met to agree the purpose and remit of the task and finish group, which was to work with officers to produce a draft strategy document to be presented to the Overview and Scrutiny Committee in January 2023.

- 3.2. Officers set out the context and work being carried out already as part of the Thematic Delivery Plans under Better Lives for All, such as, reviewing the vehicles at the depot and Follaton House, progressing with car park charging, as well as looking at the fleet of vehicles. At the same time, it was important to engage with Members to highlight the challenges within the community.
- 3.3. Through the first meeting, the vision was agreed (found within the appendix) and that, following the first meeting, an officer from Devon County Council should be invited to the second meeting to share what steps the County Council were undertaking and for officers to start developing an action plan and to consider resource implications of delivering this;
- 3.4. The Group met again on 10th November where officers from Devon County Council attended to present the draft Devon County Council EV Strategy. The main message from Group Members following the session was to align the District Councils EV Strategy with the equivalent Devon County Council draft EV Strategy as the ability to achieve further charging infrastructure will very much depend on close collaborative working across Devon. The Draft Devon EV Strategy includes recommendations that will require co-ordination of partners, some of these are;
- Fill the gaps in the private sector residential provision
 - Provide on-street residential chargers
 - Test on-street residential pavement gullies
 - Deliver off-street residential hubs
 - Leverage scale through Devon-wide funding applications and procurement
 - Lead on local district co-ordination
- 3.5. For instance, a key area of action for SHDC will be to help build a portfolio of sites, so that the less desirable EV charging sites are packaged up with sites that are more desirable to charge point operators. This will be to ensure less desirable areas are not left behind
- 3.6. On the 8th December, the Task and Finish Group met again to consider a draft version of the South Hams District Council EV Strategy. An amended version of that document is appended to this report. It's important to highlight that this is not the final version, which will be designed in alignment with our corporate strategy styles. The background and evidence base

information at the start of the Strategy will form an appendix with the final EV Strategy to contain the overall vision, aims, objectives and actions only.

4. Proposed Way Forward

- 4.1. The EV Strategy presented as part of this report is in draft form currently, the plan is for this document to go through a design process to align it with corporate strategy stylings and to provide a more publically accessible document. Whilst the evidence based and background information is useful, this will form an appendix that can be used to support funding applications and demonstrate that our strategy is based on sound evidence and information.
- 4.2. It is proposed that the Overview and Scrutiny Committee recommend the vision, aims and actions to the Executive and that a public consultation is conducted before it is then adopted as an interim strategy. The interim EV Strategy will be reviewed upon receipt of the final Devon County Council EV Strategy to ensure alignment of actions remain.

5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	This report includes an overview of process in developing the strategy.
Financial implications to include reference to value for money	Y	There are no financial implications as part of this report. The workstreams that will develop out from the action plan will either be resourced internally or funding applications made to support new EV charging infrastructure
Risk	Y	None
Supporting Corporate Strategy	Y	This report relates to action AM1.5 of Better Lives for All
Climate Change - Carbon /	Y	This report provides an update on the development of an EV strategy which aims to

Biodiversity Impact		increase the uptake of EV's in the area, thereby helping to reduce transport emissions
Comprehensive Impact Assessment Implications		
Equality and Diversity		None as a direct implication of this report
Safeguarding		None as a direct implication of this report
Community Safety, Crime and Disorder		None as a direct implication of this report
Health, Safety and Wellbeing		None as a direct implication of this report
Other implications		

Supporting Information

Appendices:

Appendix A – Draft EV Strategy

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South Hams District Council Electric Vehicle Strategy 2023-2025

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Introduction

South Hams District Council declared a Climate and Biodiversity Emergency in July 2019. Following this a Climate Change and Biodiversity Strategy was adopted in December 2020.

The Council has committed to the following aims;

1. That the Council aim to reduce its organisational carbon emissions to net-zero by 2030;
2. That the Council commit to working with partners through the Devon Climate Emergency Response Group to aim to reduce the District of South Hams' carbon emissions to net-zero by 2050 at the latest;
3. That the Council aim for a 10% Biodiversity Net Gain in the habitat value of its green and wooded public open space by 2025;

As a proportion of overall, **Transport emissions account for around 27% of all emissions** in South Hams and as opposed to other sectors, hasn't really seen much of a reduction. The Council's Climate and Biodiversity Strategy recognises that a **reduction in total vehicle miles travelled and electrification of surface transport is needed** to meet both climate and air quality goals, and that Electric Vehicle (EV) charging infrastructure in South Hams needs to scale up significantly. However, for certain activities and particularly in rural areas of South Hams with limited public transport provision, cars and vans are the most suitable means of transport. Replacing petrol and diesel vehicles with electric vehicles, alongside facilitating a modal shift in the better populated areas is a key part of our decarbonisation goals.

This is supported nationally through the Department for Transport's (DfT) Decarbonising Transport document July 2021 which sees increasing cycling, zero emission vehicles and accelerating maritime decarbonisation as key issues¹. Furthermore, the Office for Zero Emission Vehicle's (OZEV) Taking the Charge EV strategy launched in March 2022 which outline the government's plans for meeting targets to decarbonise transport and reduce reliance on fossil fuels. The Local Authority Toolkit, launched in April 2022, also offers additional evidence to support this, and highlights the synergies with other low carbon transport modes.

The UK Government has also introduced a ban on the sale of new petrol and diesel cars and vans from 2030. The ban will speed up the transition to EVs. By 2030 it is estimated that EVs could account for up to 30 percent² of all cars and vans in the UK

According to the Department for Transport, the current transport system places wider costs on society;

¹ [Department for Transport. 2020. Transport Decarbonisation Plan.](#)

² [Energy Savings Trust. April 2020. Incorporating EV charge points into local planning policies for new developments report.](#)

Air pollution Costs to health and social care could reach **£5.3 billion by 2035**

The Stern review estimated the **overall costs of unmitigated climate change** to be **equivalent to 5-20% of global GDP each year** £10bn

It's estimated that the **annual social cost** of **urban road noise** in England is **£7 to 10 billion**

Health and obesity The UK-wide NHS costs attributable to overweight and obesity are projected to reach **£9.7 billion by 2050**.

Overall the current cost of the transport system to society is **£49.9bn** with wider costs to society estimated to reach £49.9 billion per year.

The Government see a clear role for Local Authorities for the roll out of EV chargers in particular through its EV strategy 'Taking charge: the electric vehicle infrastructure strategy'³ stating that local authorities are fundamental to successful chargepoint rollout, particularly for the deployment of widespread on-street charging. We therefore are ideally placed to identify the local charging needs of residents, fleets and visitors

In order to demonstrate our commitment to the uptake and deployment of electric vehicles, this document sets out our vision and planned approach to EV and travel support. A two-year time horizon has been set for this EV strategy, covering 2023-25. This short time horizon allows the strategy to focus on what is currently known, the current funding streams on offer, what can be practically delivered, and for the EV market in the UK to mature. The strategy will be reviewed regularly to provide opportunity to reflect upon rapid technological and socio-economic change, with a refresh published in 2025.

Scope of this Strategy

The scope of this Strategy is limited to vehicle charging with an element of transport decarbonisation through alternative electrically powered modes such as bikes and marine. Along with the Committee for Climate Change, we are of the view that zero emission cars and lorries cannot on their own meet all our climate goals or solve all our problems. However, we do need to influence this transition as an electrified transport fleet is a piece of puzzle, alongside reducing the need for trips to reduce congestion and provide safe alternatives to improve air quality, reduce noise and increase health and wellbeing. In essence, a rural solution to transport decarbonisation will involve combining public transport with more tailored on-demand and shared mobility services, including peer-to-peer and volunteer-based solutions. With all that in mind, this electric vehicle strategy covers the following areas;

- Destination Charging
- Residential Charging

³ [HM Government, 2022. Taking charge: the electric vehicle infrastructure strategy](#)

- Marine Charging
- EV and Charge Sharing
- E-bikes
- Council Fleet transition
- Charging at Council sites

Not within the scope of this strategy

- **Motorbikes** – There is currently low demand for e-motorbikes. Almost all e-motorcycles currently use 3-pin chargers and therefore no dedicated charging infrastructure is required.
- **Rail transport** – rail infrastructure is the responsibility of Network Rail. The Council has limited powers to influence the rail sector and its adoption of zero emission vehicle technology.
- **Heavy goods vehicles** - The adoption of zero emission vehicle technology will occur later than the period covered by this strategy. It is unclear at this time if electric or hydrogen will emerge as the primary energy source for powering freight vehicles.
- **Hydrogen power solutions** – The technology and vehicle availability of hydrogen powered solutions is not at a mature enough stage to be considered as part of this strategy. In addition, there is still emerging research in this area which indicates that the carbon reduction benefits of most hydrogen solutions is no better, or in some cases worse than current fossil fuel technology
- **Active Travel** – Whilst this strategy will cover E-bikes, it is not a supplement to a full active travel strategy which will emerge as part of our Placemaking commitments and work with Devon County Council as highway authority for the area

Local Picture

The main challenges involved with rural transport are symptoms of a car-oriented road infrastructure which makes it unsafe to walk and cycle. Coupled with insufficient provision of public transport and a lack of critical mass for shared mobility and market-driven solutions⁴, these challenges around decarbonising rural transport are vast and well documented.

In relation to the transition to electric vehicles, South Hams and West Devon faces very specific challenges and there is a risk that more rural locations are left behind in the shift to EV. For instance, many private charging businesses require high turnover of users, which is why cities and service areas off main trunk roads have seen the largest increase in charging availability. Furthermore, much of the more remote areas in the districts have issues around grid capacity, with some new EV connections requiring substation upgrades which can run into the tens of thousands of pounds. Equally, there is greater dependence on car travel,

⁴ UTIP, 2022. The rural mobility challenge for public transport: How combined mobility can help https://cms.uitp.org/wp/wp-content/uploads/2022/02/Knowledge-Brief-Rural-Mobility_FEB2022-web.pdf

with longer trip distances than urban areas, providing a significant opportunity to reduce carbon emissions.

The number of EVs in South Hams and West Devon is growing each year, with nearly four times as many EVs registered in both areas compared to just four years ago. There are high levels of interest in EVs in the district, combined with high levels of potential tourist demand for EV charging infrastructure. A range of EV charging infrastructure projects are already underway to support and enable this growth.

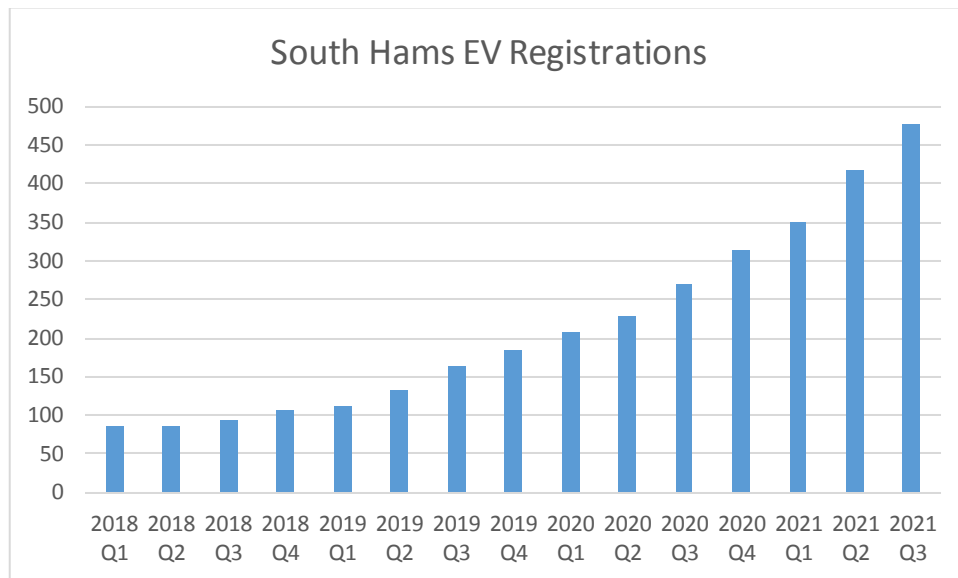


Figure 1: BEV's registered within the South Hams between 2018 and 2021 (DVLA, 2021)

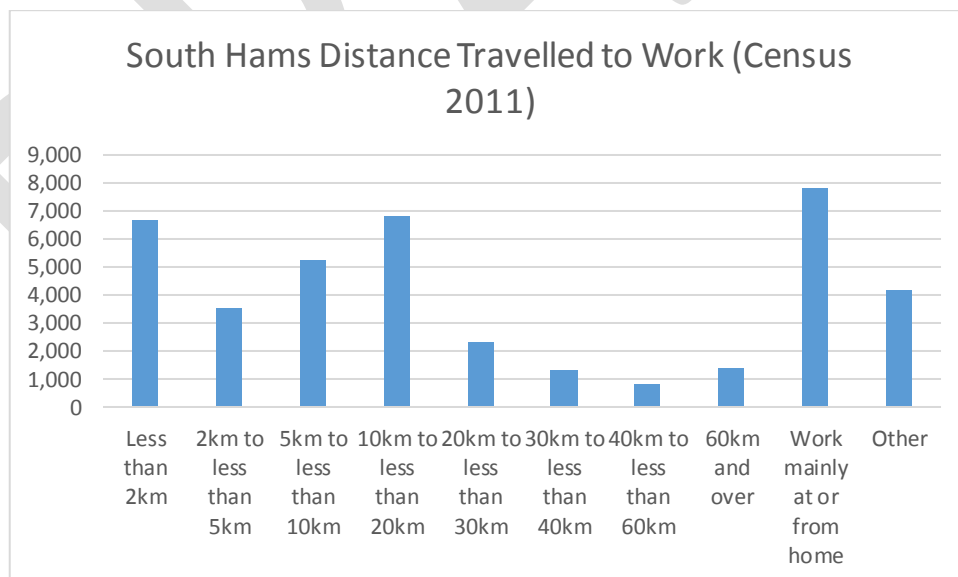


Figure 2: Distance Travelled to work in South Hams, working age population (Census, 2011)

In terms of future EV forecast, WSP have developed EV:Ready, which is a modelling tool that has been developed over the past five years to forecast electric vehicle uptake and charge point requirements for a chosen study area, between now and 2050. Forecast data is

available from consultation draft of the Devon County Council Electric Vehicle Charging Strategy by WSP. For South Hams, table 1 shows the forecast of EVs in 2025, 2030 and 2035 as well as a forecast percentage of overall vehicle types.

Table 1 – EV Forecasts up to 2035, EV;Ready, WSP, 2022

	2025 Mid Scenario	2030 Mid Scenario	2035 Mid Scenario	2025 (%) Mid scenario	2030 (%) Mid scenario	2035 (%) Mid scenario
South Hams	5,370	21,396	45,277	7.65%	30.02%	62.61%

The mid scenario represents the most likely level of uptake expected by 2030, there are wide variants between the scenarios however this is based on technological forecasts and behavioural change, as well as Government policy, legislation and subsidies that are available.

The majority of emissions are generated by the most affluent citizens, both globally and at a local level. Across the UK, the highest income group has more than three times the household emissions of the lowest income group. Figure 3 shows UK household emissions from different sources by income decile. It shows that the most affluent in society have by far the largest share of transport emissions, primarily because of increased travel distances both by car and aviation.

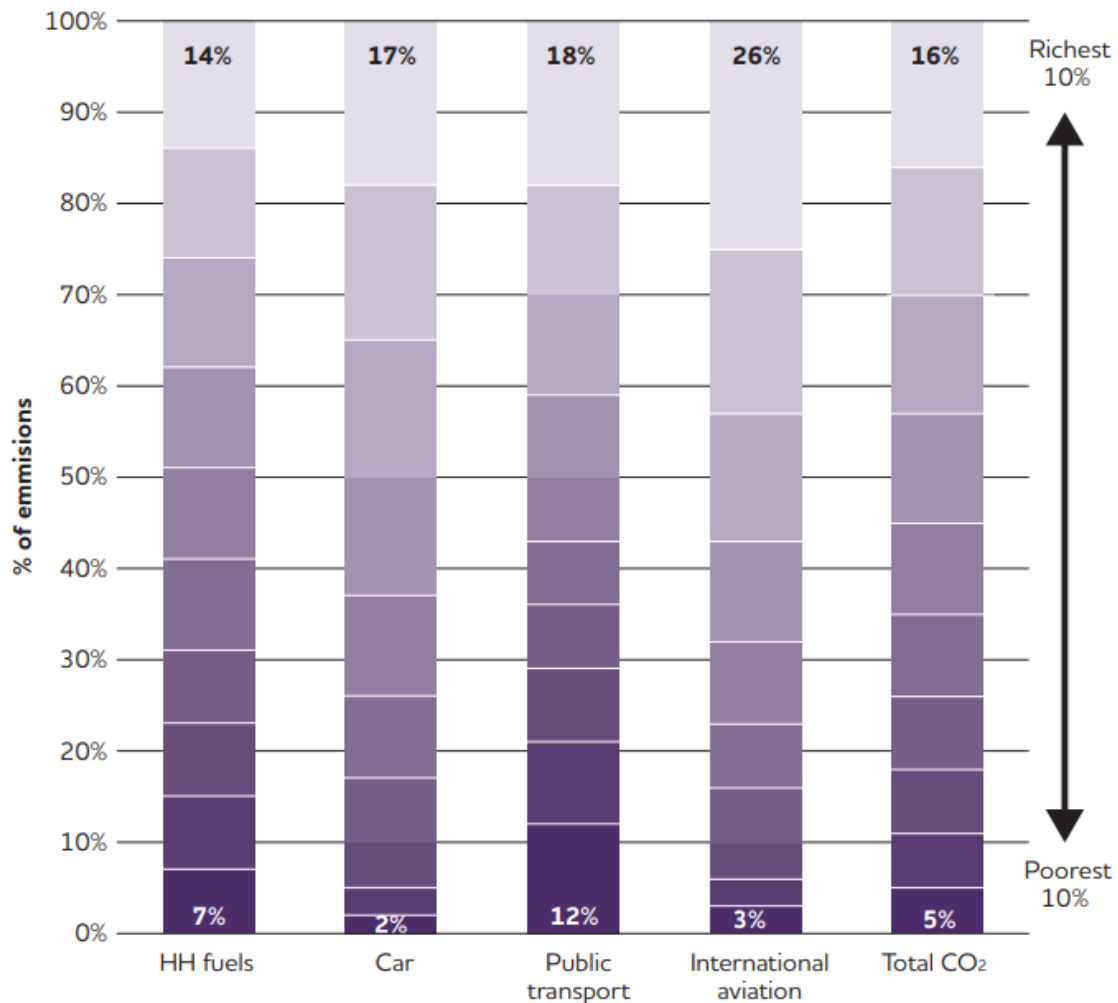


Figure 3: Percentage of UK household emissions from different travel sources by income decile - Source: CSE (2013)⁵

In order to effectively tackle transport emissions through electrification, the solutions need to be equitable, fair and seek to provide different options for different people at their needs and circumstances. Part of this will be ensure the charging infrastructure is available for those either living in remote areas or unable to install charging points at their own home but also to facilitate the availability of different options such as e-bikes and car sharing.

Relevant to South Hams is its marine transport, South Hams District Council own and operate a vehicular and passenger ferry at Dartmouth and the area is host two three popular harbours at Dartmouth, Salcombe and Newton and Noss. The marine sector is going through a rapid transformation at the moment with the availability of electric outboard motors increasing, it's likely that many people will be looking to switch from petrol and diesel in the coming years and visitors and leisure users will likely require places to charge

⁵

https://www.cse.org.uk/downloads/file/distribution_of_uk_carbon_emissions_implications_for_domestic_energy_policy.pdf

their motors or swap out batteries. We have an opportunity to get on the front foot and begin to facilitate and accommodate this transition to future proof our harbour and work with harbour authorities and landowners to assist them as well.

Constraints

EV charging delivery is heavily reliant on costs and grid capacity the UK EVSE Association have available some indicative costs associated with each charging type⁶.

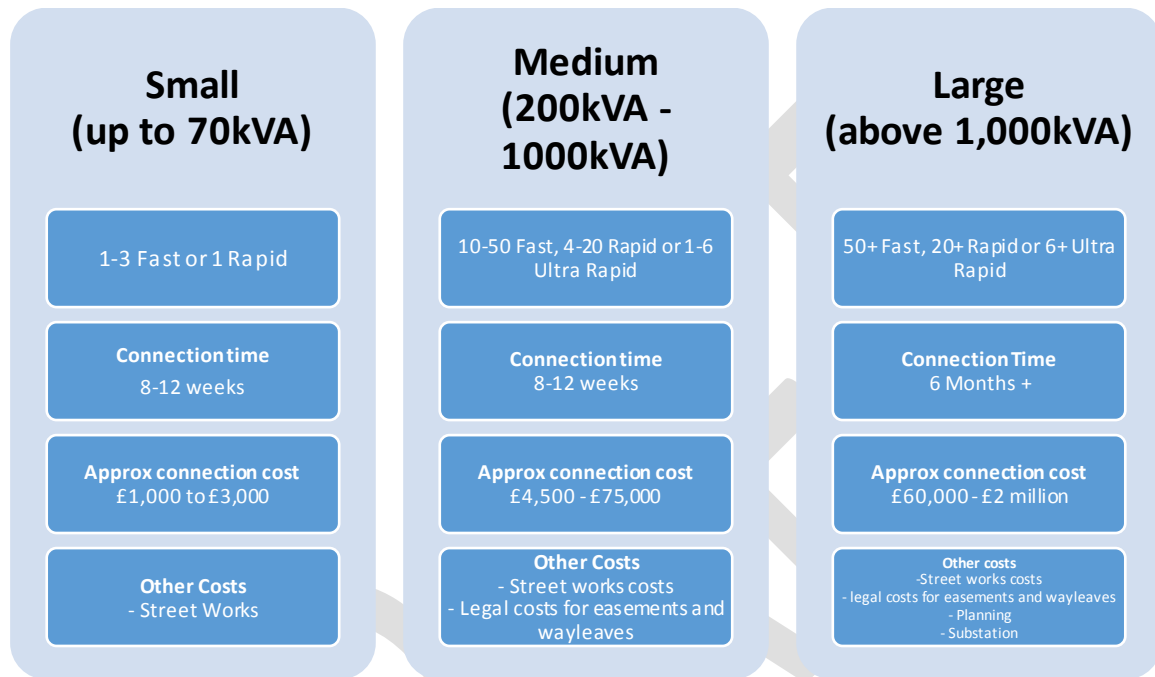


Figure 4 – Indicative connection costs, UK EVSE Association

Grid capacity varies across the District, National Grid has a map showing the capacity of primary substations for both generation and demand, EV chargers will be a demand type, the capacity of South Hams primary substations are shown below, and this map does not show the entire picture in terms of constraints however

⁶ <https://www.r-e-a.net/wp-content/uploads/2020/03/Updated-UK-EVSE-Procurement-Guide.pdf>

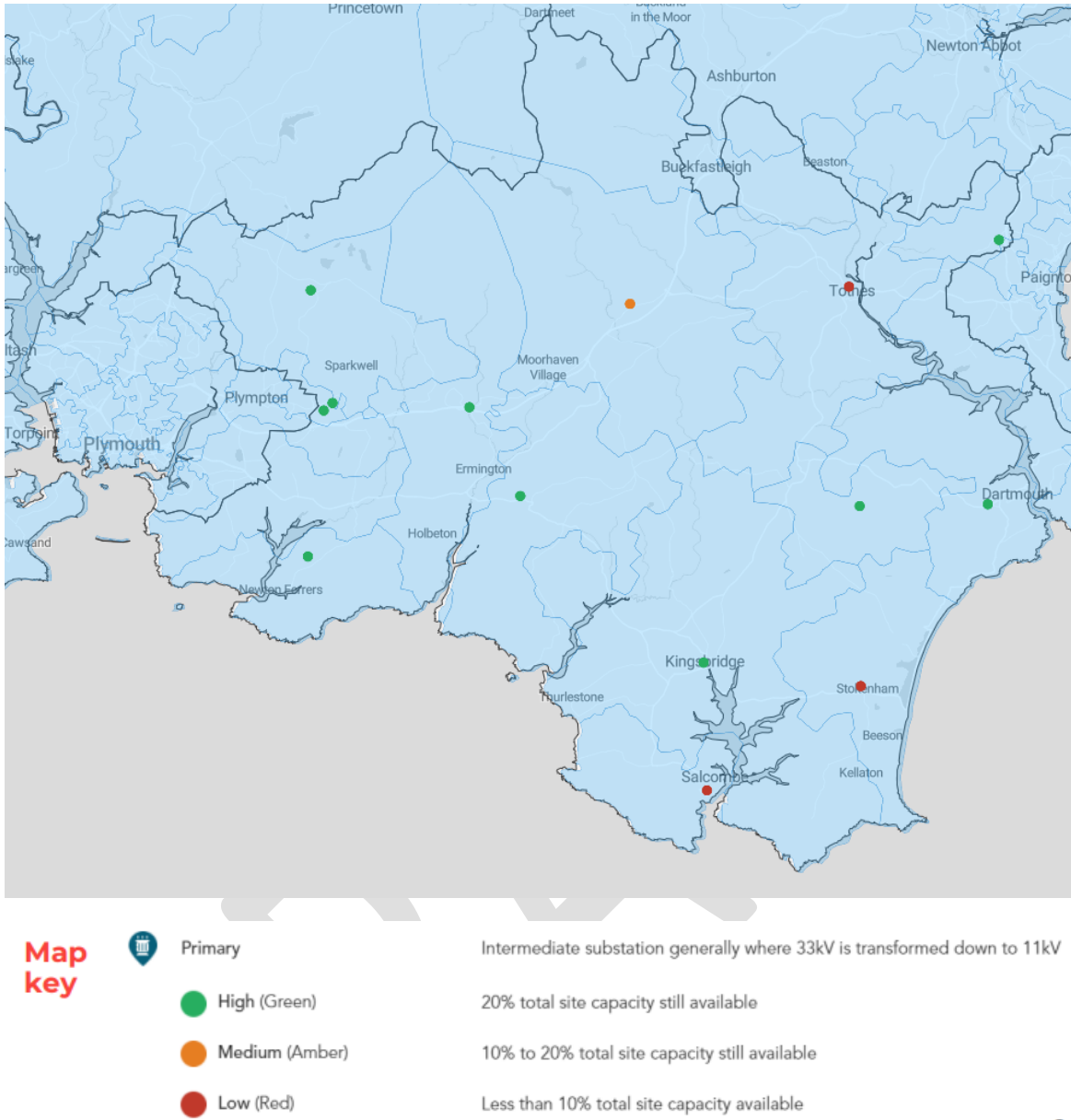


Figure 5 - Primary supply substations capacity for demand in Devon, National Grid, 11/2022

Due to the large power demand of banks of EV chargers, grid upgrades will in most circumstances be required.

Local Policy Context

This section presents a policy review, summarising relevant local policy. The South Hams District Council EV strategy should align with local policies and priorities

Devon Carbon Plan

The Devon Carbon Plan describes Devon’s net-zero vision, specific actions within the Devon Carbon are related to EV. It notes:

- T32. Develop EV Charging Strategies to deploy the right chargers in the right place.

- T33. DCE partners to use their assets to provide publicly-accessible EV charging and shared mobility infrastructure.
- T34. Provide electric charging infrastructure in harbours and marinas.
- T35. DCE partners and organisations in the County to transition their fleets to Ultra Low Emission Vehicles.
- T36. Accelerate the switch to Ultra Low Emission Vehicle taxis by placing requirements and incentives within the licensing process.

The Devon County Council EV Strategy

The Devon County Council EV Strategy is currently out for public consultation, however the recommended actions involve co-ordination between authorities and DCC to increase the availability of charging in more challenging areas and to collaborate on funding bids through schemes such as LEVI (Local Electric Vehicle Infrastructure Fund). Some of the relevant actions read;

2c. Deliver off-street residential hubs - DCC will identify where there are overlaps between areas of need and council or district owned assets to see if publicly-accessible charging could be installed.

3. Plug gaps in private-sector destination and intermediate charging provisions - DCC will actively identify sites where destination and/or en-route charging could be installed to meet market need. DCC will then work with landowner, community, public sector and private sector stakeholders to facilitate installation of rapid charging hubs.

7. Leverage scale through Devon-wide funding applications and procurement - DCC will seek to collaborate with local districts and other strategic partners when applying for grant funding, procuring services, and delivering the strategy. Specific emphasis on packaging up more and less commercially viable sites together.

8. Lead on local district co-ordination - clear benefits of ensuring local councils are co-ordinated, including strengthened funding bids. DCC will coordinate with district councils to ensure Local Plans and EV policies are consistent

Better Lives For All

The South Hams corporate strategy 'Better Lives for all' also contains actions related to EV's, specifically

- AM1.1 - Converting our environmental management vehicles to electric
- AM1.5 - Adopting an electric vehicle (EV) charging strategy

Producing this EV strategy is delivery milestone for our corporate strategy.

What have we done so far?

- Requiring EV chargers for new major development (Plymouth & South West Devon Climate Emergency Planning Policy Guidance)

- 2 chargers installed so far through DELLETI and ORCS, 10 more in delivery.
- Introduced a salary sacrifice scheme for staff to lease EV's, currently 16 members of staff have taken up the offer.
- Undertook a survey with the Energy Saving Trust to help understand our fleet requirements
- Acquired 4 fleet EV's and installed chargers at our depot

Our Vision:

Increase the number of charge points in the authority area by 50% to support uptake of 5370 EVs by 2025 and aim to reduce our organisational light fleet emissions by 50% (currently 166 tonnes of Carbon Dioxide equivalent) by 2025.

How will we achieve this?

1. Work with partners to provide high quality, and well distributed chargepoint provision –

- a. Focus on identifying charging locations in less viable and remote locations to help grow demand in those areas.
- b. Assist residents without off-street parking to access public chargepoints through partnership working
- c. Ensure chargepoints and designated parking spaces are accessible and maintained

2. Increase visibility of EV uptake and lead by example –

- a. Conversion of Council light fleet vehicles (Vans, cars and grounds maintenance equipment)
- b. support the implementation and promotion of alternative and more affordable transport modes including EV car clubs and electric micromobility options such as e-bikes.

3. Support the push for electrically propelled watercraft

- a. Re-power the tugs for the Lower Ferry, Dartmouth with low carbon power trains – at a rate of one every two years during the major re-fit.
- b. Provide information for visitors about electric outboard motors
- c. Provide and support electric boat chargepoints at Salcombe and Dartmouth harbours.

Why do we want to achieve this?

1. Achieve air quality improvements
2. Carbon emission reductions to support the councils climate emergency declaration aims
3. Resident and business engagement
 - a. To understand likely demand for EV charging and their locations
 - b. To gain support for infrastructure delivery

- c. Increase the uptake of fossil fuel transport alternatives through knowledge share (for example try before you buy schemes) and providing alternative options to car ownership
-

Aims and Actions

Aim 1:

Increase EV Chargepoints across the District

Intro

Availability of public charging points is an important issue, as range anxiety is the single most quoted reason why individuals will not yet buy an electric vehicle. Different speeds of charge points are available and chargers are divided into types, based on capacity:

- • 'Slow' chargers are 3 kW (AC);
- • 'Fast' chargers are 7kW to 22 kW (AC);
- • 'Rapid' chargers are 50 kW but DC in nature;
- • 'Ultra rapid' chargers are 150 – 350 kW and again DC in nature.

At home, many people will either make use of a 3pin plug (3 kW) or have a chargepoint installed outside, usually at a rate of 7kW. Fast chargers (7kW to 22kw) are often installed in car parks, council owned ones and business car parks with some even installing rapid chargers. The type of charger installed is also dependent on grid capacity, many of the more remote areas of the district are grid constrained, meaning there is little capacity to install banks of fast and rapid chargers without an upgrade to a nearby substation.

To make the best use of resource, the council will seek to unlock opportunities to provide charging points for those who are not catered for elsewhere or lack sufficient off street home charging. This would mean ignoring the motorway / trunk road network and workplaces and also focus on the Councils' own needs (for our own vehicles), which will need adequate charging availability around the most remote areas of the District. Innovative solutions are emerging for those areas with little off street parking, retractable charge stations are now available to reduce street clutter and provide places to charge vehicles on street.



In a different vein, broadband providers are exploring ways to utilise their network infrastructure for on street vehicle charging either through cabinets or adjacent to make use of spare energy capacity.



Emerging and continually evolving technology, like those above, are why this strategy has a two-year time horizon, covering 2023-25. We will ensure we keep our attention directed

towards emerging technology and solutions to EV charging to provide the best possible strategic direction for EV charging over the next few years.

The council only has so many land available and often has to balance the need to secure parking income whilst providing charging infrastructure to visitors. To maximise opportunity, South Hams communities and parish councils play a key role in identifying local EV charging needs and could help expand the community charging network by installing chargepoints on community spaces such as village halls and parking areas. We already have a baseline of sites following a survey carried out in December 2021 which ran until February 2022. The purpose of this survey was to find out which town and parish councils were interested in hosting chargepoints and whether they had any suitable land or buildings.

To achieve a suitable number of chargepoints, it's crucial that we engage with neighbouring local authorities, Town and Parish Councils, landowners, local chargepoint stakeholders, and commercial network operators.

Action Plan

Action Ref	Action	Partners	Resources	When
EV.1	Identify opportunities to support research and innovation in EVs and submit a bid under the new LEVI scheme. This will involve a public consultation and a call for sites to identify areas for off street rural charging hubs.	OLEV, DCC	Existing internal resource	2023
EV.2	Promote and support community charge sharing scheme such as Zap-Home and CoCharge	Zap-home, CoCharge, Parish and Town Councils	Existing Internal Resource	2023-2025
EV.3	For existing workplaces, promote the OLEV Workplace Charging Scheme	LEP, DCE,	Existing Internal Resource	2023-2025
EV.4	Install 10 more chargepoints at council owned public car parks	DCC, OLEV, National Grid	Funded through DELLETTI and ORCS	2024
EV.5	Encourage stakeholders to deliver EV chargepoints at other key destinations including supermarkets and rail stations		Existing Internal Resource	2023-2025

Aim 2:

Increase the visibility of EV uptake and lead by example

How will we achieve this?

The council current operate a fleet of 67 vehicles which are primarily used by mobile locality officers and grounds maintenance personal. Use of these vehicles account for 12% of the Councils overall operational carbon emissions. Our vehicles include cars, vans, cranes, tippers, tractors and ride on mowers. This fleet transition will be dependent on the availability of public chargers for fleet staff, however we will explore alternative options for fleet chargers through solutions such as [Paua](#) and [CoCharge](#).

Alongside the availability of public charging points many people simply are unaware of how EVs operate or cannot afford to finance the cost of vehicle when the used combustion engine vehicle market remains buoyant and affordable, which will only increase as more people begin to sell petrol and diesel cars to buy EV's. Even as the EV market increases and costs decrease, these vehicles will still be costly for those on lower incomes. It's here where an available and affordable EV sharing scheme can help, to increase mobility, bring costs down and clean up our transport emissions across the district.

Action Plan

Action Ref	Action	Partners	Resources	When
EV.6	Complete Fleet Review to identify ICE to BE vehicle replacement schedule and costs	National Grid , Energy Saving Trust	Internal Resource	March 2023
EV.7	Install 20 chargepoints at key Council locations to facilitate fleet transition	National Grid, Charge providers (TBA)	Business case being prepared for capital (£550k). Internal resource seconded for 6 months for feasibility and electrical	2025
EV.8	Explore additional local incentives to increase EV uptake beyond additional chargepoint infrastructure, such as car sharing clubs		Internal Resource	2022-2024

	(explore car share as part of pool car provision)			
EV.9	Roll out two e-bike trials in South Hams and ascertain potential for further trials based on funding and success	CoCars, DCC, GWR	Climate Infrastructure Fund and Shared Prosperity Fund	2023

Aim 3:

Support the push for electrically propelled watercraft

How will we achieve this?

South Hams is home to three popular harbours at Salcombe, Dartmouth and Newton Ferrers. People often visit the South Hams on their own boats or yachts and use tenders and ribs to approach the foreshore, often powered by petrol and diesel outboard motors. South Hams District Council is well positioned to encourage and support the decarbonisation of the marine sector, particularly leisure craft, alongside our role as harbour authority and owning and operating a vehicular ferry at Lower Dartmouth. We are keen to support as well as lead by example by decarbonising our own water craft and support visitors in making the switch to electric by providing chargepoints and batteries at key locations in Salcombe, Dartmouth and the Yealm.



Electric boat charging is already starting to appear locally, Queen Anne’s Battery in Plymouth is now home to a 75kw chargepoint (above) with another 24kw chargepoint at the Barbican Landing Stage (below).



South Hams District Council has recently funded an electric marine propulsion project through the Climate Engagement Fund which was launched in early 2022. The project will see demonstrations of electric outboard motors and workshops held in early 2023. The outcomes of this project will be key to helping leisure users understand the benefits and ease of switching to electric propulsion for small craft.

Action Plan:

Action Ref	Action	Partners	Resources	When
EWV.1	Investigate sites and engage with harbour authorities to support the roll out of solar battery banks for off grid pontoons to power tenders and light watercraft (Example available at Mount Batten Marina)	Yealm Harbour Master, RYA, Dartmouth Rotary	Internal resources, capital fund required	2023
EWV.2	Decarbonise the Lower Dartmouth Ferry		Internal resources, capital fund required	Rolling programme – 2024 – 2032
EWV.3	Support Blue Environment Climate Engagement Fund project and communicate	Blue Environment, Plymouth City	Climate Engagement Fund	2023

	key outcomes and support next steps post April 2023	Council, Harbour Authorities		
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Delivery:

Although it's likely the Council will jointly procure EV charging with partner authorities such as Devon County Council, in the event the Council decides to seek opportunities to deliver its own charging infrastructure, it's important to highlight the different delivery model

Delivery Model	Advantages	Disadvantages
<p>Local authority network ownership – This 'own and operate' model is an approach in which a local authority appoints a supplier to install and manage chargepoints on council-owned land for the contract period and fully funds the installations, typically using grant funding and local authority capital.</p>	<ul style="list-style-type: none"> • Retains full ownership of the charging infrastructure • Retains full ownership of revenue • Able to select sites regardless of viability • Full flexibility of back office function such as tariffs and rates 	<ul style="list-style-type: none"> • Full responsibility for the local authority to cover costs for ongoing operation, maintenance and upgrade • Risk of equipment becoming outdated and left with obsolete charging • Reputational risk associated with unreliability
<p>Public / private concessionary model - this is a model where the charging is part funded by the public sector but a private sector operators runs and maintains the charge points</p>	<ul style="list-style-type: none"> • Potential for income share or land leasing revenue • Reduced reputational risk associated with unreliability • Local authority has no responsibility or costs associated with maintenance and repair • Potential for charging type upgrades in the future as part of an agreement 	<ul style="list-style-type: none"> • Reduced income vs full ownership • Not all chargepoint operators are amenable to the terms, reducing the choice of suppliers • Lengthy tender exercise • Private operator will likely require large number of sites to make installation viable • Burden of contractual disputes
<p>Private Ownership – full ownership and responsibility from a private operator</p>	<ul style="list-style-type: none"> • Lowest risk across all issues highlighted above • If on public sector land, potential for 	<ul style="list-style-type: none"> • Many of our rural sites will likely be not viable for a private operator

	long term rental income	<ul style="list-style-type: none"> Least control, difficult to achieve ambition and vision for far reaching and equitable charging infrastructure
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Based on the advantages and disadvantages of the different models, and from existing experience, the concessionary model, with a private sector delivery partner provides a good balance of risk and control. However there is a need to ensure that the network operator fulfils their service level obligations to maintain a reliable network and provide a customer focussed support function as set out in any framework

How success will be monitored and any lessons learned be implemented?

Over the course of the strategies life, we will measure the following;

- Monitor charge point use and other market trends to inform future provision of fast and rapid charge points.
- Monitor EV take up
- No of Charge points delivered each year

Glossary

Battery electric vehicle (BEV) - A vehicle powered by a battery, which can be plugged into an electricity source to recharge. Also known as 'pure' or '100 per cent' EVs, they have zero tailpipe emissions.

Chargepoint – A charging socket which is connected to an electric vehicle via a charging cable to allow the battery to be recharged with electricity.

Chargepoint Network – The way that users access a chargepoint via RFID card or web or app.

DELETTI - Devon Low carbon Energy and Transport Technology Innovator

eBike – an electrically assisted pedal cycle. The maximum power output of 250 watts should not be able to propel the bike when it is travelling more than 15.5mph. In the UK you must be over 14 years old to ride an e bike.

eCargo bike - an electrically assisted pedal cycle featuring a minimum 125 litre cargo volume capacity and minimum 130 kg weight capacity.

EV – Electric Vehicle; the vehicle is powered by electricity so requires plugging in to recharge the battery.

ICE – Internal combustion Engine

kWh – Kilowatt Hour; unit of electricity. Car batteries are sized in kWh i.e. a 50 kWh battery stores 50 kWh of electricity.

LEVI – Local Electric Vehicle Infrastructure

p/kWh – Pence per Kilowatt Hour. Users are charged for each kWh they consume. Charging tariffs are in pence per kilowatt Hour.

Payment by bank card – In line with national regulations, all new Rapid and Ultra Rapid chargers will accept payment via a contactless bank card (credit or debit card). This allows users to access these chargers without joining a Network.

PHEV – Plugin Hybrid Electric vehicle; combines a smaller battery with a conventional internal combustion engine and an electric motor. This allows an electric range of between 20 – 50 miles and the ability to drive with an empty battery for hundreds of miles using petrol or diesel.

Pool car – a vehicle that is made available to staff to book for business travel.

ORCS - On-street Residential Chargepoint Scheme.

Overstay fee – To encourage appropriate use of charging bays and assure they are available for people who need them an overstay fee will apply after a vehicle has finished charging and grace period has been exceeded.

OZEV - Office for Zero Emission Vehicles.

WSP - Williams Sale Partnership, lead consultants for the Devon County Council EV Strategy

OVERVIEW AND SCRUTINY COMMITTEE

INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2022/23

Date of Meeting	Report	Lead Exec Member/Officer
16 March 2023	Council Delivery against Corporate Theme: Communities	Cllr Hawkins / Neil Hawke
	Six-Monthly Update – Broadband	Cllr Pearce / Gemma Bristow
	Customer Access Strategy (to include Contact Centre Review) – Quarterly Progress Report	Cllr Hopwood / Jim Davis
	Task and Finish Group Updates (<i>if any</i>)	
	O+S Annual Report	Democratic Services
	O+S Annual Work Programme (<i>to include preparation for next meeting</i>)	
20 April 2023	Council Delivery against Corporate Theme: Council Services	Cllrs Hopwood & Baldry
	Task and Finish Group Updates (<i>if any</i>)	
	Bi-annual Report – Fusion	Cllr Hawkins / Jon Parkinson
	O+S Annual Work Programme (<i>to include preparation for next meeting</i>)	
<i>To be considered for scheduling:</i>	SWASFT – DCC update email dated Wed 6/7	
	Council Delivery against Corporate Theme: Homes	Cllr Pearce / Issy Blake

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