

**Shared Services Allocations of costs for the Financial Year 2019/2020****Appendix A**

<b>Service Area</b>	<b>Allocation of South Hams District Council (SHDC) to West Devon Borough Council (WDBC)</b>	<b>Basis of the apportionment of costs between SHDC and WDBC</b>	<b>Caseload Information which has informed the shared services apportionment</b>
<b>a) Strategy and Commissioning</b>			
Place Making	50%/50%	Equal due to the nature of the work	N/A
Member Services	50%/50%	Equal due to the nature of the work	N/A
Business Development Team	50%/50%	Equal due to the nature of the work	N/A
<b>b) Customer First</b>			
Customer Contact Centre	66%/34% *	Number of calls to the Customer Contact Centre April 2019 - Nov 2019	South Hams – 74,619 West Devon – 35,489
Case Management Managers and Team Leaders	50%/50%	Management of case managers and workload	N/A – reflects managerial element of roles

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Planning Applications  Joint Local Plan Planning Policy  Enforcement	75%/25%  50%/50% 50%/50%  79%/21%	Planning applications   Planning Enforcement cases	South Hams - 1,687 West Devon - 549   South Hams - 342 West Devon - 91
Housing Benefits	60%/40% *	Housing Benefit new claims processed   Change of circumstances processed	<u>New claims:</u> South Hams - 249 West Devon - 150  <u>Change of circs:</u> South Hams – 2,615 West Devon – 1,852
Council Tax	63%/37%	Council Tax rated properties (Valuation office list as at Nov 2019)	South Hams - 44,759 West Devon - 25,859

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Business Rates	63%/37%	Business Rates Rating List (Rateable Values as at Nov 2019). The Rateable Values are an indicator, but an assessment of workload is used for the apportionments	South Hams – £87,694,249 West Devon – £32,312,002
Environmental Health CoP – various apportionments	Main team allocation 60%/40%	Various depending on their work	Various depending on their work
	Disabled Facility Grants work (63%/37%)	Disabled Facility Grant cases received	South Hams – 64 West Devon - 38
	Licensing (50%/50%)	Policy Work	N/A
	Food Inspections (67%/33%)	Number of Food Inspections	South Hams – 517 West Devon - 252
	Private Water Supplies (63%/37%)	Number of Private Water Supplies	South Hams – 330 West Devon - 190

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Assets	65%/35% *	Balance Sheet Assets in each Council's Accounts.	South Hams £91.0m West Devon £45.0m
Leisure	67%/33%	Number of Leisure Centres	South Hams - 4 West Devon – 2
Housing CoP – various apportionments	Housing caseload data 60%/40% *	<p>Number of contacts</p> <p>Number of housing preventions</p> <p>Numbers on the housing register</p> <p>Number of Direct Lets</p>	<p>South Hams - 330 West Devon - 190</p> <p>South Hams - 175 West Devon - 93</p> <p>South Hams – 1,364 West Devon - 938</p> <p>South Hams - 35 West Devon - 8</p>

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<b>c) Commercial Services</b>			
Waste	80%/20% 100%/0% 60%/40%	Dependent on specific activity	Each role is assessed
Facilities	50%/50%	Time allocation	N/A
<b>d) Support Services</b>			
Communications & Media	50%/50%	Time allocation	N/A
HR CoP	74%/26%	Permanent posts on the establishment (this relates to the number of persons employed not the number of FTEs).	South Hams – 290 West Devon – 103
Legal CoP	60%/40%	Time allocation	N/A
Finance CoP	60%/40%	Time allocation	N/A
ICT Infrastructure team	50%/50%	Time allocation	N/A
ICT Helpdesk team	60%/40%	Time allocation	N/A

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Case Management Support Services	60%/40%	Time allocation	N/A
Digital Mailroom	70%/30%	Time allocation	N/A
Internal Audit	66%/34%	Time recording of productive time only	Each role is assessed
<b>Extended Leadership Team</b>	Various splits of individual posts, most either 50%/50% or 60%/40%	Time allocation	Each role is assessed
<b>Senior Leadership Team</b>	50%/50%	Time allocation	Each role is assessed

\* Areas of change below the 3% threshold

**Significant Areas of change from 2018/19:**

- 1. Human Resources** – change in staffing numbers as a result of outsourcing waste & cleansing services. (South Hams/West Devon, previously 79%/21%, revised split 74%/26%).
- 2. Planning Applications** – change in numbers of planning applications received. (South Hams/West Devon, previously 70%/30%, revised split 75%/25%).