

Shared Services Allocations of costs for the Financial Year 2020/2021

Appendix A

Service Area	Allocation of South Hams District Council (SHDC) to West Devon Borough Council (WDBC)	Basis of the apportionment of costs between SHDC and WDBC	Caseload Information which has informed the shared services apportionment
Governance & Assurance			
Leisure	67%/33%	Number of Leisure Centres	South Hams - 4 West Devon – 2
Waste (see note 1 below)	80%/20%, 95%/5% 90%/10% 50%/50%	Dependent on specific activity. Some of the percentages have a lower allocation to WDBC this year than normal, due to the implementation of Devon Aligned Service in South Hams. This is expected to change back in 2021/22 with a higher allocation to West Devon.	Each role is assessed individually
Communications & Media	50%/50%	Time allocation	N/A
Member Services	50%/50%	Equal due to the nature of the work	N/A

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Customer Service & Delivery			
Customer Contact Centre	66%/34% *	Number of calls to the Customer Contact Centre April 2020 – Dec 2020	South Hams – 65,837 West Devon – 29,202
Case Management Managers and Team Leaders	50%/50%	Management of case managers and workload	N/A – reflects managerial element of roles
Planning Applications	75%/25%	Planning applications	South Hams - 1,935 West Devon - 640
Planning Enforcement (see note 2 below)	75%/25%	Planning Enforcement cases	South Hams - 442 West Devon - 144

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Housing Benefits	60%/40% *	<p>Housing Benefit new claims processed</p> <p>Change of circumstances processed</p>	<p><u>New claims:</u> South Hams - 248 West Devon - 158</p> <p><u>Change of circs:</u> South Hams – 2,228 West Devon – 1,333</p>
Council Tax	63%/37%	Council Tax rated properties (Valuation office list as at 30 th December 2020)	South Hams – 45,220 West Devon – 26,091
Business Rates	63%/37%	Business Rates Rating List (Rateable Values as at 30 th December 2020). The Rateable Values are an indicator, but an assessment of workload is used for the apportionments	South Hams – £86,943,565 West Devon – £32,741,094

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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/Regulatory Reform Order Grant cases completed	South Hams – 91 West Devon - 48
	Licensing (50%/50%)	Policy Work	N/A
Housing CoP – various apportionments	Housing caseload data 60%/40% *	<p>Number of contacts resulting in cases</p> <p>Number of housing preventions</p> <p>Numbers on the housing register</p> <p>Number of Direct Lets</p>	<p>South Hams - 164 West Devon - 132</p> <p>South Hams - 237 West Devon - 160</p> <p>South Hams – 1,290 West Devon - 883</p> <p>South Hams - 33 West Devon - 7</p>

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HR CoP	74%/26%	Permanent posts on the establishment December 2020 (this relates to the number of persons employed not the number of FTEs).	South Hams – 294 West Devon – 101
Legal CoP	60%/40%	Time allocation	N/A
Finance CoP	60%/40%	Time allocation	N/A
Design 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
Case Management Support Services	60%/40%	Time allocation	N/A
Digital Mailroom	70%/30%	Time allocation	N/A
Internal Audit (see note 3 below)	62%/38%	Time recording of productive time only	Each role is assessed

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Place & Enterprise			
Place Making	50%/50%	Equal due to the nature of the work	N/A
Assets	69%/31%	Balance Sheet Assets in each Council's Accounts. The Balance Sheet values at 31 st March 2020 are an indicator, but an assessment of workload is used for the apportionments.	South Hams £96million West Devon £44million
Facilities	50%/50%	Time allocation	N/A
Extended Leadership Team (see note 4 below)	Various splits of individual posts, most either 50%/50% or 60%/40%	Time allocation	Each role is assessed
Senior Leadership Team	50%/50%	Time allocation	Each role is shared on a 50%/50% basis

* Areas of change below the 3% threshold

Significant Areas of change from 2019/20:

1. **Waste** – one off changes in 2020/21 to individual allocations to reflect the additional work created by the implementation of the Devon Aligned Service in South Hams.
2. **Planning Enforcement** – change in the numbers of **planning enforcement cases**. (South Hams/West Devon, previously 79%/21%, revised split 75%/25%).
3. **Internal Audit** – change in the allocation of **productive time** (South Hams/West Devon, previously 66%/34%, revised split 62%/38%).
4. **Extended Leadership Team** – the majority of the Extended Leadership Team allocations have remained the same for 2020/21 (mainly 50%/50% or 60%/40% South Hams/West Devon). However, the time allocation for the Head of Commissioning and Contracts has been revised as a one off for 2020/21 from 60%/40% to 80%/20% South Hams/West Devon, to reflect the additional work created by the implementation of the Devon Aligned Service in South Hams.