

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 for the Waste service, 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 |

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|---|--|--|--|
| Member Services | 50%/50% | Equal due to the nature of the work | N/A |
| 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.