

Shared Services Allocations of costs for the Financial Year 2023/2024**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			
Member Services	50%/50%	Equal due to the nature of the work	N/A
Planning Applications*	75%/25%	Planning applications	South Hams – 2,286 West Devon - 807
Planning Enforcement (see note 1)	76%/24%	Planning Enforcement cases	South Hams - 382 West Devon - 118
Legal	70%/30%	Time allocation	N/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
Human Resources*	82%/18%	Permanent posts on the establishment December 2023 (this relates to the number of persons employed not the number of FTEs).	South Hams – 495 West Devon – 104
Internal Audit*	62%/38%	Time recording of productive time only	Each role is assessed individually
Communications & Media	50%/50%	Time allocation	N/A
Design	70%/30%	Time allocation	N/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
Customer Service & Delivery			
Waste	100%/0% 80%/20% 70%/30% 60%/40%	Dependent on specific activity.	Each role is assessed individually
Customer Contact Centre (see note 2)	70%/30%	Number of calls to the Customer Contact Centre 1 April 2023 – 31 December 2023	South Hams – 53,418 West Devon – 23,154
Digital Mailroom	70%/30%	Time allocation	N/A

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Housing Benefits*	60%/40%	Housing Benefit new claims processed Change of circumstances processed	<u>New claims:</u> South Hams - 299 West Devon - 176 <u>Change of circs:</u> South Hams – 1,805 West Devon – 1,132
Council Tax	63%/37%	Council Tax rated properties (Valuation office list as at 31 December 2023)	South Hams – 46,949 West Devon – 27,112
Business Rates	63%/37%	Number of Hereditaments in the Business Rates Rating List as at 31 December 2023. The number of hereditaments is an indicator, but an assessment of workload is also used for the apportionments	South Hams – 6,383 West Devon – 2,448
ICT Infrastructure team	50%/50%	Time allocation	N/A
ICT Helpdesk team	60%/40%	Time allocation	N/A

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Place & Enterprise			
Economy	50%/50%	Equal share due to the nature of their work	N/A
Assets	69%/31%	Balance Sheet Assets in each Council's Accounts. The Balance Sheet values at 31 March 2023 are an indicator, but an assessment of workload is also used for the apportionments.	South Hams - £105million West Devon - £38million
Leisure	67%/33%	Number of Leisure Centres	South Hams - 4 West Devon – 2
Facilities	50%/50%	Time allocation	N/A

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Environmental Health	Main team allocation 60%/40%	Various depending on their work	Various depending on their work
	Disabled Facility Grants* (55%/45%)	Disabled Facility Grant/Regulatory Reform Order Grant cases completed	South Hams – 150 West Devon - 117
	Licensing (50%/50%)	Policy Work	N/A
Housing*	Housing caseload data 60%/40%	Number of contacts	South Hams - 452 West Devon - 248
		Number of housing preventions	South Hams - 132 West Devon - 77
		Numbers on the housing register	South Hams – 1,583 West Devon – 948
		Number of Direct Lets	South Hams - 26 West Devon - 12

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Strategic Finance			
Finance - Accountants	60%/40%	Time allocation	N/A
Finance - Business Support	65%/35%	Time allocation	N/A
Assistant Directors and Heads of Service (see note 3)	Various splits of individual posts, most either 50%/50% or 60%/40%	Time allocation	Each role is assessed individually
Senior Leadership Team	50%/50% apart from the Director of Customer Service and Delivery who is 75%/25%.	Time allocation	Each role is assessed individually

* Areas of change below the 3% threshold

Areas of change from 2022/23:

- 1. Planning Enforcement** – based on the latest number of planning enforcement cases the shared services split has been revised from 71%:29% in 2022/23 to 76%:24% in 2023/24.
- 2. Customer Contact Centre** – based on the number of calls to the Customer Contact Centre from 1 April 2023 to 31 December 2023 the time allocation of this service has moved from 66%:34% in 2022/23 to 70%:30% in 2023/24.
- 3. Assistant Directors and Heads of Service** - the majority of the Heads of Service allocations have remained the same for 2023/24 (mainly 50%:50% or 60%:40%). However, the time allocation for the Head of Legal has been revised from 60%:40% to 65%:35% in 2023/24, to reflect the additional work in South Hams.