

# South Hams Overview and Scrutiny Committee



<b>Title:</b>	<b>Agenda</b>										
<b>Date:</b>	<b>Thursday, 8th February, 2024</b>										
<b>Time:</b>	<b>2.00 pm</b>										
<b>Venue:</b>	<b>Council Chamber - Follaton House</b>										
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Hawkins <b>Vice Chairman</b> Cllr Cooper</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Dennis</td> <td>Cllr Lawford</td> </tr> <tr> <td>Cllr Dewynter</td> <td>Cllr Munoz</td> </tr> <tr> <td>Cllr Dommett</td> <td>Cllr Penfold</td> </tr> <tr> <td>Cllr Edie</td> <td>Cllr Presswell</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Steele</td> </tr> </table>	Cllr Dennis	Cllr Lawford	Cllr Dewynter	Cllr Munoz	Cllr Dommett	Cllr Penfold	Cllr Edie	Cllr Presswell	Cllr Jackson	Cllr Steele
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Cllr Dommett	Cllr Penfold										
Cllr Edie	Cllr Presswell										
Cllr Jackson	Cllr Steele										
<b>Interests – Declaration and Restriction on Participation:</b>	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.										
<b>Committee administrator:</b>	Democratic.Services@swdevon.gov.uk										

- 1. Apologies for Absence**
- 2. Minutes** **1 - 6**  
to approve as a correct record the minutes of the Committee held on 21 December 2023;
- 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** **7 - 8**  
A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Executive Forward Plan** **9 - 16**
- 8. Leisure Contract - Fusion Annual Report 2023** **17 - 40**
- 9. South Devon and Dartmoor Community Safety Partnership** **41 - 66**
- 10. Task and Finish Group Updates**  
a) EA and SW Water Research Task and Finish Group
- 11. O&S Annual Work Programme** **67 - 68**

**MINUTES of the MEETING of the  
OVERVIEW & SCRUTINY COMMITTEE,  
Held in the Council Chamber, Follaton House, Totnes, on  
THURSDAY, 21 DECEMBER 2023**

<b>Panel Members in attendance:</b>			
* Denotes attendance		Ø Denotes apology for absence	
Ø	Cllr B Cooper	*	Cllr S Jackson
*	Cllr S Dennis	*	Cllr L Lawford
Ø	Cllr A Dewynter	*	Cllr P Munoz
*	Cllr N Dommett	*	Cllr S Penfold (Vice-Chairman)
Ø	Cllr T Edie	*	Cllr A Presswell
*	Cllr J Hawkins (Chairman)	*	Cllr M Steele
*	Cllr Oram (substituting for Cllr Dewynter)	*	Cllr Pannell (substituting for Cllr Dewynter)

<b>Other Members also in attendance either in person or via Teams:</b>
Cllrs Edie, Hopwood, Birch and O'Callaghan (on MS Teams)

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Director of Customer Service and Delivery, Director of Strategy and Governance, Assistant Director of Strategy and Organisational Development (on MS Teams) and Senior Democratic Services Officer

**O&S.13/23 MINUTES**

The minutes of the meeting of the Overview and Scrutiny Committee held on 5 October 2023 were confirmed as a correct record, subject to the following change - Cllr Birch was in attendance and not Cllr Brazil.

Regarding the outstanding action on the list of outside bodies funded by SHDC to be circulated to the committee. Officers reported that they were updating the list of partners that SHDC engage with and would circulate to the committee when completed.

**O&S.14/23 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.15/23 PUBLIC FORUM**

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

**O&S.16/23 EXECUTIVE FORWARD PLAN**

A question was raised on the significance of the item highlighted in red. It was reported that this item was being moved to the March Executive meeting.

**O&S.17/23 ENVIRONMENT AGENCY AND SW WATER (QUALITY OF RIVER AND BEACH WATER)**

The Chair welcomed Clarissa Newell, Environment Agency and Alan Burrows, SW Water to the meeting. The Environment Agency (EA) and SW Water (SWW) provided presentations.

In discussion, particular reference was made to:

- The EA regularly monitor the bathing waters, and this was undertaken weekly.
- Dogs were banned from beaches during the summer season and they undertake additional monitoring to determine if E.coli was present.
- They take samples of bathing water for analysis and always from the same place to build up a history of data. They were also undertaking pilot work outside of the bathing season for testing.
- SWW were recreating new resources for reservoirs but were also encouraging people to reduce their demand. In 2022 demand for water was excessive.
- SWW were investigating leakages and working across the wider southwest to improve services and address leakages.
- The service level agreement in place would determine how quickly a leak would be responded to, it depended on the leak and the number of properties affected. The SWW website shows the number of leaks in the area.
- Water bills were increasing and it was estimated that household bills would increase by 7.5%.
- SWW recognised the cost of living and support was provided to customers, also advice provided on the website.
- Extensive work and engagement with the farming community regarding pesticides and run-off and reducing risks.
- Pennon Group covers different elements and not just SWW and stakeholders expect a return on their investments.
- The water industry was privatised in 1989 and since then standards had considerably improved, if nationalised they would have to compete with statutory services such as the NHS.
- The EA monitor climate emergency such as salmon moving up rivers and flood modelling for following years and have long term plans in place to safeguard the environment.
- They cannot remove the risk of flooding and local authorities ensure residents were prepared for flooding, reviewing communities at risk and how to adapt.
- SW Water PR24 Plan outlines their clear commitment to reaching net zero by 2030 such as electrifying their fleet, looking at renewable energy and the implications of climate change.
- The recent fines incurred by SWW were paid direct to central Government and the local area would not benefit from that money.
- They were increasing the capacity for sewage treatment but were having to remove items from sewage treatments that shouldn't be there. They were undertaking a large piece of work looking at

overflow systems and working with communities when issues were raised.

- OFWAT highlighted lack of investment and it was reported within a five-year period were spending above and maintaining networks, however, need to spend £3bn to meet the new Government targets and projecting they could achieve this.
- Water saving devices were available for domestic households to help preserve water supplies.
- The inspectorate requires SWW to regularly test the quality of drinking water. Drinking water in the SW was regarded as the best in the industry.
- The South Milton outlet, leakages onto the beach and signage to warn people using the beach. SWW reported that they met with residents last week and felt that clarity was provided at that meeting. It was not the responsibility of SWW to provide signage, however they were happy to provide wording for the signage. Officers reported that SHDC could cover the signage subject to landowners' permission.

Questions were raised on the percentage loss through leakage and what SWW insurance for domestic households covered and responses would be provided by SWW outside of the meeting. There were also a number of questions submitted by the public for responses from the EA and SWW.

The Chair thanked the Environment Agency and South West Water for their attendance at the meeting.

It was then:

### **RESOLVED**

The Overview and Scrutiny Committee note the presentations from the Environment Agency and SW Water and request that a response is provided for the additional questions provided.

## **O&S.19/23 DEVON BUILDING CONTROL PARTNERSHIP**

The Executive Member for Economic Development; Commercial Strategy and Governance provided an overview of Devon Building Control Partnership. SHDC has an obligation to deliver a building control service and a decision was taken by SHDC to work in partnership with West Devon Borough Council and Teignbridge District Council to provide this service. The administration for this service was undertaken by Teignbridge. Each local authority has two members that sit on the Partnership Board and the Board meets quarterly.

It was then:

### **RESOLVED**

Due to the loss of connection with the Devon Building Control Partnership, it was agreed that this agenda item would be deferred to a future meeting.

**O&S.20/23 PERFORMANCE REPORT – JULY TO NOVEMBER**

The Executive Member for Customer Service; Improvement; IT and Digital Services presented the report.

In response to questions raised, it was reported that:

- With regard to the number of missed bins, a revamp of bin rounds to take place over next couple of months and expect normal levels at that time. The Executive would receive a report on waste in March and would also include resident feedback.
- The employment estate occupancy rates did not include spaces for let at Follaton House.

It was then:

**RESOLVED**

The Committee noted:

1. the Key Performance Indicators for April 2023 – November 2023
2. the intention to review some Key Performance Indicators to provide more helpful information for Members in the future.

**O&S.21/23 TASK AND FINISH GROUP UPDATES**

Reconvene the EA and SWW Research Task and Finish group in the New Year to reflect and analyse the response from today's meeting. Cllr Munoz to be added to the task and finish group.

Fusion Task and Finish membership confirmed and meetings to take place in the New Year.

Planning Enforcement Task and Finish. The Chair of the task and finish reported that 3 meetings held with enforcement officers which resulted in a series of recommendations and review of the Enforcement Plan. A report presented and approved by the Executive and Full Council.

**O&S.21/23 ANNUAL WORK PROGRAMME 2023/24**

The Committee agreed the following items for the work programme:

February:

- Fusion - Task and Finish Group to convene following this meeting.
- Sustainable South Hams
- CSP

March:

- Devon Building Control Partnership

At the Executive meeting on 21 September – a request was made to O&S to review the Local Lettings Policy (minute below)

- (a) With regard to the properties at St Anns Chapel, some Members asked that every step be taken to ensure that these were allocated

to local residents. Officers made reference to the Housing Act and specifically the 'reasonable preference criteria' and committed to providing a Briefing Note to Members outside of this meeting. In addition, the Leader asked that the Overview & Scrutiny Committee give consideration to undertaking a review into the Local Lettings Policy;

The Chairman of the Audit & Governance Committee also informed that it was intention to ask that his Committee undertake a review into the St Anns Chapel project to ascertain what (if any) lessons could be learned.

It was then:

**RESOLVED**

The Chair and Vice-Chair in consultation with the Lead Officer to agree to the workplan and Membership to be sought to review the Local Lettings Policy

(Meeting started at 2.00 pm and concluded at 4.33 pm)

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Chairman

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## **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](mailto: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](mailto:Democratic.Services@swdevon.gov.uk))

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# Executive Leader's Forward Plan

## About the Forward Plan

This is the Leader of Council's provisional forward plan for the four months starting January 2024. It provides an indicative date for matters to be considered by the Executive. Where possible, the Executive will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Executive and all councillors, the public, and other stakeholders. It will also assist the Council's Overview and Scrutiny Committee in planning their contribution to policy development and holding the Executive to account.

Local authorities are required to publish updated forward plans on a regular basis. The Plan is published on the Council's website ([www.southhams.gov.uk](http://www.southhams.gov.uk))

## About the Executive

The Executive consists of eight Councillors. Each has responsibility for a particular area of the Council's work.

- Leader of the Council with specific responsibility for Waste and Recycling; Strategic Planning; Finance and Communications – Cllr Julian Brazil
- Deputy Leader of the Council with specific responsibility for Planning; Corporate Performance Oversight; Organisational and Community Development – Cllr Dan Thomas
- Lead Executive Member for Climate Change & Biodiversity – Cllr John McKay
- Lead Executive Member for Economic Development; Commercial Strategy; and Governance – Cllr John Birch
- Lead Executive Member for Housing; Environmental Health & Licensing – Cllr Denise O'Callaghan
- Lead Executive Member for Community Services & Operations – Cllr Victor Abbott
- Lead Executive Member for Waste & Community Composting – Cllr Jacqi Hodgson
- Lead Executive Member for Service Quality – Cllr Nicky Hopwood

Further information on the workings of the Executive, including latest information on agenda items, can be obtained by contacting Democratic Services on 01803 861105 or by e-mail to [democratic.services@swdevon.gov.uk](mailto:democratic.services@swdevon.gov.uk)

**All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated with \***



**Forward Plan from January 2024**

Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<p><b>Title: Council Plan 2024/28</b></p> <p><b>Purpose:</b> To recommend to Full Council the adoption of the Plan and supporting annual delivery plans.</p>	Cllr Brazil / Andy Bates / Neil Hawke	Report of the Assistant Director – Strategy & Organisational Development	25 January 2024	
Leader	<p><b>Title: Draft Revenue and Capital Budget Proposals 2024/25</b></p> <p><b>Purpose:</b> To consider a report that sets out a draft set of Revenue and Capital Budget proposals for 2024/25.</p>	Cllr Brazil / Lisa Buckle	Report of the Section 151 Officer	25 January 2024	
Housing, Environmental Health & Licensing	<p><b>Title: Housing and Homeless Strategy – Action Plan</b></p> <p><b>Purpose:</b> To enable the Committee to receive an update from the lead member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	25 January 2024	
Climate Change & Biodiversity	<p><b>Title: Climate Change &amp; Biodiversity Emergency Verbal Update – Standing Agenda Item</b></p> <p><b>Purpose:</b> To enable the Committee to receive a verbal update from the lead Member for Climate Change &amp; Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	25 January 2024	
Leader	<p><b>Title: Support for Care Leavers</b></p> <p><b>Purpose:</b> To consider a report that sets out a range of measures to support Care</p>	Cllr Brazil / Andy Bates / Andy Wilson	Report of the Chief Executive and Head of Human Resources	25 January 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
	Leavers, including into employment with the Council.				
Leader	<b>Title: Council Tax Discounts and Council Tax Reduction Scheme 2024/25</b>  <b>Purpose:</b> To consider a report that seeks to recommend to Council a series of Council Tax Discounts and a revised Council Tax Reduction Scheme for 2024/25	CLlr Brazil / Steve Mullineaux / Geni Hotchkiss	Report of the Head of Revenues & Benefits	25 January 2024	
Leader	<b>Title: Discretionary Rate Relief and Corporate Debt Policies</b>  <b>Purpose:</b> To consider a report that presents updated Discretionary Rate Relief and Corporate Debt Policies for approval.	CLlr Brazil / Steve Mullineaux / Geni Hotchkiss	Report of the Head of Revenues and Benefits	25 January 2024	
Leader	<b>Title: Revenue Budget Monitoring Report to Month 7</b>  <b>Purpose:</b> To consider a report that presents the Council's Revenue Budget Monitoring position to Month 7.	CLlr Brazil / Lisa Buckle / Pauline Henstock	Report of the Section 151 Officer	25 January 2024	
Leader	<b>Title: Capital Programme Monitoring Report to Month 7</b>  <b>Purpose:</b> To consider a report that presents the Council's Capital Programme Monitoring position to Month 7.	CLlr Brazil / Lisa Buckle / Pauline Henstock	Report of the Section 151 Officer	25 January 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<b>Title: Quarter 1 and Quarter 2 Write-off Report 2023/24</b> <b>Purpose:</b> To consider a report that seeks to write-off a number of debts that are deemed to be irrecoverable from Quarters 1 and 2 in 2023/24	Cllr Brazil / Lisa Buckle / Geni Hotchkiss	Report of the Head of Revenues and Benefits	25 January 2024	
Waste and Community Composting	<b>Title: Waste Services Update</b> <b>Purpose:</b> To consider a report that provides a service update on Waste.	Cllr Hodgson / Steve Mullineaux / Sarah Moody	Report of the Deputy Chief Executive	7 March 2024	
Leader	<b>Title: Joint Local Plan Review</b> <b>Purpose:</b> To consider a report that provides an update on the Joint Local Plan.	Cllr Brazil / Chris Brook	Report of the Strategic Planning Manager (Joint Local Plan)	7 March 2024	
Leader	<b>Title: Revenue Budget Monitoring Report to Month 10</b> <b>Purpose:</b> To consider a report that presents the Council's Revenue Budget Monitoring position to Month 10.	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Section 151 Officer	7 March 2024	
Leader	<b>Title: Capital Programme Monitoring Report to Month 10</b> <b>Purpose:</b> To consider a report that presents the Council's Capital Programme Monitoring position to Month 10.	Cllr Brazil / Lisa Buckle / Pauline Henstock	Report of the Section 151 Officer	7 March 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Leader	<b>Title: Discretionary Housing Payments Policy</b>  <b>Purpose:</b> To consider a report that seeks approval of a revised Discretionary Housing Payments Policy.	Cllr Brazil / Steve Mullineaux / Pauline Henstock	Report of the Head of Revenues and Benefits	7 March 2024	
Deputy Leader	<b>Title: Conservation Area Appraisal – Dartmouth</b>  <b>Purpose:</b> To consider a report that seeks to adopt the proposed new Conservation Area Appraisal for Dartmouth.	Cllr Thomas / Drew Powell / Ali Wagstaff	Report of the Assistant Director: Planning	7 March 2024	
Community Services & Operations	<b>Title: Dartmouth Health Hub Off-Street Parking Order Amendment and Park and Ride Contract Award</b>  <b>Purpose:</b> To consider a report that presents the results of a six-month review into the Dartmouth Health Hub Off-Street Parking Order amendment and that seeks to award the Park and Ride Contract	Cllr Abbott / Chris Brook / Emma Widdicombe	Report of the Principal Assets Officer – Buildings, Parking and Public Conveniences	7 March 2024	
Climate Change & Biodiversity	<b>Title: Climate Change &amp; Biodiversity Emergency Update – Standing Agenda Item</b>  <b>Purpose:</b> To enable the Committee to receive an update from the Lead Member for Climate Change & Biodiversity that will include consideration of the draft Climate Adaptation Strategy.	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	7 March 2024	



Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Housing, Environmental Health & Licensing	<p><b>Title: Progress Update on Housing Projects</b></p> <p><b>Purpose:</b> To enable the Committee to receive an update from the lead member for Housing.</p>	Cllr O’Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	7 March 2024	
Leader	<p><b>Title: Brixton Neighbourhood Plan</b></p> <p><b>Purpose:</b> To consider a report that provides a progress update on the Brixton Neighbourhood Plan.</p>	Cllr Brazil / Drew Powell / Graham Swiss	Report of the Senior Strategic Planning Officer	7 March 2024	
Leader	<p><b>Title: Staverton Neighbourhood Plan</b></p> <p><b>Purpose:</b> To consider a report that provides a progress update on the Staverton Neighbourhood Plan.</p>	Cllr Brazil / Drew Powell / Graham Swiss	Report of the Senior Strategic Planning Officer	7 March 2024	
Economic Development; Commercial Strategy; and Governance	<p><b>Title: Freeport: Progress Update</b></p> <p><b>Purpose:</b> In accordance with the Council resolution, to consider a quarterly progress update on the Freeport project.</p>	Cllr Birch / Chris Brook	Report of the Director of Place & Enterprise	18 April 2024	
Climate Change & Biodiversity	<p><b>Title: Climate Change &amp; Biodiversity Emergency Update – Standing Agenda Item</b></p> <p><b>Purpose:</b> To enable the Committee to receive an update from the lead Member for Climate Change &amp; Biodiversity.</p>	Cllr McKay / Drew Powell / Adam Williams	Report of the Director for Strategy & Governance	18 April 2024	





Portfolio Area	Report Title and Summary	Lead Member / SLT Lead / Report Author	Documents to be considered in making decision	Date of Decision	Consultees and means of consultation
Housing, Environmental Health & Licensing	<b>Title: Progress Update on Housing Projects</b> <b>Purpose:</b> To enable the Committee to receive an update from the lead member for Housing.	Cllr O'Callaghan / Chris Brook / Issy Blake	Report of the Head of Housing	18 April 2024	
Economic Development; Commercial Strategy; and Governance	<b>Title: UK Shared Prosperity Fund Updates</b> <b>Purpose:</b> To consider a report the provides a progress update on the UK Shared Prosperity Fund	Cllr Birch / Chris Brook / Chris Shears	Report of the Head of Economy and Place	TBC (Summer)	
Climate Change & Biodiversity	<b>Title: National Landscapes</b> <b>Purpose:</b>	Cllr McKay / Chris Brook / Roger English	Report of the National Landscapes Manager	TBC (Summer)	

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Report to: **South Hams Overview and Scrutiny Committee**

Date: **8<sup>th</sup> February 2024**

Title: **Leisure Contract - Fusion Annual Report 2023**

Portfolio Area: **Community Services; Operations & Leisure – Cllr Victor Abbott**

Wards Affected: **All**

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

Date next steps can be taken: Immediately

Author: **Jon Parkinson** Role: **Senior Leisure Officer**

Contact: **jon.parkinson@swdevon.gov.uk**

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## **Recommendations:**

1 That the Overview and Scrutiny Committee note the contents and progress of Fusion’s Annual Report for 2023 and proposals for 2024.

## **1 Executive summary**

- 1.1 This report and presentation provide a review of Fusion’s performance last year in 2023 and an update on current provision and key proposals for the year ahead.
- 1.2 2023 was Year 7 of the Council’s 25-year contract with Fusion Lifestyle as the joint leisure management operator for both South Hams and West Devon Councils.
- 1.3 The provision of leisure centres is a discretionary service. However, the activities align with the Council’s plan 2024-2028 in providing good quality frontline services and supporting local leisure provision and promote active use of facilities.
- 1.4 Leisure Centres are seen as essential community health hubs, contributing to improving people’s health and wellbeing. Centres are more than a lifestyle choice, providing vital services across health – being active, learning to swim, social and mental wellbeing benefits, stronger and safer communities, and economic opportunities through jobs.

## **2 Background – National Context**

- 2.1 Nationally the leisure market and its operators remain impacted by the Covid-19 pandemic, cost of living and energy crisis. A slow and stagnating recovery, with higher inflation and increased staffing

costs, means a cautious approach for operators. As well consumers continue to adapt to new exercise habits, including online, home, and outdoor fitness regimes.

- 2.2 A recent Sport England Report, January 2024, on the rising cost of living and its impact, highlights;
  - 2.21 Facility providers are grappling with rising fixed costs and reduced income due to increased energy prices and the overall cost of running their businesses, prompting them to cut sessions and raise fees.
  - 2.22 Financial pressure may result in temporary or permanent facility closures of both public and private sector facilities.
  - 2.23 Cost of living has increased sharply for many, and people are substituting paid activities with free alternatives, such as walking or cycling for short trips or home-based activities as well as those who are cancelling gym and sports memberships.
  - 2.24 The rising cost of living is pressuring sports and leisure facilities, impacting both providers and participants. Facility closures, membership cancellations, and affordability concerns are genuine issues, particularly in areas with older, ageing facilities and rural areas.
- 2.3 Moving Communities is a service from Sport England to collect and monitor public leisure facility performance, providing national benchmarking information. Its annual survey April – June 23 and third year of data covering 1,300 leisure facilities found that overall usage of centres had increased from 21-22 but during 2023 it had plateaued.
- 2.4 The Customer Experience Survey from Moving Communities for October 2023 with 36,000 respondents highlighted that;
  - Usage – swimming has decreased the past 3 years but remains the largest participation category, group exercise use has increased.
  - Satisfaction / NPS – nationally at a 22 score which is down from 2021 at 35. Older age groups more satisfied than younger ones.
  - Key areas – staff being helpful and friendly. Also, cleanliness when visiting a centre.
  - Cost of Living – this issue and its impact on usage has increased in 2023 – 40% of respondents had a negative impact.
- 2.5 The recruitment of suitably qualified staff continues to be a challenge within the leisure industry, The roles which have been difficult to recruit to are, Swimming Teachers, Lifeguards Leisure Assistants and Duty Managers.
- 2.6 The leisure sector has been lobbying the Government, led by the LGA and Sport England, in the past few years for financial support due to high energy bills and increased operating costs.

- 2.7 Last summer, leisure centres received positive news on a £60million Sport England Swimming Pool Support Fund. This allowed local authorities to apply for their public leisure facilities with pools, including community outdoor pools, to get help with increased energy costs and investment in energy savings schemes.
- 2.8 In Phase 1 for revenue applications, we were unsuccessful and did not receive any funds. For Phase 2 on capital investments, we will hear shortly, by the end January on our application. The fund will target those pools that are closed or face high risk of closure. It will prioritise those areas of greatest socio-economic need.

### 3 Outcomes/outputs

- 3.1 The leisure contract sets out specific performance indicators which Fusion are delivering through its plans and targets, these include being a more active district, promoting community development, improving health and wellbeing of residents, improving quality of services, and delivering environmental improvements.
- 3.2 The attached annual presentation review from Fusion highlights key performance areas and provides an overview on participation, customer satisfaction, key maintenance areas undertaken, sports and community development activities and workforce opportunities. Also, the current challenges and the year ahead for our leisure centres and service provision.
- 3.3 Overall leisure centre memberships as at the end of December 2023 have now nearly matched the numbers to 4 years ago, 6,165 against 6,188 in December 2019;

Total	December 2019	December 2023	%
<b>Dartmouth</b>	<b>582</b>	<b>502</b>	<b>86%</b>
<b>Ivybridge</b>	<b>1,416</b>	<b>1,461</b>	<b>103%</b>
<b>Quayside (Kingsbridge)</b>	<b>1,468</b>	<b>1,511</b>	<b>103%</b>
<b>Totnes</b>	<b>1,052</b>	<b>931</b>	<b>88%</b>
Meadowlands (Tavistock)	875	1,064	122%
Parklands (Okehampton)	795	696	88%
<b>Total</b>	<b>6,188</b>	<b>6,165</b>	<b>100%</b>

Swim school demand and usage is going very well overall memberships have just passed 2019 levels, being at 2,837.

Total	December 2019	December 2023	%
<b>Dartmouth</b>	<b>162</b>	<b>147</b>	<b>91%</b>
<b>Ivybridge</b>	<b>730</b>	<b>903</b>	<b>124%</b>
<b>Quayside (Kingsbridge)</b>	<b>768</b>	<b>634</b>	<b>83%</b>
<b>Totnes</b>	<b>348</b>	<b>350</b>	<b>101%</b>
Meadowlands (Tavistock)	509	445	87%
Parklands (Okehampton)	285	358	126%
<b>Total</b>	<b>2,802</b>	<b>2,837</b>	<b>101%</b>

- 3.4 Overall usage recovery during the past 3 years with the impacts of Covid and more recently the cost of living and energy crisis, has been good.
- 3.5 Fusion has experienced service challenges for cleanliness and maintenance programmes. These are highlighted across the older condition of several centre areas, such as swimming pools and changing rooms. Also, operations have recently been impacted at Dartmouth Leisure Centre with reductions in opening hours at weekends. Staffing at this site has now improved and hours are increasing.
- 3.6 The cafes in the centres have now re-opened at Ivybridge and Kingsbridge, with pop up cafés at Dartmouth and Totnes. New Family Fit programmes are being developed, along with increased provision of youth nights, young adult provision and teen/gym sessions. Last year saw an increase in community partnerships, including fitness activities in the wider community.

#### **4 Proposed Way Forward**

- 4.1 Fusion is confirming its financial accounts and is extending the accounting period to fit with Council contracts to a 31<sup>st</sup> March year-end. Fusion is currently concluding a refinancing deal with NatWest for its CBILS loan. This will enable Fusion to move forward in 2024 and continue business as usual.
- 4.2 The solar energy project had been put on hold towards the end of last year due to Fusion confirming its financial arrangements as indicated. A contractor was appointed to install solar panels across South Hams and West Devon for all the leisure centres. Fusion have agreed to look at it again as soon as possible.
- 4.3 Fusion has also been supporting the Council in its Public Sector Low Carbon Skills Fund project, enabling site heat decarbonisation plans to be developed last year. This includes the use of solar energy for electricity usage.

- 4.4 For Totnes Leisure Centre, redevelopment plans and costings are being developed from the earlier scheme. Funding and timescales are to be confirmed and Fusion has produced a project business plan with support from Tadpool. In the short term, during last year small works were undertaken including redecoration, replacing floor tiles and re-tiling areas of the pool side changing areas. The Council has commissioned an external consultant to review these proposals and consider: If they are financially sustainable, if they will deliver the proposed footfall increases, if they are good value for money and if there are any other opportunities that should be considered instead or as well.
- 4.5 This will be essential background to any future Council investment decision for the centre in Totnes.

## 5 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Leisure is a discretionary service. The management of the council's leisure centres are agreed in a formal contract agreement with appropriate reporting structures.
Financial	Y	The investment borrowing and contract arrangements were approved as part of the contract award. On 31 <sup>st</sup> March 2022, Council approved a contract variation and changes to the management fee profile (Minute reference CM74/21).
Risk	Y	Mitigated through the formal procurement process and the business case appraisal.
Supporting Corporate Strategy	Y	Council, Community Services, Wellbeing
Climate Change – Carbon / Biodiversity Impact	Y	Contract targets to reduce energy usage and future project for installation of solar panels.
Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	All leisure centres remain open and have activities open for all sections of the community
Safeguarding	Y	Relevant policies and practices in place through the contract.
Community Safety, Crime and Disorder	N	

Health, Safety and Wellbeing	Y	Improved though better facilities and part of service delivery.
Other implications		none

**Supporting Information**

Appendix A – Fusion Annual Report 2023

National Sport England Report links;

<https://www.sportengland.org/news-and-inspiration/how-rising-cost-living-impacting-sport-and-physical-activity>

<https://active-insight.org/wp-content/uploads/2023/11/Moving-Communities-CE-survey-Report-Oct-23-FINAL.pdf>





Fusion Annual Review Presentation

South Hams District Council

Period : January to December 2023

# Annual Review

## Agenda

- Sport England update
- Fusion overview
- 2023 Highlights
- Participation
- Customer satisfaction – Net Promoter Score
- Memberships
- Swimming lessons
- Maintenance and repairs
- Sport and Community Development
- Marketing & Social Media
- Staff, Learning and Development
- Current challenges
- Looking forward to 2024

# Annual Review

## Sport England update – The rising cost of living and its impact on sport and physical activity, 2023.

- The latest Sport England Active Lives Survey (November 2021 - November 2022) found that 63.1% of adults met the recommended 150 minutes of weekly physical activity, returning to pre-pandemic levels and above baseline (2015-16).
- Active Lives Children and Young People Survey (academic year 2021-22) shows a return to pre-pandemic activity levels with 47.2% of children active, following increases compared to 12 months prior.
- Inequalities persist however, across gender, ethnicity, income, and location for children and young people and adults.
- In response to cost of living increases, people are substituting paid activities with free alternatives, such as walking or cycling for short trips or home-based activities as well as those who are cancelling gym and sports memberships.
- Formal club participation for adults reduced during the pandemic and has not fully recovered, with club memberships down 2% compared to pre-pandemic levels and recent data from Activity Check-In (August 2023).
- sustainable solutions are needed to support community groups and sports clubs amid economic challenges including member cancellations and lack of affordable facility access.
- Facility providers are grappling with rising fixed costs and reduced income due to increased energy prices and the overall cost of running their businesses, prompting them to cut sessions and raise fees.

# Annual Review

## Sport England update – The rising cost of living and its impact on sport and physical activity, 2023.

- Facility providers are also struggling, with 82% in a CIMSPA survey citing high energy costs were having a negative impact on their business. Utility costs, especially for energy-intensive activities like swimming, are a significant concern for facility operators.
- In August 2023 10% of people said they had stopped doing pay as you go activities and 8% of consumers had cancelled gym memberships in response to cost of living increases (Activity Check-In. Wave 7. August 2023).
- the rising cost of living is pressuring sports and leisure facilities, impacting both providers and participants. Facility closures, membership cancellations, and affordability concerns are genuine issues, particularly in London and rural areas.
- England's post-COVID sports and recreation workforce is recovering, but disparities persist, and the volunteer workforce has declined. Paid workers struggle with job security. Retention challenges remain, posing long-term sustainability concerns.
- The increased cost of living has entrenched behavioral changes, unlikely to reverse until household finances improve.
- People from the most deprived areas and from lower socioeconomic backgrounds are more likely to say their levels of physical activity have been negatively affected by cost of living increases. Club activities are nearing pre-Covid levels, but cost pressures, especially from rising energy prices, affect club finances, which in turn, is making access less affordable for some.
- Paid staff, especially those with low wages or in casual positions, are leaving for better opportunities elsewhere.

# Annual Review

## Fusion Overview

- Mutually agreed with HMRC and Charities commission to extend the trading year in 2023 to 15 months to align with Local Authority trading year, 1<sup>st</sup> April-31<sup>st</sup> March
- This has delayed the posting of 2023 Fusion accounts
- Fusion in negotiation with all Local Authority partners about the financial sustainability of the leisure contracts and leases in response to the cost of living crisis, utility cost increases and National Minimum Wage increases
- Cost increases cannot be directly passed onto customers through admission charges because of % increase
- 2023 trading year mirrors the slower than expected growth being reported Nationally by Sport England
- CBILs loan being restructured to match trading performance
- Fusion recently submitted a long term business strategy to SHWD Council for consideration
- Including proposals for solar energy investment and Totnes Leisure Centre capital investment
- Long term leisure service provision in Devon looks bright!

# Annual Review

## 2023 Highlights

- Children in Care scheme developed in partnership between Fusion and the Council
- Ivybridge Christmas Fayre 9<sup>th</sup> December
- Cafés launched in – Dartmouth, Totnes, Quayside and Ivybridge.
- UK Active Awards – Ivybridge regional winner ‘Leisure Centre of the Year’
- New room hire available at Ivybridge- encouraging new business opportunities
- New soft play at Ivybridge Leisure Centre
- Virtual Tour – Ivybridge
- Staff internally promoted into new Management roles and enrolled on management training courses to ensure continuity

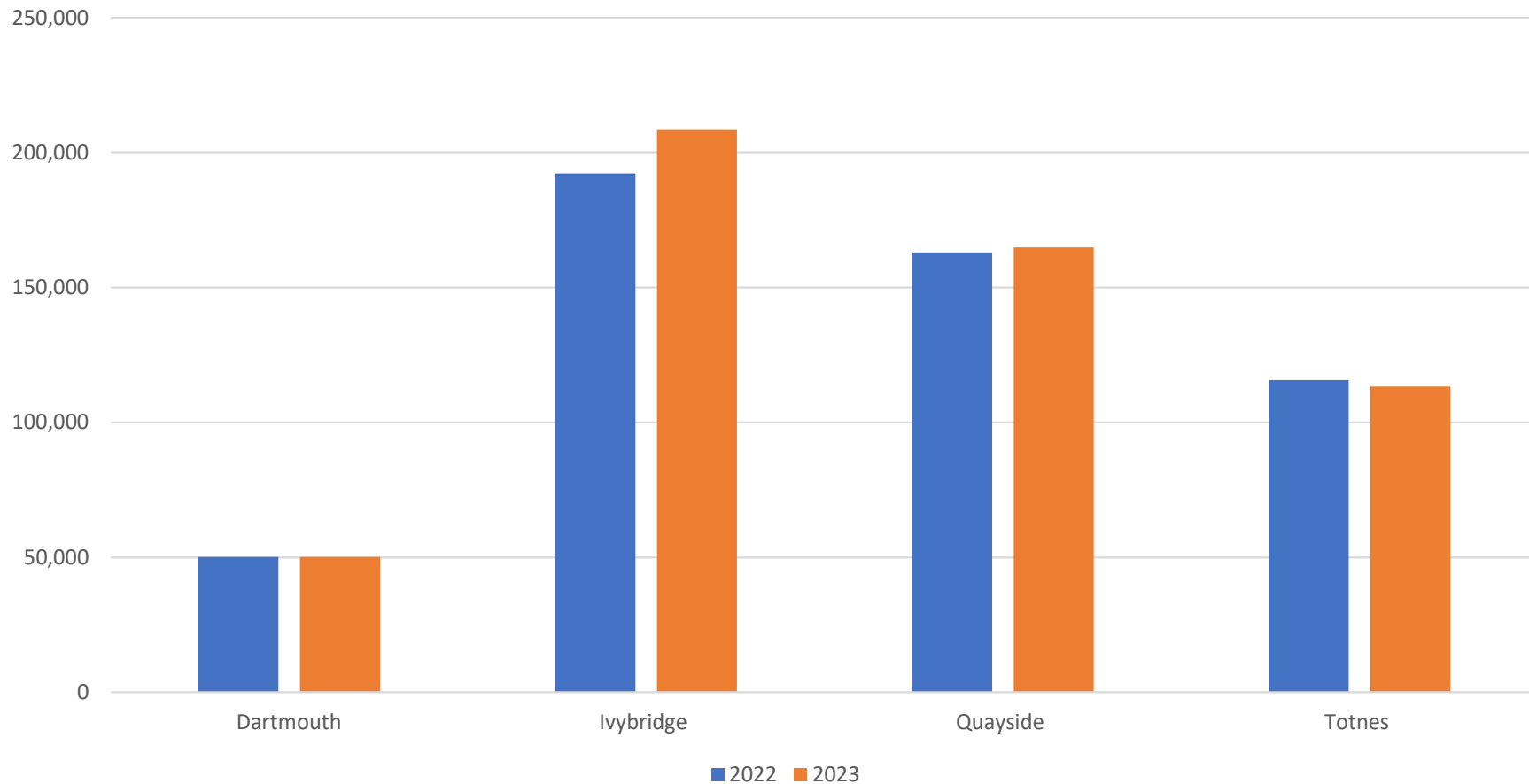
# Annual Review

## Participation South Hams

521,132 in 2022 v 536,947 in 2023

NB, Dartmouth programme reduction in December 2023 and Devon Hills Fire impact on Totnes 2022 participation

Participation 2022 v 2023

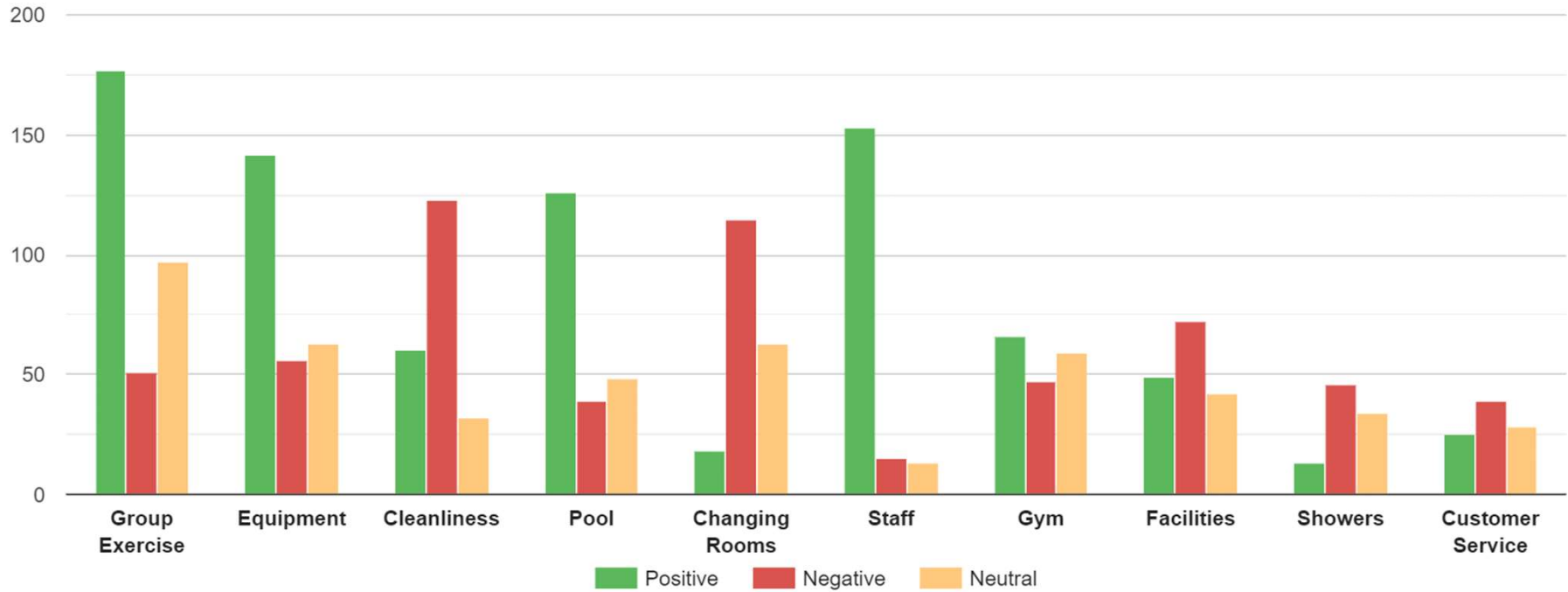


# Annual Review

## Customer satisfaction – NPS

### South Hams

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	Score	Percentage Detractors	Percentage Passives	Percentage Promoters
Dartmouth Leisure Centre	11	34.2	21.1	44.7
Ivybridge Leisure Centre	36	20.4	23.1	56.5
Quayside Leisure Centre	14	30.5	24.7	44.8
Totnes Leisure Centre	-8	41.1	25.4	33.4



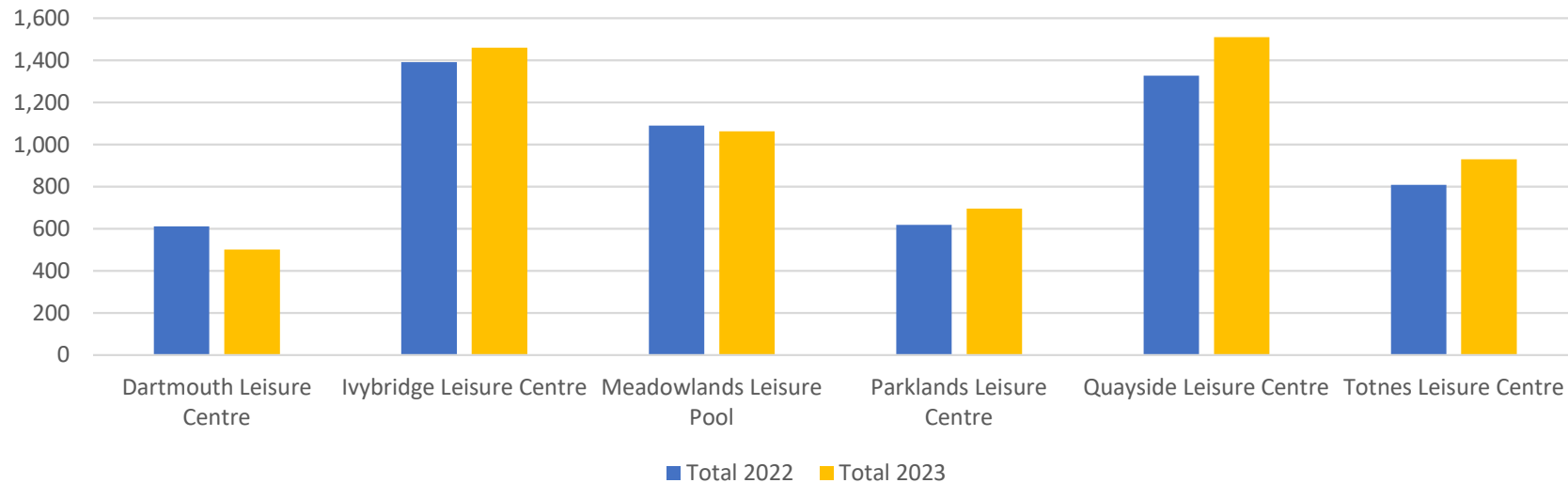
# Annual Review

## Memberships

### 5,849 in 2022 v 6,165 in 2023

Site	Annual	Paid In Full	Pay Monthly	Total 2023	Concession	Concession %
Dartmouth Leisure Centre	27	6	469	<b>502</b>	74	15%
Ivybridge Leisure Centre	135	52	1,274	<b>1,461</b>	285	20%
Meadowlands Leisure Pool	37	21	1,006	<b>1,064</b>	226	21%
Parklands Leisure Centre	14	14	668	<b>696</b>	165	24%
Quayside Leisure Centre	78	51	1,382	<b>1,511</b>	153	10%
Totnes Leisure Centre	41	19	871	<b>931</b>	120	13%
<b>Total</b>	<b>332</b>	<b>163</b>	<b>5,670</b>	<b>6,165</b>	<b>1,023</b>	<b>17%</b>

Total Membership Sales 2022 verses 2023

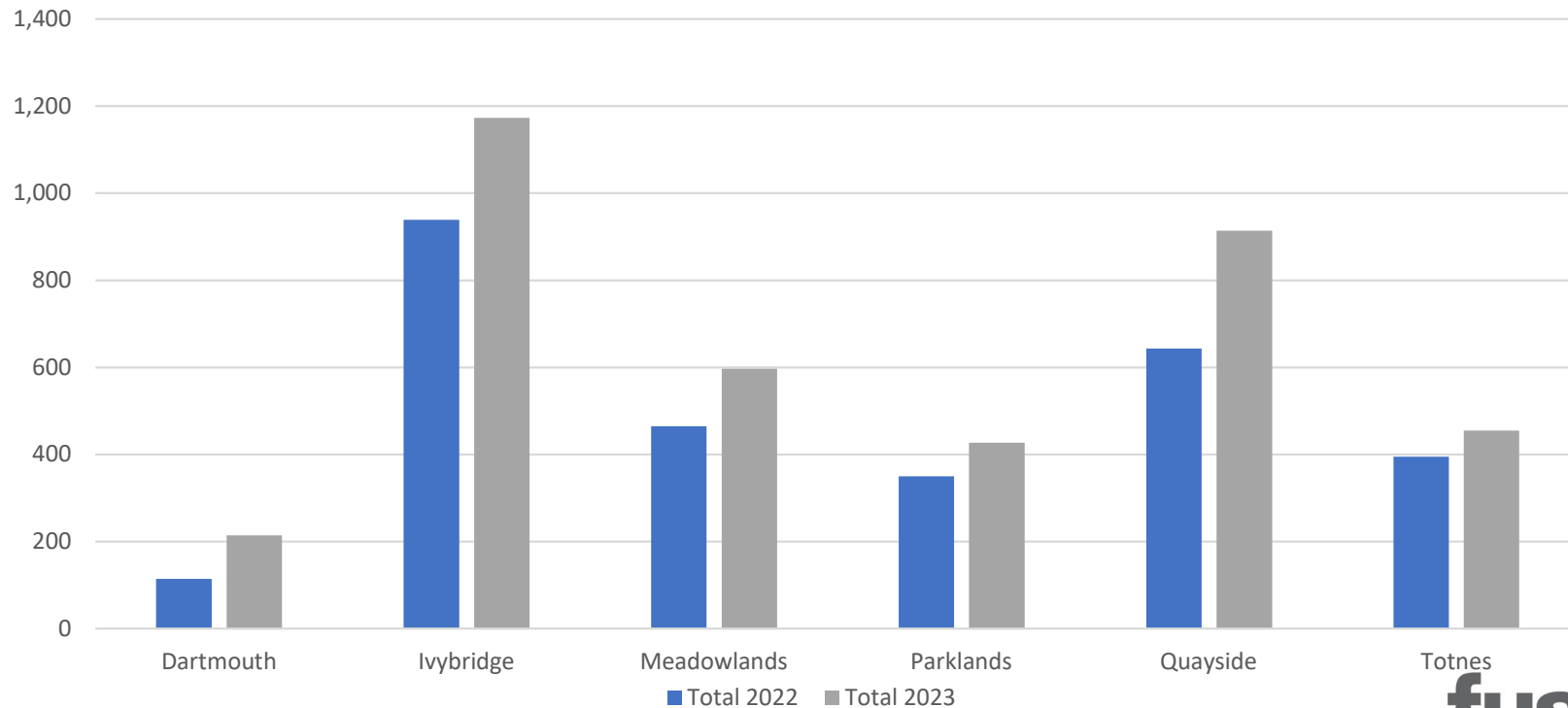


# Annual Review

## Swimming lessons

Site	Total 2022	Total 2023
Dartmouth	114	214
Ivybridge	939	1,173
Meadowlands	465	597
Parklands	350	427
Quayside	643	914
Totnes	395	455
Total	2,906	3,780

Swim School 2022-2023



# Annual Review

## Maintenance and Repairs

- 1 FTE Maintenance Supervisor dedicated to the contract
- £186,442 spent on Planned Preventative Maintenance (PPM) in 2023
- £809,611 spent on Premises costs that include gas, electricity and water costs
- Air conditioning added to Totnes studio
- New Soft Play provided for in Ivybridge
- New cafes safely installed at Ivybridge and Quayside
- Statutory compliance at 100%
- SHWD Building & Facilities Officer visits conducted monthly
- SHWD Building & Facilities Officer report completed on each site in 2023
- LED lighting replacement strategy in operation in all centres
- Totnes Sports Hall lights replaced with LED upgrade

# Annual Review

## Sport and Community Development

### South Hams

- This Girl Can - £1,949 secured from Active Devon to run 5 x 8-week courses at Quayside and Modbury. To date 28 ladies have signed up and 82 visits recorded.
- Warm Spaces - £1,493 secured from Paige Adams Trust/Totnes Town Council for Bouncy Fun at Totnes Leisure Centre in partnership with TQ9. To date over 1000 visits by children recorded at the pay what you can sessions accompanied by parents/carers.
- Youth Leisure Nights – Relunched at Totnes in partnership with TRAYE (10k funding). Fortnightly between March and October with 563 visits (average of 35 young people per session). Restarting again in January 24.
- Outreach – Seated Exercise sessions ran in Sparkwell and Cornwood village halls and Ivybridge memory café. As well as at Kingsbridge, Ivybridge and Okehampton libraries as part of their warm spaces campaign in January.
- Walking Netball - A 6 week walking netball course ran at Ivybridge Leisure Centre in partnership with England Netball.



# Annual Review

## Sport and Community Development

### South Hams

- Exercise on Referral / Cardiac Rehabilitation - 425 referrals across the 6 leisure centres. Of these 83% have started the programme. Of those (who started in the first 9 months), 45% have completed the 12-week programme and 74% went on after 12 weeks to stay exercising with Fusion.
- Sporting Academy (previously FANS) - New Sporting Academy website launched for talented athletes to access centres to assist with their training needs. 37 on the membership at the end of 2023.
- SEND Swimming Lessons - £5,000 secured from DCC to support 1-2-1 swimming lessons for SEND children. To date 21 children have started lessons. 3 Teachers attend training courses.
- Libraries Partnership - In partnership with the 6 libraires in South Hams and West Devon we offered a free child swim with a paying adult to all those who complete the Summer reading challenge via the library. This year the national challenge had a sporty theme and is linking to the Youth Sport Trust.
- Funding – £11,482 secured (including £18,27.50 from Parkinsons UK to deliver a project of seated exercise and walking in 2024.)



# Annual Review

## Marketing and Social Media – South Hams

- The Fusion Lifestyle app underwent a refresh in 2023 – feedback has since been positive.
- We ran a couple of Community Days in 2023...
  - In May, Ivybridge Leisure Centre took part in a Community Day, opening their doors to the community.
  - In September, Dartmouth, Quayside and Ivybridge took part in a Sportaneous day, opening their doors to the community offering a range of fun activities. This also received coverage in the Dartmouth Chronicle and Ivybridge & South Brent Gazette.
- Launched Spring campaign at the start of May which included the 10 days for £10 offers. Promotion allowed customers to purchase a 10 days pass for just £10, giving them unlimited access to the pool, group exercise classes and soft play.
- Ivybridge Leisure Centre received coverage of their UKActive awards win, coverage was in the Dartmouth Chronicle and the Ivybridge and South Brent Gazette.
- Continuation of Swim School promotion throughout the year.
- Launched 'Father Figures' competition in June, giving customers to opportunity to celebrate and nominate their father figure to win a prize – an annual family membership.
- Launched Lionesses competition, giving local communities the chance to nominate a local girl's football team to be the winner of £500 prize which could be used to support the team in any which way they chose – Dartmouth Swifts were the lucky winners of one of the prizes. This also received coverage in the Dartmouth Chronicle.
- Free pass continued throughout the year.
- Print materials were created including Youth Nights poster, roller disco poster and bouncy fun material.
- Flyers were sent to site throughout the year including a six-page flyer for Ivybridge and SHWD Swim School flyer.
- A new product, Gym Rebels, was launched – giving those aged 10 – 15 years the opportunity to become a Gym Rebel and enjoy 'gym life' from an early age, helping promote a healthy lifestyle.
- At the end of 2023 we organized for a virtual tour to be done of Ivybridge Leisure Centre – this can be viewed [here](#).
- Some of the campaigns throughout the year were...
  - Time for...
  - 10 days for £10
  - Get back

### Stats

- Mobile app users continue to grow in usage – now sitting at 30,736
- Social followers continue to grow – now sitting at 7706 on Facebook and 1660 in Instagram.

# Annual Review

## Staff, Learning and Development

Fusion employ a total of 283 across South Hams and West Devon

South Hams	West Devon	Central Work Bank
Quayside 29	Meadowlands 24	145
Totnes 24	Parklands 14	
Dartmouth 13		
Ivybridge 34		
Total 100	Total 38	

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Fusion NVQ learners:

4 Level 3 Learners,  
1 Level 6 learner,  
1 Level 7 learner.

# Annual Review

## Current challenges

- Cost of living crisis and impact on casual use, memberships, clubs and hirers
- National Minimum Wage increases, almost £1 (12%) per staff/hour added to costs from 1<sup>st</sup> April 2024 which cannot be passed onto customers
- Utility & supplier cost increases
- Recruitment – National shortages of Lifeguards, Swimming Instructors and Leisure Managers
- Leisure no longer widely viewed as a career path due to National Minimum Wage
- Rural Transport reductions
- Car Parking fees at leisure centres seen by community users as a deterrent to admission
- Traditional agreements now outdated – Parklands, Quayside dual use agreements
- Growth of Junior Gym is now more regulated
- Growth of Exercise Referrals has not been as effective as we anticipated
- Schools have reduced budgets to hire pools and sports halls
- Aging plant rooms facing greater demand with larger participation levels



# Quarterly Review

## Looking forward to 2024

- Government to determine the Swimming Pool Support Fund round 2 funding, January 2024
- Re-establish swimming sessions for exercise referrals at Dartmouth, February 2024
- Improved customer interactions in the gyms, February 2024
- Meet the Manager sessions and customer engagement events at all sites, monthly 2024
- Negotiate new dual use agreements with Kingsbridge College and Okehampton College, June 2024
- Increased investment in changing rooms and cleanliness standards, 2024
- Improved marketing outreach in wider communities (Ivybridge and Quayside leaflet drops in January 2024 to reach 25,000 people)
- Sportaneous community events in each centre, 3 times a year
- Totnes Leisure Centre development, 2024
- Solar panel investment, 2024
- Car park fee discussion with SHWD Council, July 2024
- Return Dartmouth Leisure Centre to 'normal' opening hours, February 2024
- Affordable price increase, April 2024



Fusion Annual Review Presentation

South Hams District Council

Period : January to December 2023

Report to: **Overview and Scrutiny  
(South Hams)**

Date: **8<sup>th</sup> February 2022**

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

Portfolio Area: **Place and Enterprise**

Wards Affected: **All**

Author: **Ian Luscombe**

Role: **Head of  
Environmental  
Health and  
Licensing**

Contact:

[Ian.Luscombe@swdevon.gov.uk](mailto:Ian.Luscombe@swdevon.gov.uk)

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## **Recommendations:**

That the Committee:

1. Acknowledge the work of the Community Safety Partnership
2. Encourages Members to take part in the annual priority setting process to reflect the priorities in their communities

## **1. Executive summary**

- 1.1 The report explains the background to the Community Safety Partnership and asks members to support the annual priority setting process.
- 1.2 The work that the Community Safety Partnership has carried out this year may be found in the Appendices to this report.

## **2. Background**

- 2.1 The South Devon and Dartmoor Community Safety Partnership is a partnership between South Hams, Teignbridge and West Devon, the principle aim of which is to reduce crime and disorder in the area.
- 2.2 Community Safety Partnerships were introduced by Section 6 of the Crime and Disorder Act 1998. The Legislation sets

a statutory requirement to bring together local partners to formulate and deliver strategies to tackle crime and disorder in their communities. Responsible authorities that make up a Community Safety Partnership are the Police, Fire and Rescue Authority, Local Authorities, Health Partners, and Probation Services.

- 2.3 The work of the Community Safety Partnership fits with the Services for Communities services of the Council's Strategic plan.
- 2.4 The Community Safety Partnership Chairperson is a member of the Safer Devon Partnership which forms the upper tier Community Safety Partnership function – the "Safer Devon Partnership."
- 2.5 Funding is no longer allocated to the Community Safety Partnership but must be bid for as and when required to support specific project and initiatives. Funding is generally made available by the Police and Crime Commissioner for specific projects that meet their qualifying criteria.
- 2.6 In the current financial year the only budget that the Community Safety Partnership had allocated was £8,000 from Serious Violence funding that has been delegated by the Safer Devon Partnership.
- 2.7 In terms of resource in South Hams and West Devon there is one full time Community Safety Officer and one Anti-Social Behaviour Officer, who also undertakes other duties under environmental protection.
- 2.8 The Community Safety Partnership Manager is employed by Teignbridge DC. This is a more senior role than the West Devon and South Hams equivalent. Teignbridge also have an Anti-social Behaviour Officer.
- 2.9 The Lead Member for South Hams is currently Cllr Dewynter.
- 2.10 Community Safety Partnerships (CSPs) have a statutory responsibility to work together to protect their local communities from crime and to help people feel safe.
- 2.11 In exercising its functions, the Partnership must have regards to the Police and Crime objectives set out in the Police and Crime plan for the Police area.

2.12 This year the Partnership will also need to have regard to the Preventing Serious Violence Strategy that outlines Safer Devon's framework for preventing and reducing serious violence in Devon.

### **3.0 Priority Setting**

3.1 The Community Safety Partnership sets priorities in March/April each year using intelligence from the soon to be published Devon Strategic Needs Assessment and produces a Local Delivery Plan which is reviewed at each Community Safety Partnership meeting.

3.2 Ahead of the priority setting meeting, at which SH and WD CSP Lead Members will be present, we will invite the Lead Members to meet with Portfolio holders and other Cllrs so that they can present the views of all members to ensure wider representation and tie in with our corporate priorities and the needs of our communities.

3.3 Local Police are also present at the priority setting meetings and will also provide a local perspective from their respective neighbourhoods.

### **4.0 CSP Home Office visit**

4.1 In November 2023 the Community Safety Partnership gave a presentation to the Safer Stronger Communities Board where the Leader of WDBC and Police and Crime Commissioner were present. The work of the Community Safety Partnership was later discussed at the Safer Stronger Board of the Local Government Association in London, as was described as exemplary in the way that it works. A visit has been requested by the Deputy Chairperson of the Board to explore how the Partnership works ahead of the second part of the National Community Safety Partnership review.

### **5.0 Raising awareness**

5.1 A key development area for the Community Safety Partnership is to focus on raising awareness about how the Partnership operates.

5.2 There is an Annual Forum each year where the Community Safety Partnership celebrates and raises awareness of the

best projects with over one hundred attendees. This year the forum will be held in West Devon.

- 5.3 Recently a bitesize session was delivered on Teams to share information about the day to day working of the Community Safety Partnership, this was attended by almost 100 stakeholders including elected members. There has also been a renewed focus on social media, that together with some new branding to make a better impact.
- 5.4 The Community Safety Partnership will also contribute articles to Member briefings, the next one will include information about priority setting process.

## **6.0 Options available and consideration of risk:**

- a. The Community Safety Partnership is required to be in place by Section 6 of the Crime and Disorder Act 1998.
- b. The Priorities are the basis for a range of initiatives and interventions that are delivered locally. The Council is represented at Devon Boards around Prevent, Modern Slavery, Youth Crime Violence Prevention, Trauma, Domestic Abuse & Sexual Violence and key partners in Channel, Domestic Homicide Reviews and Child safeguarding meetings and share information and action back into our own council departments.
- c. The Community Safety Partnership arrange and chair Multi agency meetings with our partners to deliver against identified local issues in our communities. We develop and maintain a local community network where we share relevant information around best practice or available training and funding opportunities.
- d. If the Community Safety Partnership did not carry out these activities, many of the preventative, there would likely be an increase in those areas of concern, leading to a negative impact upon our communities.
- e. The evaluation of which activities should be the focus of the Partnership's attention is via the priority setting process that invites numerous stakeholders to contribute.

- f. Local Members will have an opportunity to contribute to the priority setting process, firstly by discussion with the Lead Member ahead of the Priority Setting meeting.

## 7. Proposal and Next Steps

- 7.1 The Community Safety Partnership will continue to consider its annual workplan in line with current priorities. Those priorities will be discussed as part of the priority setting process that Members are able to contribute to.
- 7.2 The Community Safety Partnership provides an annual report on the work that it carries out to the Overview and Scrutiny Committee.
- 7.3 The annual report measures success against the agreed workplan. This year's work plan may be found in the attached appendices.

## 8. 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 implications to include reference to value for money		The staff costs of South Hams District Council Council contribution to Community Safety Partnership and Anti-Social Behaviour in 2023/24 was £16,679.00.
Risk		Members consider the report and any risks be taken to the next CSP meeting.
Supporting Corporate Strategy		Communities, Wellbeing and Homes
Consultation & Engagement Strategy		The setting of the annual workplan is a consultative process with numerous stakeholders and elected members.
Climate Change - Carbon /		No direct carbon/biodiversity impact arising from the recommendations.

Biodiversity Impact		
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 several safeguarding forums and promote effective safeguarding practice in their work. This links to internal Council safeguarding.
Community Safety, Crime and Disorder		The report details the many implications on Community Safety of West Devon Borough 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		None

**Supporting Information**

**Appendices:**

Community Safety Partnership workplan 2023-24

**Background Papers:**

None

**Approval and clearance of report**





## Community Safety Partnership (CSP) Local Delivery Plan 2023/24, Version 5 – 2024

### Domestic violence, abuse and harmful sexual behaviour (DVA&HSB)

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
DVA&HSB 1 Leading	Sexual Violence and Domestic Violence and Abuse Forum (SVDVA)	To continue to facilitate and co-Chair the SVDVA Forum and to create and deliver the SVDVA Forum plan – focus on working with perpetrators /whole family approach. Focus around education as well as community settings to support young people	Claire and Fear Less lead	Staff time and will seek funding for specific initiatives	March 2024	Meeting took place on the 18 <sup>th</sup> October 2023 with good attendance from partners and speakers from Phoenix rising and Refuge for Pets.  Next meeting is currently being planned for March 2024.	Green

**Domestic violence, abuse and harmful sexual behaviour (DVA&HSB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
DVA&HSB 2  Supporting  Page 48	Domestic Homicide Reviews (DHRs)	Engagement with reviews relating to South Devon and Dartmoor	Becca and Claire	Staff time	March 2024	<p><b>South Hams</b></p> <ul style="list-style-type: none"> <li>• None at the current time.</li> </ul> <p><b>Teignbridge</b></p> <ul style="list-style-type: none"> <li>• DHR 24 is a Teignbridge case and is very complex. Report is in draft stage.</li> <li>• A Homicide DHR relating to Teignbridge was discussed at Core Group and met the criteria of a review but will be joint with a Mental Health Homicide Review</li> <li>• One further Teignbridge death is going to be led by Cornwall but will include Devon</li> <li>• Another Teignbridge case is awaiting further information before deciding on how to proceed</li> </ul> <p><b>West Devon</b></p>	Green

**Domestic violence, abuse and harmful sexual behaviour (DVA&HSB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
Page 49						<ul style="list-style-type: none"> <li>DHR 26 is a West Devon and the report has been submitted to the Home Office</li> <li>A further West Devon cases is awaiting further information and will be discussed at the next Core Group</li> <li>A third case was recommended by the Home Office for a DHR but is being progressed as a rapid review</li> </ul>	
		DVA&HSB 3	Supporting	To distribute and discuss briefing notes produced within Devon DHR's within the SVDVA Forum and CSP where appropriate	Claire	None	March 2024
DVA&HSB 4	DVA bitesize training	For the CSP to facilitate bitesize training with a focus on professionals whose core purpose does not involve domestic abuse	Claire	None	Jan 2024	More Positive Me delivered the online bitesize session held on 18 <sup>th</sup> July 2023 with almost 300 attendees. From the feedback received the session was given an overall rating of 4.52 out of 5. 90% of participants saying their	Green

**Domestic violence, abuse and harmful sexual behaviour (DVA&HSB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
Page 50 DVA&HSB 5 Supporting DVA&HSB 6						awareness had increased or greatly increased, 86% said they were confident they could spot the signs of domestic abuse and 87% feeling confident or extremely confident that they would report domestic abuse.	
	Devon Domestic Abuse Partnership	Engaging with Devon Domestic Abuse Partnership – now called the Devon Inter Personal Gender Based Violence and Abuse Local Partnership Board	Claire	None	March 2024	Last meeting was held on the 28/11/23. Presentation given from The Olive Project, Devon County and Sunrise Diversity regarding the ongoing work focusing on domestic abuse in our minority communities. They will update at each meeting once projects get off the ground.  Further information given from the Womens centre regarding women with learning disabilities and the impact of domestic abuse.	Green
	Domestic Abuse	Design and circulation of stickers promoting helplines for	Claire and Becca	Budget required	October 2023	6,000 stickers have been distributed to schools, town and parish	Green

**Domestic violence, abuse and harmful sexual behaviour (DVA&HSB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
Leading	Helpline Stickers	the back of toilet doors. To be distributed on joint actions days in town centers and mailed out to Town and Parish Councils, Schools, Public toilets etc Alongside a social media campaign				councils, doctors surgeries, pubs and to public toilets	
DVA&HSB7 Leading	Let's Talk model for Domestic Abuse	Develop online session for members of the public to raise awareness on domestic abuse	Claire	none	December 2023	Currently developing the business plan for Let's Talk and this project does not fit within current scope.	Red

**Problem drinking and problem drug use (PDD)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
PDD 1 Supporting	Improve intelligence picture on ketamine	Bring together partner agencies to understand level of risk and potential harm.	Becca	Staffing	September 2023	Meetings now finished - intelligence gathered and information released by public health. Still encouraging	Green – Complete

Problem drinking and problem drug use (PDD)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
						all partners to submit any intelligence	

**Exploitation / Hate Crime (EXP)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
EXP 1 Leading	Exploitation prevention network	Reinvigorate the network to meet quarterly	Becca and Sergeant Darren Harvey	Staffing	March 2024	The last meeting took place on the 23 <sup>rd</sup> November 23. 13 people joined the meeting including representatives from Prison Intelligence service, social care, education, probation, voluntary sector, health, housing providers and the police who gave a presentation. The next meeting is scheduled for the 22 <sup>nd</sup> February	Green
EXP 2 Supporting	Support Police Days of action	Support Operation Aident and other Police led days of action	Becca and Claire	Staffing	March 2024	Joint work and discussions took place in relation to Op.Aident and building control services.	Green
EXP 3 Supporting	Anti-slavery Partnership (ASP)	Attend and engage with the ASP	Claire	Staffing	March 2024	A new peninsula wide group is being established. Discussions are underway about who should attend to represent district CSPs	Green
EXP 4 Supporting	Prevent Partnership	Attend and engage with the Prevent Partnership	Claire	Staffing	March 2023	Last meeting 18 <sup>th</sup> September 2023 where the group received policy updates, an update on Channel and an update from counter terrorism policing. Next meeting is the 31 <sup>st</sup> January	Green

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EXP 5 Supporting	Channel and Police Led meetings	Attend Channel cases and ensure any learning is shared with the CSP	Becca and Claire	Staffing	On-going	There are no cases for Teignbridge. Claire is actively supporting the two cases, one in South Hams and one in West Devon.	Green
EXP 6 Supporting	Partnership Information Sharing Form	Promotion of Partnership Information Sharing Form	Claire and Becca and all CSP Members	None	On-going	New link shared and form amended as a result of our CSP feedback from schools. <a href="https://www.devon-cornwall.police.uk/partners/partner-services/community-partner-intelligence/community-partnership-intelligence/">https://www.devon-cornwall.police.uk/partners/partner-services/community-partner-intelligence/community-partnership-intelligence/</a>	Green
EXP 7 Supporting	Exploitation Prevention Toolkit	Support awareness and training roll out of the Safer Devon Partnership Exploitation Prevention Toolkit	Claire and Becca and all CSP Members	None	On-going	Was displayed at the Exploitation Prevention Network and will be highlighted at our Community Safety Forum <a href="https://www.preventingexploitationtoolkit.org.uk/">https://www.preventingexploitationtoolkit.org.uk/</a>	Green
EXP 8 Leading	Exploitation bitesize	Refresher for professionals	Becca and Claire and speakers from	None	December 2023	E-mail sent to Safer Devon Partnership regarding setting up a bite size refresher session due to take place in the new financial year.	Amber



			other agencies				
EXP 9 Leading	Hate Crime Reporting Options	Look at avenues for reporting and promoting reporting options	Claire	None	October 2023	Devon wide meetings are now taking place to discuss the way forward, an action plan has been produced which supports collaboration across the county.	Amber

Changing Youth Culture (YC)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
YC 1 Leading	Let's Talk	Continue to promote and develop the Let's Talk Programme by producing a business plan, engaging with other areas and seeking funding	Becca and Claire	CF from 22/23 further resources to be identified	March 2024	<p>The next Board meeting is due to take place on the 14<sup>th</sup> February. Full update will be shared with the CSP at the January CSP meeting As of 29/01/24 there have been 6252 engagements. Delivery has now included:</p> <ul style="list-style-type: none"> <li>• Let's Talk Teenagers</li> <li>• Let's Talk Pre-Teens</li> <li>• Let's Talk Primary</li> <li>• Let' Talk Growing up in a Porn Culture</li> </ul> <p>Work is underway to develop bitesize sessions to be openly available on</p>	Green

Changing Youth Culture (YC)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
Page 56						<p>YouTube, the first of which is Let's Talk Healthy Relationships and has already had 618 views.  <a href="http://www.youtube.com/@letstalkdevon">http://www.youtube.com/@letstalkdevon</a></p> <p>A programme focussed at parents and carers of young people who have special educational needs or are neurodivergent are currently being developed.</p> <p>On the 24<sup>th</sup> January 2024 it was confirmed that the CSP have been allocated £27,000 from serious violence funding to develop sessions for dads and male carers along with a Let's Talk interactive website.</p>	
	YC 2 Leading	Schools Community Safety Meeting	Continue to engage with secondary schools and provide bitesize training where appropriate to develop workforce on	Claire and Becca	Staffing	On-going	Teignbridge meeting held on 14 <sup>th</sup> September, eleven schools attended and it was a positive meeting, the group raised issues including increased levels of missing person reports, children

Changing Youth Culture (YC)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
		Community Safety issues.				referencing drugs and an increase in challenging behaviour.  Claire attended a wrap around the schools meeting in Okehampton on the 4 <sup>th</sup> December.	
YC 3 Leading Page 57	Care Homes Community Safety meetings	Continue to facilitate partnership with Childrens Care Homes across Teignbridge, South Hams and West Devon	Becca and Claire	Staffing	On-going	TDC had meeting arranged for 11 <sup>th</sup> October and no one attended Email has been sent to police regarding WD meetings. Discussion was held at the last CSP meeting due to low attendance and lack of engagement from care homes and it was agreed we would follow up with partner agencies.	Amber
YC 4 Leading	Primary Schools	Develop engagement methods with primary schools and support JLS in SH and WD	Claire and Becca	None	March 2024	A meeting was held on 25 <sup>th</sup> January 2024 and attended by 6 schools from across the CSP area. Feedback from those who attended was positive and the next meeting is planned for 23 <sup>rd</sup> May 2024 and we hope this network will continue to grow.	Green

**Changing Youth Culture (YC)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
YC 5 Supporting	Devon Youth Crime Prevention partnership	Engage with the partnership and help deliver any actions agreed in the delivery plan	Becca	None	March 2024	Claire attended the meeting held on 31 <sup>st</sup> October 2023 and provided an update on the Let's Talk programme	Green

**Anti-Social Behaviour (ASB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
ASB 1 Leading	ASB prevention	Continue to deliver ASB services across SDD and provide annual report to April meetings	John Ward and Gary Wilson	ASB Officers	On-going	Annual report shared with members following the April meeting of the CSP.  John Ward retired in November 2024 and Rachelle Underwood has taken on the role of ASB officer and her training is underway.	Green
ASB 2 Leading	Process for Community Protection Warnings (CPWs)	Work with key stakeholders to develop a process to utilise and monitor CPW's and	Becca, Claire, Gary Wilson,	Staffing	October 2023	On the 18 <sup>th</sup> September 2023 Gary Wilson started one day a week for the CSP to deliver CPWs. A report	Green

**Anti-Social Behaviour (ASB)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
		Community Protection Notices (CPN's)	and John Ward			was presented to the CSP on the 24 <sup>th</sup> January 2024. Between 18 <sup>th</sup> September 2023 and 29 <sup>th</sup> January 2024 a total of 98 CPW's have been issued with an overall compliance rate of 97%	
ASB 3 Project Supporting 69959	ASB on Dartmoor	Continue to work with Dartmoor National Park (DNP) regarding addressing ASB	Becca, Gary Wilson, and John Ward	Staffing	March 2024	Review meeting held on 11 <sup>th</sup> April all feedback was positive and scheme continuing into this year. DNP to be involved in CPW development discussion	Green

**Violence prevention and Violence Against Women and Girls (VP & VAWG)**

Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
VP&VAWG 1 Supporting	Adolescent Safety Framework	Continue to respond to ASF in CSP area	Becca and Claire	None	March 2024	We currently have 3 Complex Strategy meetings in Teignbridge.	Green

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VP&VAWG2 Leading	Violence prevention and Violence Against Women and Girls sub group	Chair and convene sub- group to direct CSP work	Becca and Claire	None	March 2024	Meeting held on Monday 16 <sup>th</sup> October 2023 the early findings of the Serious Violence needs assessment were discussed with a further agenda item planned on the full results. The next meeting is the 21/2/24	Green
VP&VAWG3 Leading Page 60	Uk Prosperity Fund (Teignbridge)	Deliver programme across Teignbridge and ensure learning is spread across CSP area.	Becca, Space and Young Devon	£244,000Funding from Levelling Up at Government	March 2024	Report for the end of the first year has been completed. An update was given at the last CSP. Board meetings are now held regularly. A presentation was given to the CSP in January	Green
VP&VAWG4 Leading	Licensed premises partnership working	To engage with local licensed premises	Becca and Claire	Staffing	March 2024	9/12/23 a joint visit was undertaken in Newton Abbot with the Neighbourhood Policing Team, feedback from Licensees was positive	Green
VP&VAWG5 Leading	Bitesize session in relation to the impact of Pornography on	Facilitate bitesize sessions to be delivered by Dr. Gail Dines	Becca	TBC	November 2023	Delivered and well received. Data shared as part of the Let's Talk presentation to CSP on 17th January	Green

	young people and relationships					As of 18 <sup>th</sup> January 23 there had been 686 engagements	
VP&VAWG6 Supporting	Engage with Op Sceptre	Knife crime prevention	Dave Hammond, Claire and Becca	None	March 2024	A joint visit took place with the Newton Abbot Neighbourhood Policing Team, Becca and Teignbridge Council staff to search a derelict building for knives, no weapons were found.	Amber
VP&VAWG7 Leading	Turning Corners	Closure of the Turning Corners Programme on June 13 <sup>th</sup> , with potential continuation of Parent Support Group for a 6 month period.	Claire and Becca	Staffing	December 2023	Following withdrawal of funds from PCC the Turning Corners Project will come to an end on 13 <sup>th</sup> June 2023, the Parent Support Group will continue for a further 6 months.	Amber
VP&VAWG8 Supporting	Mentors in Violence Bystander Approach	Work with Safer Devon Partnership to help deliver mentors in violence prevention bystander programme in schools.	Claire		March 2024	27 <sup>th</sup> September Claire attending a meeting to discuss the project. Claire attended the Theory of Change workshop on the 25 <sup>th</sup> October. Despite support we do not now have	Green

						any schools on the programme.	
VP&VAWG9 Supporting	Engage with Op. NightEye	Devon and Cornwall police campaign to target male perpetrators of violence against women and girls in the night time economy	Dave Hammond, Becca and Claire	Staffing	March 2024	Presentation given at VP & VAWG meeting on the campaign and promotion of intelligence requirements. Joint work planned under Dalitron visits. Visits took place at Teignmouth Carnival and Teignmouth Airshow and were very positive	Green
VP&VAWG10 Supporting	Op Dalitron Walk ons	Working with Police, schools and Space to attend large events in the community to identify potential perpetrators and support vulnerable women and girls	Ceri Lloyd and Becca Hewitt	Budget for sessional workers	October 2023	See above	Green



Wider and emerging Issues (EI)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status
EI 1 Leading	Forum Event	To host the annual Forum Event	Becca and Claire	None	March 2024	Forum confirmed for the 27 <sup>th</sup> March 2024, invitation sent to the CSP	Green
EI 2 Leading Page 63	Communications plan	Internal and External communications and frequency Joint Newsletter – Police, CSP and CSP Members feed in. Distribution List (CSP Mailing List)  To consider: LinkedIn Facebook Instagram Local Newsletters Parish Councils	Becca and Claire	None	September 2023	Communications plan approved at July 23 CSP  Social media activity has massively increased  A You Tube Channel has been created for Let's Talk - have 36 subscribers and 1634 total views  A bitesize session on the role of the CSP took place on 26 <sup>th</sup> October, 125 people booked onto the session and 55 attended. The video is now on You Tube, 40 people have viewed the video. <a href="https://youtu.be/7NJbmFayFk0">https://youtu.be/7NJbmFayFk0</a>  As of 29 <sup>th</sup> January 2024 we have we have 253 followers on facebook	Amber

Wider and emerging Issues (EI)							
Reference Number	Project title	Action (including geographic coverage)	Project lead	Resources	Delivery dates	Project update	Status

**PLEASE ALSO SEE VP&VAWG ACTION PLAN**

**Status Key:**

**Green:** Project on course to meet its objectives

**Amber:** Some progress made but intervention needed

**Red:** Project not on course to meet objectives

**Reference Number Key:**

**Blue** – SD&DCSP to lead this project

**Pink** – SD&DCSP to support this project

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## OVERVIEW AND SCRUTINY COMMITTEE

### INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2023/24

Date of Meeting	Report	Lead Exec Member/Officer
14 March 2024	Sustainable South Hams – update on work being undertaken	Cllr McKay / Drew Powell / Jane Nicholls
	DBCP	
	Quarter 3 – KPIs	Cllr Hopwood / Neil Hawke
	Executive Forward Plan	
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
2 May 2024		
Page 67	Quarter 4 – KPIs	Cllr Hopwood / Neil Hawke
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
	Executive Forward Plan	
<i>To be scheduled</i>	South Hams Community and Voluntary Service	
	Citizens Advice	
	South Devon AONB	
	Livewest / Other social housing providers	

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