



Phil Norrey  
Chief Executive

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To: The Chair and Members of the  
Cabinet

County Hall  
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EX2 4QD

(See below)

Your ref :  
Our ref :

Date : 4 May 2020  
Please ask for : Karen Strahan, 01392 382264

Email: karen.strahan@devon.gov.uk  
:

## **CABINET**

Wednesday, 13th May, 2020

A meeting of the Cabinet is to be held on the above date at 10.30 am to consider the following matters. This will be a virtual meeting, for the joining instructions please contact the Clerk for further details on attendance and / or public participation.

P NORREY  
Chief Executive

## **A G E N D A**

### **PART I - OPEN COMMITTEE**

1 Meeting Procedures - Briefing and Etiquette

The Head of Democratic Services to present.

2 Apologies for Absence

3 Minutes

Minutes of the meeting held on 8 April 2020 (previously circulated).

4 Items Requiring Urgent Attention

Items which in the opinion of the Chair should be considered at the meeting as matters of urgency.

- 5     Announcements
- 6     Petitions
- 7     Question(s) from Members of the Council

## **FRAMEWORK DECISION**

NIL

## **KEY DECISIONS**

- 8     County Road Highway Maintenance Capital Budget: Progress on 2019/20 Schemes and Proposals for the 2020/21 Programmes (Pages 1 - 24)

Report of the Chief Officer for Highways, Infrastructure Development and Waste (HIW/20/19) seeking approval of the County Road Highway Maintenance Capital Budget, including progress on 2019/20 schemes and proposals for the 2020/21 programmes, attached.

*Electoral Divisions(s): All Divisions*

- 9     County Road Highway Maintenance Revenue Budget and On-street Parking Account 2020/21 (Pages 25 - 36)

Report of the Chief Officer for Highways, Infrastructure Development and Waste (HIW/20/20) seeking approval of the County Road Highway Maintenance Revenue Budget and On Street Parking Account, attached.

*Electoral Divisions(s): All Divisions*

- 10    Inspection of Local Authority Children's Services (ILACS) (Pages 37 - 42)

Report of the Head of Children's Social Care (Deputy Chief Officer) on the recent Ofsted Inspection of Local Authority Services (CS/20/06), attached.

*Electoral Divisions(s): All Divisions*

## **MATTERS REFERRED**

### 11 Heath and Adult Care Scrutiny Committee - Carers Spotlight Review (Pages 43 - 72)

At its meeting on 17<sup>th</sup> March 2020, the Heath and Adult Care Scrutiny Committee considered the Report of the [Carer's Spotlight Review](#) (Minute \*185 refers) which covered an understanding of the carers' offer and evaluation against the experience of carers in the County and an examination of the availability of replacement care across Devon.

The Committee thanked the Chair of the Review and the other Members for their excellent work and RESOLVED that the recommendations of the Spotlight Review, as detailed in the Report, be commended to the Cabinet.

#### Recommendation

(a) that the Health and Adult Care Scrutiny Committee be thanked for its Spotlight review and associated report;

(b) that the Cabinet Member for Adult Social Care and Health Services and the Joint Associate Director of Commissioning be asked to take forward the Report and progress / co-ordinate progress towards the objectives identified in it, engaging other partners and community organisations as necessary, subject to financial considerations and respecting existing agreements and progress towards those objectives; and

(c) that it is acknowledged that the primary objective at present is to support carers during the Covid-19 outbreak.

*Electoral Divisions(s): All Divisions*

### 12 Corporate Infrastructure and Regulatory Services Scrutiny Committee - Preventing and Tackling Exploitation Spotlight Review (Pages 73 - 86)

In the absence of a formal Corporate Infrastructure and Regulatory Services Scrutiny Committee on 26<sup>th</sup> March 2020, Members of the Committee were sent the final Report of the Preventing and Tackling Exploitation Spotlight Review, asking for any comment and feedback prior to publication on the website and submission to Cabinet.

No comments were received, thereby indicating agreement to the contents of the Report (as outlined in that communication).

The Report is now attached for the attention and consideration of the Cabinet.

#### Recommendation

(a) that the Members of the Spotlight Review be thanked for their review and associated Report and that the recommendations of the Review, be endorsed;

(b) that the Cabinet Members for Community, Public Health, Transportation and Environmental Services, Children's Services and Adult Social Care and Health Services and relevant Chief Officers be asked to take forward the Report and progress / co-ordinate the recommendations contained therein, engaging other partners and community organisations as necessary; and

(c) that the positive joint work described in the work across partnerships continues and, subject to available resources, is strengthened moving forward.

*Electoral Divisions(s): All Divisions*

- 13 Corporate Infrastructure and Regulatory Services Scrutiny Committee - Local Policing Spotlight Review (Pages 87 - 92)

In October 2017, the Corporate Infrastructure and Regulatory Services Scrutiny Committee held a Spotlight Review to investigate the potential impact of changes to local policing in Devon. The Spotlight Review published its report in November 2017, making a number of recommendations which can be viewed in full [here](#).

In the absence of a formal Corporate Infrastructure and Regulatory Services Scrutiny Committee on 26<sup>th</sup> March 2020, Members of that Committee were sent a progress Report on the recommendations of the Spotlight Review.

The progress report is attached for the attention of the Cabinet.

#### Recommendation

That Cabinet welcome the progress on the recommendations of the Local Policing Spotlight Review including project Genesis, local policing, connecting with communities, volunteers and working in partnership and place on record their thanks to Devon and Cornwall Police for their collaboration in the initial review, and their continued dialogue with the Scrutiny Committee on local policing issues.

*Electoral Divisions(s): All Divisions*

### **OTHER MATTERS**

- 14 Public Health Annual Report for 2019/20 (Pages 93 - 96)

Report of the Chief Officer for Communities, Public Health, Environment and Prosperity, presenting the Public Health Annual Report for 2019/20, circulated separately for Members of the Committee.

A covering Report is attached to the agenda and the annual report is a separate document, available on the website (<https://www.devonhealthandwellbeing.org.uk/aphr/2019-20>), also posted in hard copy to all Members of the Council.

*Electoral Divisions(s): All Divisions*

### **STANDING ITEMS**

- 15 Question(s) from Members of the Public

- 16 Delegated Action/Urgent Matters (Pages 97 - 98)

The Registers of Decisions taken by Members under the urgency provisions or delegated powers are available for inspection on the [website](#) in line with the Council's Constitution and Regulation 13 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. A schedule of the decisions taken since the last meeting is attached.

- 17 Forward Plan (Pages 99 - 106)

In accordance with the Council's Constitution, the Cabinet is requested to review the list of forthcoming business (previously circulated) and to determine which items are to be defined as key and/or framework decisions and included in the Plan from the date of this meeting.

[NB: The Forward Plan is available on the Council's website at: <http://democracy.devon.gov.uk/mgListPlans.aspx?RPId=133&RD=0&bcr=1> ]

## **PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PRESS AND PUBLIC**

### 18 Exclusion of the Press and Public

**Recommendation:** that the press and public be excluded from the meeting for the following items of business under Section 100(A)(4) of the Local Government Act 1972 on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph of Schedule 12A of the Act namely, the financial or business affairs of a third party and of the County Council and in accordance with Section 36 of the Freedom of Information Act 2000, by virtue of the fact that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

*Electoral Divisions(s): All Divisions*


### 19 Skills Provision In East Devon (Pages 107 - 140)

*[An item to be considered by the Cabinet in accordance with the Cabinet Procedure Rules and Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, no representations having been received to such consideration taking place under Regulation 5(5) thereof]*

Report of the Head of Economy, Enterprise and Skills ([EES/20/2](#)) relating to skills provision in East Devon, attached for Members of the Committee.

*Electoral Divisions(s): Broadclyst*

<i>Notice of all items listed above have been included in the Council's Forward Plan for the required period, unless otherwise indicated. The <a href="#">Forward Plan</a> is published on the County Council's website.</i>
<i>Notice of the decisions taken by the Cabinet will be sent by email to all Members of the Council within 2 working days of their being made and will, in the case of key decisions, come into force 5 working days after that date unless 'called-in' or referred back in line with the provisions of the Council's Constitution. The Minutes of this meeting will be published on the Council's website, as indicated below, as soon as possible.</i>
<i>Members are reminded that Part II Reports contain confidential information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Democratic Services Officer at the conclusion of the meeting for disposal.</i>

<b>Membership</b>
Councillors J Hart (Chair), S Barker, R Croad, A Davis, R Gilbert, S Hughes, A Leadbetter, J McInnes and B Parsons
<b>Cabinet Member Remits</b>
Councillors Hart (Policy, Corporate and Asset Management), Barker (Resources), Croad (Community, Public Health, Transportation & Environmental Services), Davis (Infrastructure Development & Waste), R Gilbert (Economy & Skills) S Hughes (Highway Management), Leadbetter (Adult Social Care & Health Services), McInnes (Children's Services & Schools) and Parsons (Organisational Development & Digital Transformation)
<b>Declaration of Interests</b>
Members are reminded that they must declare any interest they may have in any item to be considered at this meeting, prior to any discussion taking place on that item.
<b>Access to Information</b>
Any person wishing to inspect the Council's / Cabinet Forward Plan or any Reports or Background Papers relating to any item on this agenda should contact Karen Strahan, 01392 382264. The Forward Plan and the Agenda and Minutes of the Committee are published on the Council's Website and can also be accessed via the Modern.Gov app, available from the usual stores.
<b>Webcasting, Recording or Reporting of Meetings and Proceedings</b>
<p>The proceedings of this meeting may be recorded for broadcasting live on the internet via the 'Democracy Centre' on the County Council's website. The whole of the meeting may be broadcast apart from any confidential items which may need to be considered in the absence of the press and public. For more information go to: <a href="http://www.devoncc.public-i.tv/core/">http://www.devoncc.public-i.tv/core/</a></p> <p>In addition, anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chair. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.</p> <p>Members of the public may also use Facebook and Twitter or other forms of social media to report on proceedings at this meeting. An open, publicly available Wi-Fi network (i.e. DCC) is normally available for meetings held in the Committee Suite at County Hall. For information on Wi-Fi availability at other locations, please contact the Officer identified above.</p>
<b>Questions to the Cabinet / Public Participation</b>
<p>A Member of the Council may ask the Leader of the Council or the appropriate Cabinet Member a question about any subject for which the Leader or Cabinet Member has responsibility.</p> <p>Any member of the public resident in the administrative area of the county of Devon may also ask the Leader a question upon a matter which, in every case, relates to the functions of the Council. Questions must be delivered to the Office of the Chief Executive Directorate by 12 noon on the fourth working day before the date of the meeting. The name of the person asking the question will be recorded in the minutes. For further information please contact Karen Strahan on 01392 382264 or look at our <a href="#">website</a></p>
<b>Emergencies</b>
In the event of the fire alarm sounding leave the building immediately by the nearest available exit, following the fire exit signs. If doors fail to unlock press the Green break glass next to the door. Do not stop to collect personal belongings, do not use the lifts, do not re-enter the building until told to do so.
<b>Mobile Phones</b>
Please switch off all mobile phones before entering the Committee Room or Council Chamber
<p>If you need a copy of this Agenda and/or a Report in another format (e.g. large print, audio tape, Braille or other languages), please contact the Customer Service Centre on 0345 155 1015 or email: <a href="mailto:committee@devon.gov.uk">committee@devon.gov.uk</a> or write to the Democratic and Scrutiny Secretariat in G31, County Hall, Exeter, EX2 4QD.</p>
 Induction loop system available

## **NOTES FOR VISITORS**

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**SatNav** – Postcode EX2 4QD

## **Walking and Cycling Facilities**

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## **Access to County Hall and Public Transport Links**

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The nearest mainline railway stations are Exeter Central (5 minutes from the High Street) and St David's and St Thomas's both of which have regular bus services to the High Street. Bus Service H (which runs from St David's Station to the High Street) continues and stops in Wonford Road (at the top of Matford Lane shown on the map) a 2/3 minute walk from County Hall, en route to the RD&E Hospital (approximately a 10 minutes walk from County Hall, through Gras Lawn on Barrack Road).

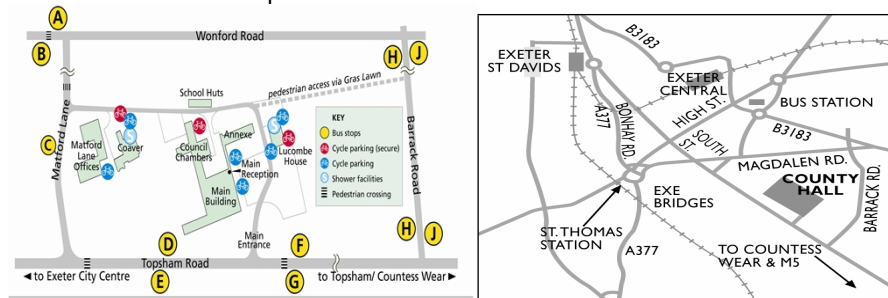
## **Car Sharing**

Carsharing allows people to benefit from the convenience of the car, whilst alleviating the associated problems of congestion and pollution. For more information see: <https://liftshare.com/uk/community/devon>.

## **Car Parking and Security**

There is a pay and display car park, exclusively for the use of visitors, entered via Topsham Road. Current charges are: Up to 30 minutes – free; 1 hour - £1.10; 2 hours - £2.20; 4 hours - £4.40; 8 hours - £7. Please note that County Hall reception staff are not able to provide change for the parking meters.

As indicated above, parking cannot be guaranteed and visitors should allow themselves enough time to find alternative parking if necessary. Public car parking can be found at the Cathedral Quay or Magdalen Road Car Parks (approx. 20 minutes walk). There are two disabled parking bays within the visitor car park. Additional disabled parking bays are available in the staff car park. These can be accessed via the intercom at the entrance barrier to the staff car park.



**NB**   **Denotes bus stops**

## **Fire/Emergency Instructions**

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## **First Aid**

Contact Main Reception (extension 2504) for a trained first aider.





HIW/20/19

Cabinet  
13 May 2020

## **County Road Highway Maintenance Capital Budget: Progress on 2019/20 Schemes and Proposals for the 2020/21 Programmes**

Report of the Chief Officer for Highways, Infrastructure Development and Waste

***Please note that the following recommendations are subject to consideration and determination by the Cabinet (and confirmation under the provisions of the Council's Constitution) before taking effect.***

### **Recommendations: That:**

- (a) progress on 2019/20 capital funded highway maintenance schemes detailed in Appendices II and III to this report be noted;**
- (b) the capital funded highway maintenance programmes for 2020/21 as set out in Appendices IV and V be approved;**
- (c) detailed allocation of the available budget be determined by the Chief Officer for Highways, Infrastructure Development and Waste, in consultation with the Cabinet Member for Highway Management, on the basis of the Highways Infrastructure Asset Management Plan, and within the limits of the approved budget.**

### **1. Summary**

This report deals with capital funding of planned, programmed or structural maintenance, to restore or replace highway components which are dilapidated due to traffic loading, weather impacts or aging of assets. The investment is to arrest or slow deterioration and to add value to highway assets. Capital investment in the highway network will keep assets structurally sound and therefore reduce the risks of defect formation, which require repairs funded from revenue. When investment is made at the right time, long term maintenance costs will be reduced.

This report presents information on the progress of highway capital maintenance programmes and schemes delivered in 2019/20; and Section 3 of the report details the proposals for capital funding of highway maintenance schemes in 2020/21.

The 2020/21 funding awarded to Devon from central government included in this report, was approved by Full Council on 20 February 2020, of £48,155,000. This report seeks approval from Cabinet, to allocate the funding across the programmes and schemes proposed in 2020/21 as listed in appendices IV and V. The allocations include an adjustment for the LTP over programming carried forward from 2019/20 of £1,943,000.

### **2. Background**

Over the past 12 months there has been some influential changes which have and will significantly affect the delivery of the 2020/21 programme and impact further on the ongoing review of Devon's Highway Infrastructure Asset Management Plan (HIAMP).

Following the Coronavirus lockdown on 23 March, the impact across the industry was contractors, material manufacturers and suppliers began to close down and restrictive

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working was imposed as the industry adopted the governments guidance on social distancing and home working.

Within Devon the sequential closure of quarries and larger supply chain suppliers limited the ability to maintain the delivery of the capital programme and by the end of March most works were limited to essential safety works and limited sites where social distancing could be adhered to.

We have seen a number of deferments in the 2019/20 programme which will see these sites promoted in to the 2020/21 programme, however, this programme may also be curtailed depending upon how long the current lockdown restrictions are applicable. The intention is to continue to deliver schemes where controls, supplies and resources permit the authority to do so throughout the lockdown period however an extended period of limited delivery will challenge the delivery of the full programme in 2020/21. What this may look like in terms of delivery of the intended programme cannot currently be easily defined but it would not be unreasonable to assume a 10% loss per month in the overall programme for each month of lockdown.

Clearly the impact of a lengthy lockdown will result in a considerable under programming of the capital programme by the end of 2020/21 and carry over into 2021/22.

In May 2019 Devon declared a Climate and Ecological Emergency and through the Devon Climate Emergency Response Group (DCERG) there is the expectation to deliver on challenging targets within Devon's new Carbon Plan.

Further development within the service on the 'Doing What Matters' (DWM) approach is framing how maintenance works will be identified and delivered in the future and this will impinge significantly on the shape of the HIAMP going forward.

The current framework within the HIAMP is used to inform on capital investment in the highway asset and has historically been used in recommending programmes and schemes. This approach considers the condition and performance of individual asset groups such as roads, bridges and footways and proposes funding allocations accordingly.

### **3. Financial Considerations and Sources of Funding for 2020/21**

It should be noted that the date of release of this report means certain areas of funding are subject to final confirmation from the Department for Transport (DfT). The report does not include the details of the March 2020 budget announcement on the Devon share of the £500m pothole fund, as at the time of writing the details have not been received.

- Devon's Local Transport Plan (LTP) Needs Formula Settlement 2020/21 is £34,042,193 million and provides funding for structural maintenance of all highway assets. Other capital funding previously awarded or anticipated by Government are detailed below:
- Devon's Incentive Fund Self-assessment return to the DfT has been completed placing the authority at the highest rating of band 3 for the fourth successive year which for 2020/21 is expected to be £7,090,167 million of further funding.

The incentive fund and 'Needs Formula' allocations advised in the Government's spending review are shown in Table 1 below.

Devon County Council		Self-assessment ranking by Band (indicative)		
	LTP Needs Formula Allocation (announced in Dec 2014) (£)	Band 3 Highest Band (£)	Band 2 Medium Band (£)	Band 1 Lowest Band (£)
2015/16	42,306,229	No incentive funding		
2016/17	38,784,623	2,347,737	2,347,737*	2,112,964
2017/18	37,610,754	3,521,606*	3,169,446	2,112,964
2018/19	34,042,193	7,090,167*	4,963,117	2,127,050
2019/20	34,042,193	7,090,167*	3,545,084	709,017
2020/21	34,042,193	7,090,167 #	2,127,050	
2021/22	No indication of funding. Likely to be covered in a future spending review			

**Table 1 - DfT Needs Based and Incentive Formula Allocations** ( \* awarded; # anticipated)

- 2020/21 is the final year of funding under the Pothole Action Fund (PAF) although the actual value of allocation to Devon has yet to be confirmed by the DfT. Currently based upon previous percentage years allocations to Devon under this funding element it is anticipated for 2020/21 that this will be in the region of £1,920,000.
- In the 2019/20 report to Cabinet, it was proposed to carry forward £5,103,000 into 2020/21 as part of the under-programming from the 2018/19 programme, this proposal was subsequently approved as part of the Capital Outturn report in May 2019.
- As a consequence of improvements in scheme delivery in 2019/20 there has been an over-programming of the budget of £1,943,000. This was curtailed slightly due to the deferrals as a result of the COVID 19 crisis.
- A carryover of £213,000 associated with ecological mitigation works for the Slapton Line works.
- In support of the Authority's Carbon Reduction Plan and to save revenue funding on energy, £8.5m has been allocated to convert the remaining 45,000 Street Lighting assets, which are principally in residential areas, to LED over a three-year period. During the past year circa. 7,000 lights have been converted.

In summary, the funding sources for 2020/21 are:

LTP needs formula allocation 2020/21	£34,042,193
Pothole Action Fund (PAF) #	£1,920,000
Incentive Fund (Band 3)#	£7,090,167
LTP Over Programming b/f from 2019/20	(£1,943,000)
LTP Under Programming b/f from 2018/19	£5,103,000
A379 Slapton Line b/f grant from 2019/20	£213,000
Highways Lighting LED 2020/21 budget	£3,469,000
<b>Total</b>	<b>£49,894,360</b>

# anticipated

**Table 2 – Funding Sources**

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## 4. Road Condition and Strategy

The condition of Devon's road network has broadly remained stable for many years, a situation that is also reflected at a national level for most other local authority (LA) managed roads.

Assessment of road surface condition of classified roads throughout the United Kingdom is provided using automated survey vehicles (SCANNER) and also through visual surveys which ensure a consistent method of determining and comparing road condition across the UK network. The main measure of road condition is the Road Condition Indicator (RCI), this is made up of several parameters, such as cracking and rutting which combine to give an overall measure of the state of the road and an indication of surface condition. The underlying data can then be used along with other data to inform decisions about maintenance and future programmes.

Under the Local Government Act, Local Authorities (LA) are required to provide, over a two-year cycle, data to the Department for Transport (DfT) on the conditions of their 'A', 'B' and 'C' roads. In addition, because the percentage of unclassified roads make up more than 52% of the total road network in Devon, we also measure the road condition of this important part of the network, and this survey is undertaken over a three-year cycle.

Based on the RCI data, sections of road are split into 3 categories (red, amber and green) representing the general condition of that piece of highway with red being the worst condition and green carriageways in a good state of repair.

The roads categorised in a 'red' condition indicate poor overall condition and are roads likely to require major maintenance soon, some possibly immediately. If left untreated the cost of maintaining these roads increase significantly the longer they are left. Those roads within an 'amber' condition are roads that are in a reasonable condition but have some apparent deterioration requiring further investigation to determine the optimum timing for planned maintenance. Often intervention maintenance on these roads will extend the life of the road at a considerably reduced cost than if the section of road was allowed to deteriorate to a 'red' condition category where more extensive and major works will be necessary.

### Road Network

Figure 1 shows the proportion of classified and unclassified roads across the network.

Almost every journey begins and ends on local roads and is of critical importance in connecting people and driving economic growth and should be treated as an important national asset and it must be managed appropriately. Individuals, families and communities depend on their local road network and it acts as the key arterial system that drives economic growth in our villages, towns and cities. In Devon Unclassified roads combined with 'C' roads make up 87% of Devon's total road network.

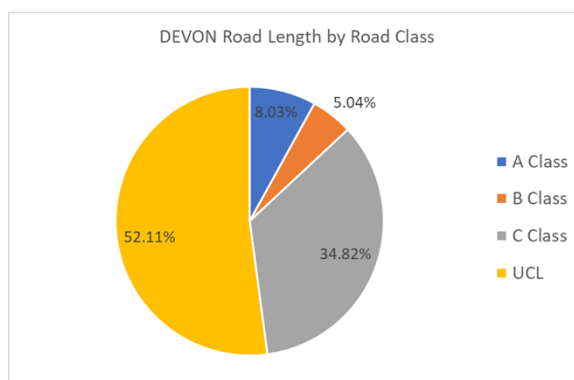


Fig 1 - Devon's Road Length by Road Class

## Doing What Matters

The 'Doing What Matters' (DWM) project introduced in 2019 continues to provide further learning from within the two electoral division test areas in West Devon and from this we have been able to further refine the new way of selecting maintenance schemes in some of the principal work areas. 2020/21 will see fruition of the learning gained in 2019 being applied in a live situation where the principals of DWM will be used to manage the capital programme within the two West Devon test areas for the whole year.

Following on from the successes within the west of Devon test areas we have expanded the DWM learning into East Devon with the initial focus on the Broadclyst electoral division (ED). An initial start-up meeting was held in Okehampton to understand the work and experience that has been undertaken and gained in the west of the County and to then test and challenge these principals in another area of Devon. Inspections are now complete in the Broadclyst ED and meetings with the Parish Councils to discuss their highway priorities and concerns were also well underway. Feedback from meetings with Parish Councils are very positive and provides a great opportunity to further develop already well-established relationships with local communities.

Following completion of the Broadclyst ED further divisions in the east of Devon will be rolled out using the DWM principals with the intention to establish the forward programme for 2021-22.

## 5. Road Statistics and Analysis

Devon's has a commitment under our LTP key objectives to maintain the 'A' and 'B' class road network to a minimum condition of below 4% in the red national indicator band. This commitment absorbs a significant part of the funding streams with the remaining budget spread across Devon's significant remaining road network of 'C' and unclassified roads.

Reviewing the 2019/20 data for Devon, the percentage of roads categorised in red condition was:

- 'A' roads 3%
- 'B' roads 3%
- 'C' roads 17%
- Unclassified roads 22%

Appendix I, Figs 2 to 5 incl. provides a summary of Devon's (RCI) road condition indicator data in a graphical form over time by road classification using the national indicator bands. This has seen a growing and continued reliance on preventative and short-term less expensive treatments. Such treatments, although providing an excellent short to mid-life solution, cannot be used indefinitely and this has an associated impact on Devon's predominantly rural Road Network and is directly reflected by the vulnerability and susceptibility to the formation and propagation of potholes.

Under current funding modes and excluding substantial outside influences such as, increasing population, daily traffic flows, global warming, and increased severe weather events, we are generally managing to keep pace with the decline although this is proving more challenging each year.

Although the number of potholes filled annually and the cost per pothole of doing so has fluctuated over the past nine years, because of their visibility the public understandably focus

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on the formation of potholes as a benchmark of the overall condition of a carriageway, this however is not necessarily reflective of actual condition. Other defect types such as cracking, stone-loss, rutting, etc. are also indicative of approaching failure or deterioration, consequently it is a combination of all these defects that essentially define the true condition of a carriageway.

This trend will remain the case until substantial investment to add life and resilience to the network is made available, such investment will allow Devon to carry out the required structural carriageway repair and rebuild necessary to improve overall road condition. This would ensure future works could then keep pace with normal wear and tear and deterioration.

The current gross replacement cost for all assets across the network is valued at £13.3 billion. Of all the assets, carriageways form by far the greatest proportion by value (83%) with a gross replacement cost of £11.1 billion. In general inflation has remained relatively stable nationally and this is reflected in the accumulated depreciation of our highway assets over recent years which currently remains at around 14%.

Over recent years increased capital provision has enabled the service to focus this funding on specific and essential parts of the major and minor road parts of the network. Minor roads making up 88% of our total road network means the additional funding has had to focus on all but the most essential roads meaning other minor roads are having to wait longer for more extensive planned works and in the interim kept functional through timely safety repair works.

The DWM's approach is enabling teams to focus on those roads that are most essential to the communities and less dependent upon data led scheme identification. Over time this will ensure resource is prioritised to those parts of the network which are the most important to the locality user and through the use of the 'Dragon Patcher' in dealing more effectively with potholes and preventative serviceability repairs the expectation is we will see further improvements across the whole network and more specifically on the local roads.

Although Devon's overall bridge stock remains classed as "good" and continues to be placed in the top three of LA's in the UK for bridge condition the large size of Devon's bridge asset still means there are over 800 bridges classed as either of 'fair' or 'poor' condition. With 'good' condition rating representing a low risk to public safety conversely a 'poor' condition rating indicates a significant risk to public safety and to mitigate this level of risk locations have to be managed by weight restriction signs, physical measures, monitoring or strengthening.

Recent programmes of work are showing the average condition of the retaining wall stock is improving due to the larger proportion of the BAS budget being allocated to the maintenance of this asset type.

## **6. Capital Highway Maintenance Programmes: 2019/20**

Progress on the 2019/20 Highway Structural Maintenance Programme is shown in Appendix II of this report and the 2019/20 Bridges Assessment and Strengthening Programme, can be found in Appendix III.

## **7. Capital Highway Maintenance Programmes: 2020/21**

The 2020/21 allocation is £49,901,360. For highways, appendix IV, reports over programming of £2,336,310 however due to changing design and unforeseen delays due to the Covid-19

pandemic, also extreme weather events and other emergency scenarios, an overspend is not anticipated.

It is proposed to allocate the funding as follows:

Highway Structural Maintenance	£40,644,360
Bridge and Structures Programme	£9,250,000
<b>Total</b>	<b>£49,894,360</b>

**Table 3 – Programme Allocation**

A breakdown of the above programme elements is included in Appendix IV and V.

In addition to the Term Maintenance Contract (TMC), there are a number of other contracts in place that deliver other significant elements of the capital programme. The Framework contract focuses largely on the delivery of a proportion of the surfacing and patching works with separate contracts also let for the delivery of specialist works such as high friction surfacing and road restraint systems.

Key elements include:

(i) Highway Structural Maintenance (HSM): Principal Roads (A class roads)

- With a 2% increase in the 'amber' condition on principal roads is an indication that the rate of deterioration is also increasing which potentially will impact on the percentage of roads falling into a 'red' condition. To ensure we retain principal roads at less than 4% 'red' condition this budget line has been increased by £1 million to £6,800,000 for carriageway resurfacing and patching. It will ensure those roads which are in need of immediate attention are treated whilst also optimising the treatment for planned maintenance on those 29% of roads which are beginning to show signs of deterioration.
- Following re-assessment of the network condition and potential funding projections the programme of surface dressing in 2020/21 was deferred into 2021/22. This provides the opportunity to transition smoothly to improved annual planning and preparation ahead of surface dressing programme in 2020/21 and time for reflection on the DWM work.

All will target "red" and "amber" Scanner data to maintain the proportion of A roads in a red condition at less than 4%.

(ii) Skid Resistance Treatment (SCRIM)

Skidding resistance surveys (SCRIM Surveys) are undertaken by local authorities and Highways England. They provide a measure of the road surface contribution to the frictional forces developed between a vehicle's tyres and the road when accelerating, braking or cornering. Skidding resistance figures do not necessarily reflect safety levels on the network but rather sites where further investigation is required.

Devon limits routine annual SCRIM surveys to the principal road network only as it is considered neither affordable nor practicable for all roads on the highway network to be surveyed for skid resistance. The remaining untested network is covered under the strategy

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in the Annual Wet and Dry Collision Review, other roads identified as requiring further investigation are also be included in the programme of assessment.

It is not possible to treat all parts of the principal road network that are currently below the current standard therefore the work is prioritised and limited to potentially high-risk sites with a history of collisions. This includes sites with a reported skidding resistance deficiency and a history of collisions on wet surfaces, others with a high deficiency (greater than or equal to 0.15) and collisions on dry surfaces. The allocation for SCRIM deficient sites is £1,200,000.

## (iii) HSM Non-Principal Roads

Key elements include:

- £4,737,000 has been allocated to make further progress on non-Principal roads and to undertake preparatory patching and surfacing on local roads. This will support the strategic pledge on the condition of the 'B' roads and to help prioritise repairs to the more minor network identified through condition data, local knowledge and validated through visual assessment.
- £5,922,000 pre-patching works for preparatory treatment ahead of the 2021/22 Preventative Programme.
- £1,093,000 has been allocated for pre-patching works for preparatory treatment ahead of the 2022/23 Preventative Programme to enable scheme issues to be addressed through the local teams to target locations which may otherwise be identified through the normal identification process of condition data and visual assessment.
- £1,687,000 has been allocated from various HSM budget headings specifically for DWM's trial areas and will focus principally on resurfacing, patching, footways and drainage works.
- £1,500,000 is allocated for Highway Improvements Triage Patching for localised issues identified by the Triage Team whose focus is on small areas of capital patching and associated works.
- £2,000,000 has been allocated to operate four 'Dragon Patchers' located strategically around the county which provide an effective and efficient additional option for the repair of small to medium size patches on selected parts of the network.

## (iv) Pothole Action Fund (PAF)

The Highway Infrastructure Asset Management Strategy outlines the insufficiency in funding to address all the demands for maintenance on the network consequently this has resulted in a backlog of planned work particularly on the minor road network. To address part of this backlog the PAF has been targeted towards areas of poor condition on the minor road network and Neighbourhood teams have worked with Councillors to identify a programme of schemes across the county for 2020/21.

The PAF has a total allocation of £1,920,000 and has been apportioned across each electoral division based upon two criteria, the density of actual potholes within the division and a minimum spend consistent across all ED's and DWM's trial areas.



## (v) Footways

It is proposed to allocate a total of £1,367,000 to footway schemes and includes a combination of upgrading of slabbed footways, resurfacing and intervention treatments to restore condition of footway surfaces.

It is proposed to target part of the footway budget to replacing and upgrading damaged slab footways in urban areas which consistently generate a significant level of customer feedback regarding defective or uneven slabs. To improve the life of footway surfaces consideration will also be given to replacing, in consultation with local members and communities, existing slabbed footways with alternative more resilient flexible surfacing material.

Slurry sealing is recognised as a cost-effective intervention treatment for efficiently restoring the performance of worn and tired footway surfaces. Within this allocation and subject to final tender submissions, £500,000 has been set-aside for the 2020/21 footway slurry sealing programme.

## (vi) Drainage

A £1,367,000 programme of drainage repair and upgrading is planned and is prioritised towards drainage issues on the winter salting network and other major roads in the first instance as well as schemes to protect damage to property.

## (vii) Road Restraint Systems

£1,000,000 has been allocated to continue with the upgrading and replacement of road restraint systems. All high-risk sites identified in the original strategy have been inspected and upgraded where required, along with lower category roads and sites protecting structures and at overbridge locations adjacent to other major routes. The strategy has been reviewed and now includes other sites on the network which may have safety barrier protecting structures in central reservations and along other major routes.

## (viii) Road Weather Stations

An ongoing programme valued at £100,000 per annum is being undertaken to upgrade Road Weather Stations are used to inform winter decision makers on the appropriate response necessary to deal with various winter service scenarios. These stations are over 15 years old and using obsolete equipment which is making them difficult to maintain. Replacing these stations and upgrading their communication will provide greater resilience to managing winter service and severe weather events over the next decade.

## (ix) Highway Lighting and Street Lighting LED

8% of street lighting columns are over 40 years old, and a significant proportion of younger columns have been identified with specific failure modes that need to be checked. In response to this £1,220,000 has currently been made available annually to facilitate an ongoing column replacement programme, to mitigate the liability that this represents. The on-going street lighting programme to upgrade all lights to LED continues into 2020/21, with a budget of £3,469,000.

## (x) Bridges and Structures

Whilst there hasn't been national survey for some years the condition of Devon's bridge

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stock can be assumed to be still ranked 3<sup>rd</sup> in the UK out of 203 Local Authorities, however for the third year running an RAC Foundation report showed that Devon has the largest number of substandard bridges in the UK at 249. This is not a cause for concern for three reasons:

1. Devon has the largest stock of Local Authority bridges in the UK by a significant amount and the 249 substandard represents only 6% of the total stock.
2. A significant portion of the 249 are ancient 'clapper' bridges on Dartmoor which cannot be proved to carry the full load capacity but are doing so without any signs of distress and will not be strengthened or have weight limits applied. There is a proposal to load test these structures to reduce the number classed as sub-standard but the priority for this work is low as the highway users are not being adversely affected and are generally unaware that a structure is sub-standard.
3. There are many bridges in Devon with weight limits that are appropriate for the location and they do not cause transportation difficulties or limit access and there are no plans to remove the weight limits.

In 2019/20 a total of 152 bridges and structures projects were included in the annual programme for design, inspection or works. The number of landslides and embankment failures has significantly increased in recent years, none more so than this winter. The BAS budget has been increasing year on year to cover this unplanned engineering work.

The Bridge and Structures maintenance allocation has been increased to £9,250,000 to enable the continuation of strengthening and refurbishment projects whilst also ensuring the continuation of a large programme of major examination work that is necessary to ensure structural assets remain fit for purpose and safe to use:

Principal Inspections - Bridges	£165,000
Bridge Assessments - Post Tensioned Bridge Inspections	£225,000
Stage 1 Scour Assessments Non-Main Rivers	£134,500
Principal Inspections - Retaining Walls	£107,000

The programme for 2020/21 will continue with further strengthening projects to improve the resilience of the network. The ongoing programme of inspections and major examinations will continue to ensure the risk of failure of an asset is kept to an acceptable and manageable level. Safeguarding the public by modifying fencing on high bridges is nearing completion at one bridge in North Devon, a second structure has been included in the 20/21 programme.

## (xi) Storm Damage (resilience contingency)

In line with DfT requirements for highway authorities to make provision within their funding allocation, a resilience contingency reserve of £250,000 has been incorporated within the programme should storm damage be experienced during the year. This is a reduction in last year's provision, but it is recognised that climate change is challenging the resilience of the network because of the increasing frequency of severe weather events. We are already seeing calls on this budget line due to three successive major storm events and the impact they have had on parts of the network. Recognising this challenge, we will continue to prioritise additional funding to this budget line.

## **8. Options and Alternatives**

The current approach to scheme selection uses a preventative regime based upon need and sound asset management principles that optimises the use of available funding to reduce whole life maintenance costs. An alternative to this preventative regime would be to repair roads on a 'worst first' basis by focusing maintenance on the sections of road in the poorest condition.

Experience and learning gained from the DWM trials is demonstrating that possibly a combination of both traditional approaches combined with greater influence and input from a community perspective is offering a more transparent service. Through greater local involvement it offers a more robust and pragmatic focus on scheme selection by ensuring those locally identified important roads are 'fit for purpose'. By expanding the DWM testing, learning and principles out to other areas of the county will highlight areas of further improvement and refine the new approach that will enable the service to manage future expectations within our communities.

It is important however to note that any departure from our asset management approach as defined in the HIAMP could adversely affect future financial settlements from the DfT who see the use of sound asset management principles as fundamental in delivering cost effective maintenance solutions. It is therefore essential that developments within the plan continue to incorporate and amalgamate these and other principles within the assessment of its works programmes as the DfT have clearly said they will take this into account in future submissions for funding.

## **9. Consultations**

The results of the 2019 National Highways and Transport (NHT) Public Satisfaction Survey reflect public perception of performance, importance and desire for various activities to be funded. Analysis shows that the condition of the highway network and the speed and quality of repairs are important to the public.

A summary of the NHT highway maintenance benchmarking indicator results illustrating public satisfaction levels for highway maintenance and road condition can be found in Appendix VI.

The 2019 survey summary gives a positive position and shows an improvement in the level of public satisfaction with regard to the highway maintenance service in Devon across every single area, which although slightly below the national average, gives an overall average satisfaction of 50% (National average 51%).

In 2018 we saw a dip in the general national trend of public satisfaction for highway maintenance however from the 2019 survey we are seeing a return to the overall upward trend nationally which is similarly reflected in the Devon figures. Prior to the dip in results in 2018 results had started to show a general upward trend of improved public satisfaction, it will be interesting to see outcomes from the 2020 survey in the Autumn following the extremely wet winter of 2019/20.

## **10. Environmental Impact Considerations (Including Climate Change)**

The ability to efficiently transport people and goods around the County underpins Devon's economy and has a direct impact on the quality of our environment. When maintenance work is undertaken it is managed to ensure that the effect on the surrounding environment is kept to a minimum.

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On carriageways and footways, surface treatment and reconstruction work is tightly controlled to achieve long term durability. Devon continues to use recycled materials within their hot mix materials and further trials are underway to further improve asphalt durability through the addition of materials such as rubber crumb and graphene. Whenever possible the use of recycled materials and secondary aggregates are encouraged along with greater utilisation of warm asphalts whose use is expanding across the network as more of the supply chain move to the production of warm mix material, Prior to installation these materials are subjected to rigorous testing to ensure their suitability within the construction and how its use impacts on the environment.

Construction contracts include for recycling plans to ensure that the use of natural resources is reduced where recycled alternatives exist.

As part of the Devon County Council's drive to become carbon neutral by 2030 we are developing a process that will establish average carbon intensity for various key work types. By the end of 2020/21 this will inform our average carbon cost of these works where carbon usage is high. These figures will then be used to establish the potential for utilising different treatments or to drive through procedures and processes that will reduce our carbon usage.

When the Street Lighting programme to upgrade all lights to LED is complete, there will have been a 75% carbon saving compared to the carbon footprint of Street Lighting in 2008 when the part night lighting was first introduced.

## **11. Equality Considerations**

Where relevant to the decision, the Equality Act 2010 Public Sector Equality Duty requires decision makers to give due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

Taking account of age, disability, race/ethnicity (includes Gypsies and Travellers), gender and gender identity, religion and belief, sexual orientation, pregnant women/new and breastfeeding mothers, marriage/civil partnership status in coming to a decision, a decision maker may also consider other relevant factors such as caring responsibilities, rural isolation or socio-economic disadvantage.

This may be achieved, for example, through completing a full Equality Impact Needs Assessment/Impact Assessment or other form of options/project management appraisal that achieves the same objective.

An overview of the impact assessment entitled '2020/21 Budget Impact Assessment' for all service areas has been circulated separately and is available to all Members of the Council at: <https://www.devon.gov.uk/impact/budget-2020-2021/>

## **12. Legal Considerations**

The lawful consequences of the recommendations have been considered in the preparation of this report.

With the condition of parts of the network there is likely to be an increase in user

dissatisfaction and complaints which could lead to an increase of challenges to the Authority under Section 56 of the Highways Act.

## 13. Risk Management Considerations

The proposals contained in this report have been assessed and all reasonable actions are taken to safeguard the Council's position. Inability to undertake enough planned and general preventative maintenance work will result in an increased depreciation to the highways asset. This will lead to increased deterioration and defects and consequently, increased repair costs with potential for claims, which will put pressure on revenue and staffing budgets.

Where risks have been identified such as those associated with cost inflation, Covid-19 or inclement weather, which could disrupt the capital programme by causing higher than anticipated costs or delays, the implications have been accounted for in preparing this report. This includes developing long term programmes and the provision for reasonable contingencies in the estimates for capital highway and bridge maintenance schemes.

## 14. Public Health Impact

The cumulative reduction in budgets could have an impact on public health with reduced maintenance effecting sustainable travel alternatives, and potentially more injuries resulting from crashes, trips and falls, however the recommended approach limits this risk, by targeting investment.

## 15. Reasons for Recommendations and Conclusion

It is important to report to Cabinet on the performance of the highway network.

The DfT capital settlement for 2020/21 provides funding for capital maintenance of highway assets and this report sets out proposed programmes to optimise their availability and safe use for the travelling public. Approval of schemes and programmes of highway maintenance will enable the delivery of the 2020/21 plan to commence.

The report alerts Members to the fact that Government provides insufficient capital funding to meet all network maintenance needs. However, the proposed programme is designed to make best use of the available financial resources using the Cabinet endorsed Asset Management approach.

Meg Booth  
Chief Officer for Highways, Infrastructure Development and Waste

## Electoral Divisions: All

Cabinet Member for Highway Management: Councillor Stuart Hughes

Local Government Act 1972: List of Background Papers

Contact for enquiries: Paul Davis

Room No. Lucombe House, County Hall, Exeter. EX2 4QD

Tel No: (01392) 383000

Background Paper	Date	File Reference
Impact Assessment	31 January 2020	<a href="https://www.devon.gov.uk/impact/budget-2020-2021/">https://www.devon.gov.uk/impact/budget-2020-2021/</a>
pd210420cab County Road Highway Maintenance Capital Budget Programme 2020 21	hk	10 030520

Road Condition Indicator (RCI) by Year

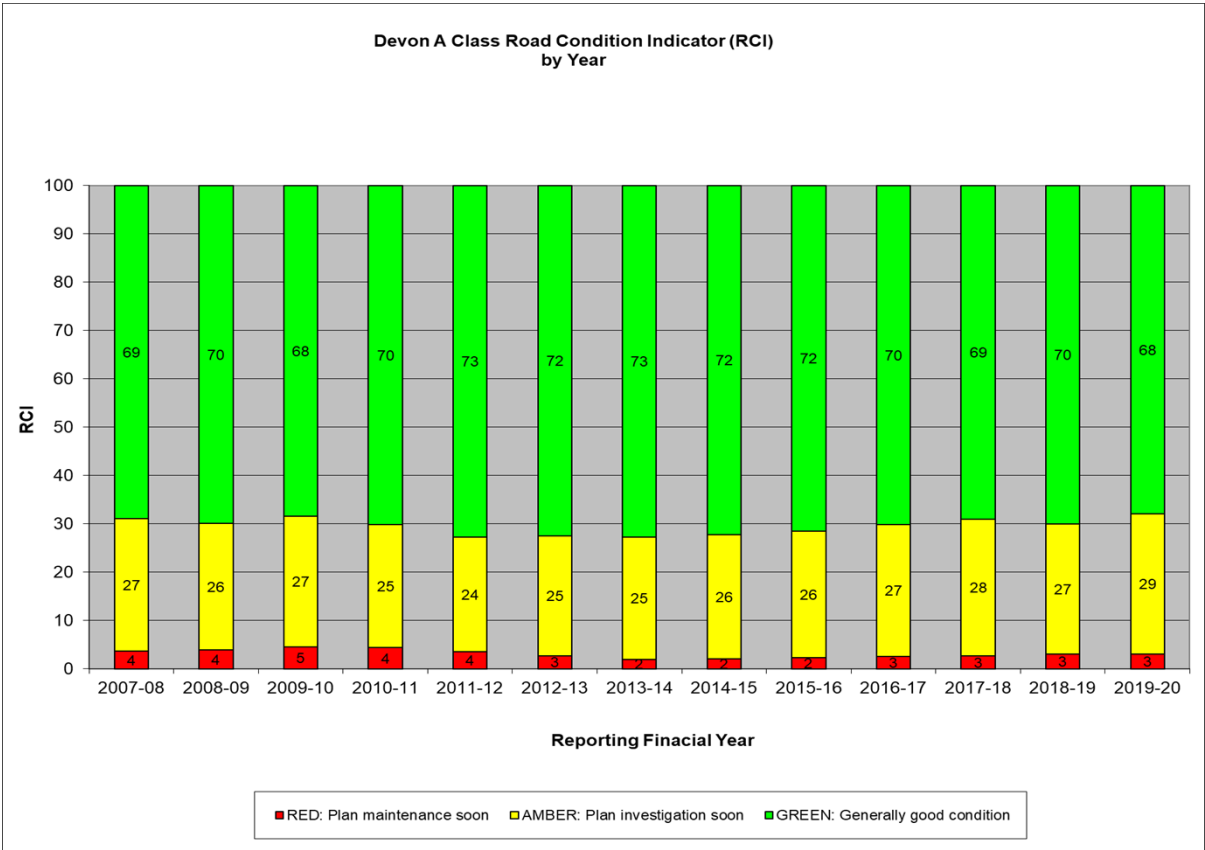


Figure 2

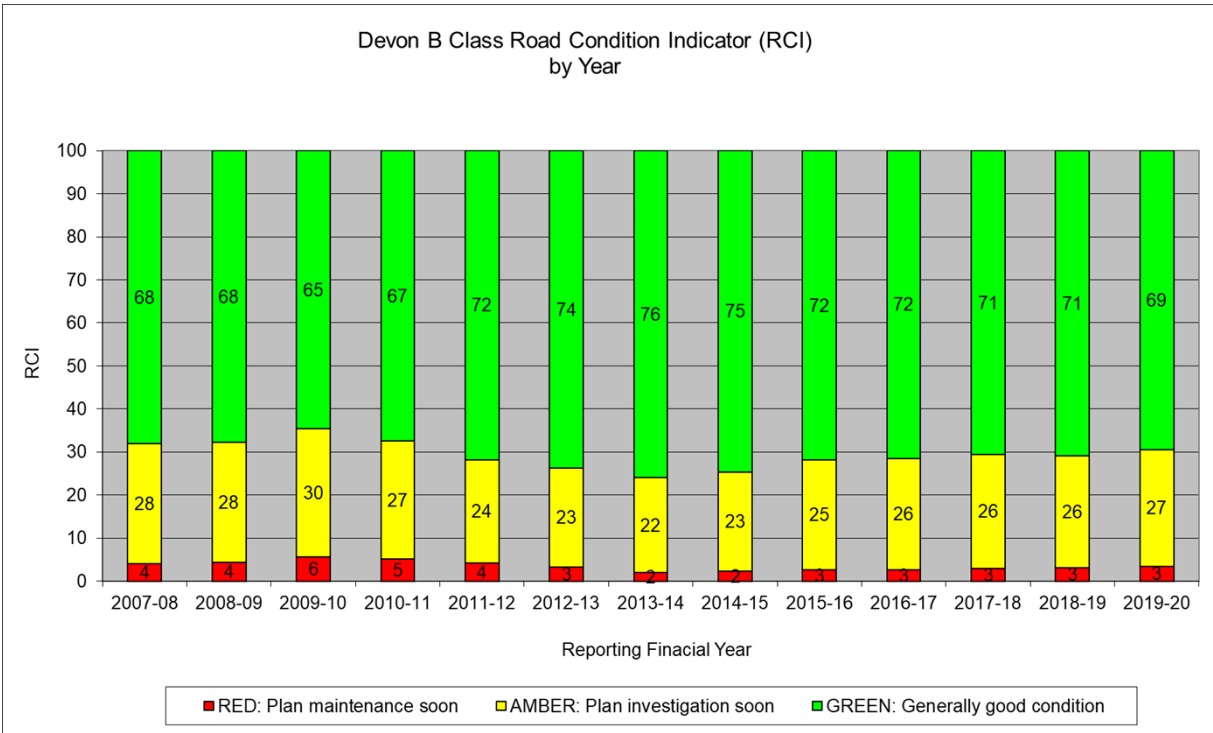


Figure 3

## Road Condition Index (RCI) by Year (cont'd)

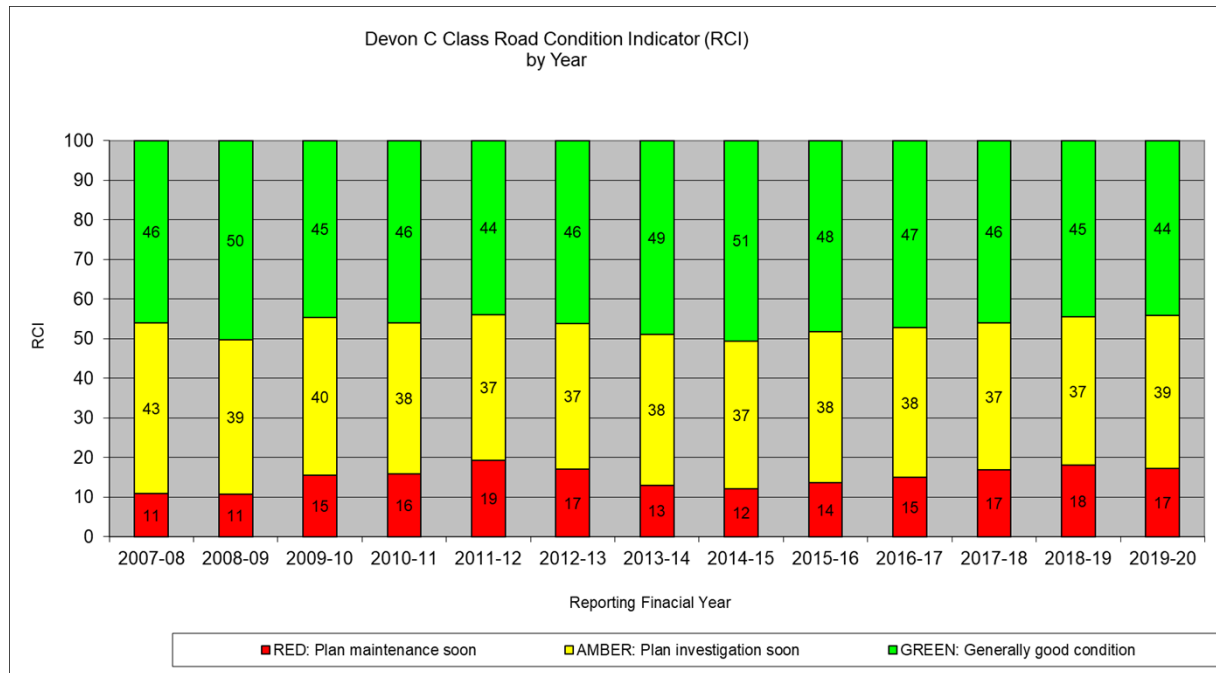


Figure 4

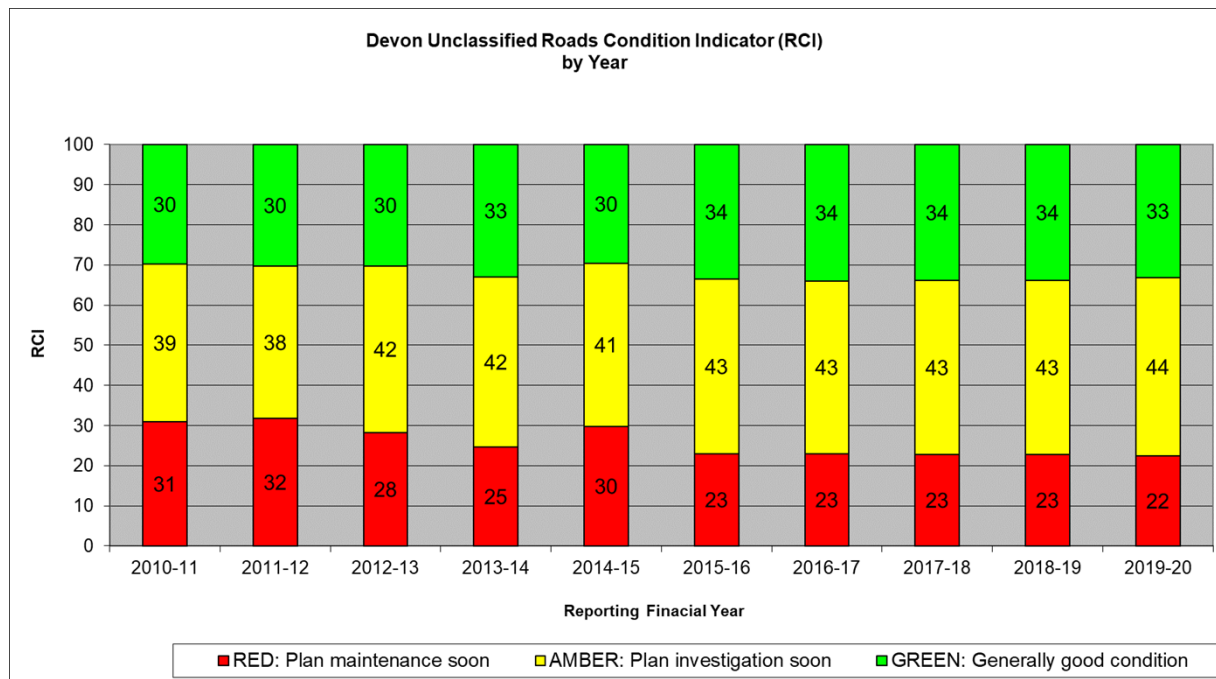


Figure 5

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## Appendix II To HIW/20/19

### Highway Structural Maintenance Programme 2019/20

Scheme Name	Value £
<b><u>Principal Roads</u></b>	
<i>Named Schemes</i>	
A3124 Trigger`s Hill, Old Parsonage, Beaford	11,174
A377 Weirmarsh Farm	14,139
A377 South Molton Road Elston Cross Kings Nympton	139,351
A377 Old Exeter Road	21,701
A379 Sandygate Roundabout and Approach Lanes, Exeter (Phases 1, 2 & 3)	3,090
A3124 Cocktree Sampford	10,394
A377 Exe Bridges, Exeter	213,754
A380 Harcombe Plantation Southbound Phase 1 & 2	475,736
A380 Kingsteignton Northbound	1,506,106
A380 Telegraph Hill Northbound	20,409
A380 Kingsteignton Southbound	1,536,671
A380 Ware Barton Northbound	50,386
Prin Rds Named schemes – other	60,659
A377 Half Moon to Newbridge Hill - Newton St Cyres	102,414
A377 Sand Down Lane to Pump Street - Newton St Cyres	200,880
Resurfacing and drainage on A361 between Gornhay Cross and M5	22,279
A379 Exeter Road - Kenton	13,350
A381 East Street - Newton Abbot	1,006
A381 Newton Road - Totnes	8,416
A361 Challoners Road	3,205
A386 Folly Gate Inwardleigh	23,874
A386 Hatherleigh Roundabout Hatherleigh	2,242
A386 Tavistock Road Bickleigh	383,500
A3015 Honiton Road, Exeter	129,923
A3072 Crosspark Cross, Holsworthy Hamlets	261,717
A3079 Fowley Cross, Sourton	35,006
A384 Caddaford, Staverton	5,488
A375 Exeter Road, Honiton	2,006
A3072 Crediton Road, Jacobstowe	117,474
A3123 Long Lane, Berryarbor	13,951
A382 Whiddon Down A30 Overbridge, Drewsteignton	174,060
A396 Exeter Road - Bickleigh	2,567
A377 Chaffcombe Lane - A3072 - Copplestone	135,374
A30 Yarcombe	8,532
A379 Countess Wear Roundabout, Exeter	22,480
A379 Wobbly Wheel, Exminster	11,259
A396 Oakford Bridge, Bampton	15,367
A386 Plymouth Road, Tavistock (Industrial Estate)	249,598
A361 Chivenor Cross	121,452
A3124 River Torridge - St. Giles in the Wood CP	285,890
A3124 Torches Corner - Beaford CP	183,853
A380 Woodlands - Kenn CP	88,664



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A376/A3052 Sandygate	18,429
A39 Watersmeet Road, Lynmouth	1,094
A39 Bucks Cross to Higher Waytown Parkham	1,342
A3121 Totnes Road, Ermington	24,567
A380 Teign Viaduct to Ashcombe Cross RRS verge	23,365
A380 Teign Viaduct to Ashcombe Cross Ware Barton roundabout	7,579
A380 Teign Viaduct to Ashcombe Cross Eagle Farm to Gappah Lane	6,736
A380 Teign Viaduct to Ashcombe Cross Gappah Lane to Ashcombe Cross Northbound	8,940
A380 Teign Viaduct to Ashcombe Cross Gappah Lane to Ashcombe Cross Southbound	5,532
A380 Kingskerwell	2,890
A382 Ford Street Station Road - Moretonhampstead	74,957
A385 Ashburton Road, Dartington	8,203
A399 Newtown - North Molton (Heady Ball Wood)	189,153
A399 Wistlandpound - Challacombe 19/20	4,570
A361 - St Brannocks Road, Ilfracombe CP	79,295
A383 Tesco Roundabout, Kingsteignton	65,140
A377 Jubilee Terrace, Copplestone	94,672
A3122 Dreyton Cross, Blackawton	4,929
A3122 Halwell Cross, Halwell and Moreleigh	147,993
A3122 Hunters Fields, Blackawton	127,095
A3124 Bondleigh Moor Cross, Bondleigh	128,653
A3124 Coulson Cross, Winkleigh	60,020
A3124 Summers Moor Cross, Winkleigh	4,719
A361 Braunton Road, Barnstaple	104,989
A382 Newton Road, Bovey Tracey	91,031
A386 Landcross, Landcross	49,203
A386 Kingsley Road, Bideford	252,412
(New) A3124 Beaford Village Centre	112,457
A386 Pretty Top Cottage - Merton CP	32,675
A39 Eastern Avenue - Barnstaple CP	8,245
A3052 Crealy/Blackmore Road Junction	57,577
A381 Elston Farm-West Alvington	12,141
A379 Slapton Line	645,000
Prin SCRIM	1,610,000
Prin Preventative Programme (Surface Dressing)	407,000
Prin - Summer Pre-patching for 20/21 Preventative Programme SD & MA (includes b/f from 18/19)	158,000

**Total Principal Roads 11,320,000**

## Non-Principal Roads

Non-Principal Road Recovery Programme	7,634,000
Non-Prin Preventative Programme (Surface Dressing & Microasphalt)	4,199,000
Non-Prin - P/P 18/19 b/f for Preventative Programme	144,000
Non-Prin - Summer Pre-patching for 21/22 Preventative Programme SD and MA	4,893,000
Non- Prin - Pre-patching for 21/22 Preventative Programme	3,553,000

**Total Non-Principal Roads 20,423,000**

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## **All Roads**

Pothole Action Fund (deferred from 17/18)	217,000
Pothole Action Fund (17/18 additional)	145,000
Pothole Action Fund 19/20	1,750,000
Severe Weather Resilience	316,000
Spray Injection Patching	334,000
Dragon Patcher	639,000
Joint Sealing	176,000
Pre-Surfacing Cleaning	18,000
Forward Design	357,000
Pre-Surface Dressing Cleaning	751,000
Wet/Dry Collision Sites	413,000
High Skid Resistance Surfacing Programme (HFS)	548,000
Carriageway Condition Survey	315,000
Material Testing	245,000
Scheme Delivery Group	831,000
Footways	1,950,000
Cycleway, PROW & Unsurfaced Roads	618,000
Road Restraint Systems - Upgrade Strategy	1,075,000
Drainage	1,328,000
Cattle Grid structural repairs	120,000
Street Lighting column upgrades	1,615,000
Street Lighting LED	1,293,000
Road Stud upgrades	2,000
Road Weather Station Renewal Programme	102,000
Traffic Signal Replacements	1,074,000
Highway Vehicles	552,000
Minor traffic management improvements	224,000
Depots	523,000
Highway improvements Triage Patching	1,516,000
HOCC Improvements CCTV Upgrade	164,000
<b>Total All Roads</b>	<b>19,211,000</b>
<b>Total HSM Programme (incl. of TMC overheads)</b>	<b>50,954,000</b>
<b>HSM Allocation 2019/20</b>	<b>49,812,000</b>
<b>Final variance 2019/20 carried forward (LTP over-programmed but street lighting &amp; Slapton under-programmed)</b>	<b>1,142,000</b>

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## Appendix III To HIW/20/19

### Bridge Assessment and Strengthening Programme 2019/20

Scheme Name	Parish	Value £
1258 Gara Bridge - Physical Width Restriction	Diptford CP	15,604
1804 Canal Bascule Bridge - NDT & refurbishment of pins	Exeter CP	1,991
4170 River Exe Viaduct - East expansion joint replacement	Tiverton CP	36,971
4186 South Hayne U/B - Expansion joint replacement	Bishop's Nympton CP	1,287
A379 County Garage Culvert - New Manhole Access	Teignmouth CP	2,625
A379 Shaldon Bridge lifting span refurbishment	Teignmouth CP	12,793
A380 Bridges - Component Replacement	A380	2,785
A381 Newton Abbot Station Usk Girder	Newton Abbot CP	14,077
A39 Torridge Bridge, Bideford - Joint Replacement	Westleigh CP	123
A399 5km South of Brayford - Lions Rump South	Brayford CP	138,317
B3174 St Saviours Bridge - Waterproofing and Refurbishment	Ottery St. Mary CP	1,268
B3181 Bramley Bridge	Bradinch CP	9,860
Management of Sub-standard Structures	Countywide	9,534
Beckford Irish - Bridge Replacement	Dalwood CP	101,666
Bickleigh Bridge - CCTV / Highway Realignment	Tiverton CP	6,165
Bridge Assessments - Bridge Pier Impact	Countywide	159,825
Bridge Assessments - Bridge Road Canal Bascule Bridge	Exeter CP	9,810
Bridge Assessments	Countywide	133,235
Bridge Assessments - Bridge Road Canal Bascule Bridge	Exeter CP	3,339
Bridge Assessments - Lightning Protection	Countywide	2,723
Bridge Assessments - Post Tensioned Bridge Inspections	Countywide	184,176
Bridge Inspectors Minor Works	Countywide	303,310
Bridge Strengthening - Stony Bridge	North Molton CP	17,777
Bridge Strengthening - Broom River Bridge	Chardstock CP	231,327
Bridge Strengthening - Clyst St Mary Bridges	Clyst St. Mary CP	9,953
Bridge Strengthening - Bridge Road Canal Bascule Bridge	Exeter CP	27,843
Bridge Strengthening - Exeter Hill, Cullompton	Cullompton CP	48,712
Bridge Strengthening - Longham	Hatherleigh CP	101,315
Bridge Strengthening - Pattard	Hartland CP	22,519
Bridge Strengthening - Shaldon Bridge Pier 2 & 3	Teignmouth CP	362,434
Canal Bridges - New Barriers	Exeter CP	81,692
Canal Swing Bridge - Steelwork Repairs	Exeter CP	15,714
Clyst St Mary River and Leat Bridges– Waterproofing	Clyst St. Mary CP	5,811
Exe Bridges - waterproofing	Exeter CP	75,964
F/D - Major Refurbishments - Baulk Bridge	Bradinch CP	21,313
F/D Major Refurbishment - Iron Bridge, Exeter	Exeter CP	21,293
F/D Retaining Walls - A377 Blackboards Carriageway Stabilisation	High Bickington CP	9,088
F/D Retaining Walls - A396 Ashley Recycling Centre	Tiverton CP	271,541
F/D Retaining Walls - Beacon Lane, Kingswear	Kingswear CP	10,715
Bridge strengthening F120 Alma Footbridge Sidmouth	Sidmouth CP	1,484,662
Joints and Bearings - River Bray Viaduct joint replacement	Filleigh CP	66,517
Landcross Viaduct - Major Refurbishment	Bideford CP	160
Landslip - Puffing Billy - Torrington	Great Torrington CP	8,929

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Major Refurbishment - B3344 Bovey Bridge Cantilever Footway	Bovey Tracey CP	9,106
Major Refurbishment - Courtlands Boardwalk and Ramp	Exmouth CP	4,455
Major Refurbishment - Fremington Viaduct, Barnstaple	Fremington CP	12,403
Major Refurbishment - Halberton Aqueduct incl Waterproofing	Halberton CP	350,614
Newbridge Chudleigh Knighton Invert/apron	Hennock CP	2,273
Old Rockbeare Bridge Refurbishment	Broad Clyst CP	17,701
Bridge Safeguarding at Taw Bridge	Barnstaple CP	468,989
Bridge Safeguarding at Torridge Bridge	Westleigh CP	23,702
Principal Inspections - Bridges	Countywide	357,630
Principal Inspections - Retaining Walls	Countywide	190,947
Principal Inspections - Retaining Wall - Station Hill Bideford	Bideford CP	6,520
Retaining Walls - Bickleigh House	Bickleigh CP	37,318
Retaining Walls - 50958 Coombe Trenchard	Coryton CP	40,022
Retaining Walls - 50968 Craydon Hill near South Tawton	South Tawton CP	71,417
Retaining Walls - 51419 East Allington	East Allington CP	73,065
Retaining Walls - 51442 Rake, Loddiswell	Churchstow CP	5,577
Retaining Walls - 60052 Dacombe Hill Rockface Stabilisation	Coffinswell CP	26,361
Retaining Walls - A375 (Rosemount Lane to Battishorne Way)	Honiton CP	32,860
Retaining Walls - A377 Kingford	High Bickington CP	68,488
Retaining Walls - A377 Langford Newbridge Cross	Tawstock CP	5,163
Retaining Walls - A379 Fancy Cross Embankment	Modbury CP	19,214
Retaining Walls - A381 North of Harbertonford	Harberton CP	3,995
Retaining Walls - A386 Landcross	Landcross CP	6,143
Retaining Walls - A396 Riversmeet Cottage	Bampton CP	12,519
Retaining Walls - A396 Stoke Woods	Exeter CP	877
Retaining Walls - A399 Brayford South (Bray Quarry)	Brayford CP	10,775
Retaining Walls - A399 Landslip Combe Martin - West Seven Ash Farm	Kentisbury CP	2,602
Retaining Walls - B3212 Approach to Moretonhampstead	Moretonhampstead CP	78,375
Retaining Walls - B3229 Kentisbury	Kentisbury CP	235,812
Retaining Walls - B3230 Muddiford Leat Stabilisation	Ilfracombe CP	226,585
Retaining Walls - B3230 Warmscombe Farm	Ilfracombe CP	19,290
Retaining Walls - B3234 Lynton Outside Lyndhurst	Lynton & Lynmouth CP	644
Retaining Walls - B3260 New Road Near Okehampton - Gabion Stabilisation	Okehampton CP	12,948
Retaining Walls - Bonhay Road/Haldon Road	Exeter CP	4,698
Retaining Walls - Brixham Road, Kingswear	Kingswear CP	13,645
Retaining Walls - Brooklyn	Broadhempston CP	22,111
Retaining Walls - Exeter rear of 26 Bonhay Road	Exeter CP	14,143
Retaining Walls - Hillsborough Lodge, Exeter	Exeter CP	2,762
Retaining Walls - Iron Bridge Lower North Street Retaining Wall	Exeter CP	11,081
Retaining Walls - Joseph's Garden		104
Retaining Walls - Lower Loxhore Cross	Loxhore CP	75,561
Retaining Walls - Lymptone Exe Estuary retaining wall refurbishment	Lymptone CP	96
Retaining Walls - Lynton, Station Hill junction with B3234	Lynton & Lynmouth CP	361,548
Retaining Walls - Morwellham Chapel	Gulworthy CP	26,761
Retaining Walls - Neighbourhood Team Minor Works	Countywide	149,455
Retaining Walls - Tarka Trail Ethelwynne - Station Hill Footway Slab Replacement	Bideford CP	29,236
Retaining Walls - Toe protection - Marine Parade Shaldon	Shaldon CP	24,805
Retaining Walls - Westleigh Tarka Sea Wall	Westleigh CP	124,249
Retaining Walls - Wonnell Barn, Yealmpton (Holbeton)	Holbeton CP	119,005
Retaining Walls - 24 Salters Road, Exeter	Exeter CP	17,962

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Retaining Walls – B3227 Millway
Retaining Walls – Shillingford School
Retaining Walls - Higher Quarry near Moortown
River Yeo Cycle & Footbridge - Major Refurbishment
Road/Rail Incursions - Chenson site 1
Rock Park - Major Refurbishment
Rockface Management - A386 Landslip Near Ridd
Scour Protection - F/D - Axmouth (Inc Side Span)
Scour Protection - Puslinch Bridge
Skinnners Footbridge Replacement Sidmouth
Stage 1 Scour Assessment non main rivers
Sub-standard Parapet - Lee Mill New Parapets
Sub-standard parapets Exe Bridges Refurbishment
Sub-standard Parapets - Exeter Bypass Cycle Bridge
Traffic and Signing - Low Headroom Bridges
Wilcombe Embankment, Grand Western Canal
Wilder Brook - Culvert Section Outside Osborne Hotel
Bridges – unallocated
<b>Total BAS Programme</b>
<b>BAS Allocation 2019/20</b>
<b>Final variance LTP carried forward to 2020/21</b>

Bampton CP	1,061
Bampton CP	93,664
Whitchurch CP	115,894
Barnstaple CP	162,159
Chawleigh CP	4,534
Barnstaple CP	10,090
Monkleigh CP	24,184
Axmouth CP	2,374
Yealmpton CP	147
Sidmouth CP	55,817
Countywide	165,700
Sparkwell CP	72,381
Exeter CP	532
Exeter CP	167
Countywide	129,358
Tiverton CP	36,533
Ilfracombe CP	4,621
Countywide	4,409
	<b>8,362,000</b>
	<b>8,216,000</b>
	<b>146,000</b>

## Highway Structural Maintenance Programme 2020/21

Function	Budget £'s
<u>Principal Roads</u>	
A Roads	6,800,000
A379 Slapton Line	213,000
SCRIM Remedial Works	1,200,000
-	
<u>Non-Principal Roads</u>	
DWM Trial Areas	1,687,000
Non-Principal Road Recovery Programme	4,737,000
Pre-Patching for 21/22 Preventative Programme	5,922,000
Pre-Patching 2022/23 Preventative Programme	1,093,000
Highway Improvements Triage Patching	1,500,000
Pothole Action Fund	1,804,000
Dragon Patcher	2,000,000
Joint Sealing	182,000
Forward Design	610,000
Wet/Dry Collision Sites	100,000
High Skid Resistance Surfacing Programme	547,000
Carriageway Condition Surveys	325,000
Fixed Contract Overhead Charge	1,644,670
Material Testing	182,000
Scheme Delivery Group	693,000
Footways	1,367,000
Cycleway, PROW & Unsurfaced Roads	680,000
Road Restraint Systems Strategy	1,000,000
Drainage	1,367,000
Cattle Grid Structural Repairs	73,000
Resilience Contingency	250,000
Road Weather Station Renewal Programme	100,000
Highways Lighting	1,220,000
Street Lighting LED replacement	3,469,000
Traffic Signal Replacements	1,300,000
Depots	300,000
Minor Traffic Management Improvements	615,000
<b>HSM Programme Total</b>	<b>42,980,670</b>
<b>Allocation</b>	<b>40,644,360</b>
<b>Overprogrammed</b>	<b>2,336,310</b>

# Agenda Item 8

## Appendix V To HIW/20/19

### Bridge and Structures (BAS) Capital Maintenance Programme 2020/21

Function	Estimate £
Bridge Strengthening	1,151,500
Forward Design	570,000
Retaining Wall Strengthening	3,639,500
Major Refurbishment	222,500
Minor Refurbishment	1,303,000
Joints and Bearings	386,000
Sub-Standard Parapets	200,000
Bridge Safeguarding	806,000
Bridge Assessments	205,000
Principal Inspections	272,000
Scour Assessments / Protection	134,500
Post Tensioned Special Inspections	225,000
Low Head Room Signage	110,000
Management of Sub-standard Structures	25,000
<b>Total BAS Programme</b>	<b>9,250,000</b>
<b>BAS Allocation 2020/21</b>	<b>9,250,000</b>

2019 National Highway & Transport (NHT) Public Satisfaction Survey Results

Year on Year Comparison

Executive Summary - Devon County Council  
2019 NHT Survey Results - Year on Year Comparison  
Highway Maintenance Theme



Key

Dark Green = an improvement of 4% or more, Light Green = an improvement of up to 3%, Amber = a decline of 1% to 3%, Red = a decline of 4% or more. Blue = no data for last year.



HIW/20/20

Cabinet  
13 May 2020

## **County Road Highway Maintenance Revenue Budget and On-street Parking Account 2020/21**

Report of the Chief Officer for Highways, Infrastructure Development and Waste

***Please note that the following recommendations are subject to consideration and determination by the Cabinet (and confirmation under the provisions of the Council's Constitution) before taking effect.***

### **Recommendations: That**

- (a) the budget allocations for highway maintenance for 2020/21 detailed in Appendix I, be approved;**
- (b) authority to amend the allocations between different work types to maintain the budget within the total allocation and to maximise the impact of the maintenance programme be delegated to the Chief Officer for Highways, Infrastructure Development and Waste in consultation with the Cabinet Member for Highway Management;**
- (c) the programme funded from the On-street Parking Account for 2020/21 as set out in Appendix II be approved.**

### **1. Background**

This report deals with the revenue funding by maintenance function for highway reactive repairs, routine and cyclic maintenance for 2020/21. It also recommends for approval a programme of work identified in accordance with the provisions of Traffic Management Act 2004, to be funded from the On-street Parking Account.

The effect of Coronavirus on Devon has resulted in the sequential closure of quarries and larger supply chain suppliers limiting the ability to maintain the delivery of a normal maintenance service. By the end of March most works were limited to essential safety works and very limited sites where social distancing could be adhered to.

The intention is to continue to deliver maintenance where controls, supplies and resources permit the authority to do so, however, an extended period of lockdown and the after affects will challenge the delivery of the full programme in 2020/21. What this may look like in terms of delivery of the intended routine revenue works is uncertain. The potential impacts are outlined in the risk considerations in section 13 of this report.

The gap analysis on the recommendations of the Code of Practice, Well Managed Highways Infrastructure (2016) and as presented to Scrutiny Committee in a Masterclass in September 2019, identified a number of key areas where the service can demonstrate further continuous improvement. A review on how the service communicates and consults with members and communities on its proposals is being reflected in the 'Doing What Matters' (DWM) approach for both planned and reactive maintenance, we are investigating how the service can also better understand issues around flooding, asset inventory and cyclical maintenance which may offer a sustainable change in the management of this vital asset.

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## 2. Introduction

Revenue funded works essentially consist of three types of maintenance:

- (a) **Reactive:** repairs to safety defects such as filling of potholes, emergency response, dealing with flooding, replacing mandatory signs and markings, clearing overhanging vegetation and the like, which, if neglected, would pose a potential danger to road users. During winter periods undertaking precautionary salting and snow clearance.
- (b) **Routine maintenance:** this includes drainage repairs, broken kerbs, replacing damaged warning signs and markings, wall repairs and maintenance.
- (c) **Cyclic maintenance:** such as gully emptying, grass cutting, cleaning and clearing of drainage pipes, ducts and channels, ditch cleaning and siding and water tabling, most of which is carried out to a defined frequency.

Planned, programmed or structural maintenance that improves or upgrades the asset such as resurfacing, reconstruction and surface treatment are aimed at keeping roads structurally sound and or extending operational life, this is funded from the Capital budget. Approval of the Highway Maintenance Capital budget is detailed in report HIW/20/19 also being considered at this meeting.

Devon's road network is the longest Local Authority maintained network in the country covering 8,025 miles (12,915 km) of road from (A) roads down to single lane unclassified roads, comprising:

- 597 miles (961 km) of principal (A) roads,
- 407 miles (655 km) of non-principal (B) roads,
- 2,815 miles (4,531 km) of non-principal (C) roads,
- 4,206 miles (6,768 km) of unclassified roads,

Within the County Council revenue budget for 2020/21 the highway maintenance base budget has been set at £26,079,000, comprising £23,879,000 in the Highways Service budget and £2,200,000 funded from the On-street Parking account. Detailed allocations are set out in Appendix I.

We have seen an unprecedented level of wet weather particularly towards the latter part of 2019 and into the start of 2020 with significant periods of continuous rain and a succession of three named storms that has also brought with it destructive and intense high winds. This has resulted in damage across the network with fallen trees, landslips, extensive flooding and property damage. The concentrated period of extended rain falling onto the network combined with increased run off from adjacent land has frequently overwhelmed the drainage systems resulting in localised flooding. Sometimes this has led to temporary closures on parts of the network which then impacts on the ability for users to effectively navigate to their destinations.

We are fully aware of the effect cold weather and ice has on road condition and it is fortunate that this winter has been mild with road surface temperatures remaining largely above freezing for the most part. Just as concerning as the effects of ice however is the damage caused by excessive surface water and flooding on the network and its condition, this is demonstrated by a spike in potholes when compared to the same period in 2019.

## 3. Strategy and Analysis

The strategy uses a framework to manage the highway network as described in the Highway

Infrastructure Asset Management Policy (HIAMP). With a total asset under CIPFA guidance valued at £13.3 billion (Gross Replacement Cost) of which carriageways alone are valued at £11.1 billion, the highway network maintained and managed by Devon County Council is our County's most valuable and important public asset.

Since around April of 2019 all of our publicly reported potholes are now visited and assessed by a team of dedicated triage inspectors. This allows for serviceability defects to be addressed as well as safety defects, and where possible the root cause of the issue. At point of assessment the inspector will verify the defect and pass for action, along with all necessary supporting information, to enable a suitably equipped repair gang to attend and, in the vast majority of cases, effect a first-time repair. This is resulting in about half of all public reports being closed with no further action. The combination of an improved process, the increased use of the Dragon Patcher in the repair of some of these defects is beginning to demonstrate efficiencies in reducing safety defects over the whole network.

District and Parish Council commitments in assisting in the delivery of key elements of the service continues in the area of local grass and hedge cutting and the treatment of weeds. The assistance by some Parish Councils in undertaking pothole repairs and lengthsman duties is also helping to reduce our winter backlog in pothole repairs and removing water off the network.

We have seen a noticeable increase with regard to issues with drainage and flooding in multiple locations across the network. Investigations to better understand what is happening from a service perspective and what is driving these issues has identified some key actions and important areas for further review. Improvements in system jetting and investigation combined with enhanced records on the drainage asset itself is seen as a first step in understanding the causes.

The lack of edge cleaning is cited by many as one of the major causes of flooding across the rural network and the additional drainage allocation for this financial year is welcome in addressing this

#### **4. Detailed Allocations**

Detailed allocations by work function are given at Appendix I. These are based on Devon's asset management principles and experience of maintaining the network.

Previous financial years funding has enabled the service to focus on improving the networks ability to deal with the increase in surface water by enabling improvements in its localised drainage and ditching assets. However, our rapidly changing climate means further focus and resource is required in managing how we control and remove water off the network now and for the foreseeable future, for both highway water and also from run-off from adjacent private property. Any shortfall in our ability to manage this aspect of maintenance will have significant repercussions in respect of network condition, maintenance cost and safety for the customer. The additional £2,000,000 funding for cyclical works in 2020/21 will therefore enable the service to continue its ongoing cyclical works programme to improve drainage capability across the network.

It is essential that ongoing increased provision for regular routine cyclical works is maintained for future years to ensure that the focused routine drainage works achieved over recent and current years continues to effectively deal with the increase in surface water on our network.

After taking into account the funding allocations, inflationary increases and capitalisation of

# Agenda Item 9

some work activities, the 2020/21 highway budget has been achieved with no further reduction of the level of service requirements identified in the Highway Infrastructure Asset Management Plan.

Other than in respect of inflationary adjustments the following matters are included in how budgets are being allocated:

- An additional £2,000,000 funding into cyclic maintenance to deal with drainage related issues.
- An increase in the Safety Reaction budget of £559,000 to fund improvements in the effectiveness of safety defect repairs.
- A review of past expenditure has identified savings of £200,000 in winter service.

## **5. On-street Parking Account**

The expenditure of on-street parking income is restricted by the Road Traffic Regulation Act 1984. The costs of operating the on-street parking service is the first call on the income held in the On-street Parking Account. Any remaining funds/surplus must then be used in accordance with the eligibility criteria set out in the legislation with surpluses used for:

- The provision or operation of public transport services
- The provision of facilities for public transport services
- Highway or road improvement projects
- Environmental improvements

The 2020/21 Highways Maintenance budget includes £2.2M for highways environmental maintenance works, which are funded from the On-street Parking account. Full details of the proposed On-street Parking Account non-operating expenditure for 2020/21, totalling £5.315M, are shown in Appendix II.

The projected closing balances of the On-Street Parking reserve are shown on page 107 of the 2020/21 Budget Book. The estimated balance of the account is expected to reduce from £1.681M at 31 March 2020 to £0.156M by 31 March 2021, but this does not take into account the effect that Covid-19 may have on both income and expenditure. Expenditure charged to the On-street Parking Account is regularly reviewed in order to ensure the fund is used effectively.

## **6. Traffic Management Plans**

There continues to be a high demand from communities for the review and implementation of parking restrictions. Larger schemes looking at community wide changes (including measures such as residents parking) are served via the £25k Traffic Management Plans budget in the On-street Parking account.

The current level of demand means that the 2020/21 programme is filled with existing commitments, including implementation of Exmouth and Sidmouth Residents Parking Schemes (as agreed at East Devon HATOC on 07/12/18), new schemes within Exeter (as agreed at Exeter HATOC on 09/04/19), and the review of the Teignmouth Traffic Management Scheme (as agreed at Teignbridge HATOC on 28/02/19).

Due to the high level of demand it is proposed that new requests are prioritised on the basis of traffic management need, sustainability, and community support for inclusion in the 2021/22 programme to ensure resource and monies are used to best effect. To ensure sustainability, schemes should be substantially self-financing, including components of

residents parking and / or pay & display, in line with our policy on new residents parking schemes.

Requests for small changes will continue to be served by our annual HATOC Waiting Restriction Project.

## **7. Options/Alternatives**

The revenue funded programme for 2020/21 optimises the use of the available funding to provide for reactive and clear-up activities, winter maintenance, safety defect repairs and routine and cyclic maintenance activity.

The distribution of funding is based on experience of managing the network, data on asset management, collaboration with the Term Contractor and consultation feedback. It strikes a balance between the competing needs of the network and the needs of the travelling public.

There is a need for in-year flexibility in the funding of work functions to enable the service to respond to unforeseen and extreme events.

## **8. Consultations**

The results of the 2019 National Highways and Transport (NHT) Public Satisfaction Survey reflect public perception of performance, importance and desire for various activities to be funded. Analysis shows that the condition of the highway network and the speed and quality of repairs are important to the public.

A summary of the NHT highway maintenance benchmarking indicator results illustrating public satisfaction levels for highway maintenance and road condition shows an improving satisfaction in all indicators. These results can be found in Appendix III.

The 2019 survey summary shows an improvement in the level of public satisfaction with regards to the highway maintenance service in Devon, which although slightly below the national average, gives an overall average satisfaction of 50% (National average 51%).

It will be interesting to see outcomes from the 2020 survey in the Autumn following the succession of extreme weather events we have experienced in 2019/20 and the impact of the Covid-19 pandemic.

## **9. Financial Considerations**

The cost of this work will be met from the County Council's Revenue Budget and the On-street Parking account.

## **10. Environmental Impact Considerations (Including Climate Change)**

### *General Considerations*

The ability to efficiently transport people and goods around the County underpins Devon's economy and has a direct impact on the quality of our environment. When maintenance work is undertaken it is managed to ensure that the effect on the surrounding environment is kept to a minimum.

In association with the Devon County Council Environment group our term Contractor is supporting the 'life on the verge in Devon project' with a careful and sympathetic approach to

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essential annual verge maintenance.

Wet waste storage bays have been constructed at two highway depots to reduce the quantity of unsuitable waste material being transported from highway operations.

As part of the Authority's drive to become carbon neutral by 2030 we are developing a process that will establish average carbon intensity for various key work types which by the end of 2020/21 will inform on our average carbon cost of those works where the carbon usage is high. These figures will then be used to establish the potential for utilising different treatments or to drive through procedures and processes that will reduce our carbon usage.

## *Highways Lighting*

Following the approval of a revised Highway Lighting Policy in 2019, the authority now applies a risk-based approach to managing defects allowing revenue funding to be used more effectively. There continues to be a drive to reduce energy consumption with conversion to LED lighting, and hence a reduction in carbon usage.

## *Traffic Signals*

Modern traffic signals use LED signal heads and a 48v electrical system, which when compared with conventional traffic signals deliver a reduction in power consumption of 70% to 80%. The reduced energy consumption is reflected in reduced levels of carbon emissions. Financially, whilst the cost of electricity has more than doubled, we have been able to hold the electricity bill for traffic signals at about the same level, by upgrading the old signals to energy efficient signals. There are some safety benefits in running the signals on 48v instead of 230v.

## *Winter Service and Emergency Response*

This authority continues to implement national best practice to ensure that winter service is delivered in an effective and cost-efficient way. A few gritters are being replaced each year which enables the latest Euro standards to be adopted in terms of emissions, and new forecasting technology enables more discrimination over the number of routes that require treating on each frosty night.

With regards to emergency response, new vehicles have been introduced with lower emissions by the term maintenance contractor and with fewer gangs on standby more efficient use is made of a more limited resource.

## **11. Equality Considerations**

Where relevant to the decision, the Equality Act 2010 Public Sector Equality Duty requires decision makers to give due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- Advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- Foster good relations between people by tackling prejudice and promoting understanding.

Taking account of age, disability, race/ethnicity (includes Gypsies and Travellers), gender and gender identity, religion and belief, sexual orientation, pregnant women/new and breastfeeding mothers, marriage/civil partnership status in coming to a decision, a decision maker may also consider other relevant factors such as caring responsibilities, rural isolation

or socio-economic disadvantage.

This may be achieved, for example, through completing a full Equality Impact Needs Assessment/Impact Assessment or other form of options/project management appraisal that achieves the same objective.

An overview of the impact assessment entitled '2020/21 Budget Impact Assessment' has been circulated separately and is available to all Members of the Council at: <https://www.devon.gov.uk/impact/budget-2020-2021/>.

## **12. Legal Considerations**

The lawful consequences of the recommendations have been considered in the preparation of this report. The reduction in the revenue allocation in previous years has put more pressure on the amount and type of work that will be completed in the capital budget making the service vulnerable under extreme event scenarios. This vulnerability under such circumstances could impact upon the service's ability to adequately react to or keep pace with safety defect repair policy timescales.

The consequence of declining levels of revenue funding will lead to an overall reduction in maintenance standard and potentially result in road closures particularly, but not exclusively, on the minor road part of the network. This offers additional risk to the Authority because of the potential for a legal challenge to be raised by local residents and road users over the Authority's failure in its duty to maintain the highway. There is also a potential, because of reductions in service standards and the inevitable increase in user dissatisfaction and complaints, that the Authority could also see an increase in challenges arising under Section 56 of the Highways Act 1980.

## **13. Risk Management Considerations**

The proposals contained in this report have been assessed and all reasonable actions are taken to safeguard the Council's position.

Where risks have been identified such as the public liability risk associated with compliance with Section 41 of the Highways Act 1980 (the duty to maintain the highway and the duty to ensure, so far as is reasonably practicable that safe passage along a highway is not endangered by snow and ice) the implications have been taken into account in preparing this report.

Covid-19 pandemic presents a significant risk to the authority and an extended lockdown period raises uncertainty on whether a full programme of maintenance can be delivered in 2020/21. With works currently limited to essential safety works and to limited sites where social distancing can be adhered to the backlog of general maintenance works continues to increase and will challenge the services ability to deliver all of this outstanding work before the end of the year.

Progress will be regularly monitored to ensure that critical highway functions and duties are well managed and delivered safely. Any increased costs and loss of income associated with Covid 19 will be captured and any subsequent impact on budget will be identified and adjustments considered.

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## 14. Public Health Impact

The cumulative reduction in budgets could have an impact on public health with reduced maintenance effecting sustainable travel alternatives, and potentially more injuries resulting from crashes, trips and falls, however the recommended approach limits this risk, by targeting investment.

## 15. Reason for Recommendation/Conclusion

Highway and Traffic services ensure the availability and preservation of a safe and functional highway network which support the economy of the County and region. A key strategic element for the Service, in the current financial climate, is to slow down the rate at which the asset will deteriorate by focusing on the review of service levels, specifications, system and processes. Nevertheless, insufficient budgets, either capital or revenue, will impinge on the standards of maintenance across the network and are almost certain to increase the rate of deterioration.

Meg Booth  
Chief Officer for Highways, Infrastructure Development and Waste

## Electoral Divisions: All

Cabinet Member for Highway Management: Councillor Stuart Hughes

Local Government Act 1972: List of Background Papers

Contact for enquiries: Paul Davis

Room No. Lucombe House, County Hall, Exeter. EX2 4QD

Tel No: (01392) 383000

Background Paper	Date	File Reference
Impact Assessment	January 2020	<a href="https://www.devon.gov.uk/impact/budget-2020-2021/">https://www.devon.gov.uk/impact/budget-2020-2021/</a>

pd220420cab County Road Highways Maintenance Revenue Budget and On-Street Parking Account 2020 21  
hk 06 020520



## County Roads Highway Maintenance Budget Allocation 2020-21

Function Narrative	2020/21 Budget Allocation £
Cyclic Maintenance** (Includes £2.2 million OSP Funding)	6,855,000
Highways Lighting	4,477,000
Public Rights of Way	612,000
Retaining Walls & Bridges	528,000
Routine Maintenance*	3,070,000
Safety Reaction	6,618,000
Winter and Emergencies	3,885,000
Other Highways	34,000
Total	26,079,000

\* Routine maintenance includes:

- cycle routes
- drainage
- fencing
- traffic signs
- roadmarkings
- traffic signals

\*\* Cyclic maintenance includes:

- grass cutting
- weed treatment
- siding & watertabling
- hedge & tree maintenance
- gully emptying

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## Appendix II To HIW/20/20

### On-street Parking Account (OSP) 2020/21

<b><u>Function Narrative</u></b>	<b>2020/21 Budget Allocation £</b>
TCS: Bus, Rail, and Community Transport Support	2,411,000
CPE road signs & road markings	225,000
Traffic Management Plans	25,000
Cyclical Maintenance for the purposes of Environmental Improvement	2,200,000
Traffic and Parking IT Systems	30,000
Safety Camera Partnership	10,000
Real Time passenger information	25,000
Variable Message Signs	10,000
Road Safety Improvements - Reactive	50,000
Park & Ride business rates / minor site maintenance	110,000
Country Parks	219,000
<b>Total Other Expenditure</b>	<b>5,315,000</b>

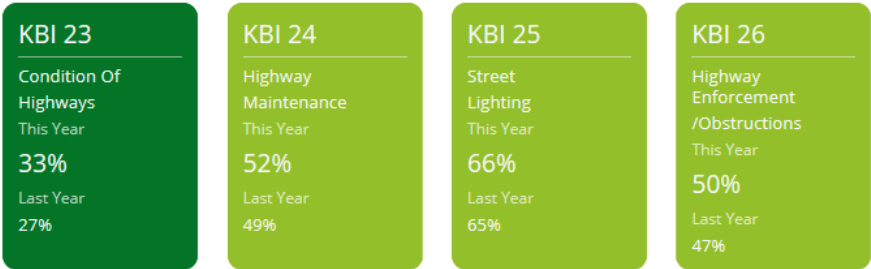
TCS - Transport Co-ordination Service

CPE - Civil Parking Enforcement

2019 National Highways and Transport (NHT) Public Satisfaction Survey  
Year on Year Performance for Key Benchmarking Indicators



Key Benchmarking Indicators (KBIs)





## Inspection of Local Authority Children's Services (ILACS)

### Report of the Head of Children's Social Care (Deputy Chief Officer)

#### Recommendation

To secure the improvements identified by the recent Ofsted Local Authority Inspection of Children's Services

1. Cabinet approve total investment of £2.2 millions in 20/21 and £1.6 millions in 21/22. 30 full time equivalent (FTE) staff.
2. Of the total investment, Cabinet approve 21.2 full time equivalent (FTE) employees at an ongoing cost of just under £1.1 millions in 20/21, reducing to £1 million from 21/22 onwards and;
3. Cabinet approve one-off investment for 8.8 full time equivalent employees for a short-term period at a cost of just over £1.1 millions in the 20/21 and £618,000 in 2021/22
4. Cabinet note that due to the current COVID-19 pandemic recruitment to some posts is likely to be delayed and therefore the profiling of costs across financial years may change.

#### 1. The Inspection

- 1.1 Ofsted inspected Children's Services in January 2020.
- 1.2 The last inspection, under a different inspection framework, was in 2015. Ofsted carried out Focused Visits (September 2018 focused on support for care leavers, and May 2019 focused on support for children in need of help and protection). Both were reported to the Children's Overview and Scrutiny Committee.

Ofsted published their report on Children's Services in Devon on 17 March 2020. The report is [available here](#)

- 1.3 Inspectors concluded that children's social care services in Devon are inadequate having identified 'serious failures'. A very small minority of our care leavers were left living in unacceptable accommodation and senior leaders were not aware of this. As a consequence, the judgement for '*The impact of leaders on social work practice with children and families*', and '*The experience and progress of children in care and care leavers*' was inadequate.
- 1.4 Inspectors also identified that some children who have suffered chronic neglect and emotional abuse are being left with families for too long, most evident in the work that we do prior to going to court (pre-proceedings). Findings in this area relate to 'getting to good' and are not responding to serious failures.
- 1.5 Inspectors identified eight areas of practice that need to improve:

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- Services to care leavers, including:
  - sufficiency of accommodation and support available for young people
  - assessment of risk and safety planning for young people
  - access for young people to full information about their health histories
- The quality of social work practice to assess, support and protect children who experience neglect and the effective use of pre-proceedings
- The effectiveness of child protection conference chairs in responding to escalating risks and identifying when progress is not being made for children.
- The consideration of child protection medicals when children disclose physical abuse or present with injuries.
- Permanence planning for children.
- The quality and timeliness of life story work.
- The assessment of children looked after placed with parents.
- Strategic oversight and grip on areas for improvement and oversight of senior leaders, including case audits and supervision

- 1.6 Inspectors also identified areas of strength and note that early help for families, a mature approach to addressing exploitation and strong partnerships with key agencies are all making a positive difference to children's lives.

Other strengths identified include the Multi-Agency Safeguarding Hub (MASH); the Adolescent Safety Framework; Return Home Interviews for children who go missing from home or care; the response to young people who present as homeless; the Local Authority Designated Officer (LADO); private fostering, elective home education and arrangements to track children missing from education; visits to children in care; the work of the Virtual School, support for foster carers and for adopters.

The strengths are considerable, they are wide-ranging and far-reaching.

## 2. The response

- 2.1 The publication of the inspection report coincided with the announcement of new government restrictions in response to the CV19 pandemic. The usual protocol in response to an adverse inspection outcome commenced, including receipt of a draft statutory direction, a formal meeting including the Leader of the Council, Lead Member and Chief Executive with Department for Education (DfE) officials and the production of a detailed SMART Improvement Plan. Further government restrictions were announced on 23<sup>rd</sup> March and a more pragmatic response was agreed between the DfE and the Council.

- DCC will publish an improvement plan that shows how, in its response to CV19, DCC will address the most immediate risks to children and young people identified in ILACS 2020. The Improvement Plan is [here](#).
- The Devon Children and Families Partnership Executive will act as a temporary Improvement Board, overseeing the partnership response to CV19 and providing check and challenge of the Improvement Plan. The extraordinary terms of reference for the DCFP executive are [here](#).
- DCC will secure an independent expert, approved by DfE, to provide consultancy to the DCC Chief Officer. This resource has been secured.

- 2.2 The cases of care leavers in unsuitable accommodation were reviewed immediately after the inspection. The DfE definition of unsuitable is complex; for example, it includes care leavers in custody and those in homes of multiple occupation (HMO). For students at University, HMO accommodation is the norm and custody is not amenable to social work intervention. So, not every young person in 'unsuitable' accommodation requires intervention. A RAG rated weekly report of young people in unsuitable is produced for the Chief Officer and Lead Member. This sets out the actions to be taken to remedy the circumstances of young people rated red.
- 2.3 At the time of writing there are 6 young people rated red, there were 12 a few weeks ago and 8 at the time of inspection. One of the young people identified by Ofsted remains red. Every Local Authority will have a similar sized group of very vulnerable young people. There are no quick fixes; what has changed is the seniority of management oversight and the explicit expectation on senior managers to take action to resolve young people's circumstances.
- 2.4 Similar, weekly, reports are in place for children in unregulated placements, children in pre-proceedings for longer than 12 weeks and children's permanence plans. These are monitored by the Chief Officer and Lead Member.
- 2.5 The Council has appointed a temporary Improvement Director and Improvement Lead to work alongside the Deputy Chief Officer to the direction of the Chief Officer and has also replaced two key roles, the senior managers responsible for corporate parenting and for safeguarding and quality assurance.
- 2.6 Children's Overview and Scrutiny held its first virtual meeting on 31<sup>st</sup> March to scrutinise the Council's response to the inspection report. Its Standing Overview Group met in April to examine the Improvement Plan prior to it being finalised

### **3. Financial Implications**

- 3.1 The additional resources requirement to support the Improvement Plan can be broadly categorised into three main areas

- Increased capacity for data quality, information and assurance teams
- Increased capacity for corporate parenting and participation teams
- Increased senior leadership capacity to drive improvement

Ofsted are also temporarily deploying three inspectors, at no cost to the Authority, to work with us in the areas of Care leavers, Case Progression and Disabled Children's Services.

- 3.2 The budget requirement is estimated to be £2.2 millions in 20/21, of which just under £1.1 millions is recurrent and £1.1 millions is one off. For 21/22 the requirement is estimated to be just over £1.6 millions, of which £1 million is recurrent and £618,000 is one off.

# Agenda Item 10

This represents an increase of 30 full time equivalent staff (FTE), 21.2 of whom will be permanent, and 8.8 on fixed term appointments. Note that 4 staff are already in post on a fixed term basis. The proposal is to make these posts permanent.

Appendix A refers.

- 3.3 The budget takes account of additional Corporate costs where these can be reasonably estimated. However, for Legal Services it is uncertain how changing activity relating to pre-proceedings and court work will impact on caseloads. It is not anticipated that there will be additional premises costs, but this is not certain. For now, the potential for additional cost is noted but not included. This will be kept under review
- 3.4 Due to the current COVID-19 pandemic recruitment to some posts is likely to be delayed. Where possible and appropriate, staff with the relevant skills sets may be redeployed from other service areas to bridge some of the gaps. It should be noted that the profiling of costs across financial years may therefore change.
- 3.5 COVID-19 will have a considerable and adverse impact on the financial future of the Council. Before the Coronavirus outbreak the Council did not know the funding that it would receive from Government beyond this financial year. COVID-19 has greatly increased the uncertainty around future funding. The Government has incurred unprecedented levels of debt to support the national economy. This may well have an impact on funding available to Local Government in the short and medium term. In recognition of this, the proposal has been reviewed and permanent costs reduced. Despite that, this proposal still represents a considerable investment in times of great uncertainty.

## 4. Statutory Implications

Under the Education Act 1996, the Secretary of State can issue a Statutory Direction to an Authority where he is satisfied that it is failing to perform its functions to a satisfactory standard.

Following the Ofsted report, a draft Statutory Direction has been issued which sets out that a Commissioner will be appointed and that the Council is to co-operate with that Commissioner as to the Council's approach to improvement and its improvement plans. However, the appointment of a Commissioner has been postponed until later in the year in light of the CV19 pandemic and the alternative arrangements as highlighted earlier in this report have been agreed.

The Statutory Direction also requires the Council to comply with instructions of the Secretary of State in relation to improvement of the Council's social care functions, assist the Secretary of State as required; continue improvement activity; and submit improvement plans.

The Statutory Direction is not time limited and will remain in force until revoked by the Secretary of State.

## 5. Partnership Implications



- 5.1 Partnership working was identified by Ofsted as a strength in Devon. There are some very specific issues for partners in response to the findings of the report, health passports and the availability of suitable housing for example. These are not a strategic priority for the duration of the pandemic. Partners have engaged fully with the requirement of the DCFP to act as an Improvement Board and are contributing to the Joint Incident Management Team for children and the Incident Management Teams in place for specific groups (vulnerable children under 8, vulnerable children over 8, disabled children and children in care & care leavers)

**Darryl Freeman**

Head of Service (Deputy Chief Officer)

Children's Services

13 May 2020

Electoral Divisions: All

Cabinet Member for Children's Services and Schools: Councillor James McInnes

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

None

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# Agenda Item 10

## Appendix A

Post Ofsted Improvement Plan - Costs summary				
Recurrent costs				
Description	FTE	20/21 £'000	21/22 £'000	22/23 and ongoing £'000
Eclipse Team	6.0	204	204	204
Management Information	0.2	10	10	10
Quality Assurance Team	4.0	317	235	235
Personal Advisers & Business Support	10.0	309	309	309
Children's Participation Team	0.0	37	37	37
Maintain non statutory social worker capacity		80	80	80
Corporate Costs - estimated	1.0	117	113	113
	<b>21.2</b>	<b>1,074</b>	<b>988</b>	<b>988</b>
One off costs				
Description	FTE	20/21 £'000	21/22 £'000	22/23 £'000
Case Progression Officers	2.0	166	83	0
Project support - Improvement Programme Management	2.0	90	45	0
Adolescent Safety Framework	2.0	76	0	0
Corporate Parenting Service	1.0	117	58	0
Improvement and Development	1.0	200	100	0
Strategic Management - Improvement Director	0.8	178	178	0
Training, scrutiny and independent chairperson		250	125	0
Corporate Costs - estimated		75	29	0
	<b>8.8</b>	<b>1,152</b>	<b>618</b>	<b>0</b>
<b>Total annual cost of recurrent and one-off funding</b>	<b>30.0</b>	<b>2,226</b>	<b>1,606</b>	<b>988</b>

Health and Adult Care Scrutiny Committee

# Carers Spotlight Review

12 March 2020

# Agenda Item 11

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This report can be downloaded from:

<http://democracy.devon.gov.uk/ieListDocuments.aspx?CId=428&MId=2855&Ver=>

## Preface

I proposed this review because it was apparent from the national biennial survey<sup>1</sup>, that many carers in Devon were struggling.

It was a thorough and comprehensive review, talking with over 100 carers, health workers and council staff.

I am confident that our team got a genuine feel for the difficulties facing many carers in Devon. Many are facing financial hardship, and say they experience regular crises. Many carers are neglecting their physical and mental health due to the demands of caring for another person 24 hours a day, seven days a week.

My fellow councillors and I have been moved by the stories that we heard, and we have felt a strong desire to do everything we can to try and help.

We very much hope that these recommendations will be agreed by the Cabinet and that the relevant agencies, as well as Government ministers, can do everything they can to improve the lives of carers, who do a truly incredible job, often in challenging circumstances.



**Councillor Claire Wright,  
Chair, Carers Spotlight Review,  
Health and Adult Care Scrutiny Committee**

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<sup>1</sup> Survey of Adult Carers in England, 2018-19 (SACE). This national survey takes place every other year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs).

## 1. Recommendations

Members recognise that there is an overlap on many of the following recommendations between the County Council, NHS Devon CCG and Devon Carers. The recommendations have therefore been somewhat arbitrarily placed under a lead organisation, but it is as much for Devon's emerging Integrated Care System through the Devon Sustainability and Transformation Partnership (STP) to ensure these are effectively discharged. Devon Carers Partnership Steering Group should in the first instance be actioned to monitor the implementation of these recommendations, alongside the Scrutiny Committee.

### Local Government Association

#### Recommendation 1

That Government through the Local Government Association (LGA):

- (a) works with the County Council to identify a funding stream to support carers, linked to new proposals to fund Adult Social Care, particularly in relation to the provision of replacement care. Increased resources are needed to recognise the growth in the number of carers and the longer duration of their caring responsibilities. This is essential to delivering the ambition of the Care Act 2014.
- (b) reviews the benefits and appeals system accessed by carers to ensure it is properly supportive and not leaving carers without the financial support they are entitled to.
- (c) reviews the NHS Continuing Healthcare criteria to ensure it is providing the necessary provision for carers.
- (d) recognise the skills and value of care workers and reviews their pay with a view to the provision of competitive remuneration and benefits in order to boost staffing levels.
- (e) creates a ministerial role for carers.

### County Council

#### Recommendation 2

That a Carers Charter is created:

- (a) recommending a carers pathway signed up to by each agency, including primary care and consultants, outlining what carers can expect in terms of support at each stage of the process.
- (b) recommending the continued development of a clear gold standard for carers assessments to avoid variation with effective follow up procedures in place. That this model pathway is signed up by all service providers including the voluntary and third sector.

#### Recommendation 3

That Devon campaigns and promotes carers income maximisation through a dedicated staff appointment.

#### Recommendation 4

That relations are continued to be developed between care workers and carers using the County Council's in-house domiciliary care as a pilot to improve the way agencies work with carers.

## Recommendation 5

That the County Council reviews its needs assessment process to ensure it is taking the views of the carer into account as well as the cared for person.

## Recommendation 6

That advance communication and complementary working is developed between Devon Carers, the third and the voluntary sector, which includes longer term funding for these groups.

## Recommendation 7

That Devon Carers build into their contract a carers buddying scheme, whereby carers are matched with a trained volunteer who is also a carer (or former carer) to provide support, help and advice.

## Devon Carers

## Recommendation 8

That Devon Carers and Adult Social Care and Health Operations work to ensure a level of carers assessments consistent with nationally recognised good practice in terms of the methodology and pathways.

## Devon Sustainability and Transformation Partnership (STP)

## Recommendation 9

That the Devon Long Term Plan ensures through its Integrated Care Model that carers needs are properly recognised to ensure they get the support they need to care without putting their own health and wellbeing at risk.

## NHS Devon Clinical Commissioning Group

## Recommendation 10

That NHS Devon CCG and the County Council ensure carers' appointments and carers' elective surgery are prioritised; that medical staff know they are carers and support is put in place when they go home after surgery.

## Recommendation 11

That through the Better Care Fund (which the carers budget comes from) a resource stream is targeted at:

- a) GPs to recognise carers as a group they need to provide for;
- b) training health professionals in Primary Care Networks to recognise and support carers.

## Recommendation 12

That there is an initial health and emotional wellbeing check for all carers upon their identification.

## 2. Introduction

- 2.1 The Spotlight Review was undertaken by the following members of the Health & Adult Care Scrutiny Committee:
- Councillor Claire Wright (Chair)
  - Councillor Hilary Ackland
  - Councillor Marina Asvachin
  - Councillor Sylvia Russell
  - Councillor Jeff Trail
  - Councillor Richard Scott
  - Councillor Sara Randall Johnson
  - Councillor Andrew Saywell
  - Councillor Phil Twiss
  - Councillor Nick Way
- 2.2 Members would like to place on record their gratitude to the witnesses who contributed to the review. In submitting its recommendations, the Group has sought to ensure that its findings are supported with evidence and information to substantiate its proposals.
- 2.3 On 20 September 2018 Health & Adult Care Scrutiny resolved to set up a spotlight review on carers. The terms of reference for the review were:
- To understand the carers' offer and evaluate against the experience of carers in the County.
  - To examine the availability of replacement care across Devon.
  - To report back to the Health & Adult Care Scrutiny Committee on the findings of the Task Group.
- 2.4 Devon Carers hold both the Caring Well in Devon contract for the delivery of adult carers services, as well as the contract for Devon Young Carers. The focus of the review was adult carers of adults, and therefore largely does not reference young carers. This in no way reflects members identifying less importance to carers services for young people, but that to look in detail at this area necessitates a separate piece of work to cover it adequately.
- 2.5 Members identified it as essential to engage widely with carers as part of the review process. Visits to numerous carers groups were arranged across the County (see Appendix 1) prior to the main spotlight session, which carers also attended. In total members spoke with 121 carers, as well as receiving written representations from a number of other carers who were unable to attend any of the meetings.
- 2.6 Time and resources necessitate that this report provides a snapshot approach to highlight significant issues that carers have raised in their representations to the spotlight review. The list of witnesses to the review does not pretend to be exhaustive but it does provide insight into some of the central themes.
- 2.7 The County Council through its Joint Commissioners closely monitor the Caring Well in Devon contract, so this piece of work does not try to replicate that role but instead aims to take the voice of the carer and present the issues that matter most to them.
- 2.8 The Task Group asks the Health and Adult Care Scrutiny Committee, Cabinet and NHS Devon CCG to endorse this report and consider the recommendations detailed above.



## 3. Background / Context

### Devon Overview

- 3.1 Devon is the third largest county in England, covering 2,534 square miles. The County Council area has around 780,000 residents, with a higher proportion of older people than the national average. It is also one of the most sparsely populated counties, with few large settlements and a dispersed rural population.
- 3.2 The Joint Strategic Needs Assessment provides a summary of health and wellbeing needs across the Devon County Council area. It contains a range of information about health and the factors that influence the health of the population from a range of sources. The following population and demographic challenges in Devon were identified:
  - Older than average population compared to England
  - Growing population particularly those in older age groups
  - Increasing numbers of persons typically not in the labour force aged 65 and over
  - More people moving into Devon compared to moving out of Devon, particularly those aged 30 to 69 years
  - Over 75,000 planned dwellings and 422 hectares of employment land are planned for over the next 15 to 20 years
- 3.3 The population of Devon over the last 35 years has continued to grow and is projected to increase by approximately 12% by 2039. While age groups aged 39 and under are estimated to remain relatively static, much greater increases are estimated in the older age groups by 2039, with the pension population is estimated to grow by approximately 29.5%.<sup>2</sup>
- 3.4 Estimated 14,520 people with dementia in Devon currently. Around 59% with a diagnosis (this is below the national average of 68%). The cost of social care for people living with dementia will nearly treble by 2040, a report by the Care Policy and Evaluation Centre (CPEC) has found. The research<sup>3</sup> shows that the number of people living with dementia in the UK is expected to nearly double (to 1.6 million), the cost of social care is expected to almost triple, increasing from £15.7 to £45.4 billion. The analysis found that the number of people living with more advanced dementia will rise more rapidly than the number of people living with mild and moderate dementia. As such, people will have higher associated care needs and more people will need social care for longer, increasing average social care costs. The study also estimates that families are providing £13.9 billion a year in unpaid care for people living with dementia. This is also projected to increase to £35.7 billion by 2040.
- 3.5 The Devon NHS Long Term Plan (LTP) for Health and Care - Better for You, Better for Devon sets the agenda for working together over the next 5 years. The Plan describes the population needs and case for change in Devon, along with practical actions that the system will take to deliver the commitments set out in the LTP. The Plan seeks to integrate health and care services to support the increasing demand on the system. The Plan identifies key challenges which need to be addressed to improve care for Devon's residents across the following thematic:
  - Financial
  - Performance
  - Workforce and

<sup>2</sup> P.20

[https://devoncc.sharepoint.com/sites/PublicDocs/PublicHealth/Wellbeing/JSNA/Devon\\_JSNA\\_Overview\\_2018\\_FINAL.pdf](https://devoncc.sharepoint.com/sites/PublicDocs/PublicHealth/Wellbeing/JSNA/Devon_JSNA_Overview_2018_FINAL.pdf)

<sup>3</sup> <http://www.lse.ac.uk/cpec/news/number-of-people-living-with-dementia-to-more-than-double-by-2040>

- Case for change significant drivers of demand

The LTP specifically covers carers in line with national guidance: CQC Quality Markers for Carers in Primary Care Practices; Carer Passports (to improve recognition) and contingency plans to help carers understand the out of hours help available to them and to prevent carers having to face emergencies alone (while this now sits in a supporting paper rather than in the main Devon LTP, carers are mentioned frequently in the LTP.)

## What is a Carer?

- 3.6 A carer is a person of any age who provides (or intends to provide) care and/or support of any type to another person, usually a family member, sometimes a neighbour or friend (sometimes referred to as the “cared-for person”), without payment and not as part of a volunteer scheme. The “cared-for” person could not manage without this care/support.

- Carers’ work valued at £1.6bn in Devon alone
- Census 2011: 84,000 carers in Devon (includes young carers)
- Public Health estimate 2018: 86,595 adult carers alone
- More than one in 10 people in Devon are carers

- 3.7 A carer has eligible needs for support if all three of the conditions of the National Eligibility Criteria have been met:

- 1) The needs arise as a consequence of providing necessary care for an adult.
- 2) The effect of the carer’s needs is that any of the specified circumstances apply to the carer.
- 3) And as a consequence of the fact there is or is likely to be a significant impact on the carer’s wellbeing.

## Carer Health

- 3.8 Carers tend to be in poorer health compared to non-carers with higher levels of unpaid care are associated with particularly poor general health. The health of carers aged 25 to 49 is notably worse than non-carers. Levels of good health are significantly higher in non-carers in the 50 to 64 age group, and for persons aged 65 and over whilst the general health of carers and non-carers is similar, for those providing unpaid care for 50 hours or more the general health is notably worse.<sup>4</sup>

## Care Act 2014

- 3.9 The Care Act (2014) sets out the statutory requirement for local authority social services, health, police and other agencies to both develop and assess the effectiveness of their local safeguarding arrangements. Section 14 of this act links specifically to safeguarding adults. It sets out a clear legal framework for how local authorities and other parts of the health and care system should protect adults at risk of abuse or neglect. This is founded on the six key principles of:

- Empowerment – people being supported and encouraged to make their own decisions and give informed consent
- Prevention – it is better to take action before harm occurs
- Proportionality – the least intrusive response appropriate to the risk presented
- Protection – support and representation for those in greatest need

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4

- Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability – accountability and transparency in delivering safeguarding

3.10 These six principles underpin the work of professionals and other staff who work with adults. They apply to all sectors and settings that work to safeguard adults, including care and support services, commissioning, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system.

## **Carer Services in Devon**

3.11 Carer Services in Devon are provided under joint commissioning arrangements between the County Council (both Adult Care & Health, and Children's Services), and NHS Devon Clinical Commissioning Group (CCG). This arrangement is known as the Devon Carers Partnership in which Devon County Council is the lead partner. Westbank Community Health and Care were awarded the 5-year contract in April 2018 for Caring Well in Devon for adult carers of adults' service, and the Young Carers Support service for young carers.

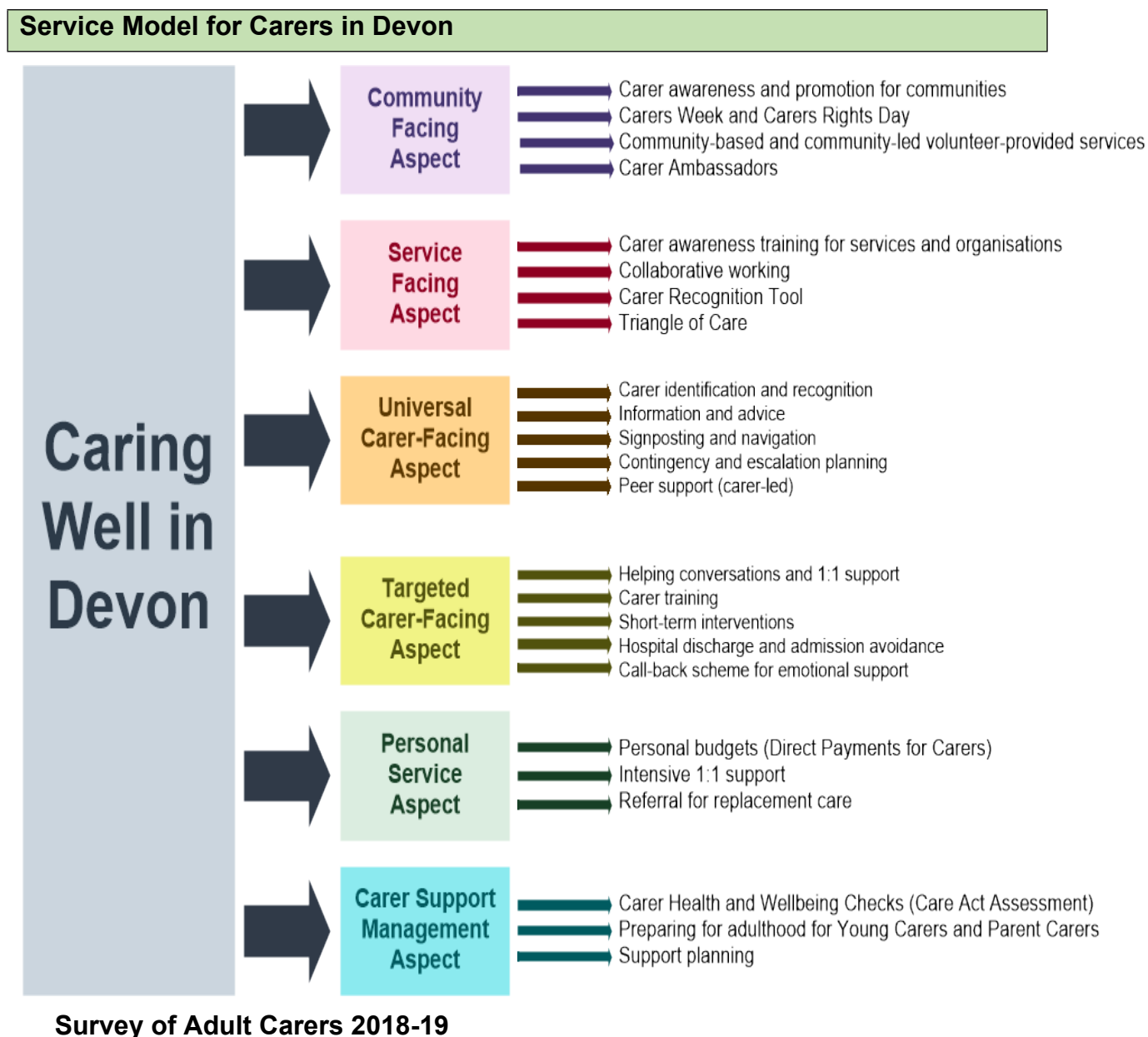
## **The Devon Carer Offer – Key Changes**

### **3.12 The “Old Offer”**

- Take a Break - vouchers for up to 3 hours sitting service a week, contribution by the carer when redeemed
- Flexible Breaks Grants – small cash payments, once a year maximum, carer to use as wished – access on the basis of “proving the need for a break”
- “Respite Care”- on needs of cared-for person only, charged to the cared-for person.

### **3.13 The “Post-Care Act Offer”**

- Wider range of “universal” and “targeted” services
- More 1:1 and Peer Support
- Carer Direct payments to meet Carers' “eligible needs” - more flexible than previously (replaces Flexible Breaks Grants)
- “Replacement Care” (“respite care”) – on eligible needs of carer (and according to the needs of the cared-for person) charged to the cared-for person.



3.14 The most recent national Survey of Carers in England published in June 2019 used the 2018-19 outcomes following the first year of the new Devon Carers contract. The survey covers a range of questions, including those used in the Adult Social Care Outcomes Framework regarding:

- Carer reported quality of life
- Satisfaction with Support and Services
- Social Contact
- Involved and Consulted in support of cared-for person
- Access to Information and Advice

3.15 Devon's headline performance against the 5 key indicators was mixed:

- Two improved nominally: carer satisfaction and access to information and advice
- Three declined: carer reported quality of life, social contact and involved and consulted
- The national and regional picture is one of declining performance

3.16 Carer satisfaction in Devon has declined markedly over recent years in line with national trend. This may be a result of the Care Act.

## National Policy

3.17 The [Carers Action Plan 2018-20](#) sets out the cross-government programme of work to support carers over the next 2 years and covers:

- Services and systems that work for carers
- Employment and financial wellbeing
- Supporting young carers
- Recognising and supporting carers in the wider community
- Building research and evidence to improve outcomes for carers

## The NHS Long Term Plan

3.18 The NHS LTP recognises that carers:

- require better recognition and support, with many of them themselves older people living with complex health problems;
- are twice as likely to suffer from poor health compared with the rest of the population, primarily due to a lack of information and support, finance concerns, stress and social isolation.

3.19 This will be addressed through:

- Care Quality Commission (CQC) Quality Markers for Primary Care will help Practices become carer friendly;
- The national adoption of Carers Passports;
- Ensure that carers understand the out of hours options available to them, benefit from “contingency planning” conversations, and that plans are included in Summary Care Records.

3.20 Other aspects of the Plan will also assist carers, for example, access to digital Patients’ Personal Health Records. All CCG’s are required to have plans to implement these. The Devon CCG has a plan agreed across the STP.

3.21 The NHS England “Commitment to Carers”, published in 2014, set out the way NHSE wishes to improve the quality of life for carers:

- “Recognise me as a carer” (this may not always be as ‘carers’ but simply as parents, children, partners, friends and members of our local communities);
- “Information is shared with me and other professionals”;
- “Signpost information for me and help link professionals together”;
- “Care is flexible and is available when it suits me and the person for whom I care”;
- “Recognise that I may need help both in my caring role and in maintaining my own health and well-being”;
- “Respect, involve and treat me as an expert in care”; and
- “Treat me with dignity and compassion”.

These led to eight priorities:

1. Raising the profile of carers;
2. Education, training and information;
3. Service development;
4. Person-centred, well-coordinated care;
5. Primary care;
6. Commissioning support;
7. Partnership links; and
8. NHS England as an employer.

3.22 Alongside this NHSE published a Memorandum of Understanding (MOU) as part of a carers’ toolkit designed to help local NHS and social care organisations work together for

carers. In response to this MOU the Devon STP developed a “Commitment to Carers” agreed by the STP in October 2019.

This covers:

- identification and support for carers,
- making sure that carers’ support services are well integrated, that mainstream health and care services are carer friendly, treat carers with consideration and link them into support, take a whole family approach and improve access to replacement care;
- enabling carers to make informed choices about their caring role;
- staff are carer aware;
- information is shared appropriately to support carers;
- respecting carers as expert partners in care;
- supporting carers whose roles are changing or who are more vulnerable;
- our role as an employer or potential employer of carers.

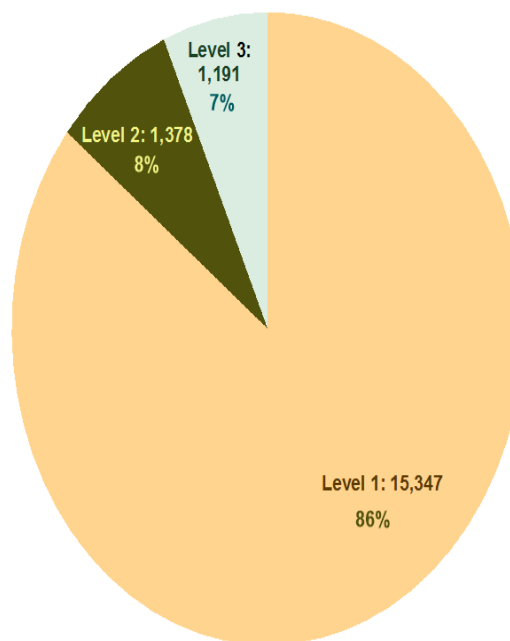
## Carers Offer in Devon

### Level 1: Universal Support for Carers

- Information, advice and guidance, signposting to resources
- Carer Newsletter
- Carer Alert Card
- Advice on access to education, training, leisure, volunteering, and employment
- Support to develop relationships and networks
- Advice on access to other services
- Apps and other online resources
- Online training
- Celebration events
- Training to care safely
- Self-organised peer support

### Level 2: Targeted Support for Carers

- Sourcing, signposting, referral to services e.g. benefits, dementia support, end-of-life planning
- Personalised advice, intervention, and 1:1 support
- Facilitated peer support
- Contingency and escalation planning
- Online and telephone carer-to-carer peer support
- Training (generic and specific)
- Hospital discharge and prevention scheme
- Casework and crisis support
- Group work
- Volunteer helpline
- Specialist service navigation



### Level 3: Personal Support for Carers

- Volunteer call back scheme
- Specialist input and training
- Carer break payments
- Short-term Personal Budgets
- Replacement Care and longer-term Personal Budgets
- One-off personal payments for carer independence

## 4. Voice of the Carer

4.1 Members spoke with 121 carers through the spotlight review process. It is their voice that is central to this report, its recommendations and findings. Detailed below is an anonymised selection of carers' very personal stories that members heard during the review<sup>5</sup>:

### 4.2 **Becky**

- Becky's husband has problems walking, he has had an angioplasty, ulcerated feet, psoriasis and three years ago a below the knee amputation and the other leg is amputated to the thigh. He also has dementia and diabetes.
- A wet room is being funded from a Disabled Facilities Grant.
- Becky has had telephone support from Devon Carers, but would prefer face to face meetings. CAB person visited. Forms are all a battle.
- Becky left him for 6 weeks this year, she could not cope any more after their son died.
- Becky's husband does not show his feelings. He cannot cope with travelling and cannot go in the car. He has several appointments a week.
- Becky tries to go out more and is doing voluntary work but is always on edge.
- Becky has help for one hour a day through PIP. Paid carer takes him downstairs, gives him a wash and makes him a coffee. He talks more to her than he does to Becky.
- Becky regrets her life and no longer loves her husband.

### 4.3 **Patrick**

- Patrick left his family in Spain 18 months ago to care for his mum with dementia in Devon.
- Six years ago when Patrick's dad passed away, his mum's care agency said she needed 24 hours a day care. She has bowel cancer and has a colostomy bag. She picks off the bag which creates a mess. Carers come in for 45 minutes in the morning and 30 minutes in the evening. There was a November 2018 prognosis, but she has outlived it.
- Patrick's mum had a CHC assessment and is funded by the NHS.
- Patrick misses his family and feels as though he is wasting his life. Patrick feels trapped but does not want to leave mum. Patrick gets four weeks paid respite a year.
- Patrick wants to find a decent care home in Devon and has so far visited 20.

### 4.4 **Claudia**

- Claudia started caring for her father in 2008. Each time Claudia's father went into hospital it got worse. Sent home without a carers assessment. Moved into a bigger house so that he could move in with her, but then funding stopped as a result.
- Getting into a care home was incredibly difficult. Respite or permanent care. Advanced level of dementia seemed to cause problems.
- When back at home let down repeatedly by personal care, with workers changing/not turning up.
- Went back to care home but could not afford it. He should have stayed in his own accommodation to continue to receive 16 hours per week social services funding
- There was a lack of support and advice to help to resolve the problem.
- Case was borderline and told to return if needs deteriorate. Complex Discharge Team from the RDE refused a second CHC assessment in 2018. Threatened to go to Australia and leave her father before support was provided. Checklist proved positive so a full assessment was organised
- Framework states that it does not matter where care is being provided but was told with CHC funding only eligible for nursing care, not a care home.
- Devon Advocacy were excellent.
- Constantly receiving conflicting information to the National Framework.

<sup>5</sup> It should be recognised that some of the experiences carers have outlined may not be recent. However, all of the cases were followed up by officers after the disclosure of this information.

- Issues with discharge. Wanted to bring her father home, but he was sent to a care home. Emotional support to deal with this was nonexistent.
- Claudia feels that if she had used a solicitor, she would have got the funding. There seems to be a lack of support in the system.
- Her father is now back at home with a live-in carer – it is working. Her father is now content. Would not have him in a vegetative state in a care home.
- Claudia has felt lonely and isolated throughout this process.
- Hours spent researching on the internet to get the information needed to move forward, with regard to care needed and definitive information regarding funding.
- Claudia wants to use her experience to help and enable others. Wants to do work with carers on building resilience.

## 4.8 **Gaynor**

- Gaynor had to give up her job to look after her mum who has been left physically disabled and wheelchair bound.
- Gaynor's mum cannot do anything by herself. Did have care package put in place, but the agency staff coming in were not always nice to her mum, nor did they understand her needs. Went on to direct payments which helped.
- In Exmouth, she did have some very good carers but with a high turnover of staff it has been a real problem. A couple of agencies cancelled their contract saying they did not have carer worker.
- Life is a constant battle in terms of organising her mum's care. Gaynor has lost her direct payment now, with Adult Social Care paying for her care. Gaynor stated that her payments for an hour of cleaning a week, as well as a Pilates and her Crealy pass all stopped at once.
- In November 2018 a direct payment did not come through for 4 weeks residential care respite. Gaynor stated that Care Direct said that system has changed and supposed to ring every time at risk of carers breakdown. Gaynor last had a break in September 2018.
- Gaynor receives £64 carers allowance a week. May need to review her benefits but concerned about move to universal credit and do not feel able to cope with the stress. Gaynor has had some financial issues. A charity wrote off £700 debt to South West Water.
- One of the hardest things is navigating the system. It has had a profound impact on her mental health as a result of the stress. It has made her feel very anxious, and inadequate. She has lost her career and confidence.
- Gaynor's mum goes to 3 groups and loves going to them, but there is nothing in Exmouth so she has to drive her mum to Exeter. Transport would be helpful.
- Carers assessment this year has been wonderful. Devon Carers provide good support, and her ASC worker currently is very good.

## 4.9 **Sharon**

- Sharon's husband has Motor Neurone Disease.
- Sharon had a fall last year, and her husband had to go into a nursing home for 3 months.
- He is now back at home - he needs double-handed care, but they cannot afford 2 carer workers, so Sharon is acting as the second care worker.
- Physical as well as emotional strain.
- Sharon's husband is effectively locked in. He can write but difficult to keep up with a conversation, so he tends to shut down. It is not easy to have either friends or family. He does not go out at all.
- The care workers are always changing so they do not know Sharon's husband, and in turn he does not like the carers, or want them coming in.
- Sharon does not feel she has had any support as a carer. She last had a carers assessment in 2014.
- Sharon's husband would not accept having anyone in to talk to him. Tried in the past, and it lasted 3 sessions. She has a window between 11.30am – 3pm every day, her husband cannot move so will sit and watch TV.
- Sharon did not get CHC despite not being able to do anything. The financial side is a big worry.

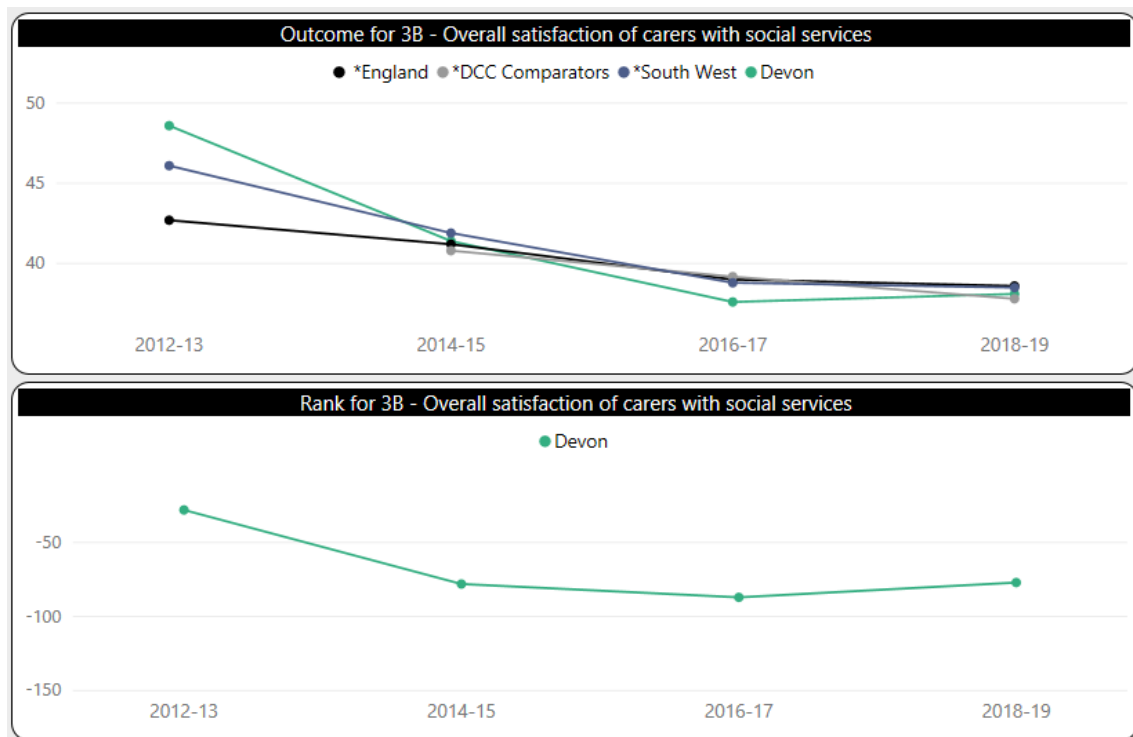


## 5. Key Issues

- 5.1 Key issues arising from the witness interviews are presented here. The interview methodology was open ended, and conversations ranged over many topics. Hence as the issues were covered from different perspectives and reflect the interests of more than one interviewee no attributions are given.

### Carer Satisfaction

- 5.2 The spotlight review heard from many carers who did not feel satisfied by the support they had received within the health and social care system. Carers who felt that their needs had not been adequately met by the County Council and NHS, as this review will outline. There is still a different provision of services across the localities for carers depending where in the County someone lives. Work needs to be undertaken in terms of identifying where those gaps in services are and what services and interventions can be brought in to make a difference to carers. However, there was consensus during the review process that through the new Devon Carers contract improvements had been made to the carers offer and experience. Both carers and staff reported that co-production and co-design of the Caring Well in Devon contract for the delivery of adult carers services had been extremely positive. Universal praise was also voiced for the County Council's Joint Carers Lead, who has worked tirelessly to ensure both the adequacy and prominence of carers services through her role managing the Devon Carers contract.
- 5.3 The performance metric *on overall satisfaction of carers with adult social care services* places Devon's performance in line with the national, regional and comparator averages making it midranking. This national, regional and local decline has coincided with the implementation of the Care Act (2014) nationally<sup>6</sup>.



<sup>6</sup> P.77

<https://democracy.devon.gov.uk/documents/s29491/Annual%20Report%202019%20for%20SCRUTINY%20v2.pdf>

## Identification of Carers

- 5.4 There is a need to ensure that those who find themselves in a caring position are identified as carers and the individuals given adequate information regarding caring. Many carers are hidden and some may not want to be called a carer. They also may well not encounter social, health or voluntary services that could help. It is therefore essential that professionals are proactive in recognising when a person may be caring for someone. They can then signpost these individuals to local information and support. The role of Primary Care as the one to which all carers have access is recognised as paramount in identifying carers more quickly and before their health and wellbeing deteriorates. GP surgeries need to be better coordinated to identify carers, some of whom may not realise that they themselves are carers.
- 5.5 The County Council did not get the large increase in carers coming forward for help from Adult Social Care that had been planned for post the 2014 Care Act. Increasing the number of identified carers is challenging because of the rate of carer “churn” – the rate of carers leaving and joining the population of carers is significant. However, at the end of Q1 in 2018/19 (the contract started in May 2018) there were 17541 carers identified at Devon Carers, 20.2% of the estimated total adult carer population in Devon at that time, to the end of Q3 of the current year there are 19,892 22.7% of our current estimated carer population. This is ahead of the base requirement and ahead of the Devon Carers bid numbers. The County Council have a shared ambition with Devon Carers to go further than this.
- 5.6 There is a significant discrepancy between the number of carers on the County Council's CareFirst system, and the number registered with Devon Carers. The gap currently is about 10,000 people on CareFirst not known to Devon Carers. Emphasis should be given to referring carers unless they say otherwise, rather than just provide information on Devon Carers and ask them to make contact. It must however be noted that it is not an automatic assumption that all carers want to be in contact with Devon Carers, nor the outcome in terms of support following an assessment.
- 5.7 Carers need to be aware of the support services available to them to ensure their own wellbeing is looked after while providing care. As part of carer identification, it is important conversations are taking place with people about the label 'carer'. Are they the best person to be the carer? Do they want to do it? It is problematic where someone feels captive in that role. Also, the system needs to acknowledge and recognise the husband/wife dynamic where they have been this couple and then it changes to one of them being a carer - it is quite a shift and incredibly nuanced.

***“I am treated for stress all the time; I am on medication, but I don't want medication I want respite”***

**Carer**

## Primary Care

- 5.8 The importance of GPs, as well as receptions at GP practices, in understanding and identifying the carers role cannot be overstated. GPs need to put carers in touch with Devon Carers before they reach a point of crisis. Members received feedback that in some instances after the initial meeting with a GP about their cared for person, carers often felt a lack of empathy and support following a dementia diagnosis. Numerous concerns were raised about delays in access to primary care, whether these could lengthen as demand at GP practices increases and the potential impact on carer identification and support, which already felt limited.
- 5.9 There were examples cited of GPs looking at a carers situation holistically rather than just dealing with individual medical problems. In some practices GPs provide annual health checks on carers wellbeing. Officers advised that they have seen a positive trend of GPs making more referrals and being increasingly aware of carers, although some staff need to think more about the carer rather than just the cared for. Ideally all carers should be

identified and referred on to Devon Carers but GP's do not always have the expertise nor the capacity to do this themselves.

- 5.10 It was apparent to members that in terms of primary care there is a gap between what is commissioned for and the level of support carers expect. The role of primary care currently is mainly one of recognition and signposting onwards to Devon Carers services. There are not any responsibilities to carers which GP's are specifically contracted to provide and this is most probably why there is an inconsistency of offer. It is hoped that various aspects of the new specifications which the new primary care contract is determining will encourage more targeted support to carers. Those GPs who are engaged will have posters, leaflets, information on their websites. Primary Care Networks should help with the Sustainability and Transformation Partnership (STP) commitment to identifying carers moving forward to an Integrated Care System (ICS).
- 5.11 It is hoped that with the new primary care contract from 1 April 2020 - anticipatory care – will ensure GPs are more focussed on integrated care and carers. Carers services and needs are also being written into software so that professionals ensure carers are considered. Carer Awareness Training is one of the 'Big 3 Improvements', along with replacement care and breaks, that have been identified in terms of carers services.

***"I have been brought to the absolute brink by this. There's been no one to signpost me where to go to get accurate advice especially on funding."***

***(Carer)***

## Carers Assessments

- 5.12 The Care Act 2014 introduced new rights for carers to have their needs assessed if there is an appearance of need, and placed duties on local authorities to provide for those needs if they eligible. There is a statutory requirement on councils to provide carers' assessments and, if the carer has eligible needs, replacement care is required to meet those needs, and if the cared-for person consents and is willing to pay. However, the quality of these assessments and respite care across the country appear to be mixed. Nationally 1.3 million people are entitled to a carer assessment but only approximately 300,000 have received it.
- 5.13 Dissatisfaction with carers assessments in Devon was an issue highlighted to members. The process for carers assessment was repeatedly described by carers as nightmarish. While it was apparent during the review process that some individuals were confusing a carers assessment with a financial assessment, it did appear that there may be some discrepancies with carers assessments in terms of the level of support provided by Devon Carers and Adult Care and Health Operations during and after the assessment.
- 5.14 In some areas it was reported that carer assessments have been treated as a box ticking exercise to the extent that carers may not even realise they have had such an assessment. Sometimes an assessment might be good, but the follow up is poor. Data collection is important, in terms of when carers are assessed and what their caring responsibilities are and monitoring patterns.
- 5.15 Concerns were raised by carers that there have been instances where they have not been involved in the assessment for the cared for person, despite guidance being clear that they should have been.
- 5.16 The spotlight review heard that the Alzheimer's Society is currently undertaking research that specifically looks at carers' assessments and carers' respite, within the context of dementia carers. As part of this project, researchers are looking at good practice and what the barriers are to deliver that good practice. The study cuts across a range of areas, including the

psychological health of the person living with dementia; the impact of different types of dementia on living well; and comorbidities. The study has so far explored the experiences of more than 1500 people with dementia, and more than 1200 friends and family of people with dementia. Based on the findings, Alzheimer's Society are aiming to develop clear, targeted recommendations for local authorities for better outcomes for those carers and the people with dementia they care for.

***"There's no respite and when things aren't working it's a bloody nightmare."***

***(Carer)***

## Information, Advice and Guidance

- 5.17 Information is a core universal service and key in early intervention and reducing dependency. Improved and/or more information benefits carers and the people they support by providing greater choice and control over their lives. Carers reported that despite recognising improvements Devon Carers have made to help support people through the system, up to date and accurate information could still be difficult to find. Given the daily pressure carers must contend with, they do not have the time to hunt for information.
- 5.18 The County Council website [carers pages](#) among other resources has a digital offer called the *Upfront Guide to Caring* which generates a personalised information "prescription" for individual carers at all stages of the journey. Efforts need to be made to publicise better on the website the information available to carers so that interventions are made earlier before crisis point. Devon Carers webpages need to have search engine prominence on Google.
- 5.19 Recognising that carers are often at the end of their tether, members welcomed work Devon Carers lead on resilience and helping carers to acknowledge the skills they have, both in terms of caring and looking after themselves. It helps if work is undertaken with carers on conditions such as dementia as to why people behave in such a way and offer some solutions. Devon Carers try to create answers to the questions carers ask, curating the best practice and most accessible advice available, sharing top tips in terms of being a carer. Signposting is an important role, also for staff across the health and care system who also may not always know where to go. People are often not identified at the right point of the journey. Devon Carers are now doing more of a road map, highlighting steps in the caring journey, coupled with the website and helpline. The Dementia Carers Pathway handbook, which was created by two carers has recently been revised and re-printed by Devon Carers. Work needs to continue to be progressed in terms of how local areas can use community champions to more effectively link people to support and services.

***"It is easy to slip into a caring role and assume that you are simply being a wife or husband, for example, and not realise that you are a carer."***

***(Carer)***

## Single Point of Contact

- 5.20 Carers want a single point of contact between Health and Adult Social Care, and a single point of access. In the initial stages of caring it was reported to be confusing to have multiple points of contact to seek out. Carers want someone at the other end of the phone who is empathetic and can provide emotional support. They want someone to listen to their concerns and help them to think through their problem and, if needs be, signpost to further support. Carers complained about being passed from one agency to another repeatedly having to tell their story. There needs to be a more joined up approach as Devon moves to an Integrated Care System, where there is a three-way relationship with professionals which fully includes the carer as well as the cared for person as a package rather than individuals. Carers reported experiences of health professionals failing to acknowledge the carer in terms of the cared for person's appointments/treatment. Carers expressed concern that the cared for person may give a more positive impression of how things are. Assessments need to listen to both the carer and cared for to ensure help can be implemented accordingly.

***"I feel stressed and am up to here (points to head) with it. I need respite but I don't get a break."***

***(Carer)***

## Financial Challenges

- 5.21 Most carers members spoke with as part of the review process advised that they were either currently living in financially challenged circumstances or were worried about being able to afford a care home as their cared for person's condition deteriorated. Significant financial challenges were reported for younger carers of people who might be in their 40s/50s supporting a partner with chemotherapy if they need to take time off or cease to work. It can end up with people feeling that they may get more support where the carer does less.
- 5.22 There are different Personal Budgets that carers can qualify for in Devon: short term payments, long term payments, carers independence payment etc. Anyone eligible under the Care Act can get a personal budget, which is not means tested like replacement care. However, getting access to benefits including Personal Independent Payment (PIP) and carers allowance were fraught with difficulty and cause considerable stress and frustration, with carers giving examples of the problems, which included losing paperwork, long delays and time-consuming procedures; some carers were forced to take the tribunal route, which added further stress. People need an advocate to support completing attendance/carers allowance forms which were described as impossibly complex.
- 5.23 A disconnect was reported between access to statutory benefits and local benefits. Trying to access NHS Continuing Healthcare Funding<sup>7</sup> felt to many carers a confrontational process – people were left frustrated by not being able to get what they are entitled. Carers also worry that by challenging the assessment they may end up with less. Devon Carers advised members that they were not contracted to support the technical aspect of filling in application forms but could look at how more support could be offered in terms of NHS Continuing Healthcare.

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<sup>7</sup> NHS Continuing Healthcare is a package of ongoing care that is arranged and funded solely by the NHS specifically for the relatively small number of individuals (with high levels of need) who are found to have a primary health need. Such care is provided to an individual aged 18 or over to meet health and associated social care needs that have arisen as a result of disability, accident or illness. NHS Continuing Healthcare is free, unlike support provided by local authorities, which may involve the individual making a financial contribution depending on income and savings. It is the responsibility of the CCG to decide the appropriate package of support for someone who is eligible for NHS Continuing Healthcare.

## NHS CHC Process



- 5.24 Those carers receiving benefits/financial support for themselves and/or their cared for person overall felt more supported by the system in contrast to the self-funders who, in the main, felt they were left to their own devices. There does appear to be some lack of joined up action on the ground between health and social care in this the developing Integrated Care System. Carers reported going into hospital for treatment, and not being offered any supported care for their cared for person.
- 5.25 Carers highlighted concern relating to the impact of the statutory financial assessment and reported the loss of benefits which had left them financially challenged.
- 5.26 Self-funders found that there seemed to be nothing in-between the voluntary service and the expensive personal care service. One carer gave an example of an organisation in Norfolk called Night Owls, who she could call when she needed her husband to be turned. This meant she did not have to pay for a night sitter all night which as a self-funder made a huge difference to their budget. Other carers advocated a befriending or buddying scheme where the person could be supported.

***"I feel guilty for going out and being able to go while my husband cannot. He has lost his life, but I've also mostly lost mine."***

***(Carer)***

## Replacement Care

- 5.27 *Replacement care, also commonly known as respite care, is any care arrangement designed to give rest or relief to unpaid carers. It aims to support carers to have a break from their caring responsibilities. There are many different types of replacement care including:*
- *day centres*
  - *care at home*
  - *a short stay in a care home*
  - *holidays or short breaks*
  - *carers' emergency replacement care schemes<sup>8</sup>*

<sup>8</sup> <https://www.alzheimers.org.uk/get-support/help-dementia-care/replacement-care-respite-care-england>



- 5.28 From the Devon Adult Carers Annual Survey 2018 results, the highest thematic raised by carers related to the lack of breaks and respite available to them. Mirroring the findings from the survey, members received a plethora of representations from carers during the review highlighting their difficulties accessing respite. In fact, the number one response from carers when asked if there was one thing that would help them manage more than anything else, they said respite provision.
- 5.29 *Take a Break* was a county-wide scheme which ran until 2015 that had given carers a single route by which to arrange daytime or evening breaks from their caring responsibilities. *Take a Break* offered carers what they described as 'a sense that there was someone out there caring' and helped them 'feel less alone'. The *Take a Break* voucher system was clear for carers to understand and access, while now it appears to some that access to respite is much more judgement based and this is a very different culture. Officers advised with the Care Act the law changed and resulted in this cultural shift, where the County Council subsequently could not financially sustain *Take a Break*. *Take a Break* was not personalised or responsive enough, not lawful as carers were contributing to the costs and not financed to cover the potential costs by a factor of several millions. *Take a Break* was replaced with a carers personal budget, but these have not yet been taken up as expected.
- 5.30 There are a lot of issues around taking up replacement care. The Caring Well in Devon (CWID) contract does not include alternative respite provision. Carers spoke of a lack of day care provision in their locality and respite being offered significant distances away. This has been compounded by difficulties in developing the booking system for replacement care and breaks, and work was underway to resolve this issue. Officers reported continuing to explore different options to increase the type of replacement care available to carers, such as arrangements with a host family as an alternative to a care home.
- 5.31 There are also issues around some cared for people who do not accept that the carer needs a break. Many carers spoke of putting aside their own health in favour of the cared for person. Some carers spoke of their husbands relying on them totally, who would not accept outside care coming into the house. They needed support in talking around their spouses to see that they, the wives, needed time to themselves and respite.

***"Help doesn't come to you; you have to be bold. Help should be there for everyone."***

***(Carer)***

## Crisis Support

- 5.32 Carers reported that crisis moments happened frequently because life was so hard, lonely and gruelling. Some carers experience high anxiety levels to the detriment of their mental health. In times of crisis, a lack of support to carers was highlighted as a significant issue. For some carers this was exacerbated by family not living in the area and friends not necessarily having the time to fulfil a caring role with their own problems to deal with. Also, it was reported that friends seemed to disappear as conditions deteriorated and carers were left further isolated.
- 5.33 In crisis some carers used their local memory cafe or contact the local carer ambassador who can initiate necessary statutory support through Care Direct Plus or Devon Carers on their behalf with their permission. It was felt at times that staff across the social care and health system can get fixated on process, rather than how best to respond to the individual and how best to meet their needs. However, the ongoing problems remain about a lack of care workers available to book for respite and for some people where there are enough carers, the cost of the service.

- 5.34 Several carers referenced the need for 24-hour support and identified the lack of out-of-hours support as a serious deficiency in the service offer. Officers advised that the Devon Carers Helpline, part of the CWiD contract, is available currently from 8 am to 6 pm Monday to Friday and Saturday 9 am to 1 pm. Under the previous contract the Helpline was mainly an access to the carers' service, now it is increasingly becoming a wider source of information and support for carers, as distinct from and additional to an information resource about the support available from Devon Carers. The Helpline is complemented by a web resource which has been significantly improved under the CWiD specification and provides links to services external to Devon Carers. This includes, at the head of the landing page, a button for "I need help now", which provides links to emergency numbers. The Helpline is currently being incorporated into a wider approach of "contact centre" which better recognises the different ways carers increasingly want to interact with the service including a range of out of hours support options.

***"I was originally caring for my mother 24/7. Now caring for my sister. In six years, I have had no break and became very ill. I came out of hospital after an operation in January and was told I would get support but I received no help at all. I was paying £70 a day for taxis so my sister could visit me in hospital. When you don't have money you're not entitled to support."***

**(Carer)**

## Hospitals

- 5.35 Carers reported a lack of consistency regarding out of hospital care plans. Carers also felt that at times consultants were not sympathetic to their needs. They said they were just left to get on with it: no forward referral to any support service or to a person who could signpost to support. Officers advised that it should not be the case that there is a crisis when someone is going in for a pre-planned operation. Care needs should be identified a few weeks beforehand and the system can then work together to ensure appropriate support there.
- 5.36 Devon Carers Hospital Discharge Service is there to offer the carer additional support in coping with an unexpected admission into hospital. This service looks to address concerns arising from the possible increase in caring responsibilities following the discharge to home of the cared for person.

***"I'm not coping' – if you say that to Adult Social Care no one comes to help. I need someone to lean on as a lone carer, so I can get back up and on with the job of caring."***

**(Carer)**

## Residential Care



- 5.37 Many carers reported difficulties in finding a suitable care home. Carers referenced a perceived move against funding residential care post-Winterbourne View<sup>9</sup>. Carers raised concern about the closure of residential homes across the County, and a lack of infrastructure being put in place, including nursing and residential care, to meet the needs of the population given the level of housing being developed and the increasing number of retired people living in Devon. With a higher number than average of older people, impact on access to services is a concern given difficulties already in terms of recruitment and staffing for care homes.
- 5.38 Officers advised that the County Council place far fewer people in care homes than they used to with a range of ways in which peoples care needs are now met. Those people that are going into care homes need a different kind of building and different type of care, which is why some homes have closed. There are currently about 40 people at any time with complex needs requiring a care home bed.

***"I feel trapped. My husband is reliant on me. He has significant problems, he has had a heart op and has cancer. He assumes he can come everywhere with me. I can't get out to exercise and I have put on weight. I have just one hour a week break to do the shopping! My daughter pops in for a chat but she works full time. Generally, people don't understand what it's like to be a carer. "***

**(Carer)**

## Personal Care

- 5.39 It is estimated 25,000 people in Devon are employed in social care, 85% in the independent and voluntary sector, 10% self-employed and 5% by the local authority with around 1,500 vacancies at any time. They work for a range of commercial and voluntary sector organisations including almost 500 providers regulated by the Care Quality Commission.<sup>10</sup> There are significant recruitment and retention issues across all sectors of the health and care system in Devon, as there is nationally. There is a lack of care workers across the County (in the region of 100 care workers). Subsequently there are issues where agencies do not have the staff and cannot send a care worker out. Care workers changing frequently is problematic for someone with dementia in particular. There are also more people at home with complex health and care needs having to be supported. As a result, carers are concerned about administering drugs and are not supported or prepared for the responsibilities that can befall them.
- 5.40 Commissioning arrangements should reflect the need for care workers to work together with carers.

***"I feel trapped. I can't even go bowling, as I'm caring 24/7 with no break. I am on edge all the time. "***

**(Carer)**

## Carers Engagement

<sup>9</sup> Staff mistreatment and abuse of patients at the private Winterbourne View Hospital, which first came to light in May 2011 on the BBC's Panorama documentary. <https://www.nhs.uk/news/medical-practice/winterbourne-view-failures-lead-to-care-system-review/>

<sup>10</sup>P.4

<https://democracy.devon.gov.uk/documents/s2195/Promoting%20Independence%20in%20Devon.pdf>

- 5.41 Members received numerous representations to suggest that carers are often not connecting with their local carers group. There appears to be significant scope to reach out to more carers who may need peer support. The Devon Carers contract emphasises collaboration with the service aligned to the integrated care partnerships and Devon Partnership Trust, which should help to promote and develop the network of carer champions.
- 5.42 Care Ambassadors were identified as a positive force undertaking a huge amount of work in their role through the CWiD contract. Carer Ambassadors are an invaluable resource bringing issues relating to carers forward. The Carer Ambassador's role is also crucial in helping carers to know what is available in the community.

***"My husband has diabetes, and bladder/bowel problems. He is so frail, can't get out of bed on his own, and needs help using toilet. I get up in the night to change bedsheets twice a week at least. "***

***(Carer)***

## **Dementia**

- 5.43 Given there are few medical treatments for dementia, support for the conditions most often comes under social care rather than the NHS, even though it is a medical condition. As such, support offered is means-tested and people can find it much more challenging to get any necessary adaptations paid for. Alzheimer's Society is working to try to get all types of dementia under the NHS and are campaigning for the extra costs to people associated with the condition being free at the point of use, as they are for most other medical conditions.
- 5.44 Alzheimer's Society's direct delivery in Devon is commissioned by the County Council and NHS Devon CCG. Alzheimer's Society effect change through national and local campaigning and advocacy; direct services and research to cures and drugs. The main referral source is the Memory Service, but Alzheimer's Society receive referrals from all statutory and voluntary services as well as self-referrals. They currently receive around 560 new referrals per quarter (both people with dementia and carers).

***"My biggest worry is if I die before my partner. I worry sick about the future and who will look after my husband should something happen."***

***(Carer)***

## **Dependency**

- 5.45 Devon Carers seek to support people to be less dependent recognising that lifestyle will need to change to accommodate the care needs of the person. Over dependency can happen with carer concern over safety issues. People may feel it quicker to do things themselves especially if they do not understand why the person's behaviour is changing and this need for the person to retain as much independence, value and self-esteem as possible. Devon Carers advice to carer groups is to 'use it or lose it' in terms of doing things. It is important to convey the message for people starting on their carer journey – to keep doing what they are doing in terms of daily life, socialising, activities and doing things for themselves. It is also vital to introduce other people into care partnership as early as possible. Devon Carers tries to support people in spending time together at home and out in

the community if they can such as through gardening, museum groups etc. An element of co-dependency is often inevitable as one of the couple steps in to caring role.

***“My husband was diagnosed with mild dementia five years ago. He won’t let me out of his sight. He was only okay about my coming here today (the spotlight review) as he thinks it is official business. He doesn’t remember what he is doing and is angry and frustrated. I get very upset about not being able to get out of the house, even for a little walk.”***

***(Carer)***

## 6. Conclusion

- 6.1 The incredible (and often tough) role that carers play in the County needs to be recognised and celebrated. First and foremost, this report must pay testament to those individuals.
- 6.2 From carers feedback there emerged a consistent set of themes. Carers are often lonely and isolated, some may be subsumed wholly in their caring duties: exhausted, stressed, and angry with a system that all too frequently seems to fail them. Carers reported their daily struggles and a sense that they not been listened to. A lack of humanity within the system was cited.
- 6.3 Devon County Council's commissioned carer's support service, Devon Carers, recognise the need to improve how they reach people so that carers are aware of their role and the support they can provide before crisis point occurs. The carers contract has a community facing aspect about developing a wider response to carers. Key to this work is the identification of carers across the system. Carers often may not self-identify or associate with the term 'carer', so this is not without significant challenges.
- 6.4 Carers assessments need to continue to take a strength-based approach focussing on what carers are doing well. It is important to recognise that is not necessarily the practical help carers always want but the opportunity to talk to someone who understands; who can offer empathy and positive reinforcement.
- 6.5 There is much more that can be done to support carers. And there is a leading role for Government in this too. The task of providing support to Devon's carers, spans NHS secondary care, primary care, the voluntary sector and the County Council.
- 6.6 Services need to be responsive, fast and effective. Carers should never feel isolated, alone, have nowhere to turn, be in poor physical and mental health, or be in frequent in crisis. Carers should feel supported, healthy, and be able to take regular breaks if they wish.
- 6.7 It is hoped that the recommendations at the front of this report will be taken on board by the relevant authorities, including ministers in Central Government, and acted upon swiftly.
- 6.8 It is vital that the Government, the County Council, the NHS and other partners do everything they can to support carers, as they all share the responsibility. If Devon looks after its carers, then they can effectively care for their loved ones.

## APPENDIX 1

### Spotlight Review Activities

- A1.1 On **4 June 2019** Councillors Wright (Chair), Asvachin, Scott, Trail, and Whitton (Health & Wellbeing Board) met with 25 Carer Ambassadors from across the County at the Devon Carer Ambassadors Network meeting at Westbank, Exminster.
- A1.2 On **15 June 2019** Councillors Wright (Chair) and Scott visited Tavistock Carers and met with approximately 25 carers.
- A1.3 On **27 June 2019** Councillors Wright (Chair) and Peart attended a session with Teignmouth Carers and met 5 carers.
- A1.4 On **28 June 2019** Councillors Wright (Chair) and Scott met 30 carers at Bideford Carers.
- A1.5 On **3 July 2019** Councillors Wright (Chair), Scott and Twiss attended Dawlish Carers and met 1 carer.
- A1.6 On **12 July 2019** Councillors Wright (Chair), Trail and Twiss members met with 6 carers at Seaton Carers.
- A1.7 On **15 July 2019** the main spotlight review took place at County Hall.
- A1.8 On **19 July 2019** Councillors Ackland (Chair), Randall Johnson, Scott and Trail met with 14 carers in the Dewdney Unit at the Exmouth Community hospital site and in attendance was the Devon Carers Co-ordinator for Carer Ambassadors and a Carer Ambassador.
- A1.9 On **14 August 2019** Councillors Randall Johnson (Chair), Scott and Twiss visited Honiton Carers Support Group and received evidence from 20 carers who attended the session.
- A1.10 On **10 October 2019** members met the Senior Commissioning Manager (Market Management, Personal Care and Carers) and the Joint Carers Lead to consider the Survey of Adult Carers 2018-19. Members also discussed their draft findings.
- A1.11 On **7 November 2019** members met with Services Manager (Devon and Torbay), Alzheimer's Society and the Regional Public Affairs and Campaigns Manager (London and the South), Alzheimer's Society; the Clinical Lead Eastern Locality, NHS Devon CCG / Chair East Members Forum / GP Partner, Coleridge Medical Centre and the Lead Practitioner for Dementia and Older People's Mental Health, Devon Carers.
- A1.12 On **30 January 2020** members met to discuss their draft findings and recommendations.

## APPENDIX 2

### Contributors / Representations to the Review

- **121 carers spoke directly to members through the review**
- **8 additional carers written representations**

Further witnesses to the review in the order that they appeared at the main spotlight review and any subsequent follow up sessions:

<b>Witness</b>	<b>Position</b>	<b>Organisation</b>
Sue Younger-Ross	Joint Carers Lead	Devon County Council/ NHS Devon CCG
Ian Hobbs	Senior Commissioning Manager (Market Management, Personal Care and Carers)	Devon County Council
Paul Giblin	Involvement Manager	Devon County Council
Jayne Bramley	Community Cluster Team Leader – Sidmouth	Hospiscare
Helen Toker-Lester	Integrated Personalised Care Delivery Lead Devon STP	NHS Devon CCG
Billy Hartstein	Manager	Devon Carers
Kerrie Dale	Involvement and Engagement Manager	Devon Partnership Trust
Tim Golby	Joint Associate Director of Commissioning, Devon County Council	Devon County Council/NHS Devon CCG
Rosemary Whitehurst	Trustee	Healthwatch Devon
Katie Buckley	Social Work Services Manager	Devon Carers
Rebecca Hudson	Senior Commissioning Manager, Disabilities and Mental Health	Devon County Council
Sophia Holmes	Senior Commissioning Officer for People with Disabilities	Devon County Council
Heather Mills	Commissioning Development Officer	Devon County Council
Matthew Byrne	Chief Executive	Westbank Community Health and Care
Chris Cruise	Deputy Assistant Director, Community Health and Social Care Services	Devon County Council / NHS Devon CCG
Isobel Ross	Team Manager – Assessment & Support Planning, Care Direct Plus	Devon County Council
Solveig Sansom	Joint Associate Director of Commissioning – Southern	Devon County Council / NHS Devon CCG
Sonja Manton	Director of Commissioning	NHS Devon CCG
Councillor Carol Whitton		Health & Wellbeing Board
Sadie Clarke	Awareness and Digital Manager	Devon Carers
Claire Tatton	Services Manager (Devon and Torbay)	Alzheimer's Society
Tom Redfearn	Regional Public Affairs and Campaigns Manager (London and the South)	Alzheimer's Society

## APPENDIX 3

### Bibliography

- Annual Personal Social Services Adult Care Survey 2018/19
- Commitment to Carers, DCC / CCG / Plymouth City Council / Torbay (2019)
- Support for Carers Task Group, Health & Adult Services Scrutiny Committee, DCC (2010)
- Support for Carers / Young Carers Task Group Joint Report, People's Scrutiny Committee, DCC (2012)
- Support for Carers / Young Carers Task Group Update Report, People's Scrutiny Committee, DCC (2013)
- Carers Event at Westbank, Health & Adult Care Scrutiny, DCC (2018)
- The Lives We Want to Lead, LGA Green Paper for Adult Social Care and Wellbeing, LGA (2018)
- Promoting Independence – 5 Year Plan for Adult Social Care in Devon
- Devon Joint Strategic Needs Assessment 2018, DCC (2018)
- Our Carers Charter, Somerset Partnership NHS Foundation Trust

#### Assorted News Articles

- <https://www.devonlive.com/news/devon-news/how-many-care-home-beds-2936449>
- <https://www.mirror.co.uk/news/uk-news/best-worst-areas-uk-social-14626774>
- <https://healthwatchdevon.co.uk/replacement-care-survey-report/>

Members wished to highlight the offer by Devon and Somerset Fire & Rescue of a free home safety visit for the vulnerable including anyone over 65:

<http://www.dsfire.gov.uk/YourSafety/SafetyInTheHome/Index.cfm?siteCategoryId=4&T11D=35>





# Preventing & Tackling Exploitation Spotlight Review

March 2020

## 1. Recommendations

1.1 The Spotlight Review asks the Corporate Infrastructure & Regulatory Services (CIRS) Scrutiny Committee and Cabinet to endorse and action the recommendations below. Members request that an update on the progress of the recommendations should be brought back to the Corporate Infrastructure & Regulatory Services Scrutiny Committee in six to nine months' time.

	RECOMMENDATIONS	WHO
1	<b>BUILD GREATER RESILIENCE IN CHILDREN AND YOUNG PEOPLE</b>	
	(a) All primary, secondary and special schools in Devon (including maintained schools, academies, free schools and independent schools) to deliver a quality, age/ability appropriate PHSE curriculum, which has a key focus on the risks and dangers of all forms of exploitation, identifying and forming healthy relationships and building self-esteem and resilience.	All Devon schools
	(b) A greater investment in both targeted and open access youth services across the County, to be jointly developed and funded by Devon County Council, Devon & Cornwall Police, Devon CCG and Devon district councils.	All partners, led by Devon County Council
2	<b>STRENGTHEN THE ROLE OF HOUSING PROVIDERS IN PREVENTING AND TACKLING EXPLOITATION</b>	
	(a) Devon Safeguarding Adults Partnership, Devon Children and Families Partnership and Devon's four Community Safety Partnerships to take a lead role in strengthening the role of housing providers in preventing and tackling exploitation, to ensure there is sufficient representation from the housing sector in the work of the respective boards and that the necessary structures are in place to allow information to be disseminated to all relevant providers and partners.	Devon Safeguarding Adults Partnership, Devon Children and Families Partnership and Devon's Community Safety Partnerships
	(b) All sheltered housing, supported living and care leaver accommodation providers to deliver face to face exploitation awareness training to all front-line staff, to educate residents on the risks of exploitation and to develop improved local links and appropriate information sharing arrangements with police and social care partners.	All sheltered housing, supported living and care leaver accommodation providers in Devon, with support from Devon Safeguarding Adults Partnership, Devon Children and Families Partnership and Safer Devon Partnership
	(c) All future commissioning of supported living, sheltered housing and care leaver provision to include a requirement in the service specification for potential providers to demonstrate an effective approach to preventing exploitation, including mandatory safeguarding and exploitation training for frontline staff.	Devon County Council and Devon district councils

3	EDUCATE AND EMPOWER COMMUNITIES TO BETTER RECOGNISE EXPLOITATION	
	(a) Increased public campaigns, raising awareness of the prevalence of exploitation in our communities, educating the public around the signs of exploitation and what to do if they have concerns.	Safer Devon Partnership, Devon Safeguarding Adults Partnership and Devon Children and Families Partnership
	(b) The Councillor Advocate Scheme to develop an enhanced focus on exploitation, equipping local councillors with the knowledge and information they need to become leaders and advocates on preventing exploitation in their communities.	The Office of the Police & Crime Commissioner and local Councillors

## 2. Background

2.1 Exploitation is a complex form of abuse in which someone is coerced into doing things for the benefit of others, which in may include criminal activity. The coercive nature of exploitation means that victims of exploitation often do not see themselves as victims.

2.2 Exploitation is a hidden crime which often happens out of sight, leaving victims at serious risk of harm and it is a major local and national issue. Within Devon, increasing numbers of vulnerable children and adults are being identified as victims of exploitation.

2.3 Anyone, regardless of gender, age or ethnicity can be affected by exploitation but we also know that there are a variety of factors such as social isolation, being in care or a care leaver, having a learning or physical disability or having caring responsibility which can make some people particularly vulnerable to exploitation<sup>1</sup>.

2.4 There are many different forms of exploitation, which are often interlinked, meaning that more than one form of exploitation may be experienced by a person at the same time. The following forms of exploitation are major concerns in Devon.

2.5 **Sexual Exploitation** a form of sexual abuse where people are encouraged, manipulated or forced to participate in sexual acts. They may be threatened with violence and may be groomed by offers of affection, money or gifts. **Child Sexual Exploitation (CSE)** is sexual exploitation where the person being exploited is under 18. (For reference, a previous scrutiny review in Devon investigated the approach of the Police, the County Council and other partners' in keeping children safe from sexual exploitation; this was published in January 2015<sup>2</sup>).

2.6 **Dangerous Drugs Networks** are run by criminal gangs and exploit the people they sell drugs to and those they force or coerce into criminal activity. This includes local drug networks and also the transportation and supply of Class A drugs from big cities and towns to smaller towns and rural areas, known as **County Lines**. Drugs gangs exploit children and vulnerable adults to engage in County Lines activities such as selling drugs, moving drugs or money across the country and 'cuckooing' where drugs gangs set up operating bases from the homes of vulnerable adults.

<sup>1</sup> <https://www.preventingexploitationtoolkit.org.uk/home/what-is-exploitation/what-is-vulnerability/>

<sup>2</sup> <https://democracy.devon.gov.uk/ecSDDisplay.aspx?NAME=Child%20Sexual%20Exploitation%20Review&ID=263&RPID=2984309>

**2.7 Modern Slavery** is a form of exploitation where a person is owned or controlled by another person and can include enslavement, domestic servitude, forced and compulsory labour and human trafficking.

**2.8 Financial Exploitation** occurs when a person misuses or takes the assets of a vulnerable adult for their own personal benefit. This can happen as a result of fraud, scams, blackmail or through developing debts.

**2.9 Radicalisation** is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.

#### **2.10 Scope of the review**

The Spotlight Review set out to:

- Explore Devon's partnership approach to preventing and tackling criminal and sexual exploitation, with a particular focus on Child Sexual Exploitation (CSE), County Lines and Modern Slavery;
- Review the success of this approach and make any necessary recommendations for change.

**2.11** The Spotlight Review meeting was held on 8<sup>th</sup> November 2019. Members heard from a range of stakeholders and partner agencies through presentations, workshops and facilitated discussion.

## **3. Devon's Partnership Approach**

**3.1** No single authority or organisation is responsible for safeguarding children, young people and vulnerable adults from exploitation. Devon County Council, Devon & Cornwall Police, district councils, the NHS and a range of other partners are working together to prevent and tackle exploitation through the [Safer Devon Partnership](#), the [Devon Children and Families Partnership](#) and the [Devon Safeguarding Adults Partnership](#).

**3.2** Between them, these three partnerships work to keep communities, children and adults safe across Devon. Some of their key strategies and activities are outlined below.

#### **3.3 Adolescent Safety Framework**

The Adolescent Safety Framework (ASF) was launched in December 2019 and has been developed in response to the increased recognition that children and young people can be vulnerable to abuse and exploitation from outside the family. Using a restorative and strength-based approach the ASF aims to respond more clearly and decisively to extra-familial harm and exploitation, through a number of key changes in practice. More information about the ASF can be found [here](#).

#### **3.4 Multi-agency working groups and partnerships**

The Devon and Torbay County Lines multi-agency group was initially established to provide strategic direction and focus, enabling an effective response to all threats, risk and harm related to County Lines. Partners included Devon's Community Safety Partnerships, the Police, Children's and Adult's safeguarding teams, NHS, substance misuse services, housing authorities, prisons, youth offending and Crime Stoppers. The working group increased intelligence sharing across partners and opportunities for joint partner input and activity, including joint safeguarding visits. This way of working has now been largely embedded across partners, with ongoing exploitation prevention work continuing through the Devon & Torbay Anti-Slavery Partnership and the Devon Children and Families Partnership Child Exploitation sub-group.

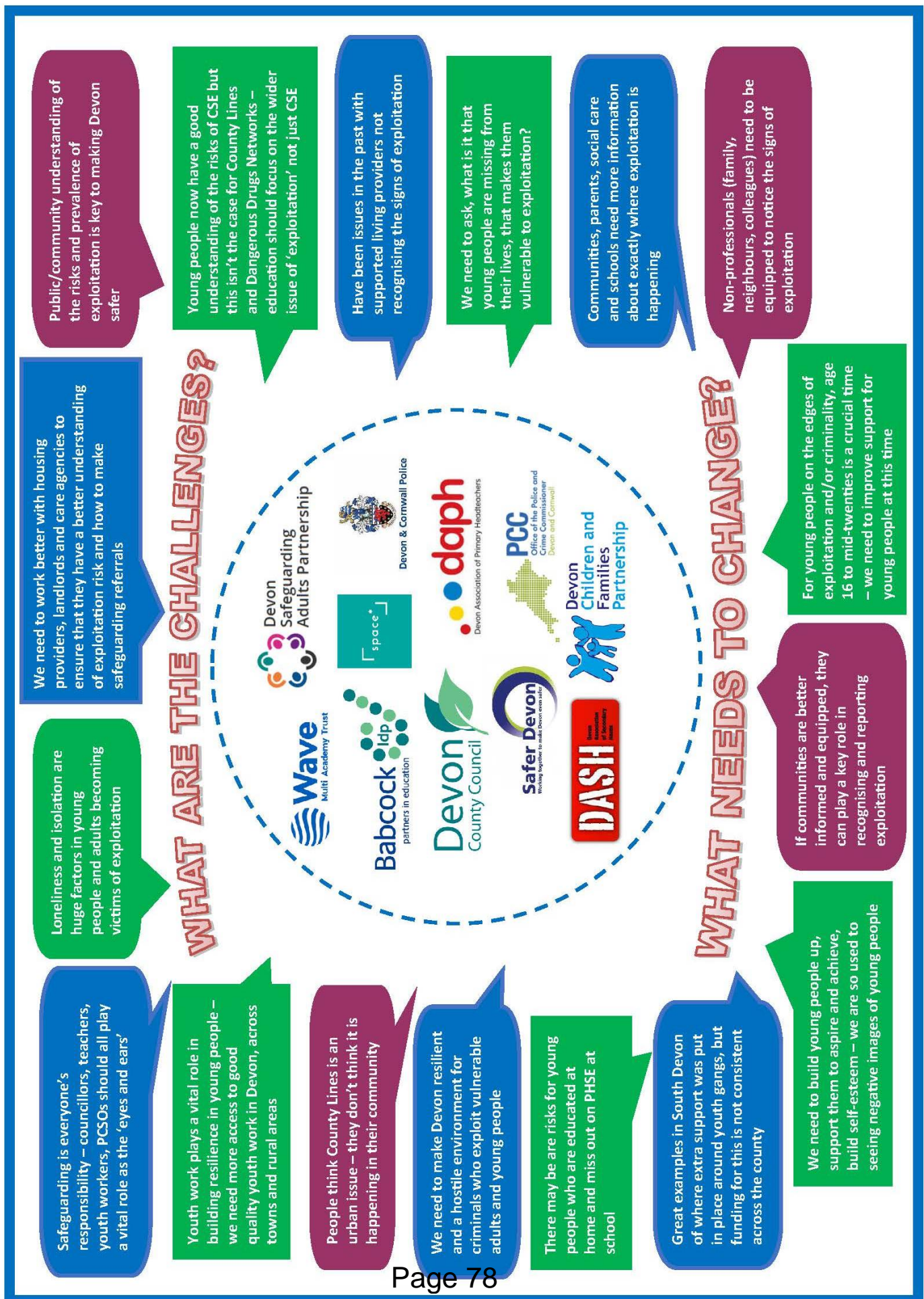
### 3.5 Preventing Exploitation Toolkit

The Preventing Exploitation Toolkit has been developed by the Safer Devon Partnership in collaboration with the Devon Children and Families Partnership and the Devon Safeguarding Adults Partnership. The toolkit is designed for anyone who, in their line of work, may come across people who are vulnerable to harm and exploitation. The toolkit provides information and guidance to help people to understand, identify and report signs of exploitation. The Preventing Exploitation Toolkit can be found [here](#).

## 4. Key messages from the Spotlight Review

4.1 The Spotlight Review brought together a range of stakeholders who were asked to share their experiences and understanding of exploitation in Devon (see paragraph 11 for full list of witnesses). The key messages from this feedback are shown over the page.





## 5. Education and resilience building

5.1 One of the key themes emerging from the Spotlight Review is the importance of building resilience. We know that criminal gangs specifically target, groom and exploit children and young people who may be more vulnerable, such as children in care or those with learning disabilities. However, we also know that gangs are frequently changing the profile of the people they choose to target. It is essential that all children and young people in Devon, regardless of their background or experiences, have a full and proper understanding of what exploitation looks like, where and how to seek help and support, and the confidence, self-esteem and resilience to stay safe.

### **PSHE curriculums**

5.2 The majority of children and young people in Devon receive PSHE (Personal, social, health and economic) education at school, the purpose of which is to develop the knowledge, skills and attributes pupils need to keep themselves healthy and safe, and prepared for life and work<sup>3</sup>. PSHE education is not currently statutory, but in February 2019 the Department for Education (DfE) published Relationships Education, Relationships and Sex Education (RSE) and Health Education statutory guidance<sup>4</sup> which requires schools to provide PSHE education which covers relationships and sex education (in maintained schools, academies, free schools and independent schools) and health education (maintained schools, academies and free schools) by September 2020.

5.3 The new statutory guidance has a clear focus on building resilience in young people and equipping pupils with the knowledge and skills to be safe and healthy. The guidance requires that by the end of secondary school, pupils should know the concepts of, and law relating to sexual consent, sexual exploitation and grooming, and makes some reference to the importance of young people's understanding of the law around criminal exploitation, including gang involvement and county lines.

5.4 Although the majority of children attend school, 1.7% of school age children in Devon are home educated and as such the DfE guidance does not apply to the education they receive. The local authority has a role in supporting parents and carers who home educate through the provision of resources, advice and guidance which includes some signposting through the Babcock website, and face to face advice during home visits by Elective Home Education (EHE) Advisors. When a child is withdrawn from school, the EHE Team now specifically ask schools to provide them with any child exploitation concerns that they have, and in addition the team has created two new 'EHE Family Support Worker' posts who will provide Early Help support to families who home educate where the children have been identified as 'vulnerable'. The staff fulfilling these roles will receive full safeguarding training including how to recognise and respond to potential criminal exploitation.

5.5 Members of the Spotlight Review welcome the DfE's recognition of the importance of education around exploitation and resilience building through the publication of their statutory guidance. Members urge all schools in Devon to embed this guidance into their PSHE curriculum and in particular, to develop a key focus on educating children and young people about the risks and dangers of all forms of exploitation, how to form healthy relationships and help young people to build self-esteem and resilience.

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<sup>3</sup> <https://www.pshe-association.org.uk/curriculum-and-resources/curriculum>

<sup>4</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/805781/Relationships\\_Education\\_Relationships\\_and\\_Sex\\_Education\\_RSE\\_and\\_Health\\_Education.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/805781/Relationships_Education_Relationships_and_Sex_Education_RSE_and_Health_Education.pdf)

## Youth Work

5.6 The purpose of youth work is to support a young person's personal, social and educational development. The National Youth Agency (NYA) says that youth work 'offers young people safe spaces to explore their identity, experience decision-making, increase their confidence, develop inter-personal skills and think through the consequences of their actions. This leads to better informed choices, changes in activity and improved outcomes for young people'<sup>5</sup>.

5.7 Good quality, well-resourced and professionally delivered youth work can and should play a key role in building confidence and resilience in young people, educating them about the risks and dangers associated with exploitation, and equipping them with the personal qualities and skills they need to be safe from all forms of exploitation.

5.8 In a climate of dramatically reduced local government funding the County Council took the decision to reduce its youth service offer from 32 youth centres to 8 youth hubs across the County, retaining some open access services but with a renewed focus on targeted youth work. The delivery of youth services was outsourced to staff mutual DYS Space from February 2015<sup>6</sup> which included an element of support for community groups wishing to provide youth services themselves. Although some communities have been able to re-establish their youth club, this is not consistent across the County, and the reduced service along with Devon's vast and rural nature leaves a large proportion of young people without access to high quality youth work, at a time when they are most in need.

5.9 Recognising the key preventative role that youth work can play in enabling young people to be build resilience and be safe from exploitation, Members of the Spotlight Review would like to see a partnership approach towards greater investment and development of youth services across Devon.

### **RECOMMENDATION 1 – BUILD GREATER RESILIENCE IN CHILDREN AND YOUNG PEOPLE**

- (a) All primary, secondary and special schools in Devon (including maintained schools, academies, free schools and independent schools) to deliver a quality, age/ability appropriate PHSE curriculum, which has a key focus on the risks and dangers of all forms of exploitation, identifying and forming healthy relationships and building self-esteem and resilience.
- (b) A greater investment in both targeted and open access youth services across the County, to be jointly developed and funded by Devon County Council, Devon & Cornwall Police, Devon CCG and Devon district councils.

## **6. Sheltered housing and supported living**

6.1 We know that many vulnerable adults and young people across Devon are affected by exploitation. Those with specific vulnerabilities such as being a care leaver, having poor physical or mental health, learning disabilities or substance misuse issues can be specifically targeted by criminal gangs, particularly in cases of County Lines and financial exploitation.

6.2 Concerns were expressed during the Spotlight Review that vulnerable adults living in sheltered housing and supported living accommodation were particularly vulnerable to exploitation, and that

<sup>5</sup> <https://nya.org.uk/careers-youth-work/what-is-youth-work/>

<sup>6</sup> the service has recently been recommissioned and following a competitive tendering process the contract was re-awarded to DYS Space



there had been cases in Devon where some housing managers and other staff did not have the awareness or understanding necessary to recognise risks or the signs of exploitation, or take the appropriate action in response. Where these cases have been identified, social care and police colleagues have worked with housing providers and the person at risk to raise awareness and understanding around exploitation risk and address any concerns.

6.3 We expect sheltered housing and supported living providers to consider safeguarding residents a top priority, but it appears that some may not be recognising the specific risks and indicators associated with exploitation or taking the right steps to prevent exploitation.

6.4 The housing landscape is complex, with the County Council, district councils, private housing associations and supported living providers all playing a part in commissioning and delivering housing and support in Devon. However it is vital that all partners recognise their distinct roles in preventing and tackling exploitation and that each organisation develops a culture where safeguarding adults and young people from exploitation is a key priority and where staff are adequately trained to recognise exploitation and take appropriate action in circumstances where people may be at risk.

6.5 This needs to be addressed by all in the housing and care industry, including sheltered housing and supported living providers through the adequate training of staff in exploitation awareness, and where appropriate, providing residents with advice and guidance on exploitation, so that they are also educated and empowered to protect themselves and look out for their neighbours. Of equal importance is the need for providers to create local links and information sharing with other agencies including the police and social care.

6.6 There is also a key role for the Devon Safeguarding Adults Partnership, the Children and Families Partnership and Devon's four Community Safety Partnerships in recognising this risk and taking a greater strategic role in addressing it. This will include ensuring that there is sufficient representation from all parts of the housing sector in these partnerships and on respective boards and relevant sub-groups, and that the necessary structures are in place for information to be disseminated to all relevant organisations.

6.7 There is also a significant role for both county and district commissioners when recommissioning sheltered housing, supported living and care leaver provision, to ensure that service specifications require potential providers to give significant assurances around exploitation.

## **RECOMMENDATION 2 – STRENGTHEN THE ROLE OF HOUSING PROVIDERS IN PREVENTING AND TACKLING EXPLOITATION**

(a) Devon Safeguarding Adults Partnership, Devon Children and Families Partnership and Devon's four Community Safety Partnerships to take a lead role in strengthening the role of housing providers in preventing and tackling exploitation, to ensure there is sufficient representation from the housing sector in the work of the respective boards and that the necessary structures are in place to allow information to be disseminated to all relevant providers and partners.

(b) All sheltered housing, supported living and care leaver accommodation providers to deliver face to face exploitation awareness training to all front-line staff, to educate residents on the risks of exploitation and to develop improved local links and appropriate information sharing arrangements with police and social care partners.

(c) All future commissioning of supported living, sheltered housing and care leaver provision to include a requirement in the service specification for potential providers to demonstrate an effective approach to preventing exploitation, including mandatory safeguarding and exploitation training for frontline staff.

## 7. Informing and empowering communities

7.1 Keeping people safe from exploitation has become a significant area of work and focus for local authorities, the police, schools and partner organisations. We can see this through the ongoing development of joint strategies and partnerships operating at a strategic level, and increasingly in the practice of those working with vulnerable adults and children.

7.2 However, the importance of awareness raising and understanding amongst members of the public and communities was raised a number of times during the Spotlight Review. Public understanding around the prevalence and harm associated with the various forms of exploitation is still limited and many misconceptions still exist around exploitation. In rural areas, issues such as County Lines and modern slavery are often considered to be 'urban' issues by the public, but the reality is quite different, with County Lines operations reaching far into the countryside and examples of Modern Slavery being found in industries such as agriculture, fishing and care homes.

7.3 Any one of us may come into contact with exploitation through our daily lives, and it is important that all of us, as parents, neighbours, colleagues and consumers are able to identify the signs of exploitation and know what to do if we discover something we are concerned about. For this to happen we need to increase public awareness through focussed, multi-agency, public campaigns.

7.4 As local councillors we also have a unique role, not only through our casework where we come into contact with so many different people, but as community leaders, where we have the opportunity to play a key role in awareness raising around exploitation and getting the message out to the people we represent.

7.5 The Councillor Advocate Scheme created by Devon and Cornwall's Police and Crime Commissioner aims to 'ensure that councillors feel more equipped to inform the public about crime and policing, educate their communities about crime and support/encourage greater reporting of issues to the police and other appropriate partner organisations<sup>7</sup>'. A scheme such as this could be a great vehicle to equip councillors to raise awareness and disseminate information about the signs of exploitation within their communities. The Councillor Advocate Scheme has engaged a number of councillors from within Devon but continues to encourage more local councillors from all tiers of local government and all parts of the County to join the scheme, to ensure that as many councillors and communities benefit as possible.

### **RECOMMENDATION 3 – EDUCATE AND EMPOWER COMMUNITIES TO BETTER RECOGNISE EXPLOITATION**

(a) Increased public campaigns, raising awareness of the prevalence of exploitation in our communities, educating the public around the signs of exploitation and what to do if they have concerns.

(b) The Councillor Advocate Scheme to develop an enhanced focus on exploitation, equipping local councillors with the knowledge and information they need to become leaders and advocates on preventing exploitation in their communities.

<sup>7</sup> <https://www.devonandcornwall-pcc.gov.uk/take-part/councillor-advocate-scheme/#contact3839>

## 8. Conclusion

8.1 Members of the Spotlight Review commend Devon's partnership approach to preventing and tackling exploitation across the County and recognise the hard work and focus of all partners in working together to address what is a difficult and ever evolving task. We wholeheartedly acknowledge the complexity of the challenge facing police and local authority partners in Devon, as well as nationally, and know that developing solutions to this challenge is an equally complex undertaking.

8.2 As such, we have focussed this report and its recommendations on a few areas where we feel that education, awareness raising and resilience building amongst those who may be vulnerable to exploitation, frontline staff, and within communities as a whole, could make a real difference. We ask that the recommendations made in this report will be given serious consideration by all partners involved, and hope that the issues raised and key messages from this Spotlight Review will contribute towards the continuing work of Devon's partnerships in responding to exploitation, and ultimately towards creating safer communities across the County.

## 9. Membership

Councillors Alistair Dewhurst (Chair), Debo Sellis, Carol Whitton, Colin Slade, Su Aves, Yvonne Atkinson, Richard Hosking

## 10. Contact

For all enquiries about this report or its contents please contact:  
Vicky Church (Scrutiny Officer) [victoria.church@devon.gov.uk](mailto:victoria.church@devon.gov.uk) 01392 383691

## 11. Sources of Evidence

### Witnesses

The Spotlight Review heard testimony from a number of stakeholders and witnesses and would like to express sincere thanks to the following people for their contribution and the information shared.

<b>Chief Constable Shaun Sawyer</b>	Devon and Cornwall Police
<b>Supt. Neil Ralph</b>	Devon and Cornwall Police
<b>Julie Richards</b>	DCC – Safer Devon Partnership Manager
<b>Lisa Vango</b>	Strategy, Performance and Planning Manager, Office of the Police and Crime Commissioner
<b>Detective Supt. Jason Metcalfe</b>	Devon and Cornwall Police
<b>Supt. Jez Capey</b>	Devon and Cornwall Police
<b>Inspector Rob Curtis</b>	Devon and Cornwall Police
<b>Inspector Simon Arliss</b>	Devon and Cornwall Police
<b>Stephen Farmer</b>	Devon Association of Secondary Heads
<b>Melanie Smallwood</b>	Devon Association of Primary Heads
<b>Dan Barton</b>	DYS Space
<b>Cheryl Skeggs</b>	Wave Multi-Academy Trust
<b>Councillor Roger Croad</b>	Cabinet Member for Community, Public Health,

# Agenda Item 12

26<sup>th</sup> March 2020  
Corporate Infrastructure & Regulatory  
Services Scrutiny Committee

	Transportation and Environmental Services – Member of Police and Crime Panel
<b>Councillor James McInnes</b>	Cabinet Member for Children and Skills
<b>Councillor Andrew Leadbetter</b>	Cabinet Member for Adult Social Care and Health Services
<b>Darryl Freeman</b>	Head of Children's Social Services (DCC)
<b>Rachel Gillott</b>	Locality Director South, Children's Social Care (DCC)
<b>Nicky Beaton</b>	Practice Lead, Adult Safeguarding (DCC)
<b>Beverley Dubash</b>	Babcock LPD
<b>Jill Lake</b>	DCC Public Health Nursing

## References

Devon and Cornwall Police and Crime Commissioner, Councillor Advocate Scheme  
<https://www.devonandcornwall-pcc.gov.uk/take-part/councillor-advocate-scheme/#contact3839>

Devon Children and Families Partnership  
<https://www.dcfp.org.uk/>

Devon County Council, People's Scrutiny Committee, Child Sexual Exploitation Review, Safeguarding Children Task Group  
<https://democracy.devon.gov.uk/ecSDDisplay.aspx?NAME=Child%20Sexual%20Exploitation%20Review&ID=263&RPID=2984309>

Devon Safeguarding Adults Partnership  
<https://www.devonsafeguardingadultspartnership.org.uk/>

Devon Safeguarding Adults Annual Report 2018/18  
<https://democracy.devon.gov.uk/documents/s27373/3.0%20Draft%20Devon%20Annual%20Report%20201819.pdf>

National Youth Agency  
<https://nya.org.uk/careers-youth-work/what-is-youth-work/>

Preventing Exploitation Toolkit  
<https://www.preventingexploitationtoolkit.org.uk/identifying-exploitation/>

PHSE Association  
<https://www.pshe-association.org.uk/curriculum-and-resources/curriculum>

Relationships Education, Relationships and Sex Education (RSE) and Health Education: Statutory guidance for governing bodies, proprietors, head teachers, principals, senior leadership teams, teachers  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/805781/Relationships\\_Education\\_Relationships\\_and\\_Sex\\_Education\\_RSE\\_and\\_Health\\_Education.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/805781/Relationships_Education_Relationships_and_Sex_Education_RSE_and_Health_Education.pdf)

Safer Devon Partnership  
<https://saferdevon.co.uk/>

Social Care Institute for Excellence: Safeguarding adults for housing staff  
<https://www.scie.org.uk/safeguarding/adults/practice/housing>

# Agenda Item 12

26<sup>th</sup> March 2020

Corporate Infrastructure & Regulatory  
Services Scrutiny Committee

Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children, July 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/779401/Working\\_Together\\_to\\_Safeguard-Children.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf)



**Corporate Infrastructure & Regulatory Services  
Scrutiny Committee**

Impact of Changes to  
Local Policing  
Spotlight Review:  
Progress Report

March 2020

## 1. Impact of Changes to Local Policing Spotlight Review 2017

### Background

1.1 In October 2017 the CIRS Scrutiny Committee held a Spotlight Review to investigate the potential impact of changes to local policing in Devon, which included a planned reduction in PCSOs (Police Community Support Officers) from 340 to 150 across Devon and Cornwall. These proposed changes formed part of Devon and Cornwall Police's 'Project Genesis', which was reviewing resource levels, definitions of roles in neighbourhood policing, training and the role of volunteers.

1.2 The scope of the 2017 Spotlight Review was to:

- Begin to identify and seek to quantify the impact that reductions in funding and changes to police, local authority and partner priorities and activities are having on local communities, local crime and anti-social behaviour
- Identify the value that PCSOs bring to communities and as such, consider the potential impact of planned reductions across the County
- Consider how Devon & Cornwall Police, public sector and third sector partners can work together to best protect communities into the future
- Feed the findings of the review into Devon & Cornwall Police's Project Genesis review

### 2017 Spotlight Review Recommendations

1.3 The Spotlight Review published its report in November 2017, making a number of recommendations which can be viewed in full [here](#). A summary of the recommendations is below:

1) That the Chief Constable should closely monitor the impact of his decision to reduce overall numbers of the workforce, and ensure that this does not result in less effective working in Neighbourhood teams, whilst making every effort to reconnect local policing with communities

2) That as part of Project Genesis, the Police undertake to identify the nature and number of incidents PCSOs are deployed to deal with and the effectiveness of PCSOs in detecting or apprehending crime and supporting of victims

3) Increase public understanding and trust in modern police work and how the Police in Devon are keeping communities safe

4) Make the most of volunteers and communities as a valuable asset

5) Working more effectively with public sector and voluntary sector partners

1.4 The report and recommendations were welcomed by both the Council's Cabinet and Devon and Cornwall's Chief Constable. At their committee meeting in June 2018, Scrutiny Members received an update from Devon and Cornwall Police on the progress of Project Genesis and changes made to local policing, the minutes of which are available [here](#).

1.5 In November 2019, Members met with Chief Superintendent Sam De Reya and Chief Superintendent Keith Perkin to understand and explore further the outcome of the Project Genesis work and changes to local policing over the last 18 months. The key messages from this meeting are outlined in this report.



## 2. Progress since the 2017 Spotlight Review

### **Project Genesis**

2.1 Launched in March 2017, Project Genesis aimed to improve local policing within neighbourhoods and ensure that it would be effective and sustainable into the future. This included the proposal to dramatically reduce the number of PCSOs in Devon and Cornwall, which left many people feeling concerned about community safety and the future of neighbourhood policing in their communities.

2.2 Project Genesis brought a renewed focus on community policing, prevention and problem solving, ensuring that resources are allocated where they are most needed, including in rural areas. There was also a need to fully understand the work that Neighbourhood Beat Managers and PCSOs were undertaking and ensuring that this aligned with their distinct roles. Devon and Cornwall Police are clear that this approach has brought a strengthened commitment to neighbourhood policing across Devon and the wider peninsula.

### **Investing in local policing**

2.3 A number of initiatives and new ways of working have been introduced since the 2017 Spotlight Review, including the creation of a Rural Crime Team which has a focus on issues particularly affecting rural communities including illegal raves, fly tipping and road safety. Eight additional Neighbourhood Beat Manager roles across Devon have also been created, alongside neighbourhood conferences and focussed training for neighbourhood teams.

2.4 There has also been investment in a range of new roles including police staff investigators and problem-solving roles which use analytical approaches in cases such as missing people. Incident Resolution Teams now alleviate some of the workload of frontline officers and innovative joint roles through collaboration with Devon & Somerset Fire & Rescue Service have been created; four PCFSO roles (based in the north of the County) combine the PCSO role with an on-call Firefighter role, and seven joint Community Responder roles combine the role of Special Constable with an on-call Firefighter.

### **Connecting with communities**

2.5 Work is ongoing across the force to make improvements in the ways in which communities engage with the Police. The contact centre now uses integrated voice recognition software to signpost callers to the right call handler which is improving call waiting times. The addition of live chat messaging and the 'AskNED' (non-emergency directory) on the Devon and Cornwall Police website offers the public alternative ways to seek advice or make contact with the police. The website is seeing increasing numbers of hits. The community messaging system 'Devon and Cornwall Alert' continues to connect people to crime and community issues that are of interest to them.

2.6 Connectivity and engagement with communities across Devon continues to be a strong focus for Neighbourhood Teams and the wider force, including work with faith groups, PRIDE and Exeter Respect festivals, and local reference groups. Extensive efforts have been put into developing positive relationships with Extinction Rebellion and climate change groups.

### **Volunteers**

2.7 Special Constables make a significant contribution to local policing, providing 11,000 hours of volunteer service in South Devon and Torbay alone. Volunteers undertake a number of other roles including vehicle checking, volunteer driving and social media engagement. Volunteer cadets provide a unique opportunity for young people to develop confidence and a range of skills, as well

as providing support for community projects and events. Good working relationships with volunteers from other organisations such as street pastors and chaplains are highly valued.

2.8 Community Speedwatch has recently been reviewed and a series of actions agreed to improve the way it is working, including moving the scheme online (online training, online management information etc). Changes aim to make the scheme more community led, making it easier for communities to set up a Community Speedwatch scheme, as well as addressing the backlog of applications and training needs.

### **Working in partnership**

2.9 Joint working across partner authorities and organisations is an essential part of delivering safer communities and Devon and Cornwall Police continue to take a significant leadership role in this respect, with both the Safer Devon Partnership and the Devon Children and Families Partnership being chaired by senior police colleagues. These partnerships play a significant role in addressing areas such as County Lines activity, preventing domestic and sexual violence and abuse and early intervention around young people and criminal activity.

2.10 Devon and Cornwall Police have a continued focus on prevention and early intervention, using trauma informed approaches to inform this way of working with partners. Examples include Operation Encompass where the police work with schools to alert them when there have been incidents of domestic violence in the home, working with Devon Partnership Trust to provide mental health assessment and support for vulnerable people who come into contact with the Police, and the Pathfinder scheme which provides an alternative approach to conviction for first time offenders of low-level offences, which includes drug or alcohol rehabilitation, community service and restorative justice.

## **3. Conclusion**

3.1 As with all public sector organisations facing reduced funding and increased demand, Devon and Cornwall Police have had to look carefully at how they can continue to fulfil their core purpose within such a challenging environment. The changing nature of crime brings additional complexities, with criminal activity increasingly taking place online and the developments of strategic threats such as dangerous drug networks and exploitation.

3.2 Although Members continue to have some concerns about the longer-term impacts of the reduction in PCSOs across Devon, we are reassured to some extent that new roles and initiatives have been introduced in local policing, and we particularly welcome the creation of a Rural Crime Team and collaborative frontline roles with Devon & Somerset Fire & Rescue Service.

3.3 The relationship and trust between the Police and the people they serve remains as important today as ever, and we know that how safe people feel in their homes and communities has a real impact on people's wellbeing and happiness. It is pleasing to see that positive changes are being made to the contact centre and the availability of online information, and we look forward to seeing improvements in the experiences of the public in this area. Equally, giving communities a greater leadership role in the Community Speedwatch scheme is a move that will be warmly welcomed by local councillors across Devon.

3.4 Finally, we would like to thank Devon and Cornwall Police for their collaboration throughout the 2017 Spotlight Review, and for their continued dialogue with the CIRS Scrutiny Committee on the topic of local policing to date. Particular thanks goes to Chief Superintendent Sam De Reya and Chief Superintendent Keith Perkin for their presentation and discussion with Members on 8<sup>th</sup> November 2019, and to Lisa Vango from the Office of the Police and Crime Commissioner for her attendance and contribution.

## 4. Membership

Councillors Alistair Dewhirst (Chair), Yvonne Atkinson, Su Aves, Polly Colthorpe and Debo Sellis

## 5. Contact

For all enquiries about this report or its contents please contact:

Vicky Church (Scrutiny Officer) [victoria.church@devon.gov.uk](mailto:victoria.church@devon.gov.uk) 01392 383691

## 6. References

**Devon and Cornwall Police and Crime Commissioner, Annual Report 2018/19**

[https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/190110\\_PCC\\_annualreport\\_web.pdf](https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/190110_PCC_annualreport_web.pdf)

**Devon County Council, Corporate Infrastructure & Regulatory Services Scrutiny Committee, Impact of Changes to Local Policing Spotlight Review, November 2017**

<https://democracy.devon.gov.uk/ecSDDisplay.aspx?NAME=Impact%20of%20Changes%20to%20Local%20Policing%20Spotlight%20Revi&ID=678&RPID=2985852>

**Devon County Council, Minutes of the Corporate Infrastructure & Regulatory Services Scrutiny Committee, 12<sup>th</sup> June 2018**

<https://democracy.devon.gov.uk/ieListDocuments.aspx?CId=427&MID=2814#AI13041>



Cabinet  
13<sup>th</sup> May 2020

## Public Health Annual Report 2019-20

Report of the Chief Officer for Communities, Public Health, Environment and Prosperity

*Please note that the following recommendations are subject to consideration and determination by the Cabinet (and confirmation under the provisions of the Council's Constitution) before taking effect.*

**Recommendation:** Cabinet is asked to receive the annual report of the Director of Public Health 2019-20 on 'Planetary and Human Health' and to note its recommendations.

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### 1. Background

- 1.1. The Director of Public Health has a statutory duty to write an annual report, and the local authority has a statutory duty to publish it (section 73B [5] & [6] of the 2006 NHS Act, inserted by section 31 of the 2012 Health and Social Care Act). This enables the Director of Public Health to make an independent judgement about the state of health of the local population and ensures that the report will be published and in the public domain. The annual report by the Director of Public Health is therefore different from all other reports received from an officer in that it is not a Cabinet Member report.

### 2. Introduction

- 2.1. This Annual Public Health Report for Devon County Council is the 13th in a series of annual reports on the health of the population of Devon which began in 2007-08.
- 2.2. Each report covers the general health of the population of Devon; increasingly the detail about health and wellbeing can be found in the annual Joint Strategic Needs assessment which is available at: [www.devonhealthandwellbeing.org.uk/jsna](http://www.devonhealthandwellbeing.org.uk/jsna)
- 2.3. This year's public health annual report takes as its theme planetary and human health. In 2019-20 there has been a global increase in concern about the effects that human beings are having on the health of the planet, and the impact that this has on public health.
- 2.4. A recent global report on health and climate change has noted that, without change, a child born today will face a world that is, on average, 4°C warmer by their 71<sup>st</sup> birthday – putting their health under threat for a range of reasons.
- 2.5. The structure of this report covers different aspects of our environment and our health and explores the evidence, the impact on health and wellbeing and what can be done to manage the impact to create greater resilience. It complements Devon's new Joint Health and Wellbeing Strategy 2020-25: "Healthy and Happy Communities".
- 2.6. The purpose of this report is to explore that human dimension: the relationship between the health of people and the health of our planet, and to make recommendations which will improve the health and wellbeing of both.

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## **3. Recommendations**

3.1 The 13 recommendations set out in the report are:

1. To recognise and mitigate (wherever possible) the impact of changes to the health of the planet on health and social inequality.
2. The wider public health community to contribute to the Climate Emergency response.
3. Local authority policies to describe their impact on planetary health as well as public health by extending the 'Health in All Policies' approach.
4. Policies on cutting greenhouse gases and improving the environment should also be used to 'level up' and reduce inequalities in health.
5. To embed sustainable commissioning, by ensuring providers are reducing their carbon footprints.
6. To use the Government's plans for housing and new developments to embed health in 'place' – for example to improve air quality and increase active travel; building Passive Houses<sup>1</sup> to reduce carbon footprints and building houses to withstand extreme weather events.
7. To take every opportunity, individually and collectively, to increase active travel.
8. To support the understanding of, access to and use of the natural landscape to promote health and wellbeing.
9. To promote 'reduce' and 're-use' as extensively as recycling.
10. To promote healthy eating advice which advocates a diet rich in vegetables, nuts, seeds and fruit<sup>2</sup>.
11. To improve air quality in those areas or at those times of day when air pollution is increased.
12. To actively support the United Nations 17 Sustainable Development Goals.
13. At an individual level, change your behaviour, for example by making one or more of the Eden Project's "What you can do" pledges<sup>3</sup>.

## **4. Financial considerations**

4.1 Contained within the report.

## **5. Legal considerations**

5.1 The publication of the annual report of the Director of Public Health by Devon County Council discharges a statutory responsibility under the Health and Social Care Act 2012.

## **6. Environmental impact considerations**

6.1 Contained within the report.

## **7. Equality considerations**

7.1 Contained within the report.

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<sup>1</sup> Passive House – an architectural approach to building energy-efficient homes: the only internationally recognised, performance-based energy standard in construction.

<sup>2</sup> [https://eatforum.org/content/uploads/2019/07/EAT-Lancet\\_Commission\\_Summary\\_Report.pdf](https://eatforum.org/content/uploads/2019/07/EAT-Lancet_Commission_Summary_Report.pdf)

<sup>3</sup> <https://www.edenproject.com/make-the-change/what-you-can-do/pledge>

## **8. Risk assessment considerations**

8.1 Contained within the report.

## **9. Recommendation**

9.1 Cabinet is asked to receive the annual report of the Director of Public Health and to note its recommendations.

**Dr Virginia Pearson**  
**CHIEF OFFICER FOR COMMUNITIES, PUBLIC HEALTH, ENVIRONMENT AND PROSPERITY**  
**DEVON COUNTY COUNCIL**

**Electoral Divisions:** All

Cabinet Member for Community, Public Health and Transportation and Environmental Services: Councillor Roger Croad

## **Background publications**

Previous annual reports and this 2019-20 annual report of the Director of Public Health can be found at:

[www.devonhealthandwellbeing.org.uk/aphr](http://www.devonhealthandwellbeing.org.uk/aphr)





| SCHEDULE OF CABINET MEMBER DECISIONS TAKEN SINCE PREVIOUS MEETING   |                                                                                                                |                |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------|
| Cabinet Remit/Officer                                               | Matter for Decision                                                                                            | Effective Date |
| Highways Management                                                 | Consolidation of Civil Parking Enforcement Traffic Regulation Orders                                           | 4 April 2020   |
| Community, Public Health, Transportation and Environmental Services | Approval of Dorset & East Devon Coast (Jurassic Coast) World Heritage Site Management/Partnership Plan 2020-25 | 12 May 2020    |

The Registers of Decisions will be available for inspection on the [website](#) .

In line with the Openness of Local Government Bodies Regulations 2014, details of Decisions taken by Officers under any express authorisation of the Cabinet or other Committee or under any general authorisation within the Council's Scheme of Delegation set out in Part 3 of the Council's Constitution may be viewed at <https://new.devon.gov.uk/democracy/officer-decisions/>



# DEVON COUNTY COUNCIL

## COUNCIL/CABINET FORWARD PLAN

In line with the public's general rights of access to information and the promotion of transparency in the way which decisions are taken by or on behalf of the Council, Devon County Council produces a Forward Plan of any Key Decisions to be taken by the Cabinet and any Framework Decisions to be made by the County Council. The Plan normally covers a period of a minimum of four months from the date of publication and is updated every month.

The County Council has defined key decisions as those which by reason of their strategic, political or financial significance or which will have a significant effect on communities in more than one division are to be made by the Cabinet or a Committee of the Cabinet. Framework Decisions are those decisions, which, in line with Article 4 of the Council's Constitution must be made by the County Council.

The Cabinet will, at every meeting, review its forthcoming business and determine which items are to be defined as key decisions and the date of the meeting at which every such decision is to be made, indicating what documents will be considered and where, in line with legislation, any item may exceptionally be considered in the absence of the press and public. The revised Plan will be published immediately after each meeting. *Where possible the County Council will attempt to keep to the dates shown in the Plan. It is possible that on occasion may need to be rescheduled.* Please ensure therefore that you refer to the most up to date Plan.

An up to date version of the Plan will be available for inspection at the Democratic Services & Scrutiny Secretariat in the Office of the County Solicitor at County Hall, Topsham Road, Exeter (Telephone: 01392 382264) between the hours of 9.30am and 4.30pm on Mondays to Thursdays and 9.30am and 3.30pm on Fridays, free of charge, or on the County Council's web site, 'Information Devon', (<http://www.devon.gov.uk/dcc/committee/>) at any time.

Copies of Agenda and Reports of the Cabinet or other Committees of the County Council referred to in this Plan area also on the Council's Website at (<http://www.devon.gov.uk/dcc/committee/mingifs.html>)

# FORWARD PLAN

All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated for the reasons shown

Any person who wishes to make representations to the Council/Cabinet about (a) any of the matters proposed for consideration in respect of which a decision is to be made or (b) whether or not they are to be discussed in public or private, as outlined below, may do so in writing, before the designated Date for Decision shown, to The Democratic Services & Scrutiny Secretariat, County Hall, Exeter, EX2 4QD or by email to: [members.services@devon.gov.uk](mailto:members.services@devon.gov.uk)

## PART A - KEY DECISIONS

(To Be made by the Cabinet)

| Date of Decision                                  | Matter for Decision                                                                                                                                                                                         | Consultees | Means of Consultation** | Documents to be considered in making decision                                                                                                                                                                    | County Council Electoral Division(s) affected by matter |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <i>Regular / Annual Matters for Consideration</i> |                                                                                                                                                                                                             |            |                         |                                                                                                                                                                                                                  |                                                         |
| May 2020                                          | County Road Highway Maintenance Capital Budget<br>Update on current years programmes and approval of schemes and proposed programmes for forthcoming financial year                                         | N/A        | N/A                     | Report of the Chief Officer for Highways, Infrastructure Development and Waste outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                           |
| 13 May 2020                                       | County Road Highway Maintenance Revenue Budget and On Street Parking Account<br>Allocation of highway maintenance funding allocated by the Council in the budget for the current/forthcoming financial year | N/A        | N/A                     | Report of the Chief Officer for Highways, Infrastructure Development and Waste outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                           |
| 10 June 2020                                      | Approval to Revenue & Capital Outturn, for the preceding financial year                                                                                                                                     | N/A        | N/A                     | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                                 | All Divisions                                           |
| 9 December 2020                                   | Target Budget and Service Targets for Forthcoming Year                                                                                                                                                      |            |                         | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                                 | All Divisions                                           |
| 12 February 2021                                  | Admission Arrangements and Education Travel Review: Approval to admission arrangements for subsequent academic year                                                                                         | TBC        | TBC                     | Report of the pa head of education outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                             | All Divisions                                           |

|                                      |                                                                                                                                                                                                                                                                                                                                    |                                                |                                                            |                                                                                                                                                                                                                  |                                                |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 10 March 2021                        | Flood Risk Management Action Plan 2021/2022<br>Update on the current year's programme and approval of schemes and proposed investment in 2021/2022                                                                                                                                                                                 | Liaison through Devon Operation Drainage Group | All other Risk Management Authorities                      | Report of the Head of Planning, Transportation and Environment outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                 | All Divisions                                  |
|                                      | <b>Specific Matters for Consideration</b>                                                                                                                                                                                                                                                                                          |                                                |                                                            |                                                                                                                                                                                                                  |                                                |
| 13 May 2020                          | Skills Provision In East Devon (Part II item)<br><i>This matter will be considered in Part 2, on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 12A of the Act namely, the financial or business affairs of a third party / person and of the County Council)</i> | N/A                                            | N/A                                                        | Report of the Head of Economy, Enterprise and Skills outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                           | Broadclyst                                     |
| 13 May 2020                          | Ofsted Inspection Update                                                                                                                                                                                                                                                                                                           |                                                |                                                            | Report of the Chief Officer for Childrens Services outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                             | All Divisions                                  |
| between 10 June 2020 and 8 July 2020 | Government Housing Infrastructure Schemes at Dawlish, Cullompton and Tiverton: Approval of legal agreements with District Councils, and authority to progress to construction                                                                                                                                                      | Statutory and Public                           | Undertaken as part of Local Plan and Planning Application. | Report of the Head of Planning, Transportation and Environment outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                 | Dawlish; Cullompton & Bradninch; Tiverton East |
| 10 June 2020                         | Trading Standards Joint Service<br>Renewal of the joint service agreement and an extension of the Service to include Plymouth                                                                                                                                                                                                      |                                                |                                                            | Report of the outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                                                  | All Divisions                                  |
| 8 July 2020                          | Award of Street Lighting Contract 2020 to 2030<br><i>This matter will be considered in Part 2, on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 12A of the Act namely, the financial or business affairs of a third party and of the County Council.</i>         | N/A                                            | N/A                                                        | Report of the Chief Officer for Highways, Infrastructure Development and Waste outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                  |
| 9 September 2020                     | Approval of the Resource & Waste Management Strategy for Devon 2020-2030                                                                                                                                                                                                                                                           | Stakeholders                                   | Conference followed by online consultation                 | Report of the Chief Officer for Highways, Infrastructure Development and Waste outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                  |

|                  |                                                                                                                                                                                                                |                                                                            |                     |                                                                                                                                                                                                  |               |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 9 September 2020 | Budget Monitoring - Month 4                                                                                                                                                                                    |                                                                            |                     | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                 | All Divisions |
| 9 September 2020 | Market Position Statement (Adults) - Annual Update                                                                                                                                                             |                                                                            |                     | Report of the Joint Associate Director of Commissioning outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.        | All Divisions |
| 11 November 2020 | Budget Monitoring - Month 6                                                                                                                                                                                    |                                                                            |                     | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                 | All Divisions |
| 9 December 2020  | Local Flood Risk Management Strategy for Devon<br>Draft Local Flood Risk Management Strategy and supporting documents including: Strategic Environmental Assessment (SEA) and Equality Impact Assessment (EIA) | Other Risk Management Authorities, Key Stakeholders and the general public | Public consultation | Report of the Head of Planning, Transportation and Environment outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions |
| 9 March 2021     | Budget Monitoring - Month 10                                                                                                                                                                                   |                                                                            |                     | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                 | All Divisions |

| <b>PART B -FRAMEWORK DECISIONS</b><br>(Requiring approval of the County Council) |                                                                                                                          |                   |                                |                                                                                                                                                                  |                                                                |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Date of Decision</b>                                                          | <b>Matter for Decision</b>                                                                                               | <b>Consultees</b> | <b>Means of Consultation**</b> | <b>Documents to be considered in making decision</b>                                                                                                             | <b>County Council Electoral Division(s) affected by matter</b> |
| 20 January 2021<br><br>18 February 2021                                          | Pay Policy Statement 2021/2022<br>To approve the Councils Pay Policy Statement                                           |                   |                                | Report of the County Solicitor outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                                  |
| 12 February 2021<br><br>18 February 2021                                         | Revenue Budget, Medium Term Financial Strategy 2021/2022 - 2024/2025 and the Capital Programme for 2021/2022 - 2025/2026 |                   |                                | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                                  |

| PART C - OTHER MATTERS<br>(i.e. Neither Key Nor Framework Decisions)         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                  |                         |                                                                                                                                                                                                                          |                                                         |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Date of Decision                                                             | Matter for Decision                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Consultees                                                                                                       | Means of Consultation** | Documents to be considered in making decision                                                                                                                                                                            | County Council Electoral Division(s) affected by matter |
|                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                  |                         |                                                                                                                                                                                                                          |                                                         |
|                                                                              | Regular / Annual Matters for Consideration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                  |                         |                                                                                                                                                                                                                          |                                                         |
| 13 May 2020                                                                  | Public Health Annual Report for 2019/20<br>To receive the Report of the Director of Public Health who has a statutory duty to write an annual report, and the local authority publish it (section 73B [5] & [6] of the 2006 NHS Act, inserted by section 31 of the 2012 Health and Social Care Act).                                                                                                                                                                                                                                                                                                                        | N/A                                                                                                              | N/A                     | Report of the Chief Officer for Communities, Public Health, Environment and Prosperity outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions                                           |
| Between 13 May 2020 and 5 May 2021                                           | Standing Items, as necessary (Minutes, References from Committees, Notices of Motion and Registers of Delegated or Urgent Decisions)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | As necessary                                                                                                     |                         | Report of the TBC outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                                                                      | All Divisions                                           |
| Between 13 May 2020 and 1 May 2021<br><br>Between 13 May 2020 and 1 May 2021 | Standing items on the future management, occupation, use and improvement of individual holdings and the estate, monitoring the delivery of the Budget & the Estate Useable Capital Receipts Reserve in line with the approved policy and budget framework<br><i>[NB: Items relating to the letting or occupancy of individual holdings may contain information about, or which is likely to reveal the identity of, an applicant for a holding and about the financial and business affairs of the Council and any prospective or existing tenant that may need to be discussed in the absence of the press and public]</i> | To be considered at the Farms Estates Committee, including any advice of the Council's Agents NPS South West Ltd |                         | Report of the Head of Digital Transformation and Business Support, County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.    | All Divisions                                           |



|                                           |                                                |                                                                     |           |                                                                                                                                                                                 |               |
|-------------------------------------------|------------------------------------------------|---------------------------------------------------------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 8 July 2020                               | Treasury Management Stewardship Outturn Report | Corporate Infrastructure and Regulatory Services Scrutiny Committee | n/a       | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                | All Divisions |
| 14 October 2020                           | Devon Safeguarding Adults Annual Report 2020   |                                                                     |           | Report of the Chair of the Safeguarding Board outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary. | All Divisions |
| 9 December 2020                           | Treasury Management Mid Year Report            | Corporate Infrastructure and Regulatory Services Scrutiny Committee | Committee | Report of the County Treasurer outlining all relevant considerations, information and material including any equality and / or impact assessments, as necessary.                | All Divisions |
| <i>Specific Matters for Consideration</i> |                                                |                                                                     |           |                                                                                                                                                                                 |               |

# Agenda Item 17

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

