

South Hams District Council

Organisational Assessment (Summary version)

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Provided under embargo



oneplace

for an independent overview
of local public services

South Hams District Council

Overall, South Hams District Council performs well

Managing performance	3 out of 4
Use of resources	2 out of 4
Managing finances	2 out of 4
Governing the business	2 out of 4
Managing resources	2 out of 4

Description of scores:

1. An organisation that does not meet minimum requirements, Performs Poorly
2. An organisation that meets only minimum requirements, Performs Adequately
3. An organisation that exceeds minimum requirements, Performs Well
4. An organisation that significantly exceeds minimum requirements, Performs Excellently

Summary

Overall, South Hams District Council performs well. It is doing well at the issues local people think are important. It is working to provide houses that local people can afford. It is bringing in new higher paid jobs and is keeping the area clean and attractive. It is doing well to make services are easier to use by all people throughout the district. It delivers good services at low cost.

The Council scores 3 out of 4 for Managing Performance. It has a good understanding of the needs of local people and is improving services to put customers first. The Council's work on delivering affordable housing to local people has been affected by the housing slump. However, it still delivered 52 affordable homes last year. It has worked hard to keep the new housing development at Sherford on track. This will bring in 5500 new homes and a good number of these will be affordable for local people to buy or rent. The Council recognises it can do more to address and prevent homelessness.

The Council has a good understanding of the economic challenges facing the district. It provides work space and free business and money advice for local businesses and residents. Also it has helped people who have lost their jobs. It decides and pays housing benefits claims more quickly. The Council is doing well to protect the environment. It is reducing the energy it uses and making sure that new houses at Sherford will be energy efficient. It is excellent at recycling household waste.

The Council promotes healthy lives for older and younger people. It has invested money in leisure facilities and built play areas that younger people want such as skateboarding parks. The Council is making services easier to use for all people in the district. The Council successfully opposed a post office

closure in the district. The Council is working to improve understanding of the needs of people from different walks of life.

The Council's scores for use of resources and managing performance are different. We have decided the Council performs well overall because it is doing well at the things local people think are priorities and delivering good services.

The Council scores 2 out of 4 for use of resources. It has a good track record of delivering good services within the money it has available. It shares some services and officers with neighbouring councils and this saves money. It has a reasonable understanding of the quality and costs of services and is working to improve this. The Council's knowledge of what staff and skills it needs in the future is adequate. Satisfaction of residents with how the Council runs things and achieves value for money is above average.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>



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