

## Supplementary Information

HAVANT BOROUGH COUNCIL  
COUNCIL  
13 April 2016

Dear Councillor

I am now able to enclose, for consideration at next 13 April 2016 meeting of the Council, the following supplementary information that was unavailable when the agenda was printed.

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## **Cabinet Lead Reports – Full Council 13 April 2016**

### **Councillor Narinder Bains - Cabinet Lead for Marketing and Development**

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#### **Marketing**

##### **Personalisation**

The personalisation programme has been focussed on creating a 'single customer view', working with the Governance and Information Manager to create draft policies and processes to ensure only collect data from our residents 'once' and that we then share that data internally where statutes allow.

The technology (Customer Relationship Management System) has been designed – the replacement of this technology requires further negotiations under the 5 Councils contracts where IT and Customer Services both sit.

##### **Communications**

The spring edition of 'Serving You' magazine has now been delivered throughout the borough and has received a positive welcome and a number of letters to the Editor, which shows residents are not only receiving it but also reading it.

Social Media contact is on the increase with Havant Borough Council's Facebook Page now having over 1,100 'likes' and most posts reaching hundreds of people every day. One post recently reached 6,566 people. Residents are increasingly using this method of contact to report fly-tipping, missed bin collections and many other subjects.

Our Twitter account now has 2,099 followers, with regular tweets being posted. The most recent successful items were #HBCYC, the Youth Conference and #cleanforthequeen.

##### **Strategic Procurement**

##### **5 Councils**

The 5 Councils programme has been under the Leadership of Cllr Cheshire up to contract signing and then has transferred into my leadership to oversee the implementation and join the 'Joint Board'. The Commercial Contracts were signed on 4<sup>th</sup> April 2016, and the first formal Board meeting will be held on 1<sup>st</sup> July 2016. We are due to commence our services within the Contract during October 2017 although we have expressed a clear preference to commence some or all services before this date if it is a viable option.

Officers are working on an internal programme called 'Fit for 5 Councils' to ensure the smooth transition into the new ways of working.

A Councillor Seminar was held on 16<sup>th</sup> March to provide information on the proposals and this presentation was circulated to all Councillors.

### **Norse South East**

On 23<sup>rd</sup> March the agreement with Norse was signed, leading to the creation of Norse South East.

The service went live on Friday 1<sup>st</sup> of April, with 118 council employees being transferred to the new company. Officers have worked hard to achieve this important milestone, with in depth negotiations ensuring the best deal for the Council and the JV.

### **Business Transformation**

The Programme Office continues to be at the heart of the majority of the Councils projects and programmes, including all of the initiatives discussed above. There are currently over 30 projects in train, with the team providing project management and consultancy services corporate wide. Cabinet is briefed monthly with a Pulse Check which summarises the progress of all the priority projects. Positive progress is being made across the board. I will liaise with Heads of Service under my portfolio and with Cllr Wilson to communicate this positive progress in a dashboard format which is visually succinct and transparent.

### **Business Performance**

Many successes were reported in Quarter 3 including the progress on 5 Councils and Norse, and the transformation project within Planning Services leading to the implementation of many of the improvement actions identified in the Planning Peer Review last year.

### **IT Services**

The team continue to work with 5 Councils and HCC IT to ensure that the IT Service design is fit for purpose. Meanwhile, a Digital Strategy is being developed for the Council which will provide the framework to deliver "Digital by Default" in Havant, building on the principles of Personalisation.

## **Cabinet Lead Reports – Full Council 13<sup>th</sup> April 2016**

### **Councillor Tony Briggs: Cabinet Lead for Environmental Services**

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The Operational Services team together with Support services based at The Plaza have been busy over the past few months working on the Mobilisation Plan ready for the successful launch of the new Joint Venture Company – ‘Norse South East’ in April.

We have communicated to our customers the message:

### ***“New Name - Same Service”***

Friday 1<sup>st</sup> April 2016 saw the successful launch of the Council’s Joint Venture Company - *Norse South East* (NSE).

The Chief Executive, Sandy Hopkins, Councillor Tony Briggs and Peter Hawes, Norse Commercial Services Managing Director were all present to enjoy complimentary breakfast sandwiches alongside all of the frontline employees at the start of their working day at 6.30am to celebrate the launch of this exciting new partnership. All employees were then welcomed into the new Joint Venture by Councillor Briggs and Peter Hawes from Norse.

The Mayor later unveiled the new sign for the Joint Venture Company, and was given a guided tour around the depot facilities together with senior officials from Norse and the Council.

Over the weekend, colleagues from the Council and Norse undertook the changeover from the existing HBC to the Norse I.T. systems in the depot. This has included a complete change of all desktop I.T. systems, with new terminals, monitors & printers. On Sunday 3<sup>rd</sup> April, Norse were at the depot until 9pm ensuring that all systems were working ready for Monday morning.

This process has taken place extremely smoothly and no significant issues have occurred as a result of the changeover. This meant that office operations were able to operate as normal on Monday morning.

In terms of commercial activity, Norse South East have now established a specification for trade waste services to local businesses. Pricing is being finalised and promotional media is being produced ready to launch this service. It is anticipated that NSE will be able to start to operate trade waste services very soon.

NSE have also, in partnership with Suffolk Coastal and Waveney Norse, successfully employed a professional Business Development Manager. This individual will work across all three Joint Ventures managed by NSE Managing Director, Mark Emms, and will concentrate on bringing small, medium and large sized contract business into the partnership.

A planning application to convert one of the bays in the workshop into an MOT station has recently been submitted. This facility will provide MOT and repair services for private vehicles, from motorbikes through to vehicles up to 3.5 tonnes, including cars and vans. NSE are aiming to have the MOT station up and running by the third quarter of 2016

Officers recently facilitated local participation in the 'Clean for the Queen' initiative in March as a celebration of Her Majesty's 90<sup>th</sup> Birthday. Local volunteer groups, schools and businesses set up cleaning events in their areas.

Following on from this, we will repeat last year's Spring Clean throughout March, April & May, which will again include pressure washing of main shopping areas, which will feature as part of the Norse South East launch as well.

NSE has commenced the grass cutting schedule and are currently part way through the first cut. Annual highway weed spraying will be commencing operations shortly, and uniquely in 2016/17, NSE will use its own in-house resources, skills and expertise to deliver the weed spraying services across the Borough.

Roundabout works are currently being planned and readied for implementation, and again this year operatives will use a Victorian meadow mix and mixed perennial flower bedding.

The Open Spaces officer recently enabled an allotment holder to have their own beehives at Purbrook West allotments. With extensive planning and consultation with other allotment holders and local residents, our allotment holder has been able to expand her passion for bee husbandry into her allotment site and protect and preserve these extremely valuable and increasingly threatened pollinators.

Allotment holders at Washington Road will also benefit from the track at the side of the school up to the allotment itself due to be resurfaced in April. This work will significantly improve access for allotment users, users of the cycleway and pupils of Glenwood school.

In the aftermath of Storm Katie our Arboricultural officer has been kept very busy. Significantly we lost a very large beach tree in Claremont Gardens which nearly fell on a local property. The community pulled together and worked to remove large parts of the tree in order to make it safe.

Other significant losses included a *Leylandii* in Waterlooville Cemetery, a large sweet chestnut tree in Hollybank woods that fell onto a residents fence, and a Willow tree was lost on Ladybridge Road. Garden waste collection services are currently carrying out bin delivery orders for new customers who are joining this service, and also completing bin exchanges for customers moving from sacks to bins in line with the change from sacks to wheeled bins

Refuse and recycling collections operated as normal over the Easter period, with collections on Good Friday and Easter Monday as it has for many years. These collections will continue to be made during the Spring/Summer Bank Holiday periods

in future, so all collections will be made as normal on May Day (2<sup>nd</sup> May), Spring Bank Holiday (30<sup>th</sup> May), and Summer Bank Holiday (29<sup>th</sup> August) during 2016. The schedule of Christmas and New Year collections will be further advised this Autumn.

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## Cabinet Lead Reports – Full Council 13 April 2016

### Councillor Yvonne Weeks: Cabinet Lead for Communities

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#### Housing enabling

The housing team continue to be extremely busy; as you will see from the report.

During Q4 - 16 households have been placed into B&B. The reasons why people have spent so long in B&B is due to investigations into their homelessness, lack of availability in the private sector and complex situations.

We have well and truly exceeded our homeless prevention target and actually achieved 1000 against a target of 950 – this has been achieved through mediation, court work, partnership working and supporting customers to consider all their options.

Over the year 2015/16 we have nominated 352 households to social and affordable tenancies through Hampshire Home Choice

Through Q4 the team saw 1414 customers with housing queries at the Plaza, and 55 in one day.

#### **Affordable Housing Development End of year report**

**March 24th 2016**

**New Affordable Housing completions during this financial year 2015/2016:**

|                        | <b>Affordable Rent</b> | <b>Shared Ownership</b> | <b>Social Rent</b> | <b>Intermediate Rent<br/>Grainger Lets</b> | <b>Help to Buy</b> | <b>Totals</b> |
|------------------------|------------------------|-------------------------|--------------------|--|--------------------|---------------|
| <b>Q1(Apr-June)</b>    | 20                     | 20                      |                    |  | 39                 | 79            |
| <b>Q2(July-Sept)</b>   | 21                     | 4                       |                    |  | 9                  | 34            |
| <b>Q3(Oct-Dec)</b>     | 15                     | 14                      |                    |  | 6)                 | 84            |
| <b>Q4(Jan-Mar '16)</b> | 27                     | 26                      | 3                  | 1  | 55                 | 57            |
| <b>Totals</b>          | 83                     | 64                      | 3                  | 1  | 103                | 254           |

**Q4 (end March 2016) anticipated delivery was as follows:**

- 27 Affordable Rent
- 19 Shared Ownership
- 1 Intermediate Rent (Grainger Let on Berewood Phase 2, Waterlooville MDA)
- 3 Social Rent

Actual completions included an *extra 7 Shared Ownership units* across Berewood Phase 2 and Ranelagh Road, Bedhampton therefore increasing the figure of 192\* reported in the previous quarterly update.

**The target for 2015/2016 of 200 units has been exceeded by 54 units;**

**Affordable housing developments fully completed and occupied 2015/2016:**

- Pipits Mews, Havant- Bellway (Aster Communities)
- Wellington Park, Waterlooville- Taylor Wimpey (Radian)
- Nursery Fields, Denvilles- Barratts (First Wessex)
- Park Grange, Bedhampton- Crayfern (Guinness Partnership)
- Coopers Grange, Havant – Bloor (Guinness Partnership)
- 180 Degrees, Bedhampton- David Wilson (First Wessex)

**Developments currently under construction:**

**• Halyards, Goldring Close, Hayling Island**

25 Affordable Rent units, 14 Shared Ownership units constructed by Bellway for Aster Communities. Phased completions throughout 2016/ 2017.

**• 325 Milton Road, Cowplain**

25 Affordable Rent units, constructed by Foreman Homes for Stonewater HA. Final completion now slipped to May 2016 from April 2016. Bad weather and sub-contractor issues sited.

**• One Eight Zero, Bedhampton**

7 Affordable Rent units and 7 Shared Ownership units constructed by David Wilson Homes for First Wessex HA. All affordable units now handed over to First Wessex.

**• Ranelagh Road Phase 2, Havant**

12 Affordable Rent units and 12 Shared Ownership units constructed by Foreman Homes for Radian HA. Final completions expected throughout 2016. Handover dates have slipped due to slow sales on site which has affected the phasing of the build.

**• St. Andrews House, West Street, Havant**

8 Affordable Rent units and 16 Rent to Buy units (a first for HBC) constructed by Balfour Beatty for Radian HA. Completions expected throughout 2016.

**• Berewood Phase 2**

98 Affordable units split equally between Social Rent, Affordable Rent, Grainger Lets and Shared Ownership, constructed by Redrow Homes for Grainger Trust. Final completions expected to 2018 with phased handovers throughout 2016 and 2017.

**Pipeline developments:**

- Wellington Park Phase 5, Waterlooville- 41 affordable units. Permitted. Taylor Wimpey in partnership with Stonewater HA. The site area falls within Winchester City Council administrative area however Havant applicants to Hampshire Home Choice make up the majority of new tenants due to arrangements with WCC.
- Station Road, Hayling Island. Permitted and under construction but no Registered Provider in contract for the 23 Affordable units secured by the s106 agreement.
- 9-11 St Georges Walk, Waterlooville, 14 affordable units. Permitted and construction commenced. Delays due to issues with Southern Water.
- Former Wessex site, New Lane, Havant, possible 12 affordable units. Full application submitted, but viability issues claimed and report has been sent for third party appraisal.

- Land North of Barton Road. Permitted. Galliford Try in negotiations with Radian for 14 affordable units.
- Land South of Bartons Road. Full application submitted consultation stage.
- Oak Park Wellbeing Campus. Full application submitted.
- Padnell Grange. Pre-application stage.
- Woodcroft Farm. Permitted
- Market Parade. Possible 39 affordable units to be policy compliant. Outline application permitted. Viability issues claimed by applicant that preclude any affordable housing. Viability to be tested in due course as Reserved Matters application progresses.

### **Community Development**

The Community Officers continue to co-ordinate networking opportunities for local community, public and third sector organisations, with the latest Leigh Park Network meeting hosting 39 attendees. .

The Community Officer (Events) is reviewing and currently updating the HBC event booking process. This will make it easier to use for event organiser and accessible from the website for members of the public.

### **Youth Conference**

The second annual Youth Conference took place at the Plaza on the 4<sup>th</sup> March. Pupils aged 14 and 15 (Year nine and ten) from all ten senior schools across the borough attended the event where they met guest speakers:

- Alan Mak MP
- Zoe Jackson MBE
- Local charity Beat the Bullies.

The event focused on 'life skills' and included topics such as budgeting, internet safety, healthy lifestyles and democracy.

Students also had the opportunity to cast their vote for one of three projects in a special "Approved by You" scheme, which supports communities across the borough.

A Councillors' question time took place which provided pupils with the opportunity to engage with their local ward Councillors and discuss issues relevant to them and other young people. The 3rd event is set to take place in March 2017.

The National Careers Service, which provides information, advice and guidance on learning, training and work opportunities will be offering free employment support sessions to Veterans leaving the Armed Forces. Qualified Careers advisers will support Veterans with CV writing, confidence building and interview skills to enable them to gain suitable employment.

The National Lottery has awarded Hayling Island Community Centre a £499,946 grant for an extension to their building. Additional monies include £58,975 (fundraising) and £31,080 (Lottery development grant). The total cost of this project is £590,001 and work will commence shortly.

The Wecock Youth partnership is working with the Police and local agencies on a campaign to encourage residents to report drug related information. The partnership wants to highlight the harmful effects and consequences of drug use, especially amongst young people.

The Community Team social media accounts alongside resident emailing lists are still proving to be a cost effective and popular way of promoting community related information to thousands of residents across the Borough each week.

## **Leisure**

The Senior Leisure Officer continues to develop the sport and leisure facility improvement project at Front Lawn recreation Ground, Leigh Park. All external funding applications have now been submitted totalling a potential £1.115 million capital investment. This total includes applications to Sport England, the FA and the Football Foundation. A final decision on all the external funding applications will be made by the end of May. The procurement process to identify a third party operator to manage the facility will then start in June.

The Senior Leisure Officer and Community Sport and Leisure Officer have been working with the Lawn Tennis Association (LTA) to carry out an options appraisal relating to the management and maintenance of HBC's park tennis sites. Initial discussions are exploring a number of operational models that could see the sites managed more effectively as well as a potential opportunity for some capital investment.

A feasibility study has identified that the three court site at Hayling Park is ideal to run a pilot study for the project. It is proposed that the courts will see a £15,000 investment to improve the quality as well as introducing an access and booking system. The pilot scheme will be operated in partnership with Hayling Island Community Centre.

The Community Sport and Leisure Officer has supported Play Parks for Hayling and the charity SEHCO to create a piece of community artwork at Mengham Play Park. This work has now been completed following community consultation and an opening event is due to take place on Wednesday 6<sup>th</sup> April.

Following the success of the 'Club Matters' workshops on 8<sup>th</sup> December, the Community Sport and Leisure Officer organised an additional two sessions in the month of March. The workshops are aimed at local sports clubs and covered such subjects as PR, Marketing and social media. The sessions have seen nearly 100 people attend the workshops, aimed to help sports clubs become more self sufficient.

## **Health and Wellbeing Strategy**

The Senior Community Officer has been supporting the Leigh Park Community Led Planning Group with applying for funding for the installation of a defibrillator in Leigh Park Town Centre. A funding application has been submitted to Heart Research UK and the result of the bid will be announced at the end of April.

The Couch to 5K beginners running programme for 2016 continues to be successful, with approximately 15-30 participants signed up per course. To add to this further courses are being developed and run in different areas of the borough by other providers.

Local cafés and businesses continue to sign up to the breastfeeding welcome scheme hosted by HBC. In partnership with other health professionals a local breastfeeding awareness day will take place in Havant Town Centre during national breastfeeding week – 21<sup>st</sup> June.

Community Officers have been working alongside HR to help plan the staff Health and Wellbeing event talking place in the Plaza on Thursday 23<sup>rd</sup> June.

The Community Officer (Events) is organising an Older Person's event with community partners on Saturday 1st October (10:00-2:00) at Waterlooville Baptist Church. The event is being held on 'Older Peoples Day' and will be a celebration of age whilst providing a range of fun and engaging activities.

### **Leigh Park Community Centre**

Following the surrender of the lease in January by the Community Association Community First has taken the lease for this community centre and will manage the Centre for the benefit of the community.

### **Former St John's Ambulance building, Hulbert Road, Waterlooville**

Now occupied by TS Active, Formerly based at St Georges Church hall and have been looking for a permanent home for many years.

### **Wecock Big Local Group**

Following the surrender of the lease of the Youth Wing at the Acorn Centre by Motiv8 the Wecock Big Local group are negotiating with the Community Association to occupy this part of the building

### **Havant Borough 50+ Forum**

The 50+Forum has now folded and will dissolve their finances to another charity or voluntary organisation with similar aims. Communication can still be disseminated to previous members if required.

**Shaping Hampshire** – Hampshire County Council consultation event re developing a new Family Support Service at Waterlooville Community Centre on 21<sup>st</sup> April at 1pm

### **Leisure**

Horizon Leisure Centre Waterlooville has won "Gym Of The Year" competition run by The News, voted for by the public. Last year Havant Horizon Leisure Centre won the prestigious award.

The play zone in Havant has been re furnished too, it has exciting 4 storey indoor play centre, called Horizon Oceans of Play.

The theme is a great setting to get children's imaginations running wild and allows them to begin their adventure on the high seas. The huge galleon provides great excitement with the lower deck and underwater areas. The toddler's submarine and bouncy sea creatures give the little ones their own safe and secure play area giving parents piece of mind.'

Somewhere to visit, with the children and grandchildren.

### **Safer Havant Partnership – Supporting Troubled Families**

Harriet Scotney has been recognised for her outstanding contribution to the community in a county-wide awards ceremony.

The High Sheriff Awards are a mark of distinction and recognition given to public servants, individual volunteers and community groups based in Hampshire who are making a significant contribution to society

The awards were presented at a ceremony in the Great Hall in Winchester.

This year 11 individuals and seven community groups and organisation's received certificates for the work they do in keeping our neighbourhood's safe.

Many of these individuals go beyond the call of duty in their everyday work offering support and services within their communities.

Harriet Scotney of Havant Borough Council was recognised for her work as part of the Havant Supporting Families Programme.

She produces high-quality plans for families that ensure they can access the support they require living well and staying safe.

Harriet took an active role with a family experiencing multiple problems relating to the risk of homelessness, poor school attendance, adult mental health problems and unemployment.

Dan Stoneman, of Hampshire County Council, said: 'Harriet has demonstrated both commitment and passion which are essential to ensuring families receive the right support at the right time, which makes all the difference.'

Yvonne Weeks

Cabinet Lead Communities and Housing

## **Cabinet Lead Reports – Full Council 13 April 2016**

### **Councillor Michael Wilson: Cabinet Lead for Governance, Logistics and HR**

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#### **Legal Services**

A new Head of Legal Services, Abe Ezekiel, has been recruited. Abe joined us on the 4<sup>th</sup> April 2016.

Alex Kirk, a new assistant solicitor joined the Team on the 14<sup>th</sup> March 2016 and is settling in well.

#### **Democratic Services**

The Democratic Services Team are currently working on a member development plan for the new year which will be implemented soon after the May elections. This Development Plan includes Planning Training, Licensing Training, Overview and Scrutiny Training as well as other key areas that effect Local Authority Conduct and Business.

The purpose of the Member Development Plan is to provide Councillors with the skills and knowledge required to successfully and effectively execute their roles and responsibilities as Elected Members. The Member Development Plan will also incorporate a series of Induction sessions that will equip newly elected Councillors with the skills they require. All Councillors, both new and established are encouraged to attend as many training and refresher courses as possible.

As part of this, Democratic Services are working to achieve charter accreditation through the South East Employers 'Charter for Elected Member Development' commencing in the next municipal year. The Charter offers a structured framework for member-led training and development programme and would be a key indicator of the Council's commitment to developing its Councillors. I would be looking to establish a Councillor Development Panel in 2016/17 to take this work forward.

The Democratic Services Team are also currently compiling a report on member representation on Outside Bodies. This report includes details of the meetings that Councillors attend, the roles they carry out and the interests that the Council has in these organisations. The aim of the report is to inform the appointments of members to Outside Bodies in the next municipal year. Members are encouraged to provide details to the Democratic Services Team of the meetings they have attended of their respective Outside Body Appointments.

I am currently reviewing the Council's Overview and Scrutiny function with a view to developing more robust project planning and a performance-based

approach. The aim of this is to ensure the methodology adopted by the Panels is more consistent, that there is more communication between Panels, Cabinet Leads and relevant officers and clear links can be demonstrated between the work of the Scrutiny Board and the Council's Corporate Strategy and Service Business Plans.

### **Elections**

The Electoral Services Team has been very busy this year. As well as chasing non responders from the Canvass, we have also carried out the annual postal vote identifier refresh and held a By-election in the Bondfields ward. We have also appointed a new part time member of staff. The arrangements for the elections on 5 May and now the Referendum on 23 June are well under way.

### **Plaza (operational)**

#### **Transport & Implementation Team**

Team moved from Southmoor Offices First Floor to Plaza A Block ground floor on 29/03/2016. This move was required due to the loss of flexible workspace at Southmoor caused by the Norse contract IT not being on the same network and further impacted by the growth of Coastal Team.

#### **Kingdom**

Kingdom were required to vacate the Portacabin at the Southmoor site due to the Norse contract. As HBC supply accommodation as part of the contract with Kingdom, the contractors have been relocated to the Plaza A134. This office does not have access behind the access control doors.

#### **Traffic & Parking**

Last of the team moved from Plaza, A Block, ground floor to Penns Place, South Block, ground floor on 04/04/2016. This was part of the agreement between Havant Borough Council and EHDC to supply Parking Services from the Penns site.