

Supplementary Information

**HAVANT BOROUGH COUNCIL
COUNCIL
11 July 2018**

Dear Councillor

I am now able to enclose, for consideration at the next meeting of the Council to be held on 11 July 2018, the following supplementary information that was unavailable when the agenda was printed.

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Cabinet Lead Reports – Full Council 11 July 2018

Councillor Michael Wilson

Leader of the Council

Corporate Strategy

I have been working closely with the Management Team to liaise with Hampshire County Council on their work to develop a vision to 2050. You may have seen this in the press recently. I have asked the Leader of Hampshire County Council for HBC to be involved and I am looking forward to those discussions. I wish to ensure that our Borough is fully engaged in the work of the County Council to reflect our strategy for Havant within the resulting report.

Members will be aware that we currently have a rolling Business Plan to 2020, which was devised under the previous administration. As part of the changes to reflect the current Cabinet's vision for the future, we shall have a Cabinet Strategy day on the 11th July comprising Cabinet, Chief Executive and Management Board members. The purpose is to begin the annual review of the current 5-year rolling Business Plan and the Medium Term Financial Strategy to be extended to 2020/2023. This strategy day will inform the annual Autumn round of Business Planning for 2019-20.

External Relations, (including my role as PUSH, HIOWLA and Solent LEP representative for HBC)

I am keen to build on existing relationships with neighbouring Authorities and key local organisations. With this in mind I have a series of meetings, either set up or in process, including the following organisations:

- Health Organisations such as the Clinical Commission Groups
- Chairman of PUSH
- Solent Local Enterprise Partnership (LEP)
- Our Local Colleges
- Police and Crime Commissioner
- Local businesses
- Key Community Groups

I attended the Annual meeting of the Partnership for Urban South Hampshire (PUSH) Leaders on 5th June 2018. Key items discussed were the following:-

- PUSH Co-ordinators report
- PUSH Budget Report
- Integrated Water Management Study
- Hampshire Branch Campaign to Protect Rural England (CPRE Hampshire)

I have subsequently written to Councillor Woodward, the Chairman of the meeting in order to emphasise Havant Borough's strong drive for economic

growth and a successful business environment for existing and new companies. I am looking forward to expanding on this when I meet the Chairman of PUSH in due course.

On 15th June I attended the Hampshire & Isle of Wight (H&IOW) Local Government Association AGM. Items on the agenda included:

- Hampshire Waste Partnership – a key issue of policy and debate in the coming months across all Hampshire Leaders given the changes in the market globally as well as the pressures to improve all Hampshire's position in recycling statistics.
- New Statutory Guidance on Corporate Parenting for Care Leavers – I am in discussion with the Chief Finance Officer how Havant Borough is able to provide additional support to care leavers within the Borough, being mindful of our statutory obligations.
- Business Rate Pilot – Our Chief Finance Officer has already undertaken some work in discussion with other S151 Officers across Hampshire with a view to bidding to Government for participation. This could return some financial benefits to the authorities involved and participants in a successful bid for a pilot have been guaranteed that they will not be worse off than their current return from the current income stream.
- The Association's Annual Report and Action Plan 2017/18, Budget Report and Subscriptions 2018/19 and the Appointments to Outside Bodies Report

Corporate Performance

Cabinet Leads will be compiling information regarding the performance across their portfolios having regard to the Corporate Business Plan. I am mindful of the importance of adhering to the Corporate Business Plan, particularly to maintain sound financial management and, as Leader, I am working with the Chief Executive to review the quarterly 'Healthchecks' that provide a clear overview of the organisation's performance. I refer you to the financial health checks which are distributed through the Councillor newsletters each quarter. I am aware that the Chief Finance Officer has been busy working on the End of Year (2017-18) accounts with our new Finance provider, Capita and our external auditors Ernst and Young. The new Governance Audit and Finance Board have already considered the first draft of this work.

Local Plan 2036 and Regeneration

The preparation of a new Local Plan for the Borough remains a key corporate priority and significant progress has been made. The next formal stage in the plan's preparation, the pre-submission consultation, will be considered by Cabinet in January 2019. There is more detail in the Cabinet Lead's update for Planning and Place-Making.

In looking to push forward with the regeneration of key sites in the Draft Local Plan, including the Borough's town centres and Hayling Island seafront, a new senior management structure has been put in place. A new 'Head of

Regeneration' post is in place to drive forward the development of these key sites which are central to the Borough's regeneration and future economic growth. The Planning Service is now managed by a joint Head of Planning with East Hampshire District Council.

The Deputy Leader, Councillor Tim Pike is taking the democratic and strategic policy lead for this work. The greatest challenge for the regeneration of these four areas will be to create viable schemes in light of increasing build costs compared to relatively low sales values. Securing a development partner who will deliver what we need will be a challenge in this market. This will mean that as a Council we will need to positively intervene and invest our resources in the Borough to shape it into a place fit for the future of our communities.

'You're a Star' – I was delighted to be involved in this quarterly event that recognises paid staff of the Council who have 'gone the extra mile' in their work and delivered excellence. The next 'You're a Star' event will be held on 3rd September to recognise staff who excel in performance. It is open to Councillors to nominate members of staff. The democratic services team can assist you with the relevant forms for nominations.

Other events attended as Leader

I was very pleased to be involved in the flag raising ceremony to mark this year's Armed Forces Day was held on Monday 25th June. The service was led by the Mayor with representatives from our armed forces, veterans, cadets, fellow councillors and members of the public who had gathered outside the Plaza. The ceremony was well attended and appreciated by all.

St George's flag raising – I was asked to raise the flag of St George outside the Plaza on 3rd July, to mark England's football team getting through to the World Cup 2018; it clearly assisted them getting through to the last 16. This was filmed and posted onto HBC's Facebook page on the morning of England's first knockout match since 2010.

Shortly after my election I was invited to speak at Warblington Residents Association AGM. I regularly attend the Hayling Island Residents Association and I am looking forward to talking to residents at the various Associations across the Borough.

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Cabinet Lead Reports – Full Council 11 July 2018

Councillor Tim Pike: Deputy Leader of the Council and Cabinet Lead for Finance and Regeneration

Financial Strategy (inc. MTFS, borrowing & investments)

As part of the work towards the financial services Target Operating Model, all financial processes have been moved across from Civica to Integra on 1st April 2018 ready for this financial year. This has been a significant piece of work, not just for the finance team but also for all staff involved with finance as we are now transitioning across to a self-service model. The first quarters' management reports are currently being reviewed by the finance team and Heads of Service as part of our due diligence work to ensure that everything has transferred across as it should have.

Our external auditors are currently on site completing their normal annual audit of the council's draft statutory accounts, and will report formally to the Governance, Audit and Finance Board on 23rd July 2018.

Estates

We are currently undertaking work looking at areas of open space that have historically been maintained by the Borough Council that are not owned by us. The current position is that the Council only maintains areas that it owns or leases. Any issues identified are being examined, and residents and Ward Councillors will be kept informed of progress.

Plaza

Victim Support are now working on site at the Plaza, having taken a licence for 4 desks on the top floor of Block B. There are good service linkages with HCC Substance Misuse team and HBC Safer Neighbourhood team. A press release is being prepared for our Chief Executive and the Chief Executive of the Office of the Police and Crime Commissioner to show further linkages and highlight to other teams that this team are now on site.

The relocation of the housing team to the ground floor and the ability of colleagues to use the meeting rooms adjacent to reception to conduct meetings has helped improve the delivery of this service and customer flow. The Head of Service for Housing has registered her thanks for the team for being ahead of the game and supporting her team in the moves to make this happen.

Regeneration

Regeneration focus is underway with Regeneration poster and initial video used at Regenerate South Business event (6 June). Officers are working to develop research and communications for the regeneration/marketing of the

Borough. Marketing of the Borough is fundamental to raising our profile with investors in order to raise sales values, which is our major regeneration challenge.

Marketing of the regeneration story will be as important internally with staff and the wider Council membership to create positive momentum. There is a Councillor briefing on 17 July – please attend.

Officers met with Paul Flatt from Homes England on 22 June who confirmed that the Civic Campus Accelerated Construction Fund bid has been successful and we would be awarded between £2m - £4m which is to forward fund a multi storey car park to replace the redeveloped surface car park for 60-120 homes. The level of grant depends on the level of housing numbers and the Affordable Housing element that creates a financially viable project that delivers quickly and with Modern Methods of Construction (MMC). MMC involves the use of modular factory built elements to speed up construction.

The initial high level Design and feasibility work by HCC architects on the potential for 150 new homes and a new community centre in Leigh park Centre indicates a significant funding gap between build cost and sales values. Further work is now being undertaken to examine all the possible ways forward.

Officers are building relationships with government to build interest in our regeneration and larger development opportunities. They will be exploring potential to tap into the recently announced £1.67Bn affordable housing funding in order to bridge the gap in values.

We have submitted supporting documentation alongside Portsmouth CC, Hants CC, Gosport and Fareham for a Transforming Cities bid to provide major capital funding for Bus rapid Transit system investment. The programme includes new bus infrastructure between Waterlooville, Havant and Portsmouth.

Transport and Implementation Team

Warblington Footbridge – Officers have met with Network Rail who are now progressing the design of the bridge through their staged process.

The Southmoor Lane/Harts Farm Way junction improvements have been agreed by the Highway Authority. Works are out to tender until 24 July, and if the contract is let then work is scheduled to run from the August until the end of the year.

The feasibility work being currently being undertaken with Highways England on the possibility of widening the northbound carriageway between the Tear Drop and the Rusty Cutter Roundabout.

Sustainability and Climate Change

Good progress is being made with the project to deliver electric car charging points in the Borough, and I expect to announce the exact locations of the initial charging points in the coming weeks.

In addition, we continue to discuss the potential for electric vehicles within the Council's own fleet, and plan to invest in these vehicles when existing fleet come up for renewal.

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Cabinet Lead Reports – Full Council 11 July 2018

Councillor Narinder Bains - Cabinet Lead for Neighbourhoods, Safety and Enforcement

Community Safety

Unlawful encampments have recently been dealt with by the team in Leigh Park and Hampshire Farm, Emsworth.

Both sites were accessed by damaging the security measures and as such could not have been prevented. The sites were reclaimed within a matter of days using the Magistrates Courts processes. A debrief recognised the smooth working between services and our partner NORSE in dealing with the incursions and subsequent clear up.

Safer Havant Partnership

Safer Havant Website update – The current campaign is on tackling Domestic Abuse as part of a National Initiative during the World Cup – the site has seen up to ninety views per day. For more information visit www.saferhavant.co.uk

Hampshire County Council is in the process of relaunching a strategic Community safety Partnership which it is hoped will support and enable the work of local partnerships.

Police Liaison

Identified Policing priorities are Drug Related Harm and Domestic Abuse.

Officers are currently working with Police to tackle threats to young people through the internet and in particular the misuse of the Instagram service.

Enforcement

Tim Pointer has recently taken up the shared role of Enforcement Manager answering to Natalie Meagher. Tim has specific responsibility for:-

- Planning Enforcement – Team Leader is Lesley Wells
- Arboriculture Services - Team Leader is Jamie Gargett
- Neighbourhood Quality – Team Leader is Ryan Gulliver

As a result, work is being undertaken to develop an enforcement strategy to drive and support enforcement work across services. This strategy will in turn be supported by enforcement plans across the service areas covered.

Parking Strategy / Management

A new parking charges regime was approved at Cabinet on 29th June. This new pricing structure is intelligence led based on evidence and data collated through our meters and by our Parking and Traffic Management teams. The revised prices will apply to all car parks across the borough including Beachlands. Season tickets and permit prices also formed part of this work. The team will be working with colleagues from Economic Development to further promote season tickets and explore further initiatives to assist small businesses.

In addition to the new pricing structure, Cabinet also approved the recommendation to cease overnight parking by motorhomes in Beachlands car parks. This decision was reached as the layout of these car parks presents a safety risk in terms of separation distance, which is not practical to enforce.

Cabinet Lead Reports – Full Council 11 July 2018

Councillor Lulu Bowerman: Cabinet Lead for People and Communications

Marketing and Communications

Serving You:

The latest edition of the council's magazine, Serving You has been designed and printed and will be distributed during July. This edition features 'paid for' advertising which is one way the communications team is generating income for the council.

Serving You goes to every house and business in the borough and features an array of stories in this issue including:

- A guide to becoming a councillor
- Meet the new Mayor
- A guide to how council tax is spent
- An update on the draft local plan
- An article and infographic to encourage residents to recycle their rubbish correctly which will be an ongoing feature

LGA strategic communications resource:

The communications team has been selected to contribute to a strategic communications resource which has been developed by the Local Government Association, SOLACE and LGA Comms. This is being launched this month at the LGA conference to help other local authorities ensure communications has a strategic role in their organisations.

Communications team is now generating income with e-newsletters and councillors will now be seeing adverts appearing in press releases and e-newsletters sent out by the communications team which is another new income stream

Creative and innovative videos:

The communications team is exploring more innovative and creative ways to engage residents and businesses. One of the ways it is achieving this has been by creating videos such as showcasing Hayling Island being awarded Blue Flag status. Videos can be found on the Facebook page - [Facebook.com/havantboroughcouncil](https://www.facebook.com/havantboroughcouncil)

Countryfile filming:

The Eastern Solent Coastal Partnership was featured on BBC's Countryfile. Please click the link to view the programme on BBC iPlayer . ESCP's piece is approximately 46 minutes into the programme.

<https://www.bbc.co.uk/iplayer/episode/b0b3jyf2/countryfile-hampshire>

Press releases have included:

Boost to infrastructure:

<http://www.havant.gov.uk/news/funds-infrastructure>

Stay onside for recycling:

<http://www.havant.gov.uk/news/stay-onside-your-recycling>

Honouring our Armed Forces:

<http://www.havant.gov.uk/news/honouring-our-armed-forces>

Funding to reduce flood risk at Langstone

<http://www.havant.gov.uk/news/havant-borough-council-secures-funding-address-flood-risk-langstone>

Extra services for bank holiday

<http://www.havant.gov.uk/news/extra-services-extra-hot-bank-holiday-weekend>

Councillors meet with concerned residents

<http://www.havant.gov.uk/news/councillors-meet-concerned-residents>

Blue Flag flies high over Hayling

<http://www.havant.gov.uk/news/blue-flag-flies-high-over-hayling>

New council leader for Havant

<http://www.havant.gov.uk/news/new-council-leader-havant-0>

Most viewed press releases online

Press release title	Link	Views
Local election results	https://www.havant.gov.uk/news/local-election-results	274
Royal wedding street parties	https://www.havant.gov.uk/news/royal-wedding-street-parties	236
Vintage vehicles on show for the annual Classic Vehicle Run	https://www.havant.gov.uk/news/vintage-vehicles-show-annual-classic-vehicle-run	208
Proposed development in Bedhampton to be discussed	https://www.havant.gov.uk/news/proposed-development-bedhampton-be-discussed	199
First draw winners for Havant Borough Community Lottery	https://www.havant.gov.uk/news/first-draw-winners-havant-borough-community-lottery	189

Customer Insight

Residents' Survey. Biannual survey of Residents' views which contributes to our understanding of the Council's performance and the perception of local residents of their local area and different services. Questionnaires were delivered to a random sample of 3,500 residents on 4 June 2018. As at 19 June, 586 questionnaires have been returned to date. The deadline for returns is 30 July. Following data entry and analysis, a final report will be completed by 29 October.

Leigh Park Engagement. Customer Insight are working with Andrew Biltcliffe, head of Regeneration to consult the local community in order to explore the redevelopment of the Leigh Park community centre site, an area of Bondfields ward. There is a need to find out what services the local

community want and need in a potential new Health and Wellness hub to ensure that the new building is used by the community. Insight will be gained through indepth research with these communities, including an audit of local community groups, 1-2-1 interviews with local community group leaders and discussion groups with local residents.

Tourism. The Council is looking to commission an in-depth specialist analysis of the tourist economy on Hayling Island, including an economic impact assessment of the seafront regeneration proposals. To reduce the cost of this work Customer Insight have been working with Planning to collate existing data and insight that can contribute to this assessment. New data has been collected from Beachlands Visitor Information Centre to contribute to the evidence base for this assessment so that the Council are only bringing in external expertise where necessary. A proposal is being developed to undertake an audit of visitor attractions, including measuring footfall to those attractions.

Serving You. A questionnaire has been placed in the summer edition of 'Serving You' which is soon to be distributed. This will give us an indication of readers' preferred ways for receiving local news with the aim of developing a 'shift strategy' for increasing the take up of Serving You online.

Website and social media

Social media campaigns and events have included:

Raising awareness of how to reduce water usage during heat (Southern Water)

"Selfie day" – HBC staff took a selfie of themselves or their team and shared it on social media

New Mayor of Havant

Kitesurfing Armada Festival on Hayling

Protecting your plate – Campaign promoting food hygiene inspections

Blue flag reward for Hayling Island beach

Elections on the 4 May 2018.

Facebook

85 new "likes" meaning we are now on 2,652.

Twitter

We now have hit 3,038. followers

Website - [**https://www.havant.gov.uk**](https://www.havant.gov.uk)

Website stats

67,087 website visits

404,770 website pages viewed

Where do users look at the website from?

The Havant website is mainly viewed from Portsmouth (23%) and London (20%).

Most viewed service areas

Page title	Link	Views
Search and comment on planning applications	https://www.havant.gov.uk/search-and-comment-planning-applications	17,438
Bin collection	https://www.havant.gov.uk/bin-collection	14,789
Council Tax	https://www.havant.gov.uk/council-tax	14,444
Planning services	https://www.havant.gov.uk/planning-services	12,166
Havant mapping tool	http://maps.havant.gov.uk	12,162

HR

Strategic Human Resources and Organisational Development

There are a number of Strategic HR and OD projects which continue to be progressed, to support the strategic aims of the Council;

Senior Leadership Development

Executive Coaching is progressing to support self-selected Heads of Service in their development, identifying areas of 'stretch'. This work is being complemented with mentoring where Heads of Service have identified this intervention as a further source of support.

Employee Engagement

Employee engagement continues to be a priority area of work for the Strategic HR and OD team. Four groups of staff are working on four key areas of culture/behaviour change to achieve high performance; Wellbeing, Governance, Productivity and Communications. Each workstream has a number of volunteers from the wider staff group who work with an HR Business Partner to deliver specific outcomes, as well as to consider other areas of focus which emerge over time. Examples of workstream planned outcomes include;

Wellbeing – establishing Mental Health First Aiders in the workplace;
Productivity – promoting productivity tools to colleagues and looking at how the self-service culture can be generated

Governance – roll out of GDPR training and awareness, and raising awareness of decision-making steps

Communications – undertaking employee surveys, attending team meetings to gather feedback from staff members

A number of Heads of Service will support the volunteer members of staff in their activities. The first meeting of Heads of Service 'sponsors' and workstream members took place on 26 June. This session provided an opportunity for open conversations about the employee experience and an exchange of ideas and suggestions.

Learning and Development

HR Skills

Following a successful modular programme for Heads of Service and Team Leaders, a second phase of training will be rolled out to other line managers and supervisors. The programme's objective is to ensure that staff with line manager responsibilities are fully aware of, and able to work with policies and procedures relating to the management of staff. Managers who are able to operate successfully without reference to the Capita HR service will ensure additional costs to the Councils are limited. The second phase of training delivery will be designed and delivered by an HR Business Partner, reducing costs to the Council.

GDPR

A number of training sessions have been delivered to staff and Councillors during May and June by an HR Business Partner, in respect of managing personal information. There will be two additional sessions provided in July. The training session for councillors is on 12 July when the statement for councillor email signatures will be discussed with other aspects and interpretations of the new legislation.

Leadership Development

A successful short programme has been delivered to the senior and middle management staff members between March and June 2018. The programme focused on leading through change, understanding people's reactions to change and the importance of communication style in order to genuinely engage direct reports.

Mandatory Learning and Development

The Strategic HR and OD team have continued to work with Council staff members and external providers of e-learning to ensure appropriate training is provided on an ongoing basis. This will cover corporate matters such as safeguarding, data protection, public disclosures and equality and inclusion.

The general induction for new members of staff is being reviewed to ensure each person has a basic induction, including meeting the Chief Executive, and a tailored induction designed by line management to meet individual needs.

IT Skills

An external company has been engaged to provide training sessions in respect of Office 365, following the introduction of this package. This training will focus initially on using Outlook including calendars efficiently and will be available to all members of staff. Further training will be linked to an agreed Document Management Strategy, currently being reviewed.

Governance and Organisational Development

Health and Safety (H&S)

The Corporate Health and Safety team have been auditing teams across HBC over the last few weeks. Focussing on:

Risk Assessments – are these complete, stored correctly and signed by all team members.

Safety Culture – what do teams do to promote a positive safety culture.

Business Continuity - are plans in place, if so have they been reviewed recently. Contractors - do they use contractors, what documentation is in place and how do they monitor their contractors

Agency staff – awareness that we treat agency colleagues the same as permanent colleagues, in particular around Health and Safety.

Training continues to take place with all new starters receiving initial induction followed by Basic Health and Safety training.

Wellbeing – we have many colleagues who have volunteered to be Mental Health First Aiders, offering support to colleagues. There are clear guidelines as to their role and responsibility as they are not trained counsellors. They sign post colleagues to where they can go for support. This is a really positive way to support colleagues at work who may be having a difficult time (whether work related or not).

A recent survey has taken place asking questions relating to work patterns and wellbeing, the results are currently being analysed and the high level results will be reported in a later report to Councillors.

Monitoring of our contractors from a health and safety perspective continues to ensure H&S is as important to our contractors as it is to us.

Attendance at a number of countywide meetings relating to Health and Safety has been helpful to inform work plans of the team.

The Corporate Health and Safety teams workplan has been recently updated and posted on to Skoop for all colleagues to view.

There have been meetings relating to flooding, beach huts and the general environment taking place regarding the Beachlands car parks at Hayling,

A joint exercise was held with Hampshire Fire and Rescue Service at the Plaza to test the fire evacuation arrangements. A smoke machine was used to make the exercise as realistic as possible and a local fire tender arrived on scene. There were no serious issues to report or actions to take as a consequence. This proved to be a good learning exercise for all concerned.

Business Continuity (BCP)

As part of the audits with Heads of Service and Managers we have carried out a review of BC plans across the organisation and where an update is required, these are in the process of being reviewed and updated by teams.

Emergency Planning (EP)

In preparation for our annual EP exercise in October, we have been carrying out a number of training and planning sessions with colleagues who assist in the Emergency Control Centre. Regular meetings are taking place with our County colleagues to discuss the scenario and arrangements on the day.

We are continually monitoring the weather situation and where required passing on relevant information to key parties.

We have recently attended a mass casualties exercise with colleagues from a number of services and Mosquito training, as there is a concern that in the future we may have an incident of foreign Mosquitos coming in to this Country as we are close to ports and an airport.

The Emergency Response Plan is under review and we have been part of the working group looking at the plan and the layout. The plan is too big in its current format, we have been working on a 'short plan' that will sit at the front of the current plan and will be easy to use in the event of an emergency.

We recently exercised our Parallel Bridge plan and check list, to test the robustness of the plan. This involved a scenario relating to the Queen and Prince Charles, this raised a few weaknesses which have now been resolved.

Attendance has continued at the fortnightly training days held at Hampshire County Council offices. Each fortnight there is a different topic to discuss. Recent sessions have been Flooding, Emergency Response Plans, Community Resilience, Severe Weather and Warning and Informing.

A review took place recently of the current Out of Hours service at EHDC and a report was taken to Executive Board to make some changes, which are currently being consulted on. These changes propose to move to a joint service with HBC, to offer lone working service for officers working out on site out of hours, payment structure and a recruitment process. This will add resilience to HBC for any incidents that arise out of hours.

Democratic Services

Scrutiny

The Scrutiny Boards are currently acclimatising themselves to the new scrutiny arrangements approved by the Annual Council on 9 May 2018.

The Operations and Place Shaping Board has appointed the Local Plan Scrutiny and Parking Review Scrutiny Panels. In the past month the Local Plan Scrutiny Panel has commenced its scrutiny of the Local Plan and agreed its work programme.

The Parking Scrutiny Panel (Parking Panel) has begun a review into the issues relating to parking on grass verges, grassed areas and pavements in

the Borough and asked all Councillors to take part in an exercise to map areas where these issues cause a problem. I would encourage all Councillors to complete the maps sent to them and return them to Democratic Services. This information will provide valuable evidence on the extent of the problem and identify hotspots in the Borough. If you have any queries, please do not hesitate to contact Councillor Lloyd,

The other two Boards will shortly hold workshops with Officers to determine their work programme for the forthcoming year.

Councillor Training

The Councillor Development Panel are now fully focused on continuing the good work in embedding new training practices and maintaining Charter standard for development of members.

Members will recall that the annual Training Needs Analysis was circulated shortly after the May election period, asking all Councillors to identify those areas that they feel are in need of further development and any requests for future training. The results are now in and were considered by the Panel on 4 July. Many thanks to those who responded, the answers were very useful and will be used to inform the Councillor Training Programme for the coming year.

Our newly-elected Councillors were also given the opportunity to identify any areas that they feel training would be needed, and these will again inform training for the coming year. In addition, our new members have undertaken a number of induction sessions, covering topics ranging from governance at the Council and local government finance, to enforcement, safeguarding and equality, as well as covering the key areas of planning and licensing. We hope new members found these sessions interesting and informative, and thanks to those Councillor mentors who attended to support the new members.

Looking forward, the Panel has another busy work programme of actions for the 2018/19 Council year. The main activity will be the 'A Councillor Can' campaign, which will be featured in the up-coming version of Serving You. The Panel will run events in the Borough to encourage residents from all backgrounds to consider becoming elected members. There will be further information on these events promoted through the summer, and if you have an interest in taking part, please liaise with Democratic Services.

In addition, the Panel will continue to undertake its regular items, such as monitoring of feedback from training sessions and regular consideration of the training programme to ensure training remains tailored to the needs of our members. If there are any areas a councillor feels need to be covered within the training programme or if they have any suggestions for future development, please liaise with Democratic Services.

The Panel's work is in preparation for a submission to South East Employers in June 2019, which will serve as an informal review prior to the full reassessment in December 2020 against the criteria of the Charter for Elected Member Development.

Revenue and Benefits

Customer Services

Dialogue continues within the 5 Councils IT work stream to enable IT connectivity at Beach lands and the Payment Kiosk at the Plaza. For Customer Services these issues are seen as a priority and have been appropriately escalated.

Revenues (Council Tax)

There were an abnormal amount of complaints recently due mainly to Direct Debits being cancelled incorrectly. We have worked with Capita to resolve these issues quickly for residents and improve training for staff

Corporate Support

The new Finance System (Intergra) was launched in April. The Support Team have supported that implementation by dealing with the majority of invoices to ensure our suppliers are paid. The Team have worked really hard to get to grips with new system and support our front line teams.

Elections

Local Elections were successfully delivered in May, this is due in main to the forward planning and organisation which takes place several months before. We have an experienced team and I would like to thank Jayne Day and her team for their hard work, perseverance and professionalism.

The focus of the team now moves to the annual canvas which will commence in the autumn

IT

The IT service fully transferred to Capita on 28th February 2018. Since then, officers have been working with services and Capita to resolve outstanding actions, including ensuring application functionality is in place and the platform is stable.

It has been a challenging few months, however, some progress has been made. A visit from the top Capita executives responsible for IT early in June resulted in a step up in momentum by Capita, with many technical resources from across the country being brought together on site to fix the issues with the service.

As at 29th June 37 of 56 outstanding application issues had been closed, and 157 detailed interviews had been held with services. These 'deep dives' are to ensure ALL issues are known and understood to be sure the Council has a well functioning IT service going forwards.

The officers are being extremely diligent in overseeing Capita's progress; challenging where necessary to be sure the solutions put forward by Capita meet with our expectations and requirements and are timely in their delivery.

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Cabinet Lead Reports – Full Council 11 July 2018

Councillor Gary Hughes

Cabinet Lead for Contracts and Commercial Services

Capita Contract

All services covered by the Capita contract (HR, Payroll, Finance, IT, Customer Services, Land Charges, Revenues & Benefits) transferred in October 2017. Since then, the individual services have been transitioning to the new operating model. Revenues & Benefits, Finance, Land Charges, IT and Customer Services have fully transitioned to the new operating model. HR & Payroll are scheduled to transition in July 2018.

Operationally, there are a number of issues still outstanding across a number of workstreams, in particular with payroll performance and IT, and council officers are persistently pursuing resolution of these with Capita.

It is intended to visit to the Customer Call Centre at Coventry. The purpose of the visit is to understand the environment, operational tools and processes used in dealing with customer contacts. I am keen that members are provided with time relevant data on issues directly raised by residents in their wards. It is hoped that having access to such data will make for better-informed ward members and provide a broader appreciation of borough wide issues. The feasibility to furnish such timely information will be pursued during the visit.

Environmental Services Joint Venture delivered by NSE

NSE continues to develop new business opportunities with 32 commercial work requests being received in the first quarter of the financial year. There are a further 11 bid proposals awaiting decision that NSE has submitted for commercial work. There is continuing growth in the vehicle workshop business (MOT testing, servicing and repairs).

The green waste service now has 8,670 customers and the council will work with NSE to increase customer numbers up to the 12,000 capacity.

NSE is investing in their fleet, replacing older vehicles and equipment to ensure service continuity. Since the last report, they have taken delivery of a new mechanical road sweeper, two 7.5 tonne caged back vehicles and five “ride-on” grass cutting machines. A further two refuse collection vehicles are on order.

Operationally, NSE will complete the first borough-wide full weed control treatment by the 13th July and will immediately commence the second treatment. Highway verge cutting is well underway, with the team nearing completion of the third cut (of nine) across the borough.

NSE continues to work with the council on the promotion of the seafront. West Beach, Hayling Island, has retained its "Blue Flag" accreditation for the 27th consecutive year. NSE supported the "Hayling Kite Surfing Armada" (22 – 24 June) by providing additional staff to clean public toilets and litter pick the event.

I attended the Project Integra Strategy Board meeting on 28th June. Participants included Hampshire, all Local authorities, plus the two unitary authorities. There was considerable debate over the very poor levels of recycling (and contamination of recycled materials) across Hampshire and their cause. Havant is particularly poor nationally (315/350), but better than Southampton, Portsmouth, Gosport and Rushmoor. Within the PI contract, a 5% level of contaminated materials is anticipated. However, based on analysis, Havant contamination rates are approx 14%. Currently, Hampshire absorb the penalties imposed for contamination rates above 5%, however, this might change in the future. The biggest source of contamination in recycling across Hampshire can be attributed to three things; textiles, black bags (contents unknown) and food. Residents are aware of what can be recycled but not what can be recycled in their local authority. The latest edition of 'Serving You' has key messages relating to recycling, but there is so much more that needs to be done.

I am scheduled to attend the Hampshire Police & Crime Panel at Winchester on Friday 6th July.

I am scheduled to undertake a 'ride-along' with one of the Waste Management teams on Monday 9th July.

Cabinet Lead Reports – Full Council 11 July 2018

Planning and Development Services (Questions to be directed to the Leader of the Council)

Development Services

There are a number of large housing applications anticipated to be submitted based on the number of DCFs that have taken place in 2018. These include Land off Westwood Close, Emsworth (49 dwellings); Camp Down, College Road, Waterlooville (700 dwellings, sports facilities and infrastructure); North of Long Copse Lane, Emsworth (260 dwellings and POS) and Castle Avenue, Havant (78 dwellings).

An application for 300 dwellings at Forty Acres at Bedhampton has been recently received. Proposed DCF on 1 August 2018 is for the land north of Bartons Road (adjacent to the Crematorium) for residential development.

Development Management Committee

Committee approval for continuing beach management activities on the south coast of Hayling Island was granted in May.

Planning Policy and Urban Design

A successful consultation took place on the Draft Havant Borough Local Plan 2036 and a new Preliminary Draft Community Infrastructure Charging Schedule earlier this year. There were 12,895 views of the Local Plan webpage during the consultation and the Council held 10 well-attended exhibitions where residents could find out more about the Local Plan and the bold proposals for the regeneration of our key sites, where new development is proposed and, crucially, what new infrastructure will be required to support the Borough. There were 505 responses across 111 different policies and topics.

Summaries of the consultation responses and how the Council will take these forward and make changes to the plan have been published at www.havant.gov.uk/localplan. Officers are now pushing forward preparing the Pre-Submission Havant Borough Local Plan 2036. This will be subject to consultation in February-March 2019, followed by submission to the Secretary of State in the summer and an Examination towards the end of the year.

Community Infrastructure Levy

As part of the Council's drive to make sure that new development provides the infrastructure the Borough needs, most new housing and retail development pays the Community Infrastructure Levy. The Council has over £2.2 million to spend on infrastructure this year, including £222,000 for neighbourhood projects. As in previous years, this funding is apportioned through a bidding process, which is now open and details are at www.havant.gov.uk/spending-bid-process. Bids can be submitted by Havant Borough Councillors,

community groups and infrastructure providers and need to be submitted by Friday 10th August 2018.

Building Control

Regional Award: The Building Control Service was pleased to learn that a project it worked on, '**The Hayling Island Community Centre**', Station Road, Hayling Island won '**Best Small Commercial Project**' at the **Local Authority Building Control South East Regional Awards** in June 2018. Besides Havant Borough Council Building Control the project team included Speltham Contracts Ltd, PDP Architecture LLP, Hayling Island Community Centre, McAndrew Martin Ltd and ITD Consultants Ltd. The building will now receive **automatic nomination for the LABC National Awards**.

Building Control IT. In addition to business as usual and the Capita transition, the team is working with EHDC Building Control on the design, procurement and mobilisation of a new IT system for Building Control due for 2019. This will enable more modern and effective ways of working (e.g. mobile working and significant reduction in use of paper) and a better service experience for residents and local businesses (e.g. easier booking and tracking). In addition a new system will provide scope for growth and greater resilience in the business.

Recruitment. Recruitment of suitably qualified and experienced technical staff continues to be a challenge. The service has been carrying a vacancy for 6 months. However an offer has recently been made to a prospective employee. In the meantime to assist with a backlog of work created by the Capita transition and reduction in staff levels, temporary staff have been appointed.

Coastal Management

South Hayling Beach Management Activities (2017-2022)

Procurement for the next year of works is underway, with two separate term service contracts currently being written. One to cover the beach recycling works over the upcoming year, with the potential for two campaigns over 12 months. The second is a dredging contract which will cover a period of 4 years – continuing from the recently expired contract for the same period. This will allow Eastern Solent Costal Partnership to ‘call-off’ works and instigate dredging off the Chichester Harbour bar with deposition identified at Eastoke, Hayling Island.

Planning Approval and the Marine Licence (MMO) are now in place and re-activated, with the Marine Licence valid for 10 years and planning in perpetuity for these works.

Broadmarsh Coastal Park

No new damage has been recorded along the Broadmarsh frontage over the 2017/18 winter period, although there are several areas of known failures in recent years. To investigate the methods of failures at Broadmarsh, and

coastal protection at the site, a feasibility study will be carried out during this financial year. The feasibility study will consider the key issues, constraints and risks at the site and will investigate several key areas including groundwater processes, wave climate and overtopping, history of the site, current usage and ecological importance. It will then consider the most appropriate course of action to prevent future failures at Broadmarsh, and develop this option to outline design.

Funding of £73,000 has been sourced through Local Levy via The Environmental Agency Regional Flood & Coastal Committee. The project is due to begin July 2018, with results expected by March 2019.

West Beach Hayling Island

The age expired timber groynes at West Beach were finally removed in March 2018 on health and safety grounds. Since this time ESCP has been monitoring the beach to record changes in levels and beach crest position. There continues to be positive ongoing communications with the beach hut owners at this location, to inform them of the natural changes occurring. The team at Norse are responsible for the day-to-day maintenance of the beach huts, and a Working Group consisting of Councillors and Officers has been set up within HBC to consider the longer-term position of the huts and car parking at West Beach.

Warblington seawall repairs

The old concrete sea defence wall at Warblington has several sections of defective and damaged areas. Works to remove concrete debris from the foreshore and to repair the damaged areas are due to commence during the second week of July 2018, and will involve the use of an innovative repair product called *Concrete Canvas*.

It is expected that the works will last two weeks. The local farmer is aware of the works being undertaken in his field and has made access available for the Contractor across his land.

Regional Habitat Creation Programme (RHCP)

The RHCP is legally required to deliver habitat creation across the region, to replace habitats lost through Flood and Coastal Erosion Risk Management (FCERM). The RHCP is administered by the Environment Agency (EA), however limited progress has been made since 2011 other than the delivery of the Medmerry Managed Realignment scheme between Selsey and Bracklesham, West Sussex. With many opportunities for habitat creation within the Havant Borough (and wider ESCP area), it has been critical for us to inform and progress this programme. Future FCERM schemes to protect people and property rely on the successful provision of compensatory habitat.

Phase 1 of the project, the Strategic Update report for the RHCP has now been signed off by both the Environment Agency and Natural England. The ESCP's Strategic Update work confirms the quantity of habitat creation required in this area to meet our legal obligations. The findings of the strategic update will be shared with local authority planning officers, the MMO and

other relevant stakeholders via a workshop to be run jointing on the RHCP and the Solent Bird Studies in September 2018.

We are now working on Phase 2, the Tactical Stage of the RHCP project. We have investigated 18 priority sites (five of which are within the Havant Borough) for their feasibility for intertidal habitat creation. Jointly with the EA we have produced a habitat creation delivery plan that will ensure we meet our RHCP targets up to the end of the second epoch of the Shoreline Management Plan (i.e. 2055). Ten potential habitat creation sites have been added to the EA's Medium Term Plan, which is the first step in securing FDGiA funding to start investigating the viability of these schemes. Three of these sites (located at Northney, Conigar and Warblington) are within the Havant Borough. Over the coming years, we will be looking at these sites in detail to confirm and plan the habitat creation opportunities.

Solent Bird Studies

A combined report for the Coastal Network Study and Bird Movement Study is now out for review by the Environment Agency and Natural England. The results of the analysis of 40,000 bird records and a series of recommendations for taking forward future FCERM and habitat creation projects are presented with in report. The data has already been used for assessing sites for the RHCP tactical stage, discussed above. The data also formed the bulk of the records used in the 2017 update of the Solent Waders and Brent Goose Strategy.

Hayling Island Funding and Implementation Strategy

Funding approval and financial sign off by the EA for the modified 'Hayling Island Funding and Implementation Strategy' was received in May 2018, securing £190k (£247k including 30% optimism Bias) from Flood and Coastal Risk Management Grant in Aid (FCRM GiA).

We are currently in the process of procuring a professional services consultant to assist in the development of the Funding and Implementation Strategy with the option to progress to a full strategy, subject to securing additional funding. The ESCP are actively investigating and bidding for alternative funding from CIL and Local Levy in addition to GiA to secure the future stages of this work.

The Funding and Implementation Strategy is currently scheduled to start in October 2018. At present we are not actively publicising this project until this time.

Langstone FCERM Scheme – Outline design

AECOM were appointed as professional services consultant in May 2018 to support the ESCP develop the Langstone option appraisal and outline design study, with a start date in mid July 2018.

A press release was issued and engagement with the local community started in May 2018, where letters were sent to residents, along with a questionnaire, to publicise the project. We have started to meet with key stakeholders informally to start building relationships and are planning formal key stakeholder working group and Steering Group meetings in August 2018.

We have recently appointed a contractor to carry out Ground / Structural Investigation works along the frontage to inform the study. These works will commence in late August / early September 2018.

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Cabinet Leads Report- Council 11th July 2018

Councillor Leah Turner -Cabinet Lead for Communities and Housing

Housing

The team have been working with the new homelessness legislation (Homelessness Reduction Act) for nearly three months now. It has been quite a challenge but the team has stepped up to that challenge. They have adapted their ways of working to allow more time- up to the two hours needed to complete the comprehensive assessment forms is now required.

The past few months have seen an increase in people who are approaching us for assistance with complex mental health needs and there have been challenges working with Mental Health Services to ensure that the appropriate support is available. The Housing Team were nominated for the You're a Star award to recognise the work they did during 2017/2018 in preventing over 1200 households from becoming homeless. Our new Housing Manager is now in place, Val Bell is our new Housing Manager (Options and Advice.) Val replaces Iris Gunton who has now retired and joins us from a similar post on the Isle of Wight, where she has had many years experience. Her contact details are:-

valerie.bell@havant.gov.uk

Out of Hours Housing Emergencies

May we remind members that there is an out of hours service for emergency housing situations.

This service operates every day of the year, not just during the bad winter weather. If you come across anything of concern, please call the main switchboard number and you will be given an emergency number. Any queries should be made to Tracey Wood or Val Bell.

Havant Supporting Troubled Families Programme

Supporting Families is about working with the whole family, not just the children or a single family member.

Families are often trying to deal with more than one problem at a time. This can make it difficult for families to get the right help and support. Although each family is different, many have issues relating to:-

Crime and anti-social behaviour. Education, with children not in school. Unemployment, adults on out of work benefits. Young people not in employment, education or training. Problems with drugs or alcohol. Physical or Mental Health Problems. Domestic Violence and abuse. Families at risk of homelessness or unmanaged debts. Young children failing to thrive. Unhealthy weight and/or malnutrition concerns.

Each family will have a single family plan and a key worker who will help co-ordinate services and who they can contact when they want to talk about things or need further help.

The target for 2018-2019 within the Havant Borough is 150 families starting in April 2018, we are currently supporting 55 new families nominated since April.

Community Issues

Play Parks and Leisure Facilities

Stakes MUGA redevelopment and lighting scheme

Planning permission has now been granted for a new solar lighting scheme to be installed at the Stakes MUGA in Waterlooville. The project which will utilise S106 funds, will include the resurfacing of the existing facility to make it suitable for structured sporting activities. A tender process is now being undertaken to identify a contractor for the works, it is hoped that the project will be completed during the next four months.

Hayling Park Play Park

Community Team Officers have been working in partnership with Community Group Play Parks for Hayling to redevelop the play area in Hayling Park. This third PP4H project has been supported through each stage by Communities Officers to create a new and exciting play area for local children. This full scale redevelopment has seen new equipment and surfacing throughout along with the new fencing on order.

The project has been jointly funded by PP4H and S106 funds. Following a full tender process, contractors were identified and a Community Consultation was undertaken prior to the commencement of the work. The Play Park reopened early due to good weather conditions and the efficiency of the contractor, however a launch event will be held on 14th July 2018. As both the Cabinet Lead and a member of the PP4H team, I am delighted this latest addition to the play facilities on Hayling and in the Havant Borough has been completed due to the joint working between HBC and a local Community Group.

Development of Open Space, Sport and Recreation Strategy

The writing of the Playing Pitch Strategy is nearing completion and this will compliment the Built Leisure and Open Spaces Strategy's that have been commissioned.

The Playing Pitch Strategy will provide an overview of the quality of the Council's sports facilities and have an associated action plan to help prioritise areas for investment.

Havant Borough Community Lottery

The first quarter has now been completed. 7th April-26th June 2018.

There have been 12 draws, with 53 registered Good Causes so far. A total of 15,047 tickets have been sold, of which 8315 specify a Good Cause and 6732 are for the Community Fund.

Officers attended a recent Lottery Network meeting with Gatherwell and it is apparent that compared to other Authorities across the country, the Havant Lottery is doing well. We sell an average of 400 tickets per week more than all the other Local Authorities present.

Community Engagement

Staffing Update

There have been significant changes within this part of the team. Jamie Bridges has been appointed a Senior Community Officer and Katie Bone has been appointed Community

Officer (New Developments) covering the West of Waterlooville MDA. We are currently recruiting for a Community Officer (Events.) Laura Bevis has returned from maternity leave to the part time role of Community Officer, sharing this role with Carol Samuda.

Armed Forces

An application has been made by the Community Team for funding through the Armed Forces Covenant to deliver a commemorative project for this year's Centenary. If successful the Community Team will be able to provide 10 local Community Buildings and/or open spaces with a clear silhouette figure which can be fixed to benches or chairs. Groups will be supported to tell a local story about their area in war time and to encourage their local Community to remember their fallen heroes. The ten different stories will be collated and celebrated at an event to take place in The Plaza in November 2018. The decision on the funding is expected in July at which time a full project plan will be developed.

Events

As summer approaches, Officers are processing applications and promoting a number of high profile events taking place on HBC land. This to include the first outdoor film screening in the Borough. Taking place in Havant Park, this was sold out and will be held again in September. Circuses continue to be popular seeing the best attendance figures ever and a third circus expressing an interest. However this is being carefully considered along with the Estates Team following a number of complaints from residents overlooking the park regarding noise, circus arrival time and damage to footpaths.

The What's On Facebook page continues to be an effective way of promoting events across the Borough, this has over 5000 followers. There are recent changes to the E Mail distribution lists to ensure GDPR compliance and this remains an effective way of sharing information throughout the Community. It is well used by both groups and teams in the Council.

The Kite Surfing Armada

This year this took place between 22nd and 24th June. The event which is held on Hayling Island has raised over 180k for charity in the last three years. This year at our request, the Hayling Island 1st Responders became one of the named charities.

This year the event grew in size, which was supported by HBC in granting permission for the use of additional land to satisfy the demand of participants and spectators.

The event held a successful schools day on the 22nd with 200 children attending from 7 schools within the Borough. Activities included a tour of the site and educational talks regarding sustainability, the environment, wind energy and had kite surfing demonstrations.

The weekend also included live music and food from locally sourced bands and catering outlets. The event was deemed to be a success and the event organisers are keen to consider dates for the 2019 festival with the Council.

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