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SCRUTINY BOARD AGENDA

Membership: Councillor Buckley (Chairman)

Councillors Carpenter, Fairhurst, Francis, Hughes, Patrick, Pike, Shimbart, Smith D, Wade and Ponsonby

Meeting: Scrutiny Board

Date: Tuesday 22 November 2016

Time: 5.30 pm

Venue: Newlease Room, Public Service Plaza, Civic Centre Road,
Havant, Hampshire PO9 2AX

The business to be transacted is set out below:

Nick Leach
Monitoring Officer

14 November 2016

Contact Officer: Mark Gregory and Nicholas Rogers 02392 446232
Email: mark.gregory@havant.gov.uk or nicholas.rogers@havant.gov.uk

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GENERAL INFORMATION

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BOROUGH COUNCIL

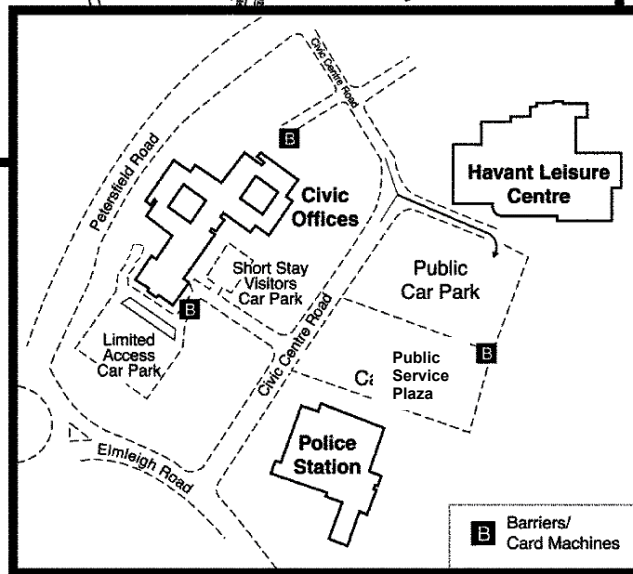
PROTOCOL AT MEETINGS – RULES OF DEBATE

Rules of Debate

- Councillors must always address each other as “Councillor ...” and must always address the meeting through the Chairman;
- A motion must relate to the business included on the agenda or accepted by the meeting as urgent business
- A motion must be proposed and seconded before it is debated until it is either accepted or rejected by a vote;
- An amendment can be proposed to the original motion and this must be seconded before it is debated;
- An amendment cannot be considered if it is inconsistent with an amendment previously adopted or repeats an amendment previously rejected;
- The mover of an original motion may, with the consent of the mover of an amendment, incorporate an amendment into the motion;
- Only one amendment may be moved at a time. No further amendments can be moved until the previous amendment has been dealt with;
- Each amendment must be voted on separately;
- If an amendment is carried, the amended motion becomes the substantive motion to which further amendments may be moved;
- If an amendment is lost, other amendments may be moved to the original motion.
- The mover may withdraw an amendment at any time
- After an amendment has been carried, the Chairman will read out the amended (substantive) motion, before accepting any further amendment, or if there are none, put it to the vote.

Voting

- Voting may be by a show of hands or by a ballot at the discretion of the Chairman;
- Councillors may not vote unless they are present for the full duration of the item;
- Where there is an equality of votes, the Chairman may exercise a second (casting) vote;
- Two Councillors may request, before a vote is taken, that the names of those voting be recorded in the minutes
- A recorded vote will always be taken in respect of approval of the Annual Budget
- Councillors may not vote unless they are in the meeting for the full debate on any particular item
- A Councillor may request that his/her vote be recorded in the minutes



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HAVANT BOROUGH COUNCIL

At a meeting of the Scrutiny Board held on 26 January 2016

Present

Councillor Branson (Chairman)

Councillors Cousins, Keast (Vice-Chairman), Lenaghan, Mackey, Perry, Shimbart, Smith K, Howard, Wade and Pike (Standing Deputy)

Councillor Francis was invited to join the Committee as co-opted member.

39 Apologies

Apologies for absence were received from Councillor Heard.

40 Minutes

The Minutes of the meeting of the Development Management Committee held on 12 January 2016 were agreed as a correct record and signed by the Chairman.

41 Matters Arising

There were no matters arising.

42 Declarations of Interests

There were no declarations of interests.

43 Chairman's Report

The Chairman had nothing to report.

44 5 Councils' Corporate Services procurement - contract award report

The Board was given an opportunity to consider and comment upon the 5 Councils' Corporate Services Procurement - Contract Award Report. The Cabinet Lead for Marketing, the Chief Financial Officer and the Service Manager (Finance) answered members' questions in connection with the report.

The Chairman reminded the Board that the 5 Councils' Procurement Scrutiny Panel had been created to scrutinise the contract procedures and gave an update on this project

The following key points were raised during the course of the discussion:

1. certain services will be located together in "centres of excellence" for Lot 1 which was an extension of the existing arrangements with Capita: those services that need to have local interaction will be located at the Plaza;
2. the process would be reversible;
3. East Hampshire District Council would continue to have joint services with Havant through the new contract even though they were not named on the original public procurement advertisement. To achieve this they were prepared to enter revised inter-authority agreement covering the new arrangements with this Council;
4. the Contractors would be responsible for the day to day management of the services with the Council retaining responsibility for framing the policy framework;
5. where the service was standard across the five councils there would be little flexibility to make changes to the service. However, where a Council had a specific service e.g. Havant's mayoral functions there would be room for changes;
6. the Inter-Authority Agreements would be legally binding;
7. both contractors had expressed a willingness to work together;
8. the costing of the service level agreements was designed for the long term

9. It was proposed to establish and delegate the scrutiny function of the contract's services to a Joint Overview and Scrutiny Committee: Full Council would be recommended to amend its constitution to accommodate this Committee and the proposed Joint Management Committee

Although the Board agreed in principle with the recommendations set out in the report, it was considered that a final recommendation should not be made until the 5 Council's Procurement Scrutiny Panel had concluded its scrutiny into the soundness of the contract's procedures. It was also considered that due to the short timescale within which the scrutiny of the Contract had to be made, it would be impracticable for the Panel's reports to be submitted to the Board before a decision was made by the Cabinet or Council.

The Board noted that the Panel was due to complete its scrutiny of the procedures at its meeting on 2 February 2016.

It was therefore,

RESOLVED that authority be delegated to the 5 Councils' Procurement Scrutiny Panel to make a report and recommendations to the Cabinet and or Council on the scrutiny of the 5 Council's procurement Contract

45 Draft Revenue and Capital Budget 2016-17

The Board was given an opportunity to consider and comment upon the draft Revenue Budget for 2016/17. The Leader of the Council, Deputy Leader, the Chief Financial Officer and the Service Manager (Finance) answered members' questions in connection with the report.

The Board noted that the higher level penalty charge for car parking in Appendix G should read £70 and not £7.

The following key points were raised during the course of the discussion:

1. there was no demand for season tickets at Beachlands by non residents so it was proposed to remove this charge from the Budget;
2. the introduction of the individual registration system had increased the workload of the electoral registration teams at Havant and East Hampshire which could only be met by a permanent increase in the workforce
3. the additional work created by transformation projects such as the Joint Venture Company and 5 Councils had led to a temporary increase in Human Resources staffing
4. There had been a reduction in car parking income: a review of the car parking strategy (including fees) would be undertaken in 2016/17.

5. The Cabinet had carefully considered the Scrutiny Board's recommendations to retain CCTV and explored other ways to make savings. However, it had been concluded that, in view of the need to find significant savings, the retention of CCTV could not be justified for the following reasons:
- (ii) the ratio of arrests to the costs of CCTV did not justify the retention of CCTV
 - (ii) the provision of CCTV was not a statutory requirement;
 - (iii) the Police and Crime Commissioner had refused to contribute towards the costs of the provision of CCTV although the precept raised by the Police was due to increase this year
 - (iv) an attempt to raise a contribution towards the funding of CCTV from local Businesses had failed
 - (v) evidence indicated that CCTV did not reduce crime: the police had not provided information to show that CCTV in the Borough had led to convictions or reduced anti social behaviour, the main reason for introducing CCTV in the Borough. A Welsh Council had demonstrated that the removal of CCTV reduced crime; and
 - (vii) there had been a national reduction in the level of crime
 - (ix) new legislation will place additional burdens and costs on CCTV which the Council could not afford
- (6) the draft budget had not taken into account decisions which the Council was expected to make e.g. the Joint Venture scheme
- (7) the changes to fees and charges for pest control were part of a review being undertaken by Environmental Health
- (8) charges reflected a number of factors, including staff costs. Therefore an increase in staff costs would not automatically lead to an increase in a fee or charge;

Although the Board raised no objection to the recommendations set out in the report concern was raised that, contrary to public demand, it was proposed to cease the CCTV system. The Board questioned the robustness of the case for the removal of CCTV and whether additional income could be generated or savings made elsewhere e.g. not proceeding with the proposed purchase and installation of poster frames at a cost of £61,000.

During the debate, the Chief Financial Officer strongly advised the Board that reserves should not be used to fund running costs of the CCTV system.

The Board considered that, in view of the delay in issuing the budget papers, it was impracticable for the Board give proper consideration to the Budget. It was therefore

RESOLVED that

- (i) authority be delegated to the 5 Councils' Procurement Scrutiny Panel to complete the scrutiny of the budget and make recommendations, on behalf of the Scrutiny Board, to Cabinet: and
- (ii) that members of the Scrutiny Board be appointed as members of the 5 Council's Scrutiny Panel to be held on 2 February 2016.

46 The Scrutiny Board Work Programme

The Board was given an opportunity to review progress with regard to the work undertaken by the scrutiny and policy development panels since the last meeting and to identify any additional matters of inclusion in the Board's work programme.

RESOLVED the work programme be noted.

The meeting commenced at 5.00 pm and concluded at 7.15 pm

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Chairman

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HAVANT BOROUGH COUNCIL

At a meeting of the Scrutiny Board held on 19 July 2016

Present

Councillor Buckley (Chairman)

Councillors Carpenter, Fairhurst, Mackey, Patrick, Shimbart, Wade, Ponsonby and Hart (Standing Deputy)

72 Apologies

Apologies for absence were received from Councillor Pike, Francis, D Smith and Hughes.

73 Minutes

The minutes of the meeting of the Scrutiny Board held on 23 February 2016 were agreed as a correct record and signed by the Chairman subject to the following amendment:

Minute 48

7th line to read:

“Appendix G should read £70 and not £7.”

The minutes of the meeting of the Scrutiny Board held on 7 June 2016 were agreed as a correct record and signed by the Chairman.

74 Matters Arising

In response to a question, members were advised that a progress report on the recommendations set out in the Safeguarding report (Minute 52/02/2016) would be submitted to the next quarterly meeting of the Communities and Housing Scrutiny and Policy Development Panel.

75 Declarations of Interests

There were no declarations of interest.

76 Chairman's Report

The Chairman reported to the Board that the feedback received from the Scrutiny Leads Panel meeting of 12 June 2016 and the first quarterly meetings of the Scrutiny Panels had been positive.

77 Success Criteria

The Scrutiny Board were requested to agree the success criteria for the scrutiny function for 2016/17. The Chairman informed members that the baseline provided had been based on the previous year's performance and there was scope to meet and exceed the targets.

It was RESOLVED that the Scrutiny Board agree the success criteria for 2016-2017 as set out in Appendix A to these minutes.

78 Scrutiny Board Business Plan

The Chairman invited the Leader of the Council to address the Scrutiny Board. The Leader of the Council thanked the Board for their work in aiding policy development and reminded those present that all Panel members should contribute to the Panel's work.

The Chairman and the Leader of the Council reminded Scrutiny Leads to highlight any issues with member involvement at the earliest opportunity.

The Scrutiny Board were requested to consider the Scrutiny Board Business Plan, which set out the current and future reviews being undertaken by the Scrutiny Panels.

The Chairman informed the Board that the provisional dates for Scrutiny Board meetings were likely to change in order to fit in with the report timescales.

It was RESOLVED that the Scrutiny Board Business Plan be agreed.

The meeting commenced at 5.00 pm and concluded at 5.40 pm

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Chairman

Measuring success - performance indicators for the Scrutiny Board 2016/2017

Target 1 – Critical Friend Challenge – to provide a constructive, robust and purposeful challenge to those responsible for policy development and decision-making		
Performance Indicator	Target 2016/17	How Monitored
% of items on the Work Programme taken from the Forward Plan / Cabinet Business Plans	33%	Quarterly
No. of reviews undertaken as a result of discussions with Cabinet Lead	2	Quarterly

Target 2 – To challenge Council policies and undertake reviews as appropriate		
Performance Indicator	Target 2016/17	How Monitored
No. of Policy / Service Reviews undertaken annually by each Panel / Board	1 by each Panel	Quarterly
% of recommendations accepted by Cabinet or Council	70%	Quarterly

Target 3 - To Complete Each Review Within Timescale and Monitor the Outcomes		
Performance Indicator	Target 2016/17	How Monitored
No. of reviews to be undertaken each year	5	Quarterly
% of reviews completed within the timescale of the project	80%	Quarterly
No. of meetings a Panel should hold for each review	4	Quarterly
% of reviews followed up	100%	Quarterly
% of recommendations accepted by Council or Cabinet which are implemented	100%	Quarterly

Target 4 - Reflecting the voice and concerns of the public and its communities		
Performance Indicator	Target 2016/17	How Monitored
% of reviews on the Work Programme suggested by the public or undertaken in response to issues raised through surveys, comments or complaints from the public	2%	Quarterly
No. of external people involved in the Scrutiny	2	Quarterly

process		
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Target 5 - Taking the lead and owning the Scrutiny process		
% of meetings attended by members (for which they were required to attend)	70%	Quarterly
% of members involved in training on scrutiny	60%	Quarterly
% of members that have a good awareness of the role of scrutiny and their role in the scrutiny process	50%	Annual Survey

Target 6 – To increase awareness and participation of Overview and Scrutiny by other stakeholders and the public		
No. of visits to the authority's Scrutiny web pages	200	Annual
No. of external reviews of outside organisations	1	Annual

HAVANT BOROUGH COUNCIL

Scrutiny Board

22 November 2016

Review of Independent Sheltered Housing in the Borough

FOR RECOMMENDATION

KEY DECISION NO

REPORT BY: Communities and Housing Scrutiny and Policy Development Panel

1.0 EXECUTIVE SUMMARY

- 1.1 The review was established to investigate issues with residents living in independent sheltered accommodation within the Borough. Guinness Partnership and Portsmouth City Council schemes were selected as the main two providers of independent sheltered housing in Havant.

2.0 RECOMMENDATIONS

- 2.1 It is recommended to Cabinet that;
- 2.11 six monthly liaison meetings be arranged with the Guinness Partnership and Portsmouth City Council for Councillors (Portfolio Holders) and officers (Heads Of Service) to discuss high-level strategic issues within housing schemes and community issues in the Borough;
- 2.12 Monthly contact discussions be arranged between officers at the Council and Guinness Partnership / Portsmouth City Council housing teams to discuss housing related issues and concerns relating to residents the Borough;
- 2.13 A clear guideline on the process of raising issues concerning residents living within schemes provided by housing associations be circulated to all members;
- 2.14 Guinness Partnership be recommended to improve its communication and performance recording to overcome the clear disparity between the expectations of their customers and the service it provides;
- 2.15 Councillors be encouraged to regularly visit sheltered housing schemes within their ward e.g. attend coffee mornings to improve the profile of the Council and strengthened the link between councillors and their constituents;
- 2.16 Guinness Partnership and Portsmouth City Council be requested to supply the Council each year with a copy of their Housing Annual Report together with a breakdown of the performance statistics relating to this Borough;

- 2.17 The officers be requested to compile a list of sheltered housing schemes within the Borough and publish this on the Council's website; and
- 2.18 a link to the definition of Sheltered Housing be included in the Home Choice website.
- 2.2 It is recommended to the Scrutiny Board that the Crime and Disorder Panel include in their review of the Safer Havant Partnership, how the agencies work together to resolve anti social behaviour in sheltered accommodation.

3.0 STRATEGY

- 3.1 The project links with the key aim in the Corporate Strategy to work with partners to help ensure health and well being of our residents

4.0 LEGAL

- 4.1 There are no legal considerations arising directly from this report.

5.0 RESOURCES

- 5.1 The proposed meetings recommended at 2.1 would require attendance by Councillors and officers. However, it is proposed that these meetings be half yearly to ease the burden on resources.

6.0 STAKEHOLDERS

- 6.1 The residents of the Borough and their concerns over their accommodation were the key consideration throughout this review. The aim of this review was to improve the quality of life for residents living at independent sheltered housing schemes within the Borough.

7.0 RISKS

- 7.1 There are no risks arising directly from this report.

8.0 METHODOLOGY

- 8.1 This review was instigated after a Councillor received complaints from residents at one of the sheltered schemes in the Borough. It was then decided that the review would investigate the standards of independent sheltered accommodation sites by visiting 12 schemes within the Borough – 6 under the management of the Guinness Partnership, 6 under the management of Portsmouth City Council – to allow for comparison. The project plan for this review is included in the background papers.

- 8.2 Full details of the methodology of the project is set out in a separate Findings Pack.

9.0 KEY FINDINGS

- 9.1 Both the Guinness Partnership and Portsmouth City Council give publications on the service provided to tenants prior to move-in. However, compared to the tenants of Portsmouth City Council a larger percentage of Guinness Partnership tenants had a higher expectation of the anticipated services provided under a sheltered housing scheme than was actually provided by the Partnership..
- 9.2 It is acknowledged that the removal of some services funded by Hampshire County Council may be an explanation for the difference between expectation and delivery. However, this cannot explain the discontent arising from repairs and redecoration from the Guinness Partnership's tenants, who took part in the survey. This appears to be a communication issue which needs to be resolved.
- 9.3 From the information provided the key difference between the way the two landlords communicate sheltered housing to tenants is that Portsmouth City Council provide separate guidelines for sheltered accommodation whereas Guinness Partnership include their sheltered housing information in a general tenancy handbook ;
- 9.4 Although the Guinness Partnership has performance targets e.g. to complete general repairs within twenty eight days, it doesn't record how it performs against all these targets. Measuring and publicising its performance could help resolve the problem highlighted in 9.1 above;
- 9.5 Although Guinness Partnership record 92% satisfaction with repair contractors, this figure relates to all properties owned by the Partnership and not solely repairs in sheltered housing schemes. The Panel's survey shows that 51% of those that took part in the survey consider that the repair service is poor. This suggests that the partnership's policy of only checking 10% of repairs across all properties in housing is not a true reflection of the views of their customers in sheltered housing schemes. In contrast Portsmouth City Council checks all its repairs and has a higher level of satisfaction with repairs;
- 9.6 With regard to the rating of décor and cleanliness of the Building/Communal Areas surveyed Portsmouth City Council residents appeared to be more satisfied than Guinness Partnership's. However, this difference in the level of satisfaction could be largely due to the fact that major refurbishment works had recently been undertaken on three of the City Council's schemes included in the survey;
- 9.7 There are currently no clear guidelines on how Councillors should raise residents' concerns to Landlords. The project has highlighted the value of Councillors meeting the residents of sheltered housing schemes. Visiting Councillors were extremely well received at all of the schemes they visited, and it is hoped that this review will lead to more Councillors visiting housing association schemes within their respective wards. It would be helpful if guidelines could be produced which enable Councillors to pass on

issues/matters raised by the residents during these visits. This would reinforce the Councillors role in his or her ward and at the time improve the system for resolving constituent's concerns or complaints;

9.8 The project has also illustrated the value of Councillors meeting representatives and being able to raise concerns directly with landlords. The meeting with the Partnership proved enlightening and a valuable discussion forum to the members of the Panel and hopefully the Partnership's representatives. Both the Guinness Partnership and Portsmouth City Council have indicated that they would be happy to attend future meetings with the Council. It is hoped that these meetings (as detailed in 2.1 and 2.2) will lead to improved communication and quicker solutions to resident concerns.

9.9 Although not included in the survey questionnaires, a number of tenants who took part in the survey raised concerns about the way complaints about anti social behaviour are handled. The Panel acknowledge that Guinness Partnership has a robust anti social behaviour policy and the legal processes for dealing with such behaviour through the courts can be lengthy. However, it is felt that the way the agencies deal with anti social behaviour in sheltered homes could be included in the Crime and Disorder Panel's review of the Safer Havant Partnership to see if these complaints could be resolved more quickly.

10.0 Background Papers

[Survey Results Pack](#)
[Findings Pack](#)

Appendices

Appendix A – Additional Comments To the Report and Findings Pack Received from Guinness Partnership, Portsmouth City Council and the Cabinet Lead for Communities and Housing.

Agreed and signed off for publication by:

Head of Service:	19.10.16
Head of Finance:	09.11.16
Head of Legal:	01.11.16

Contact: Councillor Diana Patrick
Title: Scrutiny Lead for the Communities and Housing Scrutiny and Policy Development Panel
Telephone:
E-Mail: diana.patrick@havant.gov.uk

**COMMENTS FROM THE GUINNESS PARTNERSHIP ON THE DRAFT REPORT
AND FINDINGS PACK**

	Comments on the Draft Report
Comment	Recommendation 2.12 – Monthly meetings – we cannot recall these being agreed at our meeting. What we do recall being agreed was that any ad hoc queries would be raised by the Councillors with the relevant Housing Manager or via Tracey Wood so that issues could be answered / addressed asap.
Officer Response	<i>This recommendation details monthly contact discussions, not meetings. These discussions could be regular phone conversations between officers from this Council and the Guinness Partnership on matters of interest to both parties. This is not anticipated to be an additional burden and may only mean a 5-minute catch-up via telephone. Recommendation 2.13 is recommended to formalise the current process for dealing with ad hoc queries from Councillors.</i>
Comment	8.1 – We feel that it is inappropriate to single out and name one scheme. Could this be reworded “a complaint from a resident in the Borough”
Officer Response	<i>It is accepted that it is inappropriate to single out one scheme. The first sentence of paragraph 8.1 of the report has therefore been amended to read: “This review was instigated after a Councillor received complaints from residents at two of the sheltered schemes in the Borough” - Amendments are shown in bold italics)</i>
Comment	9.1 – “Although the Guinness Partnership issues advice and publications to all its tenants prior to occupation, their tenants appear to expect more services to be provided under a sheltered housing scheme than is promised by the Partnership; in contrast Portsmouth City Council has higher levels of satisfaction” We do not feel that this is a comparison. Advice and publication is given to TGP tenants prior to them moving in how is this comparable to PCC satisfaction? And also what publication is given to the PCC tenants?
Officer Response	<i>This section has been amended to the following: ‘Both the Guinness Partnership and Portsmouth City Council give publications on the service provided to tenants prior to move-in. However, compared to the tenants of Portsmouth City Council a larger percentage of Guinness Partnership tenants had a higher expectation of the anticipated services provided under a sheltered housing scheme than was actually provided by the Partnership.’ Publications published by the Partnership and Portsmouth City Council is included in Section H of the Findings Pack</i>
Comment	9.3 – TGP do not have sheltered housing schemes but housing for older persons – this is why the same handbook is used.

<p>Officer Response</p>	<p>According to the Council's records the schemes surveyed are historically known as sheltered housing schemes. This term has been used in correspondence and at a meeting with representatives of the Partnership and at no time prior to the receipt of the comments of the Partnership on the draft report and findings pack has the use of this term to describe the Partnership's schemes been challenged. The fact that the Partnership refer to Herriot House as a "sheltered housing scheme" in a recent advertisement for a job</p> <p>http://www.jobsgopublic.com/jobs/domestic-j2382/from/fbabb9o3txw0/1/of/19/opening_at/desc</p> <p>justifies the use of the term to describe the schemes surveyed.</p> <p>The fact that the use of this term has been questioned at this stage of the review emphasises the need for better communication by the Partnership as recommended in paragraph 2.14 of the report.</p> <p>In working practice, officers refer to schemes as housing for older persons.</p>
<p>Comment</p>	<p>9.4 – TGP do measure and publicise it's performance</p>
<p>Officer Response</p>	<p>Guinness has accepted that its does not provide statistics against all of its performance targets e.g. the amount of repairs not undertaken within timescales (see the answer to question 1 (page 93 of the findings pack) and the notes of the Panel held on 3 October 2016 on page 223 of the findings pack.</p>
<p>Comment</p>	<p>9.5 – Wording is not correct - "Guinness Partnership claim that 92%" . This is not a claim but the result of our survey.</p> <p>This is based on a very small % of residents that responded to the questionnaire (only 71 residents out of over 1000 older persons residing in Guinness housing for older persons)</p> <p>We feel that 100% checks on all repairs carried by PCC is incorrect. We are not aware of any RSL that has the resource to check 100% of all repairs carried out – to achieve this, the rents would need to be increased significantly.</p>
<p>Officer Response</p>	<p><i>It is accepted that the reference to the 92% satisfaction record needs to be clarified.</i></p> <p><i>The problem of the number of responses to the Councillor survey is addressed in page 34 of the Findings Pack</i></p> <p><i>Portsmouth City Council has in its response to questions raised by the Council indicated that "Customer satisfaction is sought from the resident at the point the repair is completed..." which suggests all repairs are checked. This statement has not been challenged by Portsmouth City Council and therefore there is no reason to doubt this part of paragraph 9.5.</i></p> <p><i>As a result, paragraph 9.5 has been amended to read:</i></p>

	<p><i>'Although Guinness Partnership record 92% satisfaction with repair contractors, this figure relates to all properties owned by the Partnership and not solely repairs in sheltered housing schemes. The Panel's survey shows that 51% of those that took part in the survey consider that the repair service is poor. This suggests that the partnership's policy of only checking 10% of repairs across all properties in Housing is not a true reflection of the views of their customers in sheltered housing schemes. In contrast Portsmouth City Council checks all its repairs and has a higher level of satisfaction with repairs.'</i></p>
Comment	<p>9.9 – From the completed questionnaires we could only find one resident that reported they were unhappy with the way TGP handled ASB reports. Therefore, we do not feel that this comment is factually correct and should be taken out.</p> <p>“The Panel acknowledges that Guinness Partnership has a robust anti social behaviour policy and processes for dealing with such behaviour can be lengthy”.</p> <p>It is the legal process through the courts that is lengthy, not TGP processes.</p>
Officer Response	<p><i>Our records show that more than one resident made complaints about anti-social behaviour and the way this was dealt with. Therefore the first sentence of paragraph 9.9 is correct and does not need to be removed.</i></p> <p><i>It is accepted that the reason for the time taken to resolve anti social behaviour complaints need to be clarified. Therefore the second sentence of paragraph 9.9 of the report has been amend to read (changes highlighted in bold)</i></p> <p><i>'The Panel acknowledge that Guinness Partnership has an anti social behaviour policy and the legal processes for dealing with such behaviour through the courts can be lengthy'</i></p>
Comment	<p>All of the above points are repeated in the Finding Pack. Therefore, if changes are made please can you ensure they are also made in the Finding Pack as well.</p>
Officer Response	<p><i>The Findings Pack has been amended accordingly</i></p>
	<p>Comments on the Findings Pack</p>
Comment	<p>Pg. 3 – “The objective of this Scrutiny was to investigate the standard of accommodation for residents in supported sheltered housing”. TGP does not have supported sheltered housing but housing for older persons – these are not the same type of housing so the services provided can not be compared like for like.</p>
Officer	<p><i>The Panel feel the original statement is appropriate and requires no changes.</i></p>

Response	
Comment	Recommendation 2 – As above (2.2) – we do not recall monthly meetings agreed.
Officer Response	<i>Response set out above</i>
Comment	9 – “a link to the definition of Sheltered Housing be included in the Home Choice website”. There is a clear difference between the types of housing by both providers and the services offered. This needs to be made clear on the website.
Officer Response	<i>Agreed - The purpose of this recommendation is to ensure that this is clear for any potential tenants</i>
Comment	Pg. 35 – Figure 2 – in the graph what does the red in the index represent? This is not clear
Officer Response	<i>This has been corrected in the findings pack</i>
Comment	Pg. 39 – “Although anti social behaviour is given a high priority the process of working with a multitude of partner bodies to build up the necessary evidence to enable Guinness to evict troublesome tenants can take up to 2 years”. It is the legal process that can take up to 2 years not TGP process. Can “troublesome” be taken out – we do not feel that it is needed.
Officer Responses	<i>The Panel feels that the use of ‘troublesome’ in this paragraph is appropriate. The first paragraph on page 39 of the findings pack has been amended to read as follows: “Although anti social behaviour is given a high priority, the legal processes to enable Guinness to evict troublesome tenants can take up to 2 years’</i>
Comment	Pg. 39 - Complaints – the complex complaints are investigated and responded to in 10 days not 3 days as detailed
Officer Responses	<i>The findings pack has been amended accordingly</i>
Comment	Pg. 39 Support Services – “the previous service whereby residents where they were contacted every day to check on their well-being was supplied by Hampshire County Council and ceased when supported people funding was withdrawn. There was a long lead-in time for this change and residents were informed through letters, roadshows, meetings and conversations with scheme managers. Scheme managers were also discontinued due to funding constraints, and were replaced by ‘Retirement Living Advisors’ (RLAs) who are only on-site for specific times. Daily checks on residents were now not possible due to funding constraints.” The service was not provided by HCC but funded by them. Scheme Managers were not also discontinued. This was the service funded by HCC.

	<i>(The Partnership have clarified that this paragraph was read as if it was saying that 2 different services had been withdrawn/discontinued– a service where residents were contacted every day & also a scheme manager service. The Scheme Managers were the service where residents were contacted every day. The service was not supplied by HCC but was funded by them)</i>
Officer Responses	<i>To address this concern the second paragraph under the heading Support Services on page 39 of the findings pack has been amended as follows: ‘The Scheme Manager service whereby residents were contacted every day check on their well-being was funded by Hampshire County Council and ceased when Supporting People funding was withdrawn There was a long lead-in time for this change and residents were informed through letters, roadshows, meetings and conversations with scheme managers. The current arrangement is for Retirement Living Advisors’ (RLAs) to be on site for specific times only. Daily checks on residents were now not possible due to funding constraints.’</i>
Comment	“RLA’s have their main offices located at The Lodge and this is where they conducted administrative tasks. Staff were often out at the various schemes they look after during the day and when staff were present at The Lodge, they may not be available to help Residents”. We do not feel that this is relevant to the report – please can it be taken out.
Officer Responses	<i>This was mentioned at the meeting with the Panel and is relevant to the review (see notes of the meeting of the Panel held on 5 October 2016 on page 226 of the findings pack)</i>

COMMENTS FROM PORTSMOUTH CITY COUNCIL ON THE DRAFT REPORT AND FINDINGS PACK

Comment	Page 209 of the Findings Pack refers to PCC Housing Association schemes - could this be amended to PCC Sheltered Housing Schemes - ie delete a reference to Housing Association.
Officer Responses	<i>This comment is accepted and the final Findings Pack has been amended accordingly</i>

COMMENTS FROM THE CABINET LEAD FOR COMMUNITIES AND HOUSING

Comment	<p>May I point out that as the relatively new Cabinet Lead for Communities and Housing, I have already requested that Tracey Wood arrange regular meetings for us both with our sheltered housing providers.</p> <p>It is therefore not necessary for this to be recommended by the Scrutiny Panel.</p>
Officer Response	<p><i>It is pleasing to note that the recommendations of the Panel are being implemented prior to formal approval by the Scrutiny Board and Cabinet.</i></p> <p><i>However, the Panel's recommendation will remain as part of the final report.</i></p>

HAVANT BOROUGH COUNCIL

Scrutiny Board

22 November 2016

Review Into the Need for New Cemetery for the Borough

FOR RECOMMENDATION

KEY DECISION NO

REPORT BY: Economy, Planning, Development and Prosperity Havant Scrutiny and Policy Development Panel

1.0 EXECUTIVE SUMMARY

- 1.1 The review was established to evaluate the need to identify a site for a new cemetery for the Borough. The review would also look at the current cemetery provision and the proposal for a new cemetery at the West of Waterlooville MDA ('MDA').

2.0 RECOMMENDATIONS

It is recommended to Cabinet that;

- 2.1 The Council continue with its current provision of cemeteries and aim to make the service financially viable;
- 2.2 The Cabinet investigate raising the fees and charges for burial sites to cover the operational costs of the service (including maintenance of cemeteries);
- 2.3 A financial analysis be carried out to investigate the costs of developing the MDA cemetery site as a whole and the costs for developing the site in stages;
- 2.4 If the decision is made to proceed with the MDA cemetery site, opportunities for private sector investment be fully investigated;
- 2.5 An update be carried out on the review of other possible sites for a cemetery within the Borough; and
- 2.6 Officers be requested to complete discussions with Grainger PLC relating to the future provision of a cemetery site arising from the MDA Development before making a decision.

3.0 STRATEGY

- 3.1 The Council has identified financial sustainability, public service excellence and innovation as key aspects of the Corporate Strategy. The above recommendations seek to provide a burial service that is financially

sustainable, continue a service for the Borough's residents and look at innovative ways to ensure this provision can be continued.

4.0 LEGAL

4.1 The Council has no statutory duty to provide cemeteries but where it does so, it has a duty to maintain them. As such, legacy considerations would continue beyond any decision to cease cemetery provision.

5.0 RESOURCES

5.1 The cemeteries service currently runs at a deficit and the above recommendations seek to make the service more financially viable. Any financial implications arising from the potential development of a new cemetery within the Borough will be detailed in future reports.

5.2 Development of a new cemetery would require capital investment, but would provide opportunity for the whole or partial recovery of historic maintenance costs of existing cemeteries over its lifetime.

5.3 It is recognised that accepting the recommendations detailed at 2.3 to 2.6 will require resources.

6.0 STAKEHOLDERS

6.1 The provision of cemeteries is highly likely to be an emotive area for residents and the above recommendations seek to look at a number of options to enable this service to continue in as financially viable a way as possible.

7.0 RISKS

7.1 There are no risks arising directly from this report and any future risks arising from further consideration of cemetery provision in the Borough will be detailed in future reports.

7.2 It is recognised that there could be an impact on the assured income streams to Norse South East.

8.0 Key Findings

8.1 The Panel considered the report from the Open Spaces Officer included in the agenda for the meeting of the Cabinet to be held on 19 March 2014 on cemetery provision but was withdrawn prior to the meeting and has not been considered since (see Background Papers for previous report).

8.2 The Panel also considered the reports from the Environmental Services Scrutiny and Policy Development Panel from the previous scrutiny on the Borough's cemetery provision. This scrutiny review was not completed due to other urgent scrutiny projects (see Background Papers for scrutiny reports).

8.3 The Panel met with the Head of Environmental Services, the Head of Development, the Operations Director of NORSE and the Projects Officer (Open Spaces) for NORSE to discuss cemetery provision. The notes from this meeting are featured in the background papers to this report.

9.0 Background Papers

The Future Provision of Cemeteries in the Borough of Havant – report by the Open Spaces Team Leader included in the agenda for the meeting of the Cabinet on 19 March 2014 (item was withdrawn).

Reports Relating to Incomplete Scrutiny Report – reports by the Environmental Services Scrutiny and Policy Development Panel from scrutiny review of cemetery provision (review incomplete).

Notes from Economy, Planning, Development and Prosperity Havant Scrutiny and Policy Development Panel meeting on 30 August 2016.

Background Papers

[Findings Pack.pdf](#)

Agreed and signed off for publication by:

Heads of Service: 10 November 2016
Head of Finance: 14 September 2016
Head of Legal: 11 November 2016

Contact: Councillor Mike Fairhurst
Title: Scrutiny Lead for the Economy, Planning, Development and Prosperity Havant Scrutiny and Policy Development Panel
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HAVANT BOROUGH COUNCIL

Scrutiny Board

22 November 2016

Scrutiny Board Work Programme - 2016/17

Report by Democratic Services Officer

Cabinet Lead: Councillor Michael Wilson

Key Decision: N/A

1.0 Purpose of Report

- 1.1 To review the current work of the Crime and Disorder Panel and the Scrutiny and Policy Development Panels.

2.0 Recommendation

- 2.1 That the Board notes the progress of the work under by the Crime and Disorder Panel and the Scrutiny and Development Policy Panels.
- 2.2 That the Board agrees to the inclusion of the future topics identified in Appendix C in the Scrutiny Board Work programme 2016/17

3.0 Summary

- 3.1 The Board oversees the work of the informal Scrutiny and Policy Development Panels, each linked directly to one of the five Cabinet Leads.
- 3.2 The Panels undertake research and report their conclusions and findings to this Board which will then decide whether to make recommendations to the Cabinet or Council as appropriate.
- 3.4 In recognising that the timescales for completing scrutiny/policy reviews will vary according to the subject matter in hand, the Scrutiny Board has asked to receive progress updates for those reviews that are ongoing at the time of each of its meetings.

4.0 Implications

- 4.1 Resources

There are no financial implications arising out of this report. If any recommendations made by the Scrutiny Board for adoption by the Council have financial implications they are identified separately in each report.

4.2 Legal

There are no direct legal implications arising from this report.

4.3 Strategy

The work of the Scrutiny Panels helps to ensure that new strategies are robust and actions are undertaken to deliver the desired outcomes.

4.4 Risks

The Board needs to ensure that there are clear outcomes from the scrutiny process that impact positively upon the people and communities within the borough and link to corporate priorities.

4.5 Communications

The Scrutiny Board needs to continue to promote and demonstrate clearly how it is contributing towards the improvement and efficiency of Havant Borough Council.

4.6 For the Community

The scrutiny reviews attempt to involve, if appropriate, local residents, community and voluntary sector groups; businesses etc and the views and evidence gathered are fed into the individual reports.

4.7 The Integrated Impact Assessment (IIA) has been completed and concluded the following: N/A

Appendices:

Appendix A – Scrutiny Board Timeline and Work programme for 2016/17

Appendix B – Summary Progress Report

Appendix C – Individual Progress Reports for the Crime and Disorder Panel and the Scrutiny and Policy Development Panels

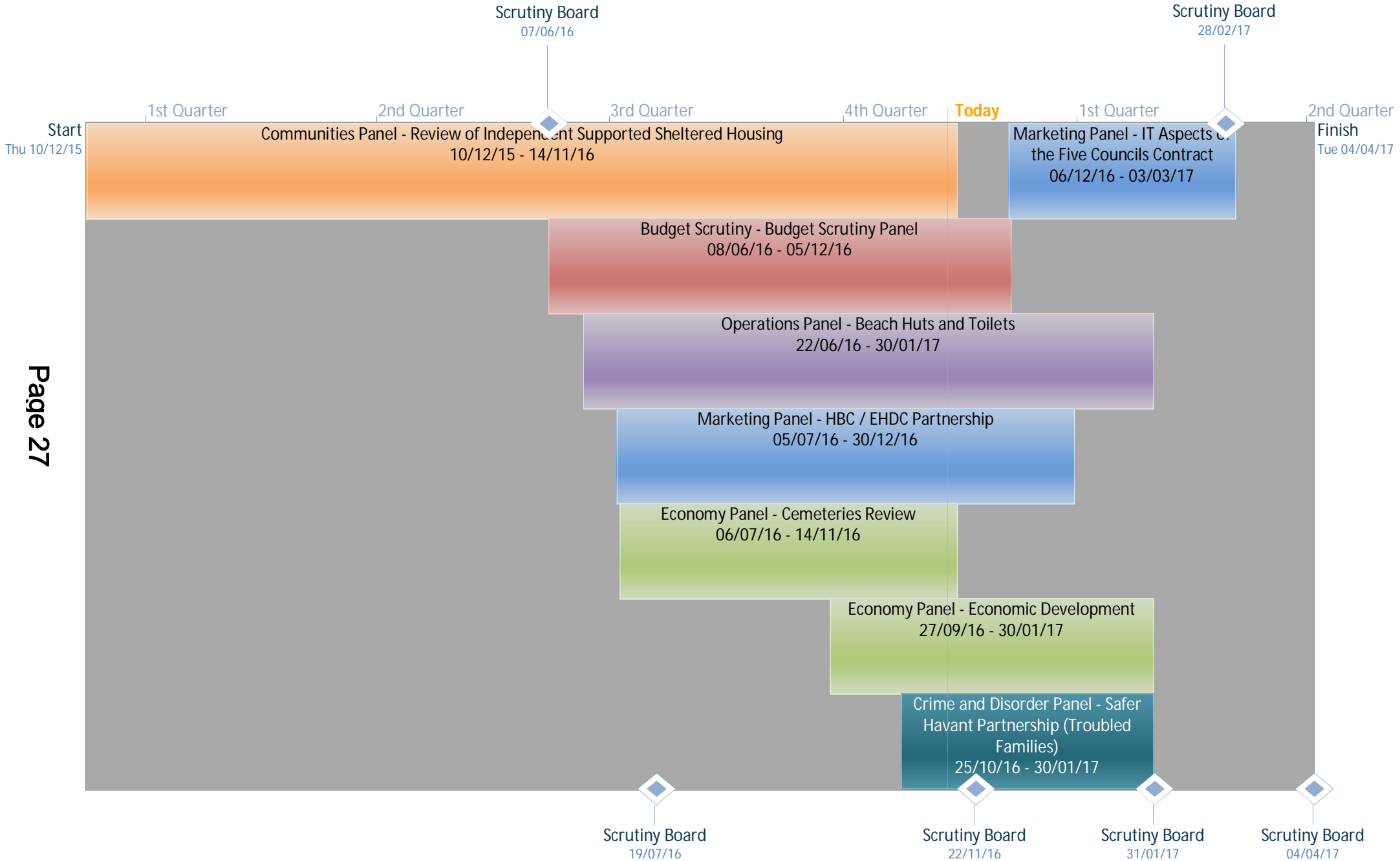
Background Papers: Nil

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SCRUTINY BOARD 2016/17 PROJECT TIMELINE



Projects in Planning Stage

Marketing and Development Panel	Transfer of Mayoral Arrangements in the Five Councils Contract (deferred to February 2017 when further information should be available)
	AO Poster Board (project to commence from receipt of draft proposals from the Communications Team)
Crime and Disorder Panel	Proposal to adopt the provisions of the Anti-Social Behaviour, Crime and Policy Act 2014 and the effectiveness of current dog byelaws (project to commence in January 2017 following receipt of draft proposals from the Neighbourhood Team)

Approved Future Projects

Economy, Planning, Development and Prosperity Havant Panel	Planning Service
	Flood Prevention
	Tree Policy
Operations, Environmental Services and NORSE Panel	Zero Tolerance / Fly Posting
	Waste Recycling
Budget Panel	Review of Standing Orders relating to meetings

Scrutiny Board - Performance Indicators

	Actual	Target
Target 1 Critical Friend Challenge		
% of Items on the Work Programme taken from the Forward/Plan/Cabinet Business Plans	14%	33%
No. of Reviews Undertaken as a result of discussions with Cabinet Lead	3	2
Target 2 - To Challenge Council Policies and Undertake Reviews as Appropriate		
The Number of Reviews Undertaken Annually by Each Panel/Board	Achieved	1 by each Panel
% of Recommendations Accepted by Cabinet/Council	0%	70%
Target 3 - To Complete each Review Within Timescale and Monitor the Outcomes		
The Number of Reviews Commenced Each Year	7	5
% of Reviews Completed Within the Timescale of the Project	50%	80%
Number of Reviews Completed	2	5
The Number of Meetings a Panel Should Hold each year	Not Achieved	4
% of Reviews Followed Up	0%	100%
% of Recommendations Accepted by Council, Which Are Implemented	0%	100%
Target 4 - Reflecting the Voice and Concerns of the Public and Its Communities		
% of Reviews on the Work Programme Suggested by the Public or Undertaken In response to Issues Raised Through Surveys, Comments or Complaints From the Public	14%	2%
The Number of External People Involved in the Scrutiny Process	127	2
Target 5 - Taking the Lead and Owning the Scrutiny Process		
	Actual	Target
% of Meetings Attended by Members at which they were Required to Attend	78%	70%
% of members Involved in Training on Scrutiny	79%	60%
% of Members that have a Good awareness of the role of Scrutiny and their role in the Scrutiny Process		50%
Target 6 - To Increase Awareness and Participation of Overview and Scrutiny by Other Stakeholders and the Public		
	Actual	Target
No. of Visits to the Council Scrutiny Web Pages	111	200
No. of External Reviews of Outside Organisations	1	1

Correct as at 12.00 pm on 14 November 2016

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Communities and Housing Scrutiny and Policy Development Panel

Review of Independent Sheltered Housing (Completed)

<i>Success Criteria</i>	TARGET	OUTCOME
Project completed within the agreed timescale	6 months	10 months*
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Sheltered Housing Scheme providers	100%	n/a
Number of People Involved in the review	6 members	10 members
Percentage of members of the Panel who attended and took part in the review	70%	100%**
Number of meetings held	n/a	11
If the Review is followed up	Yes	n/a

* Target missed due to changing membership of the Panel

** Member attendance to meetings has improved this municipal year (58% in 2015/16 to 73% 2016/17)

Planned Topics

None

Future Topics

Review of Temporary Housing Accommodation in the Borough (agreed by Panel on 28 June 2016)

Review of the processes for dealing with nominations of buildings for listing by the Council as an asset of community value (agreed by Panel on 28 June 2016)

Budget Scrutiny and Policy Development Panel

2017/18 Budget Scrutiny (In progress)

Success Criteria	TARGET	PROGRESS
Project completed within the agreed timescale	6 months	79%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	13members
Percentage of members of the Panel who attended and took part in the review	70%	93%
Number of meetings held	n/a	7
If the Review is followed up	Yes	n/a

Planned Topics

None

Future Topics

Review of Standing Orders relating to meetings (requested by Council on 26 October 2016)

Economy, Planning, Development and Prosperity Havant Panel Scrutiny and Policy Development Panel

Review of Cemeteries (Completed)

<i>Success Criteria</i>	TARGET	OUTCOME
Project completed within the agreed timescale	3 months	3 months
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	7 members
Percentage of members of the Panel who attended and took part in the review	70%	83%
Number of meetings held		3
If the Review is followed up	Yes	n/a

Review of the Economic Development Service (In progress)

<i>Success Criteria</i>	TARGET	PROGRESS
Project completed within the agreed timescale	3 months	23%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	7 members
Percentage of members of the Panel who attended and took part in the review	70%	100 %
Number of meetings held	n/a	2
If the Review is followed up	Yes	n/a

Planned Topics

None

Future Topics

Planning Service
Flood Prevention
Tree Policy

Operations, Environmental Services and Norse Scrutiny and Policy Development Panel

Review of Beach Huts and Public Toilets (In progress*)

Success Criteria	TARGET	PROGRESS
Project completed within the agreed timescale	6 months	79%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	6 members
Percentage of members of the Panel who attended and took part in the review	70%	100%
Number of meetings held	n/a	5
If the Review is followed up	Yes	n/a

* The review is currently suspended pending the appointment of Scrutiny Lead

Planned Topics

None

Future Topics

Zero Tolerance / Fly Posting

Waste Recycling

Marketing and Development and 5 Councils Scrutiny and Policy Development Panel

Review of Shared Management Arrangements With East Hampshire District Council Scrutiny (In progress)

Success Criteria	TARGET	PROGRESS
Project completed within the agreed timescale	3 months	75%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	5 members
Percentage of members of the Panel who attended and took part in the review	70%	67%
Number of meetings held	n/a	4
If the Review is followed up	Yes	n/a

Review of IT 5 Councils Review (In progress*)

Success Criteria	TARGET	PROGRESS
Project completed within the agreed timescale	3 months	2%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	11 members
Percentage of members of the Panel who attended and took part in the review	70%	100%
Number of meetings held	n/a	1
If the Review is followed up	Yes	n/a

* The review due to start on 6 December 2016

Planned Topics

Transfer of Mayoral Arrangements in the Five Councils Contract (deferred to February 2017 when further information should be available)

AO Poster Board (project to commence from receipt of draft proposals from the Communications Team)

Future Topics

None

Crime and Disorder Panel

Safer Havant Partnership (Troubled Families) Scrutiny (In progress)

Success Criteria	TARGET	PROGRESS
Project completed within the agreed timescale	3 months	0%
Number of Recommendations agreed by the Cabinet	70%	n/a
Number of Recommendations implemented by the Cabinet/Council	100%	n/a
Number of People Involved in the review	6 members	5 members
Percentage of members of the Panel who attended and took part in the review	70%	83%
Number of meetings held	n/a	1
If the Review is followed up	Yes	n/a

Planned Topics

Scrutiny of a proposal to adopt the provisions of the Anti-Social Behaviour, Crime and Policy Act 2014 and the effectiveness of current dog byelaws

Future Topics

None

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