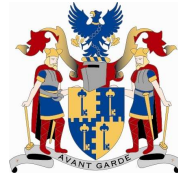


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SCRUTINY BOARD AGENDA

Membership: Councillor Shimbart (Chairman)

Councillors Bastin, Mrs Blackett, Bolton, Cousins, Edwards, Farrow, Galloway, Gibb-Gray, Hart, Heard, Hilton, Keast, Kennedy, Lenaghan, Mackey, Pierce Jones, Ponsonby, Mrs Smallcorn, Smith D, Smith G, Smith J, Smith K, Tarrant, Turner, Wade and Wilson

Meeting: Scrutiny Board
Date: Tuesday 19 November 2013
Time: 5.00 pm
Venue: Hurstwood Room - Public Service Plaza

The business to be transacted is set out below:

Jo Barden-Hernandez
Service Manager – Legal & Democratic Services

11 November 2013

Contact Officer: Penny Milne and Tristan Fieldsend 02392 446233/02392 446234
Email: tristan.fieldsend@havant.gov.uk

PART 1 (Items open for public attendance)

1 Apologies

To receive apologies for absence.

2 Minutes

To confirm the minutes of the Scrutiny Board held on 10 September 2013.

3 Matters Arising

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4	Declarations of Interests	
5	Chairman's Report	
6	Discharges into Local Harbours (Update)	5 - 16
7	The Democratic Process	17 - 28
8	Planning Enforcement	29 - 34
9	Work Programme	35 - 52

PART 2 (confidential items - closed to the public)

None

GENERAL INFORMATION

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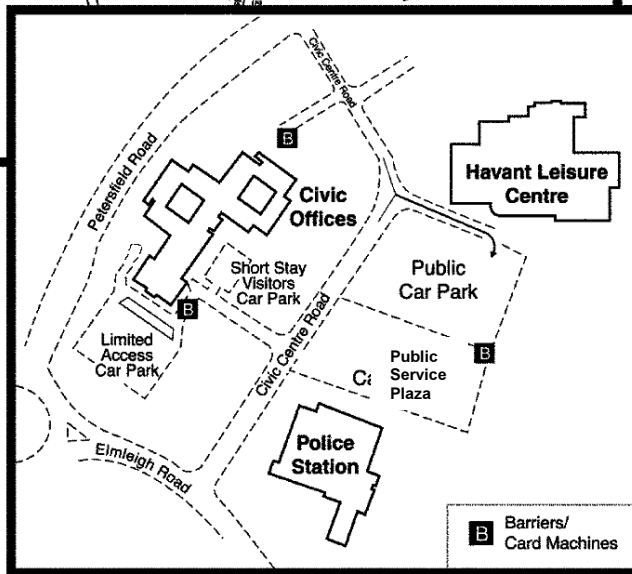
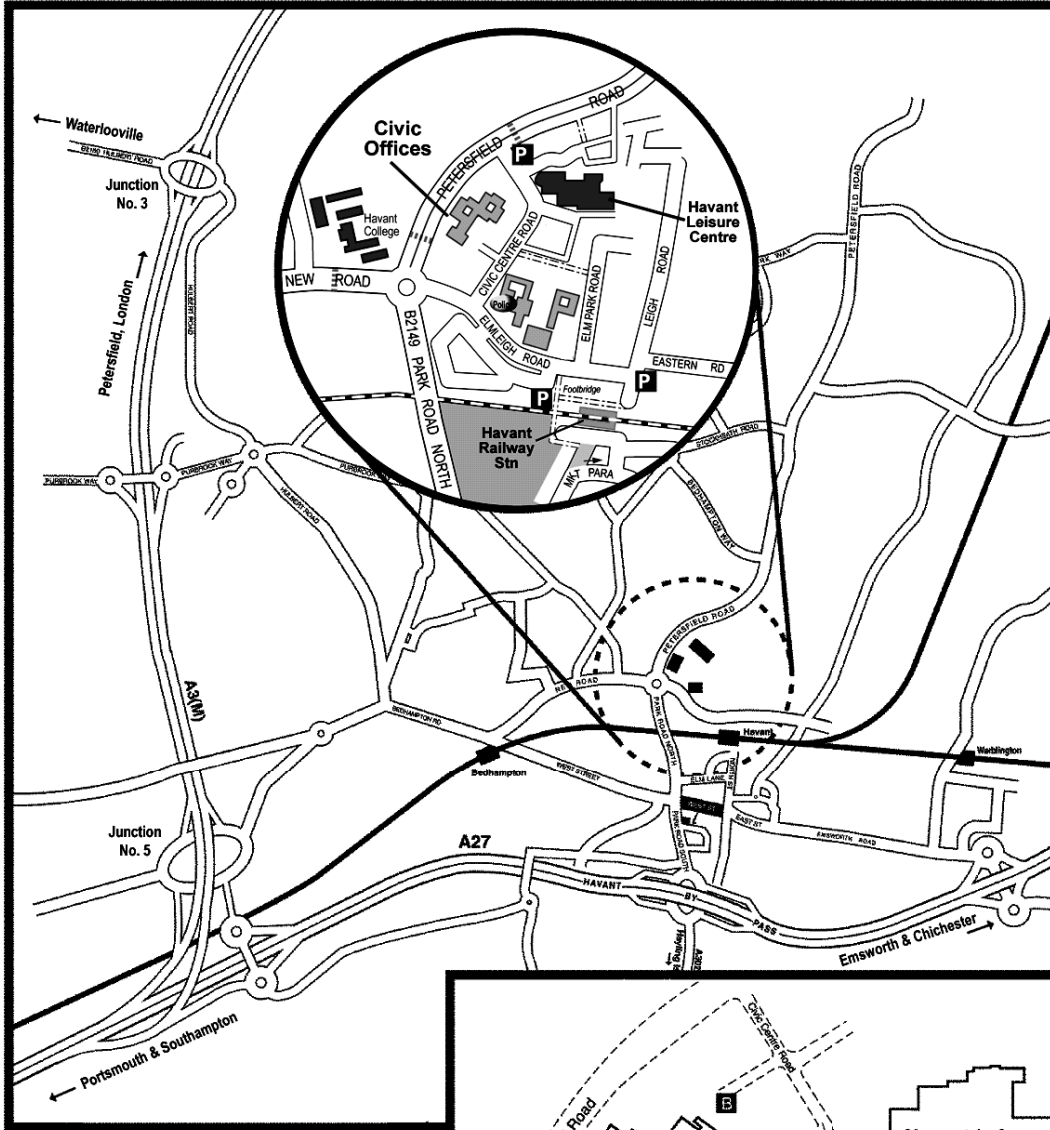
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HAVANT BOROUGH COUNCIL

At a meeting of the Scrutiny Board held on 10 September 2013

Present

Councillor Shimbart (Chairman)

Councillors Bastin, Mrs Blackett, Cousins, Galloway, Hart, Hilton, Keast, Kennedy, Lenaghan, Mackey, Ponsonby, Mrs Smallcorn, Smith J, Smith K, Tarrant, Turner and Wilson

8. Apologies

Apologies for absence were received from Councillors R Bolton, H Farrow, B Gibb-Gray, R Heard and D Smith.

9. Minutes

RESOLVED that the minutes of the meeting of the Scrutiny Board held on 21 May 2013 be approved as a correct record.

10. Matters Arising

There were no matters arising from the minutes of the last meeting.

11. Declarations of Interests

There were no declarations of interests from any of the members present.

12. Chairman's Report

The Chairman commended the Panels for all their efforts and the recent significant work they had been undertaking.

13. Customer Access and Channel Shift - 12 Month Review

The Board received a report from the Service Manager (Marketing and Customer Relations) providing an update on progress with regard to the recommendations arising from the Marketing and Development Panel's review of Customer Access and Channel Shift, carried out in September 2012 (minute 54/09/2012 refers).

The Portfolio Holder, the Executive Head for Marketing and Development and the Service Manager for Marketing and Customer Relations were invited to join the meeting for the debate on this item and answered members' questions in connection with the report.

An update was provided on what progress had been achieved over the last 12 months and the Board was pleased to note that the majority of recommendations had been actioned. It was recognised that some had not yet been implemented due to cost issues, however business cases were being developed to take these forward.

In response to a suggestion from the Board that future resident surveys be combined with the distribution of electoral registration forms, it was agreed to consider this in future. The Board was reminded of the importance Councillors' played in establishing the needs of the local population and their assistance in gathering this information would be invaluable.

RESOLVED that the report be noted and that the Scrutiny Panel be requested to build upon work to date.

14. Policy Review - Marketing Strategy

The Board considered a report from the Marketing and Development Panel setting out the Panel's findings in connection with its policy review of the Council's Marketing Strategy.

Members of the Scrutiny Panel presented their report to the Board and answered members' questions in connection with the Panel's proposals.

Several questions were submitted to the Panel before the meeting and these and their related responses are attached to these minutes at Appendix A.

The Board discussed the importance of investigating the different options available to the Council of providing and maintaining an excellent service to its customers particularly with regard to potential future financial constraints. In response to a suggestion that a review of alternative methods of potentially administering the borough in the future be undertaken, the Board considered that this matter should be subject to scrutiny by the Governance and Logistics Panel.

At the conclusion of the debate the Chairman thanked the Panel for all their hard work and effort in producing an interesting and informative report.

RECOMMENDED to the Cabinet that

- (1) The Council adopts the process of Commissioning as set out in paragraph 3.10 of this report;
- (2) all potentially appropriate service delivery models be considered, not limited to those referred to in this report, in taking forward future customer-focused service delivery, in line with the mixed economy approach set out in the Council's Marketing Strategy; and
- (3) any proposals for the implementation of alternative service delivery models, in relation to any particular service, be in line with the Council's Corporate Strategy priorities and supported by a sound business case.

RESOLVED that the Governance and Logistics Panel be requested to review alternative methods of administration for the borough.

15. Work Programme 2013/14

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

RESOLVED that progress to date with regard to the Board's work programme be noted and that no additional matters be selected for scrutiny/policy review at the present time.

The meeting commenced at 5.00 pm and concluded at 6.46 pm

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HAVANT BOROUGH COUNCIL

Scrutiny Board

DISCHARGES INTO LOCAL HARBOURS (UPDATE)

Report by: Democratic Services Assistant

Environment and Neighbourhood Quality Portfolio: Councillor David Collins

Key Decision: N/A

1.0 Purpose of Report

1.1 To present an update to the Board of progress made by Southern Water following the scrutiny of a number of episodes of discharges into local harbours in 2011 from Southern Water's drainage systems.

2.0 Recommendation

2.1 That the Board considers the report and notes progress made to date.

3.0 Summary

3.1 The Scrutiny Panel's brief was to investigate a number of episodes of discharges into local harbours from Southern Water's drainage systems following concerns over the number of occasions councillors had been notified of discharges into Langstone Harbour and the effect this was having on water quality within the harbour.

3.2 The Panel investigated how and why discharges occur and explored options available to overcome any problems and concerns. The Panel's original report was published on 26 August 2011 and is set out in Appendix A.

3.3 An extract of the minutes of the Scrutiny Board meeting held on 6 September 2011 detailing the recommendations arising from the scrutiny of discharges into local harbours is set out in Appendix B. The following actions were undertaken following this meeting

- The Portfolio Holder wrote to Southern Water expressing concern over discharges and requesting details of planned improvements. A reply was received from Southern Water in December 2011 and circulated to all members.
- The Scrutiny board asked that progress of work carried out at the Fort Cumberland plant be monitored and this follow up review forms part of that process.

- The Building Control Team were requested to ensure that rainwater is disposed of correctly, through monitoring of improper connections. The Building Control Team Leader provided an update for members which explained that drainage for newly built dwellings and extensions to dwellings was already monitored by the Building Control Team as part of its statutory function. Smaller minor works such as conservatories or porches were exempt from building regulations and therefore not monitored. If this was to be done it would have significant resource and legal implications.
- Potential joint PR with Southern Water to educate residents on correct disposal methods of waste has not yet been undertaken but methods of achieving this could be explored in the future.

3.4 Representatives from Southern Water will attend the Scrutiny Board on 19 November 2013 and provide an update on progress made on discharges from their drainage systems into local harbours since the publication of the Panel's original report.

4.0 Implications

4.1 Resources:

None arising directly from this report

4.2 Legal:

None arising directly from this report

4.3 Strategy:

None arising directly from this report

4.4 Risks:

The increasing incidence of discharges under storm conditions, and the clear deterioration of the quality of shellfish beds has already led to the down-rating of some shellfish beds within the harbours. This may have financial implications for the commercial harvesting of the beds, as the shellfish will require additional processing before they can be put to market. This does not affect the council, but may affect local businesses if the trend continues (which it appears likely to do).

Perhaps more pertinent to Havant Borough Council are the risks relating to communication. The public (and as a consequence, the media) do take an interest in water quality. There appears to be a public perception risk, particularly if there is no short - medium term solution to these issues, that despite the blue flag status the beaches may not be a safe leisure destination. It is conceivable that this public perception risk may have implications for tourism for the area, and potentially the Council's reputation; whether or not there is a risk that the blue-flag status is at risk of being lost.

4.5 Communications:

The report has identified gaps in the provision of public information relating to both the usage of domestic sewerage system, and to the health implications of sewage discharges. As a result Havant Borough Council may have to review and revise the information it provides to the public.

4.6 For the Community:

4.7 The Integrated Impact Assessment (IIA) has been completed and concluded the following: No IIA has been completed in the preparation of the report.

Appendices:

Appendix A - Discharges into Local Harbours – Report by the Environment and Neighbourhood Quality Panel (6 September 2011)

Appendix B – Extract of the minutes of the Scrutiny Board held on 6 September 2011

Agreed and signed off by:

Legal Services: 6 November 2013

Financial Services: 6 November 2013

Relevant Executive Head: 11 October 2013

Contact Officer: Tristan Fieldsend

Job Title: Democratic Services Assistant

Telephone: 02392 446233

E-Mail: tristan.fieldsend@havant.gov.uk

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6 September 2011

DISCHARGES INTO LOCAL HARBOURS

Report by Environment and Neighbourhood Quality Panel

Councillor Andy Lenaghan - Scrutiny Lead

Councillors Kennedy, G. Shimbart, H. Farrow and Edwards plus Portfolio Holder Cllr Collins.

1.0 INTRODUCTION

1.1 The Environment and Neighbourhood Quality Scrutiny Panel selected to scrutinise discharges into Langstone Harbour following concerns over the number of occasions councillors had been notified of discharges into the harbour and also concerns over the water quality within the harbour.

2.0 BACKGROUND

2.1 We wanted to focus upon the effect of discharges on recreational users of the harbour and upon wildlife in order to reduce concerns amongst councillors and the public. What can be done to improve the quality of the water, establish why discharges occur and reduce the number of occurrences if appropriate?

3.0 HOW THE WORK WAS DONE

3.1 An appropriate list of regulatory bodies were included for interviewing plus regular users of the harbour including the Environment Agency, Havant Borough Council officers, Langstone Harbour Board and Chichester Harbour Conservancy. A site visit to Budd's farm was also included to help inform the scrutiny.

4.0 KEY ISSUES

4.1 One of the key elements of this scrutiny was to investigate the water quality within the harbour and surrounding area.

4.2 A meeting was held initially with Steve Mountain, Special Projects Engineer, of Havant Borough Council to explain the sewerage system in Havant and Portsmouth to us so we had a sound understanding of its development over the years. We discovered problems arise at an early stage in the process with domestic users taking the easy option with incorrect connections being made with rain water outlets on extensions, conservatories etc being diverted into the sewerage system. This is something that needs stronger supervision within the planning/building regulation framework.¹

¹ Southern Water / EA also confirmed that large areas of Portsmouth are on Combined [surface water & foul] sewage systems, where surface water is being directed to Budds Farm along with foul sewage – resulting in storm flow surges. Illegal / accidental mis-connections likely account for a modest proportion of the inputs; Combined systems are likely the primary cause of storm surges within the system.

SCRUTINY BOARD

6 September 2011

- 4.3 All members were invited on a tour of the sewerage works at Budds Farm and given a guided tour of the process from arrival to disposal through the long reach outfall at sea. All members were impressed at this early stage as to the work of Southern Water in reaching a final effluent that meets EU standards and in fact surpasses most areas of the country.
- 4.4 At a meeting with the Environment Agency they confirmed they have no problem with the discharges of final effluent. Storm conditions produce excess and the system cannot cope and it goes to Fort Cumberland for storage. This is the area of concern for the Environment Agency as the screening system which stops solids being released cannot cope. All discharges have conditions, at Fort Cumberland before a discharge is made it has to go through 2 6mm screens in 2 dimensions. This means no solids should go through and this is legal in emergency situations. The screen has been failing though, it needs redesigning as solids have been released into the water, this is why Fort Cumberland is the Environment Agency's main concern. Why does the screen fail? Mainly due to two reasons, 1) Pure volume 2) The pumping pressure is too much, this is one of the design flaws and one reason why it needs redesigning.
- 4.5 The Environment Agency investigates everyone of these discharges and sometimes prosecutes, although not always as they feel a balanced approach is required. At our meeting with Southern Water they confirmed the solution to the problem of the release of unscreened raw sewage is in hand within their five year plan and £10 million is available, but they want to get it right and the design process has started along with the consultation needed to achieve the correct solution. Within the design they will have to allow for even more development and climate change which may bring more storm water into the system.
- 4.6 It is unlikely that funding will be able to be brought forward to improve the screens at Fort Cumberland. If it is to be brought forward there needs to be pressure not only on OFWAT but also the Consumer Council for Water (CCW). The CCW decides what is important to the customer and their focus is probably on things such as tap water rather than discharges into harbours. All Southern Water final effluent meets Environment Agency standards and the new Bardenpho process at Budds Farm is very efficient, allied with skilled scientists and strict controls final effluent quality is very stringently monitored and Budds Farm has never failed to meet agreed standards of any tested samples since the construction of the new works. Southern Water take any failings very seriously as it would affect their funding from OFWAT. £20 million will also be spent in the catchment area, one area Southern Water is looking at is introducing a storm separation scheme which will affect the flow to Fort Cumberland, this could reduce the flow to Fort Cumberland by 10-15%, albeit an estimate at this stage.
- 4.7 A major problem which can result in discharge problems is the use of the drainage system as waste facility for disposable nappies, cotton buds, grease which solidifies and condoms. In response to this Southern Water have designed a fat trap for domestic users which can then be placed in the normal domestic waste.
- 4.8 There is also no correlation in the harbour between the high quality of water and the diminishing quality of the shellfish. Langstone Harbour water quality has improved

SCRUTINY BOARD

6 September 2011

over the years and the Centre for Environment, Fisheries and Aquaculture Science (CEFAS) cannot find any correlation between the quality of water and shellfish. Discharges of effluent shouldn't affect shellfish. Also animal waste gets washed into the harbour (dogs, cows, geese) and in response Defra has a sensitive farming policy to try and keep cows away from water courses. Defra is working hard on diffuse pollution, sources of which include run-off from roads, commercial areas, farm areas etc, this accounts for approx 80% of water pollution which is the most likely cause of shell fish contamination.

- 4.9 There is a perception Southern Water is always to blame for water pollution, they contend that this is not the case and it is working hard to change this perception. The panel were of the opinion this is the case and no further improvements could be made to water quality at this time. Benefits of pursuing the scrutiny at this time would have no added benefit.

5.0 Recommendations

- 5.1 The report be endorsed and progress of work to improve facilities at the Fort Cumberland works be monitored over the next 4 years;
- 5.2 The public be educated in using correct disposal methods of all waste, through possible Serving You articles and potential joint PR with Southern Water;
- 5.3 Building regulations ensure that rainwater is disposed of correctly through monitoring of improper connections.
- 5.4 All participants in the review be thanked for their co-operation.



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An extract of the minutes of the Scrutiny Board held on 6 September 2011

11(ii) Discharges into Local Harbours

The Board considered a report by the Environment and Neighbourhood Quality Panel setting out the Panel's findings in connection with its scrutiny review of Discharges into Local Harbours.

The Board invited Councillor Collins, together with Jonathon Driver, to join the members of the Panel to take questions in connection with the report.

The Chairman provided a brief introduction to the report, by way of background information. He reported that on the rare occasions where storm-surge conditions had led to discharges into the Harbour from the Budds Farm plant, these discharges had been "screened", whereas discharges into the Solent from the Fort Cumberland plant at Eastney under similar circumstances were "unscreened" due to the failure of the screens at the plant.

Key issues raised during the course of the debate arising from the Panel's report and recommendations included:

- Replacement of the screens at the Fort Cumberland plant:

Councillor Lenaghan advised that, in order to provide a long-lasting and fit-for-purpose solution to the problem, the screens and pumps needed to be completely redesigned so as to be totally effective within the conditions that prevailed at Fort Cumberland and that, whilst the design process was lengthy, Southern Water hoped to have the new screens in place within five years.

- Funding for the new screens:

Jonathon Driver reported that £10M funding for the replacement screens would be made available to Southern Water through OFWAT as part of the regulator's ongoing maintenance programme and it was anticipated that the work would commence before 2015. He suggested that it should be noted, however, that funding was not the only issue in that problems associated with the historic design of the Portsmouth sewerage system also needed to be overcome.

- Educating the public:

Councillor Lenaghan explained the impact of the disposal into the sewerage system by domestic users of fats and oils, which caused significant blockages. This was one of the most significant problems faced by the water company and Councillor Lenaghan

demonstrated the use of a simple “Fat Trap” that had been developed by Southern Water to encourage the safe disposal of fats and oils within domestic refuse.

In terms of illegal surface water connections into the sewerage system, Councillor Lenaghan explained that responsibility for monitoring this fell to Southern Water and not the Council. However, he gave an assurance that, in dealing with planning applications, the Council only very rarely authorised such connections in exceptional circumstances and when this would have minimal impact.

- Quality of bathing water and impact on users:

Jonathon Driver explained that, on the rare occasions where there had been screened discharges into the harbour from Budds Farm, any elevated levels of bacteria had been washed away within between 12 and 24 hours and that the impact on bathing water was therefore limited. Councillor Collins assured the Board that the Environmental Health team regularly took water samples and were able to take immediate action in the case of any contamination. The Board noted that local watersports groups employed a text alert system and that the officers worked together with these groups as far as possible to increase awareness.

Councillor Lenaghan reminded the Board, that whilst the water company was largely perceived to be responsible for water contamination, it should be borne in mind that other sources of pollution, such as waste from domestic pets, wild birds and farm animals, also had a significant impact.

At the conclusion of the debate, the Chairman commended the Panel on their report and thanked all those who had contributed to the discussion.

(A) RECOMMENDED to the Cabinet that

- (1) the Portfolio Holder be requested to write to Southern Water expressing the Council’s concern about unscreened discharges from Fort Cumberland and requesting the Company to provide details as to how quickly improvements can be effected;
- (2) the report be endorsed and progress of work to improve facilities at the Fort Cumberland works be monitored over the next four years;
- (3) the public be educated in using the correct disposal methods of all waste; through possible “Serving You” articles and potential joint PR with Southern Water;
- (4) the Building Control team ensure that rainwater is disposed of

correctly, through monitoring of improper connections.

(B) RESOLVED that

- (1) All participants in the review be thanked for their co-operation.

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HAVANT BOROUGH COUNCIL

SCRUTINY BOARD

19 NOVEMBER 2013

THE DEMOCRATIC PROCESS

Report by the Governance and Logistics Panel

Councillor L Turner (Scrutiny Lead)

Councillors R Bastin, R Heard, A Lenaghan, M Smallcorn

Governance and Logistics Portfolio: Councillor J Branson

Key Decision: N/A

1.0 Purpose of Report

1.1 The purpose of this report is to:

- (a) present the findings, conclusions and recommendations of the Governance and Logistics Panel following its review of the cost and benefits of the democratic process; and
- (b) provide an update on the review of the value of the councillor resident link.

2.0 Recommendation

RECOMMENDED to the Cabinet that:

- (a) the Cabinet agenda be published a minimum of ten working days before the meeting, to allow councillors and members of the public to make effective representation; and
- (b) informal Cabinet Briefing meetings be opened to all councillors.

3.0 Summary

3.1 The Panel's brief was to investigate the cost and benefits of the democratic process in Havant, to measure the value of the councillor / resident link, establish if it is strong enough and suggest any changes

3.2 The Panel decided to divide the review into two stages:

- (a) Stage 1 - Investigated the cost and benefits of the Council's democratic processes with a view to identifying any potential improvements and/or financial savings. The scope of the review focussed on the following key areas:

- Role and function of the Mayor– The review looked at the functions of the Mayor and what support is provided by officers. The Panel consulted a small group of past Mayors to help inform this work.
 - Elections and electoral registration - The Panel examined electoral registration and the running of elections. This included possible joint working with EHDC, electoral registration, location of counts, the number and staffing of polling stations and the increase in postal voting.
 - Support to Councillors, including training – The Panel looked into the support provided to councillors, including what support was needed and how it was provided.
 - Visibility of Cabinet Decision Making – The Panel gauged the opinion on how visible cabinet decision making was perceived to be.
- (b) Stage 2 - to measure the value of the councillor / resident link, establish if it is strong enough and suggest any changes. The scope of this review will focus on the Council's ward/councillor arrangements. The Panel is currently determining the scope of this review and gathering evidence. The Panel aim to complete its review and report back to the Board at its meeting to be held on 25 February 2014.

4.0 Elections

- 4.1 The Panel conducted interviews with the Democratic Services Team Leader and the Electoral Services Team Leader who provided an overview of the current electoral process in the borough. The electoral staff are governed by the Electoral Commission and the department has guidance rules, which combined with local knowledge, helps ensure the smooth operation of elections in the area.
- 4.2 The Panel was keen to identify any potential savings available in the electoral process. Postal votes are currently very popular and it was thought that if more people vote this way it may be possible to reduce the number of polling stations. This would reduce the number of staff required to work at the stations and hence reduce staff costs. Following our interviews though the statistics reveal that the number of postal votes appear to have peaked and are now not increasing annually as they previously have done. Even at current levels of postal votes this has not reduced the need for polling stations and therefore the number of polling stations and staff has to be maintained.
- 4.3 It appears Central Government are also making plans to reduce the number of postal votes and return to the process where only postal votes are issued for certain circumstances in order to combat electoral fraud. Postal votes still require lots of staff time as well, a new signature is needed every five years which adds to costs Many people also drop their postal votes off at polling stations on the day of the election day which causes confusion with the system and increases workload due to the detailed procedure that has to be followed to open them.
- 4.4 Despite no reduction in the number of polling stations throughout the borough savings have been made by Havant Borough Council (HBC) who usually employ approximately 24 less clerks at each election than suggested by the European Commission. This has been achieved through smarter methods of working.

- 4.5 Another potential area we looked into for savings was the location of election counts and the sharing of resources with East Hampshire District Council (EHDC). Often local elections double up with other elections, such as County or European elections. Officers have examined the different costs and where joint elections are concerned it is recommended that the Horizon Leisure Centre is used for the count. When the elections are purely local though the most economical option is to have the count in the ward e.g. one of the polling stations, this way costs can be minimised. Potentially, the Plaza could hold the local elections with the possibility of a room for each ward and count. This is considered a good idea where everyone would then proceed to the atrium for the announcements. The problems that would need considering with this option though would be the security required to undertake it and if the appropriate number of rooms would be available. The possibility of holding joint counts with EHDC had been examined but a break down of the costs had revealed that it provided no savings, the vast area of both boroughs combined being the main reason for this. Therefore it is considered continuing to hold them separately is the best option.
- 4.6 One area where savings could be recognised was through finding an alternative to two porta cabins which are currently used at Auriol Drive, Bedhampton and Island Close, Hayling Island. Using these is expensive but it is proving difficult to find an alternative at these locations. Overall though the electoral department is currently operating very efficiently and last year actually operated under budget.

5.0 Councillor Training

- 5.1 At its meeting in June 2013, the Joint Human Resources Committee considered a report on Councillor Training and Development and resolved that:
- (1) the draft Councillor Training Programme be noted and that the Programme remains subject to review by both Councils; and
 - (2) Councillors be involved as part of the consultation process to develop the programme.

The following corporate training priorities were identified and agreed:

New Councillors

Induction

E-learning

Mentoring Programme

Media Skills

IT Training

Specialist training

Chairmen

Specialist training

Charing Skills

Public Speaking Skills

Objection Handling Skills

Negotiation Skills

Cabinet Members

Leadership Skills

Enhanced Public Speaking Skills

Advanced Negotiation/Influencing Skills

Strategic Awareness

Role of Cabinet/Democratic Services

- 5.2 Work is now underway to develop and source a detailed training and development programme for Councillors for the remainder of this municipal year and into 2013/14. Once initial consultations with the Leaders and Portfolio Holders at each Council are completed, the Programme will be brought to the Governance and Logistics Panel for formal review.

6.0 Mayor

- 6.1 The role and functions of the Mayor are set out in the Council's constitution and are defined as follows:

- (a) to uphold and promote the purposes of the Constitution;
- (b) to preside over meetings of the Council so that its business can be carried out efficiently and with regard to the rights of Councillors and the interests of the community;
- (c) to endeavour to ensure that the Council meeting is a forum for the debate of matters of concern to the local community and the place at which Councillors who are not on the Cabinet can hold all decision makers to account;
- (d) to promote public involvement in the Council's activities; and
- (e) to attend such civic and ceremonial functions as the Council and he/she determines appropriate.

- 6.2 The Panel was advised that officers had recently completed an in-depth review of the costs associated with the office of Mayor and savings that had been identified following that review had been agreed by the Council and factored into the 2012/13 budget. That being the case, and in order to avoid duplication of effort, the Panel decided that financial matters should be excluded from its own review, and that the focus should instead be on the role of, and the activities undertaken by, the Mayor with a view to identifying the priorities for the future within the agreed financial framework.

- 6.3 As part of its research, the Panel consulted with a group of former Mayors, asking them to share their experiences and to highlight particular successes as well as things that they felt might have been done differently during their terms of office. Feedback from that consultation indicated:

- (a) The Mayor should continue to be the "face" of the Council with a PR focus central to the role;
- (b) The "traditional" invitation-led role of the Mayor should be maintained, but with closer scrutiny of the engagements that are accepted to ensure cost-efficiency to the Council and maximum value to the organisation concerned;
- (c) Opportunities should be explored to reduce the volume of costly external weekend engagements attended by the Mayor in favour of inviting more

organisations to meet with the Mayor at the Plaza during the working day, whilst ensuring that the Mayor continues to meet with as many people as possible;

- (d) Recent Mayors have all, to some degree or another, actively engaged with the local business community, however, the role of the Mayor as a facilitator should be developed to encourage more networking opportunities for local and potential new businesses in the Borough;
- (e) David Willetts MP's willingness to become involved with regular meetings that he suggests the Mayor could facilitate with both large businesses as well as small/medium enterprises, to discuss issues such as apprenticeships and other key issues of interest to the local economy, should be followed up; and
- (f) There should be closer liaison between the Mayor and the Cabinet/Joint Management Team to ensure that no opportunity for maximising the role of the Mayor to promote/raise the profile of the Borough is missed.

6.4 The Panel also interviewed lead officers in the Facilities Management team directly involved in supporting the Mayor. The officers supported the view that the office of Mayor could be better used to raise the profile of local events and to maximise networking opportunities with local businesses. It was suggested that the Economic Development Team, in conjunction with the relevant Portfolio Holder, be encouraged to liaise more closely with the Mayor's support team to identify suitable events at an early stage.

6.5 Whilst recognising that the acceptance of invitations to charity and other events is at the discretion of the Mayor, the officers agreed that a more selective approach could be used, both in the interest of costs and also to ensure that attendance by the Mayor is of value to both the Council and to the organisation concerned.

6.6 In terms of managing priorities for Mayoral activities within the agreed budget, the officers were satisfied that this could be achieved as long as a degree of flexibility is maintained, recognising that priorities will vary from year to year as different Councillors take up the office of Mayor. Taking into account also that each Mayor must have the freedom to personalise the role of Mayor, not wishing to attain a "one size fits all Mayoralty."

7.0 Visibility of Cabinet Decision Making

7.1 The Panel conducted a survey of all councillors to collect their views on whether Cabinet decision-making at Havant Borough Council is sufficiently visible. The purpose of the survey was to investigate whether councillors felt sufficiently included in the decision-making process. The survey set out the current decision-making process and asked three questions:

7.1.1 Do you think that this process makes Cabinet decision-making sufficiently visible?

7.1.2 Do you know how to participate in this process?

7.1.3 Do you think that councillors should be able to observe informal Cabinet meetings?

- 7.2 Councillors were asked to reply “Yes”, “No”, or “Don’t Know” to each question. Space was available for comments. A copy of the survey is at Appendix A.
- 7.3 A paper copy of the survey was distributed to each councillor via the Havant Borough Council internal post. Councillors were later e-mailed copies of the survey.

Responses

- 7.4 Nineteen councillors responded to the survey, including members of all parties and members of the Cabinet.
- 7.5 Table 1 (below) summarises the survey results:

	Yes	No	Don't Know
Do you think that this process makes Cabinet decision-making sufficiently visible?	9	10	0
Do you know how to participate in this process?	16	3	0
Do you think that councillors should be able to observe informal Cabinet meetings?	17	0	2

Table 1: Summary of Responses

- 7.6 Councillors also provided written comments, which are summarised below:

7.6.1 Key decisions appear to be being taken at informal Cabinet meetings, from which both councillors and the general public are excluded. This gives the impression that formal Cabinet meetings are only there to “rubber-stamp” decisions that have already been made, leaving councillors and the public feeling that their concerns have not been properly considered.

7.6.2 The five working days between the publication of the Cabinet agenda and the Cabinet meeting does not give enough time for councillors and members of the public to identify issues of interest and make representations. This should be extended to a minimum of ten working days.

7.6.3 In a dissenting comment, concern was expressed that opening informal Cabinet meetings to a wider audience would prevent open and honest debate.

Summary

- 7.7 The majority of councillors who responded knew how to participate in the democratic process. Councillors were split on whether the process made Cabinet decision-making sufficiently visible, but almost all believed that councillors should be able to observe informal Cabinet meetings.

Recommendations

- 7.8 The Panel believes that it is very important for the democratic process to be not only effective, but also to be seen to be so. The Panel therefore recommends that:

7.8.1 The Cabinet agenda is published a minimum of ten working days before the meeting, to allow councillors and members of the public to make effective representation.

7.8.2 Informal Cabinet Briefing meetings be opened to all councillors.

8.0 Implications

8.1 Resources:

The proposed change to the publication date for Cabinet agendas could impact on the workflows.

If Cabinet Briefing meetings were made open for all councillors to observe a larger meeting room than is currently used would be required. This could potentially involve the use of a meeting room in the Civic Suite which would have a financial impact.

8.2 Legal:

The Informal Cabinet briefing is a consultative meeting and has no powers to make a decision.

The Council is required to give notice of matters to be considered by Cabinet as follows:

Key Decisions

In most Cases a key decision may not be taken unless at least 28 clear days before the decision is taken a notice is placed on display at the Council Offices and published on the Council's website.

Exceptions to the General Rule

General Exception

A key decision can be made when it is not practicable to give 28 days notice but 5 or more days notice can be given provided that:

- (a) the Chairman of the Scrutiny Board has been informed; and

- (b) the Council gives at least five clear days notice on the Council's website.

Urgent Matters

Where it is not possible to give 28 or 5 days notice of a Key Decision, a key decisions can be made provided that the Lead Officer has obtained agreement from:

- (a) the Chairman of the Scrutiny Board; or
- (b) if he/she is unable to act, the Chairman of the Council; or
- (c) if the Chairman of the Council is unable to act, the Vice-Chairman of the Council.

that the making of the decision is urgent and cannot reasonably be deferred.
For matters which

Non Key Decisions

Unless the matter is urgent, the Council is required to make copies of the Cabinet agenda and reports open to the public at least five clear days before the meeting. If the matter is urgent, the report must give reasons for the urgency

8.3 Strategy:

Improved democratic processes directly links to the Corporate Strategy.

8.4 Risks:

By improving the democratic process the Council reduces the risk of running financially unsustainable processes.

8.5 Communications:

Not applicable

8.6 For the Community:

8.7 The Integrated Impact Assessment (IIA) has been completed and concluded the following:

There was no IIA completed in the preparation of this report.

9.0 Consultation

The Panel has consulted:

- (a) previous Mayors and the current Mayor of the Council;

- (b) lead officers in the Facilities Team;
- (c) the Democratic Services Team Leader; and
- (d) the Electoral Services Team Leader.

Appendices:

Appendix A – Copy of the Councillors Survey

Background Papers:

None

Agreed and signed off by:

Legal Services: 8 November 2013

Relevant Executive Head: 8 November 2013

Financial Services: 8 November 2013

Contact Officer: Tristan Fieldsend
Job Title: Democratic Services Officer
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Dear Councillor

Governance and Logistics Panel Survey The Democratic Process: Visibility of Cabinet Decision-Making

This survey is part of the Governance and Logistics Panel review of the Democratic Process. Please complete this short survey to help us understand whether Cabinet decision-making is sufficiently visible.

Cabinet-Decision Making Process

The Cabinet decision-making process is as follows:

- All Cabinet dates are published well in advance of the meetings
- Five Working Days prior to the meeting the Cabinet Agenda is published and available to view on the Council's website. Paper copies are also available from the Democratic Services Team
- Councillors have those five days to read the agenda, speak to Portfolio Holders, speak to lead Officers and form a view on the issues to be considered by Cabinet
- All formal Cabinet meetings are open to the public and Councillors are also entitled to stay during confidential items as well
- Councillors are able to contact the Leader (and Democratic Services) prior to the meeting and request that they be allowed to make a deputation at the Cabinet meeting to put their point across to the Cabinet prior to the decision being taken
- There is no time limit or limit on the amount of deputations Councillors can make at Cabinet. There is a rule regarding repeating subjects within six months, but there is no limit on individual Councillors making different deputations at successive meetings. You can go every meeting if you wish.

Survey

Please complete the following questions:

1. Do you think that this process makes Cabinet decision-making sufficiently visible?

Yes/No/Don't know

2. Do you know how to participate in this process?

Yes/No/Don't know

3. Do you think that councillors should be able to observe informal Cabinet meetings?

Yes/No/Don't know

Please Turn Over

If you answered "no" or "don't know" to any of the above questions, please explain why in the space below.

HAVANT BOROUGH COUNCIL

SCRUTINY BOARD

19 NOVEMBER 2013

PLANNING ENFORCEMENT

Report by Planning and Built Environment Panel

Councillor Mrs G Blackett (Scrutiny Lead)
Councillors B Gibb-Gray, R Bolton, G Shimbart, C Hilton

Planning and Built Environment Portfolio - Councillor D Guest

Key Decision: N/A

1.0 Purpose of Report

- 1.1 To update the Scrutiny Board on the resource and work of the Planning Enforcement element of the Development Management team.

2.0 Recommendation

- 2.1 That an Enforcement Plan for HBC be prepared to manage enforcement proactively and set out how the Planning Development Service will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it is appropriate to do so.

3.0 Summary

- 3.1 An Improvement Plan for the Development Management Service has been prepared and a number of actions taken which have resulted in improved performance against national and local targets, at a time when there has been a significant increase in the number of large scale major planning applications across the Borough.
- 3.2 This report focuses on the Planning Enforcement function and examines the current resource levels, the number and type of enforcement investigations, identifies issues and proposes future actions to ensure a focussed and effective enforcement service.

4.0 Subject of Report

4.1 Background

- 4.2 The Board received a report from the Planning and Built Environment Panel, setting out findings and recommendations in relation to its Development Management Service Management Improvement Plan scrutiny review at the meeting held on 20 November 2012. The Panel had worked with Managers, as part of a wider engagement with the Development Management Team and customers, to contribute to the development of a Service Improvement Plan.

- 4.3 The report set out the progress made on the implementation of the Development Management Improvement Plan and provided a table of key achievements and actions (quick wins) that had been implemented to date.
- 4.4 The report also summarised the findings of a benchmarking review, carried out by the Planning Advisory Service. The objective of the benchmarking review was to give the authorities an understanding of the costs, income and use of resources associated with the various elements of their development management services and to show how these compared with the other authorities in the peer group.
- 4.5 A further update report was presented to the Board on 20 May 2013. The report identified areas of improved performance – particularly on the speed of decision making on planning applications and condition approvals - explained planned IT improvements and set out proposals for structural changes to ensure focus on priority cases. A further report on Development Management improvements and performance will be presented to a future meeting of the Board.
- 4.6 Arising from the Scrutiny Lead’s review of the Q4 Performance Healthcheck report, members were concerned that there were perceived delays in taking forward enforcement cases and requested that the P&BE Scrutiny Panel look at this.
- 4.7 As part of its ongoing review of the Development Management Improvement Plan, the Panel sought to establish how many cases had been opened and closed in the last 12 months, how many were still live, identify possible causes of delay and find out how any issues are being addressed in the team.
- 4.8 Planning Enforcement powers
- 4.9 The National Planning Policy Framework (NPPF) states that:
- Enforcement action is discretionary, and local planning authorities should act proportionately in responding to suspected breaches of planning control. Local planning authorities should consider publishing a local enforcement plan to manage enforcement proactively, in a way that is appropriate to their area. This should set out how they will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it is appropriate to do so.*
- 4.10 Formal enforcement action should only be taken if it is necessary and expedient. The NPPF makes it clear that taking enforcement action is discretionary and should be used proportionately. There are a number of tools available, including Enforcement Notices, Stop Notices, Breach of Condition Notices and Section 215 (Untidy sites) Notices.
- 4.11 Planning Enforcement resource
- 4.12 The service has two dedicated Planning Enforcement posts. These are Graded D - F (£17,980 to £26,539). Both posts report directly to the Development Management Team Leader for Team 1 (the service has two teams, each with a

Team Leader). Individual Development Management case officers also have some limited enforcement work where the case relates directly to a recent or current application which they are involved with or where the case is more complex and requires a professional planner to lead (e.g. the recent Planning Inquiry relating to The Kench, Hayling Island).

4.13 Workloads and Performance

- 4.14 As part of the Improvement Plan work in 2012/13 a review of the enforcement workload had been carried out and as a result a more pro-active approach to managing the cases was introduced. This resulted in the number of enforcement cases recorded in the Acolaid system as 'in hand' falling from 615 in April 2012 to 178 in April 2013. It was established that the majority of these cases were historical and had actually been resolved but not correctly closed down on the system. This had now been addressed, with over 400 cases having been closed and removed from Acolaid in the last year.
- 4.15 In the period from 1 August 2012 to 31 July 2013, 281 new enforcement cases were recorded on the Acolaid system. As of October 2013 there were 120 live cases on the system. Most cases are what could be described as small-scale – they are not necessarily legally complex and can be dealt with by the Enforcement Officers without significant input from more senior Planning Officers. Of the current outstanding cases the majority are for unauthorised building works and non-compliance with planning permission/conditions. The next highest is unauthorised businesses. The remainder are unauthorised signs, untidy land and other random complaints e.g. caravans on drives.
- 4.16 Proactive monitoring of cases on the Acolaid system has now been established with regular reports going to all officers identifying outstanding cases and priority actions. Anonymous complaints are no longer being recorded or investigated. Whilst there may be scope to further reduce the number of enforcement cases through an improved recording mechanism, the current figures are not considered to be excessively high.
- 4.17 The smaller scale cases are investigated and generally resolved within reasonable timescales. Formal action is normally not taken as it is not necessary or expedient. Most minor breaches are resolved through negotiation. In 2012 a total of 7 formal notices were served (5 Enforcement Notices, 1 Section 215 Notice and 1 Breach of Condition Notice) and in 2013 so 7 formal notices have been served (3 Enforcement Notices, 1 Section 215 Notice, 2 Breach of Condition Notices and 1 Planning Contravention Notice).
- 4.18 Concerns have been raised about delays in the enforcement action being taken. The perception that there are delays appears to relate to the more significant cases where there are a number of factors which can impact on the timescale. These include:
- The need to gather evidence over a period of time (eg use of a breach diary in cases of unauthorised activity at a particular site)
 - The need to obtain Development Management Committee approval to take formal action (this has been addressed through recent changes to the constitution and officer's delegated powers)

- The need to obtain information on land ownership before serving the formal notice and the legal processes associated with this
- The 'checks and balances' built into the process – i.e. the owner's right to submit one or more planning applications and to appeal where a refusal of planning permission occurs.

4.19 Review findings

4.20 The procedures and processes related to the investigation of enforcement complaints have been reviewed and a number of issues have been identified:

- multiple complaints received in connection with the same matter were recorded as separate issues within the system (this has been addressed);
- minor complaints were recorded before it was established whether there was any substance to them;
- a minor issue concerned the occasional allocation of complaints about non planning-related matters through the Customer Contact Centre to the planning service which can be resolved through better training;
- complaints about development activities on site once works are underway would be better dealt with through negotiations with developers channelled through ward Councillors and resident groups, rather than through the formal complaints process – the Council should not be acting as an intermediary between developers and residents. Such an approach appears to have been successful in the case of the Hampshire Farm development;
- need to reduce the number of conditions applied to permissions that lead to technical breaches that are difficult to enforce; need to ensure that conditions are reasonable, appropriate and enforceable; the Council could liaise informally with developers to encourage neighbour-friendly development works rather than impose excessive and unrealistic conditions;
- need to manage both Councillors' and public expectations in relation to what the Council can and cannot enforce;
- some cases necessarily remain unresolved on the system due to factors beyond the control of the planning team, for example matters that are subject to the Committee decision-making process and those that are referred to the Planning Inspectorate on appeal;
- a more sophisticated use of the Acolaid Enforcement module could provide a breakdown of cases and be helpful to Councillors in understanding the figures, as well as streamlining the work of the team in responding efficiently to complaints;
- better filtering and prioritisation of complaints at an early stage would help to ensure that complaints are directed to the appropriate body for action, that enforcement action is only taken as a last resort and only when such action is proportionate and necessary; an enforcement plan setting out priorities would provide clarity; and
- improved liaison between Development Management and Legal Services to ensure timely issuing of formal notices.

4.21 In particular, the Panel felt that Ward Councillors should be encouraged to intervene at an early stage to help resolve issues informally at a local level and to help promote better relations between developers and local residents so as to reduce the number of formal complaints requiring enforcement action that may not be appropriate nor of any significant benefit to the community

4.22 Future actions

- 4.23 A review of the use of Acolaid is already underway and new standard letters and monitoring reports are being created. This is being done in parallel with new procedures for dealing with complaints. It is proposed to introduce an Enforcement Plan as recommended in the NPPF. This will set out case priorities (e.g. works to TPO trees and Listed Buildings might be high priority and Estate Agents signs might be low priority) and establish formal targets for key milestones (e.g. acknowledging complaints and carrying out initial site visits etc). This document would be key to clarifying the Council's Planning enforcement powers and managing public expectations. It would explain those areas where we are unable to take action as well as those we can. Any policy would be subject to Councillor input and public consultation.
- 4.24 The existing resource level within the Service has been reviewed and it has been concluded that there is no requirement for increased staff resource. However, the potential for identifying specific dedicated resource at Senior Planning Officer level is being investigated to provide better focus and priority on the more significant and complex cases.
- 4.25 There is a need to improve liaison with Legal Services to ensure that the legal processes and serving of formal notices is carried out in a timely manner. A regular review meeting will be established to ensure there are no unnecessary delays in serving notices.
- 4.26 Recent experiences at major development sites such as Hampshire Farm, Emsworth and Manor Farm, Havant have emphasised the need to ensure that planning conditions are relevant to planning and enforceable. The use of conditions on major development sites will be reviewed to ensure that all are necessary and enforceable. These developments have also highlighted the importance of developer/resident liaison groups with strong local councillor involvement and this approach should be rolled out as good practice for future development sites.

5.0 Implications

- 5.1 **Resources:** Process, policy and any structural review work will be resourced from within the Planning team and individual projects will be supported as required by ICT, HR and Business Improvement Teams. Requests for external funding for improvements will come to JEB as required.
- 5.2 **Legal:** There are no legal implications.
- 5.3 **Strategy:** An enhanced and effective enforcement service which acts proportionately will directly support the following HBC Corporate Plan priorities:
- Economic growth
 - Public Service excellence
- 5.4 **Risks:** Management of public expectations. The Planning Enforcement role can't always meet the expectations of the customer.

- 5.5 **Communications:** Any change to the service or new Enforcement Plan/Policy will include a communications plan and consultation process as necessary as part of the project development process.
- 5.6 **For the Community:** There is a range of customers impacted by the Planning Enforcement process. The overall aim is to enhance customer service and provide clarity to support the P&BE objective of providing a high quality cost effective service that plans with our communities and businesses for a sustainable and natural built environment that adapts to today's demands and the needs of the future.
- 5.7 **The Integrated Impact Assessment (IIA) has concluded the following:** The report details a review of the current Planning Enforcement service. Further work on an Enforcement Plan/Policy will include IIA where necessary.

6.0 Consultation

- Executive Head of Planning and Built Environment
- Service Manager Legal and Democratic Services

Background Papers:

Development Management Service Improvement Plan – Report to Scrutiny Board 20 November 2012 and 20 March 2013.

Agreed and signed off by:

Service Manager, Legal and Democratic: 11 November 2013

Service Manager (Finance): 11 November 2013

Executive Head Planning and Built Environment: 11 November 2013

Contact Officer: Chris Murray

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HAVANT BOROUGH COUNCIL

SCRUTINY BOARD

19 November 2013

SCRUTINY BOARD – WORK PROGRAMME 2013/14

Report of the Democratic Services Officer

Governance and Logistics Portfolio: Councillor Branson

Key Decision: N/A

1.0 Purpose of Report

- 1.1 To give the Board an opportunity to review progress with the regard to the work undertaken by the Scrutiny/Policy Review Panels since the last meeting.

2.0 Recommendation

That the Board:

- 2.1 receives an interim report from the Environment and Neighbourhood Quality Panel in relation to their review of Public Space CCTV;
- 2.2 reviews progress to date and identifies any further matters for scrutiny/policy review, to be undertaken by the appropriate Panel as part of the Board's work programme, and that the key objectives of any additional reviews be agreed;
- 2.3 receives an update from the Scrutiny Leads in relation to their ongoing work programmes, to include their intended next steps and programme for reporting back to the Board.

3.0 Summary

- 3.1 This Board oversees the work of five informal Scrutiny/Policy Review Panels, each linked directly to one of the five service clusters. The following Scrutiny Lead Councillors have been identified to take the lead with regard to the work in these areas:
- Planning & Built Environment – Councillor Mrs Blackett
 - Economy & Communities – Councillor Caren Tarrant
 - Environment & Neighbourhood Quality – Councillor David Keast
 - Marketing & Development – Councillor John Smith
 - Governance & Logistics – Councillor Leah Turner
- 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. An overview of the Board's work programme is attached at Appendix B.

3.3 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 interim progress reports with regard to those reviews that are ongoing at the time of each of its meetings. The Environment and Neighbourhood Quality Panel's interim report on Public Space CCTV is attached at Appendix A.

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 – Environment and Neighbourhood Quality Interim Scrutiny Report – Public Space CCTV

Appendix B - Scrutiny Board Work Programme - Overview

Background Papers: Nil

Advisor to the Board: 11 November 2013

Contact Officers:

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19 November 2013

INTERIM REPORT - PUBLIC SPACE CCTV REVIEW

Report by Environment and Neighbourhood Quality Scrutiny Panel

Councillor David Keast (Scrutiny Lead)

Councillors Hilary Farrow, Ralph Cousins, Colin Mackey, Olwyn Kennedy, David Smith

1.0 OBJECTIVES OF THE REVIEW

1.1 The Environment and Neighbourhood Panel has undertaken work to:

- review the current objectives for the provision of Public Space CCTV and propose revisions where appropriate
- gain an understanding of residents views on the provision of Public Space CCTV
- establish fellow Councillors current levels awareness of Public Space CCTV provision in Havant.
- scope the views of key partners both statutory and non statutory with regards to reducing the net costs to the Council.

2.0 INTERIM RECOMENDATIONS

2.1 That the existing priorities for the provision of public space CCTV should be amended to read as follows; to -

- tackle crime and anti-social behaviour
- increase public reassurance by reducing the fear of crime
- support the emergency planning process and
- inform the emergency services response to major incidents
- assist in the security and management of the councils assets

2.2 That appropriate signage be displayed in the vicinity of CCTV columns to reinforce the priorities and raise public awareness that the service is provided by HBC.

2.3 That a brief guide to Public Space CCTV be produced to inform key stakeholders and Councillors

2.4 That CCTV performance monitoring include the nature of incidents captured for example Anti Social Behaviour, Shoplifting, Violence.

2.5 That further work be undertaken to identify opportunities to reduce the net cost to the Council.

3.0 SUMMARY OF FINDINGS TO DATE

- 3.1 In conducting this work the panel noted that there had last been a comprehensive review in consultation of Public Space CCTV undertaken in 2008/09 resulting in an annual saving of £80K per annum.
- 3.2 In 2010 the Havant Borough Council's public space CCTV system including cameras, and control room equipment was the subject to a comprehensive refurbishment, including an upgrade to digital recording. The panel noted that this upgrade had received contributions of £50K from both the Police and £50K from LABGI, a business improvement grant.
- 3.3 The panel noted that there had been further service efficiencies made since 2010 and felt that there was a level of coverage (i.e. number of cameras and hours of monitoring) below which the Public Space CCTV system would cease to be effective.
- 3.4 The panel conducted initial interviews of officers responsible for the delivery of the public space CCTV and undertook a paper review of the relevant existing policies and performance reports. They welcomed the provision of monthly performance reports but felt that more detail of the types of incidents would be beneficial in assessing the value of the service
- 3.5 The views of officers responsible for economic development, HBC assets and emergency planning were also sought. It was felt that businesses and other organisations would value the services role in providing a safe environment though they were unlikely to contribute to the costs. The potential role of CCTV in the event of a major incident and its role in supporting emergency planning was recognised. It was also noted that the current CCTV system provides coverage for a number of HBC assets.
- 3.6 The panel identified that the key to the review of the provision of such a service was to gauge public opinion regarding their support for the service and commissioned a survey of residents.
- 3.7 The Panel noted that the results from the public survey on the CCTV review had been collated and analysed and a total of 350 on street interviews had been conducted with the public in different locations throughout the borough in order to gain a broad overview.
- 3.8 The interviews had taken place at weekends and week days, at different times and took into account age/sex/disability. It was confirmed that the survey had been conducted by professional market researchers.
- 3.9 The Consultation and Market Research Adviser provided an overview of the results and members were interested to note that the public considered CCTV to be a high priority, with the majority agreeing that taxpayers money should be spent on providing it.

SCRUTINY BOARD

19 November 2013

3.10 The panel also sought to gauge fellow councillors levels of knowledge and understanding of the service and a survey of Councillors was also undertaken. There was a good response to the survey which showed a degree of interest in the subject.

3.11 The Panel also sought to establish that the Public Space CCTV was in line with current HBC priority areas and found that supporting a Safer Havant to tackle crime and anti social behaviour through the effective use of public space CCTV was supportive of key HBC aims namely:

Financial sustainability

- CCTV will be affordable and sustainable providing value for money for the public.
- Balance our finances each year, and direct resources appropriately to deliver quality services in a targeted way.
- Assist Emergency services and other agencies with the efficient deployment of their resources.
- Provide security for council assets.

Economic growth

- To work with partners to make the area as safe an environment as possible to support businesses.
- To support businesses through the shop watch scheme.

Public service excellence

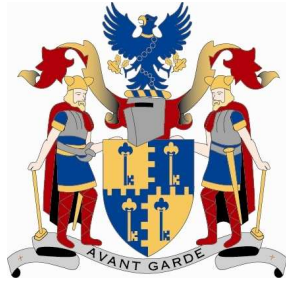
- To support the multi agency emergency planning process.
- Reassure the public.
- Support local vulnerable people, in line with our Customer Access Strategy, so that our services are responsive, predictive and Proportionate.

3.13 The subject of funding of CCTV was raised with the Safer Havant Partnership and the office of the Police and Crime Commissioner but it is right to say that there appears little appetite amongst partners to contribute to the costs of providing the service at this stage.

4.0 ANTICIPATED COMPLETION DATE FOR THE REVIEW

4.1 The Panel anticipates completing the review by April 2014.

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Havant

BOROUGH COUNCIL

Havant Borough Council Overview - Scrutiny Board Work Programme 2013/14

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Topic Area	Objectives of Review	Panel	21 May 2013	23 July 2013	10 September 2013	19 November 2013	4 February 2014	25 February 2014	20 May 2014
Development Management Service – Improvement Plan	Ongoing review of the improvements made to the DM Service following LA peer group benchmarking exercise. Interim report from the Panel to the Board on 20 November 2012. Board to receive a presentation from the officers and progress report from the Scrutiny	Planning and Built Environment Panel							

APPENDIX B

Topic Area	Objectives of Review	Panel	21 May 2013	23 July 2013	10 September 2013	19 November 2013	4 February 2014	25 February 2014	20 May 2014
	Panel on 21 May 2013. Presentation to include an assessment the financial impact of the new fees introduced in April 2012.								
Corporate Performance Healthcheck	Scrutiny Lead Councillors meeting quarterly to review the Corporate Performance Healthcheck reports, referring any issues of concern to the appropriate Scrutiny Panel for investigation and report back. New proposals at this meeting for service-specific healthcheck reports to be presented directly to each of the Scrutiny Panels for discussion with their Head of Service on a quarterly basis.	Scrutiny Leads Panel							

Topic Area	Objectives of Review	Panel	21 May 2013	23 July 2013	10 September 2013	19 November 2013	4 February 2014	25 February 2014	20 May 2014
Customer Access Strategy 12 Month Progress Review	Panel contributed to the implementation of the Council's Customer Access Strategy; informing priorities for a channel shift in the way the Council communicates with, and receives information from, its customers. Panel's report and recommendations to the Board on 11 September 2012, 12 month review on 10 September 2013.	Marketing and Development							
Marketing Strategy	To contribute to the development and implementation of a marketing strategy for the Borough. Panel's initial report and recommendations to the Board on 26 February 2012, work ongoing in 2013 with final report to the Board on 10 September 2013.	Marketing and Development Panel							

Topic Area	Objectives of Review	Panel	21 May 2013	23 July 2013	10 September 2013	19 November 2013	4 February 2014	25 February 2014	20 May 2014
Democratic Process/Role of the Mayor	<p>Stage 1: To investigate the cost and benefits of the democratic process in Havant with a view to identifying any potential improvements and/or financial savings. This is due to come to the Scrutiny Board in November 2013.</p> <p>Stage 2: To measure the value of the councillor / resident link, establish if it is strong enough and suggest any changes. It is the Panel's aim to bring it to the Board in February 2014.</p>	Governance and Logistics							
Discharges into Local Harbours – Progress Review	<p>To receive an update from Southern Water on work undertaken to reduce discharges into local</p>	Environment and Neighbourhood Quality							

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	harbours								
CCTV	Recommendation from JEB on 16 April 2013 that the scrutiny Panel agree and prioritise the objectives of the service. An interim report will come to the Board on 19 November 2013.	Environment and Neighbourhood Quality							
Revenue Budget 2014/15	The Board is to consider the proposed budget strategy for 2014/15 on 21 January 2013.	N/A							
Events	Following from the Panel's earlier review of the Leisure Strategy and discussions between the Scrutiny Lead and Portfolio Holder.	Economy and Communities Panel							
Leisure Strategy Review 12 Month Progress	To understand/evaluate the Council's role in leisure infrastructure (including	Economy and Communities Panel							

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Review	supporting events, activities and organisations) in the borough. Panel's report and recommendations to the Board on 26 February 13 month review on 25 February 2014.								
Scrutiny Board – Annual Report 2013/14	To review the Board's performance in 2013/14, make recommendations for future work programmes and working methods	N/A							
Climate Change and Sustainability	To investigate work being undertaken addressing climate change and sustainability in Havant borough and to help set a strategic way forward.	Environment and Neighbourhood Quality							
Street Cleanliness	To investigate the reasons	Environment and							

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12 Month Progress Review	behind a reduction in standards of street cleaning and increase in litter and graffiti. Panel's report and recommendation to the Board on 26 February 2013, with a progress review on 20 May 2014.	Neighbourhood Quality							
Quarterly Budget Scrutiny	The Panel to review the quarterly budget reports to monitor in-year overspends and underspends in relation to the original budget estimates – Ongoing.	Governance and Logistics Panel							
Community Infrastructure Levy	The Panel to look at priorities for allocating monies received through CIL. Panel's initial report and recommendations to the Board on 4 February 2013. Work ongoing in 2013,	Planning and Built Environment Panel							

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	further report to Board date to be confirmed								
Pricing Strategy/Residents Packs	Recommendation from the Cabinet that the Panel has input in the process for taking this forward. Panel to meet with Head of Service in June 2013 to discuss. Report back to the Board on date to be confirmed.	Marketing and Development Panel							
Review of HBC's Relationship With PUSH	To establish what extent the borough benefits from PUSH, how the benefits can be maximised and to look at the future existence of PUSH and its relevance to the future of the SE Hants region. Arising from a recommendation of the Board on 20 November 2012. Date for taking this	Economy and Communities Panel							

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	work forward to be confirmed.								

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