HAVANT BOROUGH COUNCIL PUBLIC SERVICE PLAZA CIVIC CENTRE ROAD HAVANT HAMPSHIRE P09 2AX

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SCRUTINY BOARD AGENDA

Membership: Councillor Branson (Chairman)

Councillors Cousins, Heard, Keast (Vice-Chairman), Lenaghan, Mackey, Perry, Shimbart, Smith K, Tarrant, Wade and Ponsonby

Meeting: Scrutiny Board

Date: Tuesday 10 November 2015

Time: 5.00 pm

Venue: Hollybank Room, Public Service Plaza, Civic Centre Road,

Havant, Hampshire PO9 2AX

The business to be transacted is set out below:

Nick Leach Monitoring Officer

2 November 2015

Contact Officer: Jack Caine and Tristan Fieldsend 02392 446233/02392 446230

Email: tristan.fieldsend@havant.gov.uk

Page

PART 1 (Items open for public attendance)

1 Apologies

To receive apologies for absence.

2 Minutes 1 - 4

To confirm the minutes of the Scrutiny Board held on 21 July 2015.

3 Matters Arising

4	Declarations of Interests	
5	Chairman's Report	
6	Councillor Lone Working Procedure	5 - 12
7	Scrutiny Board Work Programme	13 - 20

To consider any matters arising from the minutes of the previous

PART 2 (confidential items - closed to the public)

meeting.

Delivering Differently - Future Service Delivery of Operational 21 - 132 Services - Outline Business Case for JVC

GENERAL INFORMATION

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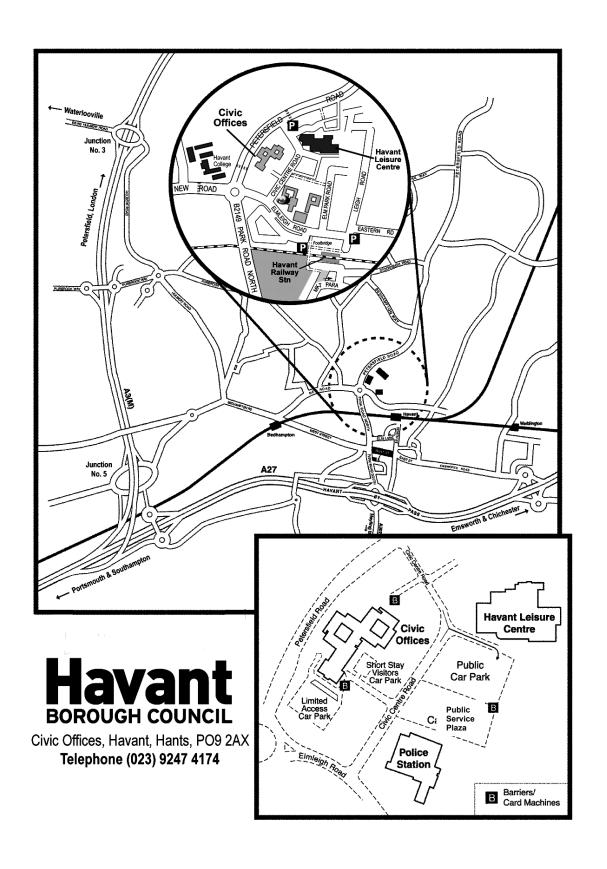
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Agenda Item 2

Scrutiny Board 21.July.2015

HAVANT BOROUGH COUNCIL

At a meeting of the Scrutiny Board held on 21 July 2015

Present

Councillor Branson (Chairman)

Councillors Cousins, Heard, Keast (Vice-Chairman), Lenaghan, Mackey, Perry, Shimbart, Smith K, Tarrant, Wade and Ponsonby

14 Apologies

There were no apologies for absence.

15 Minutes

RESOLVED that the minutes of the Scrutiny Board meeting held on 2 June 2015 and the Extraordinary Scrutiny Board meeting held on 24 June 2015 be agreed as a correct record.

16 Matters Arising

There were no matters arising.

17 Declarations of Interests

There were no declarations of interest.

18 Chairman's Report

There were no matters the Chairman wished to report to the Board.

19 Tourism in the Borough

The Board considered a report and presentation from the Communities Scrutiny and Policy Development Panel setting out the Panel's findings in connection with its review of tourism in the borough.

The Cabinet Lead for Communities and the Senior Economic Development Officer joined the Panel for the debate on this item and answered members questions in connection with the report.

The Board was encouraged with the work undertaken in unison with Portsmouth City Council to help promote the boroughs attractions to a wider audience. It was considered that further links needed developing with the neighbouring authorities in Chichester though, not only to capitalise on nearby events but also to raise the profile of the borough.

A question was raised over the current status of the Tourism Masterplan. It was confirmed that the Masterplan was still in place however it required investment from a developer before it could be actioned.

During the course of the debate the Board discussed how visitors could access tourist information when the Beachlands tourist information office was closed. It was noted that keeping the office open seven days a week throughout the year was financially prohibitive and the possibility of installing an unmanned information centre was being explored.

The Chairman invited the Leader to address the Board in regard to the report and participate in the debate. Attention was drawn to the need for a tourism marketing strategy to be developed as it was suggested that this would help provide a clear framework to develop tourism in the borough.

RECOMMENDED to Cabinet that:

- (1) There needed to be increased coordination between the Public Service Plaza and Beachlands regarding tourist information to ensure visitors to the borough could access relevant information all year round;
- (2) Progress continued to be made on raising the profile of the borough attractions' online:
- (3) An investigation in to the introduction of the slogan "Havant: Where the Downs Meet the Sea" online and on road signs leading into the borough be conducted to help create a unique brand;
- (4) The review would be an ongoing piece of work with another review scheduled in two years time to assess whether the current and proposed tourism initiatives had been successful:
- (5) The need to develop tourism links with Chichester District Council and West Sussex County Council; and
- (6) To investigate the possibility of introducing a Tourism Marketing Strategy for the borough.

20 Mail Services and Document Management System

The Board received a report from the Governance and Logistics Scrutiny and Policy Development Panel providing an update on the Panel's findings following its review of the Council's mail services.

In response to a question over the costs of storing the planning department's microfiche archive it was explained that there was a cost involved however digitising the archive would also involve significant expenditure. The Board enquired if any of the documents could be disposed of and requested that the Council's document retention scheme be circulated.

A query was raised over the timescales involved for training staff in the new document management system (DMS). An update would be provided to the Board following the meeting.

In response to a concern raised over the mail rooms business continuity during the Christmas to New Year period it was explained that the new DMS would allow each individual piece of mail to be tracked. This would help mitigate any mail issues over this period.

RECOMMENDED to Cabinet that the findings of the review be noted.

21 CIL Spending Review

The Board considered a report from the Economy, Planning and Built Environment Scrutiny and Policy Development Panel following their review of Community Infrastructure Levy (CIL) spending allocations.

During the course of the debate the Board were supportive of continuing to hold CIL briefings which allowed members to provide a list of projects they felt were most suitable for further investigation and development.

RECOMMENDED to Cabinet that the Panel's findings on the allocation of CIL funds be noted.

22 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 for inclusion in the Board's work programme.

Each of the Scrutiny Lead Councillors were asked to provide a brief update on their intended next steps and programme for reporting back to the Board.

RESOLVED that the progress to date with regard to the Board's work programme be noted.

The meeting commenced at 5.00 pm and concluded at 6.30 pm	
Chairm	an



HAVANT BOROUGH COUNCIL

Scrutiny Board

Tuesday, 10 November 2015

Councillor Lone Working Procedure
Report by: Environmental Services Scrutiny and Policy
Development Panel

FOR DECISION

Portfolio: Cabinet Lead for Governance and Logistics and Human Resources

Key Decision: No

1.0 Purpose of Report

1.1 The Councillor Lone Working Procedure attached as Appendix A provides an informative but accessible guide to managing risks when working alone. The procedure is especially relevant to Councillors new to the role and should form part of the Councillor Induction Pack.

2.0 Recommendation

2.1 The Governance and Logistics Scrutiny and Policy Development Panel recommends to Cabinet that the draft Councillor Lone Working Procedure be circulated to all members and be included in the Councillor Induction Pack.

3.0 Subject of Report

- One of the primary roles of a ward councillor is to remain accessible to their local communities and constituents. While circumstances may vary, individual councillors have to decide whether assisting constituents will involve them in lone working situations such as home visits that could place them at risk of harm. Councillors should therefore always make an assessment of the level of risk and what arrangements are in place for their safety.
- 3.2 This procedure, attached as Appendix A, aims to provide councillors with a concise, easy to access set of guidelines about how to assess and manage risk when in lone working situations. These guidelines also outline the proactive safety measures that can be taken should councillors find themselves in situations where they have concerns for their safety. It is recommended that the procedure be included in the Councillor Induction Pack so new Councillors are aware of how to reduce the risks of lone working. Many councillors will not experience any problems during their term(s) of office, but a little time given to preparation and planning can reduce the already small risk even further.

4.0 Training

4.1 Local authorities have responsibilities for the safety of elected members while on council business as they do for their officers. It is planned to hold two Suzi Lamplugh Trust training sessions for Councillors later in the year on lone working. Councillors, especially new Councillors, can also ask at any time that the Council arrange suitable training for them if they feel they would benefit.

5.0 Reporting Incidents

5.1 Depending on the severity of the incident, the councillor involved should contact the police. Even if an incident is not considered serious enough to involve the police, it should always be reported to the Safety and Emergency Planning Officer for any further action. By taking appropriate action a Councillor can help prevent a similar incident reoccurring.

6.0 Conclusion

6.1 The Councillor Lone Working Procedure attached as Appendix A be approved, circulated to all members and be included in the Councillor Induction Pack.

7.0 Implications

- 7.1 **Resources:** The main financial impact would be officer time administering any risk assessments. These costs would need to be included within the Health and Safety budgets. There will be no extra training costs.
- 7.2 **Strategy:** Councillors meeting constituents' forms part of the Councils Corporate Strategy of ensuring customers have easy access to the Council and providing contact for residents where they can access it.
- 7.3 **Risks:** The Procedure will allow Councillors to assess and mitigate the risks involved in lone working situations that could place them at risk of harm.
- 7.4 **Communications:** The Councillor Lone Working Procedure will be distributed to all Councillors and will also form part of the Councillor Induction Pack.
- 7.5 **For the Community:** One of the primary aims of the Councillor Lone Working Procedure is to ensure Councillors accessibility to their constituents and communities.
- 7.6 **Consultation:** Safety and Emergency Planning Officer

8.0 Appendices:

Appendix A: Councillor Lone Working Procedure

Agreed and signed off by:

Finance: 21 October 2015 Legal: 27 October 2015 Finance Service Manager: 27 October 2015

Contact Officer: Tristan Fieldsend

Job Title: **Democratic Services Officer**

Telephone: 023 9244 6233 tristan.fieldsen tristan.fieldsend@havant.gov.uk



PROCEDURE FOR COUNCILLOR LONE WORKING

1. WHAT ARE THE HAZARDS?

These may be summarised as follows:

- Personal attack, threatening behaviour offered whilst away from support
- Councillors having an accident, being injured or involved in some other emergency whilst away from support
- · Councillors becoming ill whilst away from support
- Entering properties at the invitation of the occupant.

2. DO I HAVE TO CARRY OUT A RISK ASSESSMENT?

Yes, this can be a dynamic or a specific risk assessment. A dynamic risk assessment is carried during the visit and a specific one is if particular hazards have been identified:

- Look at the controls already in place
- · Identify who could be harmed
- Apportion a risk factor after considering if the controls are enough
- If the risk is still too high apply additional control measures.
- · Review any risk written assessments on a regular basis

When assessing the risk, consider the type of work being conducted and whether it needs to be tailored to the individual or to the particular task. In many circumstances there will be a combination of relevant factors, e.g. working after dark, visiting residents' homes alone, site visits etc.

3. WHAT SHOULD I DO NOW?

The next step is to consider the following:

A. Pre-planning

Those who make visits alone should:

- Draw on your own experience and that of your colleagues.
- Find out as much as possible about the identity of the person being visited.
- Carry their identification and mobile telephones with them at all times.
- · Consider any potential risks of making night visits alone.
- Check your insurance policy to ensure you have adequate cover.
- Ensure your spouse/partner or fellow ward councillor is aware of your location and expected time of visits.
- Ensure your spouse/partner or fellow ward councillor knows your mobile telephone number
- Ensure your spouse/partner or fellow ward councillor knows your route and expected time at each location.

B. Training, Awareness and Attitude

- Prevention is the key to safeguarding the 'Lone User' whether it be from violence, accidents or injury
- The key to good prevention is awareness, and the most practical way of improving this in organisations is through proper training schemes
- The Safety Co-ordinator can arrange training which contains elements of the skills needed when dealing with the public, avoiding/handling conflict, dealing with violence etc., and further training can be provided if required.

Areas where Councillors might benefit from training are:

- Personality traits and mannerisms which may exacerbate situations
- Inability to deal with difficult customers, handle conflict rationally, confront people with controversial issues in a polite way, etc.

Although one of the main concerns is the risk of violence to Councillors, the other risks of accidents and injuries must not be overlooked. Training can be made available for a variety of tasks. If the demand is there, just ask.

C. Communications

Good communications are a key feature for any 'safe system of work' and are particularly important as far as the 'Lone Worker' is concerned, as they may be the only way that an unplanned event will be identified.

4. A COUNCILLORS GUIDE TO SAFE SYSTEMS OF WORK

The following system is a quick guide to ensure a safe system of working, although it can be adapted to suit each Councillor:

Make sure before leaving home:

 Inform others of your location in advance, e.g. mobile phone, use Outlook to record whereabouts.

To ensure whilst making a visit:

- Carry mobile phone, charged up and with contact numbers stored.
- If considered necessary carry a Personal Attack alarm check in working order and test periodically.
- Always carry Council identification to reassure resident.
- Wear suitable clothing if attending a Development Management Committee site visit.
- Park vehicle with clear exit away from property without having to turn round.
- Conduct interview outside or on doorstep, if appropriate.
- Only enter private property if feeling entirely unthreatened.
- If pets are intimidating you, ask the resident to remove and/or restrain.
- Ensure your spouse/partner or fellow ward councillors are aware of your location.

Threatening Behaviour:

 When attending visits where threatening behaviour is anticipated, take a colleague with you.

- If feeling threatened, leave the premises on a pretext, e.g. another appointment to attend.
- Report any threatening behaviour to the Safety and Emergency Planning Officer
- Ensure you have received appropriate lone working training.
- Ensure your spouse/partner or fellow ward councillors are aware of your location

5. FUTURE ARRANGEMENTS

Like most Health & Safety systems, it is necessary to review your arrangements from time to time and communicate any changes that need to be made to those who need to know.



HAVANT BOROUGH COUNCIL

Scrutiny Board

Scrutiny Board Work Programme - 2015/16

Report by Democratic Services Assistant

Cabinet Lead: Councillor Michael Wilson

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 Development Panels since the last meeting.

2.0 Recommendation

That the Board:

- 2.1 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;
- 2.2 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 Development 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:
 - Economy, Planning & Built Environment Councillor Ken Smith
 - Communities Councillor Andy Lenaghan
 - Environmental Services Councillor David Keast
 - Marketing & Development Councillor Colin Mackey
 - Governance & Logistics Councillor Peter Wade
- 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 A.

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 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 Work Programme - Overview

Background Papers: Nil

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Tristan Fieldsend Democratic Services Officer

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Havant Borough Council Overview –Scrutiny Board Work Programme 2015/16

SUBJECT	Objectives of Review	Panel	LEAD PORTFOLIO HOLDER/	Date For Consideration	Outcome	Progress Update
CCTV - Final Report Page 17	Recommendation from JEB on 16 April 2013 that the Scrutiny Panel agree and prioritise the objectives of the service. Initial discussions for taking this forward underway. (Interim Report considered by Scrutiny Board on 19 November 2013)	Environment and Neighbourhoo d Panel	Portfolio Holder for Environment and Neighbourhood Quality	Scrutiny Board 2 Jun 2015 Cabinet 13 Jul 2015	Scrutiny Board: RECOMMENDED to Cabinet that the current CCTV system be retained in the budget for 2016/17.	Cabinet RESOLVED that a decision on the future of CCTV provision in the Borough be deferred for consideration as part of the 2016/17 budget setting process.
Corporate Performance Healthcheck - 2014/15 - Q4	Scrutiny Lead Councillors quarterly meeting to review the Corporate Performance Healthcheck Reports. Any issues of concern to be referred to the appropriate Scrutiny Panel for investigation and report back.	Scrutiny Leads Panel	Cabinet Lead for Marketing and Development	Scrutiny Leads Panel 3 Jun 2015		
Mail Services and Document Management System	To review the role of mail services and assess what work was being undertaken to ensure that the Council moved towards paperless working.	Governance and Logistics and HR Scrutiny and Policy Development Panel		Scrutiny Board 21 Jul 2015 Cabinet 7 Oct 2015	Scrutiny Board: RECOMMENDED to Cabinet that the findings of the review be noted. Cabinet: RESOLVED that the findings of the review be noted.	An update on the progress of the project be brought to the Scrutiny Board in April 2016.
Review of CIL Spending Allocations	To review Community Infrastructure Levy (CIL) Allocations.	Economy, Planning and Built Environment Scrutiny and Policy Development Panel	Cabinet Lead for Economy, Planning and Built Environment	Scrutiny Board 21 Jul 2015 Cabinet 7 Oct 2015	Scrutiny Board: RECOMMENDED to Cabinet that the findings on the allocation of CIL funds be noted. Cabinet: RESOLVED that the findings on the allocation of CIL funds be noted.	
Tourism in the Borough	To review and improve tourism within the borough.	Economy and Communities Panel	Cabinet Lead for Communities	Scrutiny Board 21 Jul 2015 Cabinet 7 Oct 2015	Scrutiny Board: RECOMMENDED to Cabinet that: 1) There needed to be increased coordination between the	An update on the recommendations come to the Scrutiny Board in October 2017.

SUBJECT	Objectives of the Review	Panel	LEAD PORTFOLIO HOLDER/ OFFICER	Date For Consideration	Outcome	Progress Update
Page 18					Public Service Plaza and Beachlands regarding tourist information to ensure visitors to the borough could access relevant information all year round; 2) Continued progress be made on raising the profile of the borough attractions online; 3) An investigation in to the introduction of the slogan "Havant: Where the Downs Meet the Sea" online and on road signs leading into the borough be conducted to help create a new brand; 4) The review would be an ongoing piece of work with another review scheduled in two years time to assess whether the current and proposed tourism initiatives had been successful; 5) The need to develop tourism links with Chichester District Council and West Sussex County Council; and 6) To investigate the possibility of introducing a Tourism Marketing Strategy for the borough. Cabinet RESOLVED to approve the Scrutiny Board's recommendations.	
Councillor Lone Working	To produce an informative but accessible guide to managing risks when working alone with the procedure especially relevant to Councillors new to the role.	Governan ce and Logistics Panel	Cabinet Lead for Governance and Logistics and Human Resources	Scrutiny Board 10 Nov 2015		
Delivering Differently - Future Service Delivery of Operational Services	To review the future delivery of Operational Services and the various options detailed in the report.	Scrutiny Board	Deputy Leader of the Council and Cabinet Lead for Environment and Neighbourhood	Scrutiny Board 10 Nov 2015		

SUBJECT	Objectives of the Review	Panel	LEAD PORTFOLIO HOLDER/ OFFICER	Date For Consideration	Outcome	Progress Update
			Quality			
Revenue Budget 2016/17	The Board is to consider the proposed budget strategy for 2105/16	Scrutiny Board	Leader and Cabinet Lead for Corporate Strategy, Finance, and Partnerships	Scrutiny Board 26 Jan 2016		
Havant Borough Council Website Review	To review the functionality and ease of access of the website for members of the public.	Marketing and Developm ent Panel	Cabinet Lead for Marketing and Development	Scrutiny Board 23 Feb 2016		
eview of Cemeteries and Crematorium	To review Havant Borough Council's role in running cemeteries throughout the borough.	Environme ntal Services Panel	Cabinet Lead for Economy, Planning and Built Environment	Scrutiny Board 23 Feb 2016		
Review of Development Management Committee Agenda Papers	To investigate methods of simplifying report writing for Development Management Committee agendas.	Economy, Planning and Built Environment Panel	Cabinet Lead for Economy, Planning and Built Environment	Scrutiny Board 23 Feb 2016		
Safeguarding	With a review of the Safeguarding Policy scheduled this work will allow the Panel to have input and influence over its formulation especially with regard to training for councillors.	Communiti es Panel	Cabinet Lead for Communities	Scrutiny Board 23 Feb 2016		

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Agenda Item 8

By virtue of paragraph(s) 3, 4 of Part 1 of Schedule 12A of the Local Government Act 1972.















