

# **Havant**

**BOROUGH COUNCIL**

**SCRUTINY  
ANNUAL  
REPORT  
2015/16**

## FOREWORD

*'There is no 'best way' to do scrutiny - and there is no council which is best in the country at scrutiny.'* LGA.

I took over as Chairman of the Scrutiny Board at the beginning the Civic Year 2015-16 and have worked hard to make scrutiny more effective this year. This has certainly been the case but we still have further to go.

I reorganised the panels at the beginning of the year so that all members of the council who were not Cabinet members were allocated to one of the five panels with the exception of the Mayor. Two members of each panel were named as Board members and in accordance with proportionality. All other members are standing deputies. This has meant almost 100% attendance at Board meetings. Other members have been co-opted for issues for which they expressed an interest and wished to contribute.

The Board and Panels have worked hard and effectively on a number of projects this year. The Environment Panel scrutinised the Norse JVC project and was strengthened by members of other panels. Extra panel meetings had to be arranged to as well as an Extraordinary Board meeting. Officers praised the work done by this panel.

There have been a number of issues where a task and finish panel has been set up. I set up a panel to look at CCTV again as part of the budget process. The recommendation caused a lot of press interest which I believe raised the profile of Scrutiny at Havant Borough Council where I was interviewed by the BBC for television and national radio.

Scrutiny of the 5 Councils project - again a panel was made up of members of the two panels involved with the Five Councils: Marketing and Development and Governance and Logistics along with representatives of other political parties. This is continuing under my chairmanship. Panels have met frequently to scrutinise these developments at short notice and these have been well attended by members

Scrutiny Leads have met to review the quarterly health check and have also met to discuss the progress of scrutiny since May 2015. I personally attend many panel meetings to support the Scrutiny Leads.

### **The Future**

*'Fundamentally, good scrutiny requires everyone in the council to understand what scrutiny is actually for. ---Its more and more necessary for scrutiny to have a clear place in the organisations approach to change, service improvement and policy making'* LGA

This year the panels were renamed as Scrutiny and Policy Development Panels. However there have been issues that have come to scrutiny very late in the policy development process. I would hope for more cooperation between the Cabinet Leads and Scrutiny Leads next year so that more time can be given to important issues of policy development, partnerships and the budget. Time for Scrutiny needs to be planned in to the timetable for major items and papers needs to be published well in time for members to have time to study them.

In my networking with Councillors in other authorities I believe that Havant Borough Council has a much better record of scrutiny than many of them but there is still have room for improvement. However this means that every Councillor should be involved in the process.

**Jackie Branson**  
**Scrutiny Board Chairman**  
**April 2016**

## Looking Backward and Looking Forward

The last year has been a year of improvement and development for scrutiny in the Council. The scrutiny system, introduced in 2012, has become a normal part of how we do things and continues to attract interest from other Councils. There is of course always room for improvement.

This year the Annual Report contains performance indicators. This allows the Council to compare what we have done this year with previous years.

The positive indicators show that:

1. There has been an increase in Scrutiny meetings and topics
2. There have been more pre decision topics this year
3. 53% of the topics were completed on time

On the negative side 21% of the reviews were not completed on time.

The major topics undertaken by the Scrutiny Panels and Board this year have been:

- 5 Councils' Procurement Contract
- The NORSE Joint Venture Company
- The Closed Circuit Television System
- The Budget

Unfortunately, the time given to enable the Panels to conduct their reviews of these topics was limited in each of these cases and has identified a need to improve:

- a. the dialogue between the Cabinet and the Board/Panels and
- b. the way the Panels plan their workload.

To overcome these issues it is proposed to introduce project planning for each Scrutiny Panel. It is also proposed the Panel have scheduled meetings throughout the year to which the Cabinet Leads will be invited to discuss future policies and decisions and future topics that could be scrutinised.

Looking forward the following areas for improvement have identified:

1. The need to introduce project planning into the system linking the Panels' topics with the Corporate Strategy and Business Plans
2. There is a need to establish performance indicators for the Scrutiny Process to enable monitoring of the progress of each Panel and their projects.
3. There is a need to make arrangements for the Cabinet Leads to regularly attend Panel Meetings to discuss future policies and topics to be submitted to Cabinet and/or the Council
4. The Panels need to rely more upon evidence when making recommendations
5. All Panel members need to play a greater part in scrutiny
6. There is a need for the Panels to improve their planning and monitoring of their work programmes
7. There is a need to improve the way the Board and Panels fix their budget work programme
8. There is a need to provide a guide on the scrutiny process to new and existing members

## • INTRODUCTION TO OVERVIEW AND SCRUTINY

### What is Overview and Scrutiny?

Overview and Scrutiny (O&S) is a principal way of achieving open, democratic accountability for the provision of public services. The aim of O&S is to improve public services and quality of life for local residents. Its main value is in holding the Council and other service providers to account, rigorously monitoring performance and in its capacity to inform and influence the actions of the Council and its partners. O&S is a legal requirement which was introduced by the Local Government Act 2000; it was extended in later legislation, and was consolidated in the Localism Act of 2011. O&S allows Councillors to examine, question and evaluate various functions of the Council and other providers of public services on behalf of the public in an open and effective way.

### Overview and Scrutiny has five broad functions:

- Holding the Council's Executive (i.e. the Cabinet, Cabinet Leads and the Leader of the Council) and its statutory partners to account in the public interest. This enables more transparent and effective decision making. This includes the power to 'call-in' a decision made by the Executive that has not yet been implemented. This effectively freezes the decision and allows the Board and the Panels to consider the decision further and then to make recommendations, if appropriate, to the Executive.
- Supporting the development of effective policies and initiatives which have a beneficial impact on the community through policy review and development.
- Contributing to continuous improvement in services through monitoring quarterly
- Departmental performance reports and the implementation of improvement plans.
- Having a positive impact on the work and outcomes of external agencies and providers of public services.
- Aiding Councillors in engaging with their communities and playing the role of community representatives and leaders.

### The Structure of Overview and Scrutiny at the Council

The scrutiny reviews are carried out by Scrutiny and Policy Development Panels (Panels). The work of the Panels is co-ordinated by the Board, which consider the recommendations of the Panels, develops a work programme of O&S reviews and policy development projects and appoints the Panels

The Board has created five Panels, each aligned to one of the Cabinet Leads with the aim of researching specific matters within each Cabinet Lead's portfolio. The Scrutiny Leads are responsible for the work of their Panels, including liaising with the relevant Cabinet Lead.

The establishment of these Panels has allowed non members of the Cabinet to conduct thorough reviews of particular areas and formulate robust and well researched recommendations to go forward to Cabinet. It is recognised that this initiative has produced some excellent pieces of work and it is hoped to build on progress made in 2016/17. The Panels match the responsibilities of each Cabinet Lead. This structure is kept under review to ensure it remains efficient.

Each of the Panels and the Board is made up of elected non-Executive Members of the Council. Membership of the Scrutiny Board in 2015/16 was as follows:

Councillors Branson (Chairman), Cousins, Heard, Howard, Keast, Lenaghan, Mackey, Perry, Ponsonby (co-opted member), G Shimbart, K Smith, and Wade.

All Panel members, who are not members of the Scrutiny Board, are standing deputies.

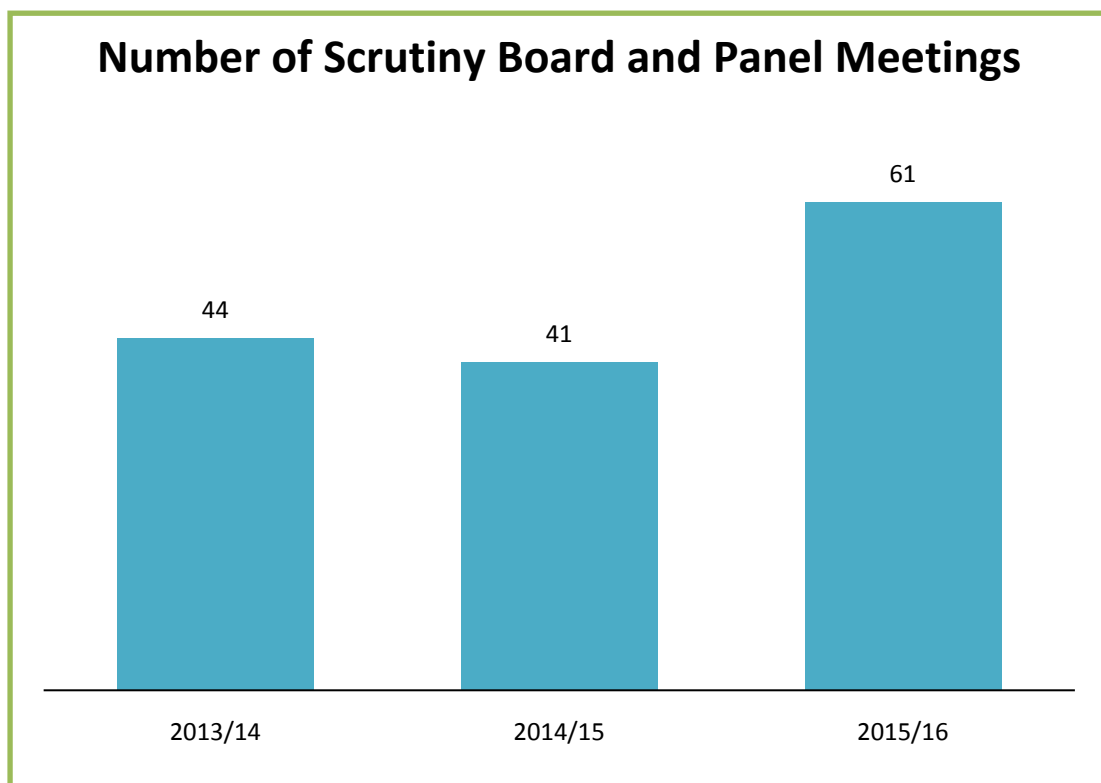
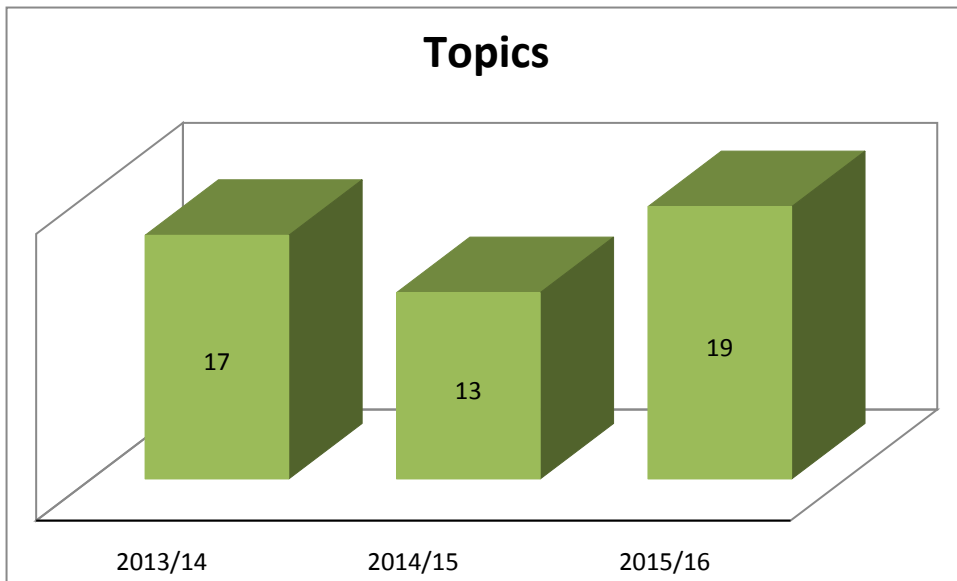
A diagram showing the structure of the Overview and Scrutiny Function in the Council is set out in Appendix A

### **Organisation of Overview and Scrutiny Work**

The Council has a well established approach to scrutiny and the following key principles have been established:

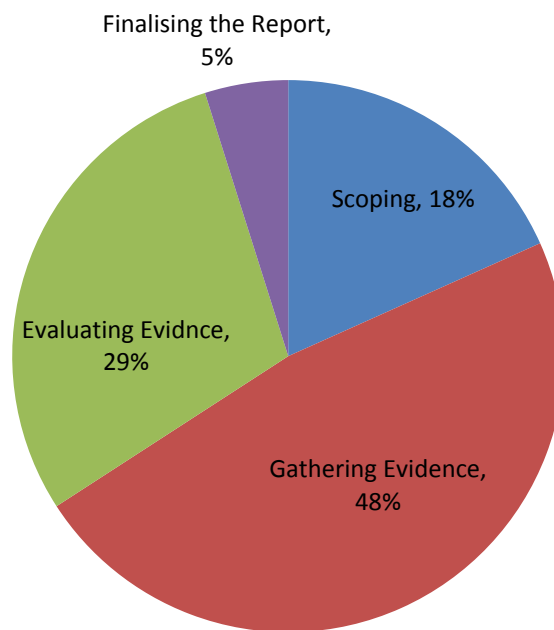
- the panels undertake research on the various matters in order to obtain a greater depth of understanding, leading to the formulation of informed and robust recommendations to the Cabinet;
- membership of the panels is flexible to enable the Panels to use the experience and expertise of all non members of the Cabinet when undertaking scrutiny reviews; and
- before each meeting, members are asked to give some thought as to potential lines of enquiry in advance, thus ensuring that the debate at the meeting is as structured and productive as possible and allowing the scrutiny panels and witnesses to prepare fully and be in a position to provide any detailed information required by the Board.

## Performance Indicators for the Year 2015/16



<b>No. of Topics Completed within Target Date</b>	<b>10</b>
<b>No. of Topics Not Completed Within Target Dates</b>	<b>4</b>
<b>No. Of Ongoing Reviews</b>	<b>8</b>
<b>No. of Recommendations Implemented</b>	<b>5</b>

### Workload of the Panels in 2015/16





# The Scrutiny Board

Chairman: Councillor Branson

Vice Chairman: Councillor Keast

Cabinet Leads to attend as required

The Scrutiny Board co-ordinates the work of the Scrutiny and Policy Development Panels and reviews, corporate issues concerning the whole Council and holding the Executive to account.

The coordination role includes appointing Panel Members, programming reviews, developing the O&S processes and monitoring Panels' activities.

A wide range of matters are reviewed, such as important new policy proposals and progress on improving services for residents.

## Monitoring the Work of the Panels

The Board monitored the progress of all O&S work by receiving updates on the Work programme from the Scrutiny Leads at each scheduled Board.

## Budget scrutiny

The Scrutiny Board, examined the Council's revenue and capital budget proposals for 2015/2016, along with the proposed fees and charges for Council Services. The Board considered that, in view of the delay in issuing the budget papers, it was impracticable for the Board give proper consideration to the Budget. Authority was therefore delegated to the 5 Councils' procurement Contract Panel to consider the Budget and make recommendations to the Cabinet

## Scrutiny Board Performance Indicators

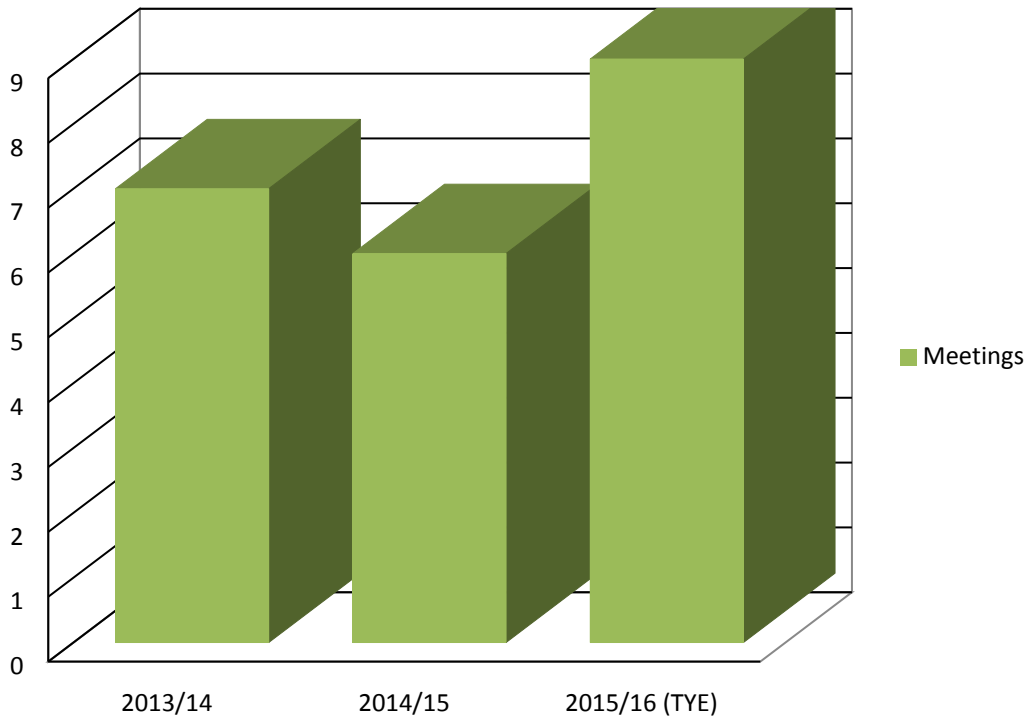
### Holding the Cabinet to Account

There were no call-ins during 2015/16

### Councillor and Community Calls For Action

From April 2009, the legal provision for the 'Councillor Call for Action' and also the 'Community Call for Action' came into effect, giving Members the opportunity to ask for discussions at the Scrutiny Board on unresolved issues. There have been no Community or Councillor Calls for Action at this Council in 2015/16.

### Meetings



# Environment & Neighbourhood Quality Scrutiny and Policy Development Panel

Chairman: Councillor Keast

Scrutiny Board Member:  
Councillor Cousins

Assisted by Councillors Rees, Hughes, Mrs Shimbart, Edwards (until December 2015) and Quantrill (from March 2016)

Cabinet Lead: Councillor Briggs

The Environment and Neighbourhood Quality Scrutiny and Policy Development Panel scrutinises and assists in the development of: Waste & Recycling Strategy & Management (including Project Integra), Vehicle Workshop and Fleet Management, Environmental Health (Including food safety), Environmental Protection, Health and Safety, Housing Enforcement (Including DFGs), Licensing, Pest Control and Animal Welfare, Parking Strategy/Management & Traffic Management, , shared parking review, All Public Realm Enforcement (Rangers) including dog fouling and litter dropping, Travellers, Sustainable Transport & Implementation (Strategy and Capital Projects), Community Safety (except Safer Havant Partnerships), CCTV, Open Spaces (including Recreation and Cemeteries), Street Care and Beachlands.

## Operational Services Joint Venture Scheme

Havant Borough Council is committed to providing a first-class service to its residents. As part of that commitment, the Council is exploring ways of not only providing these services, but generating additional income to support the future work of the Council.

A major project for the Panel was to scrutinise the creation of a Joint Venture Company (JVC) to run Operational Services for the Borough. The Panel undertook a thorough review of the proposal which included seminars and interviews with officers with the aim of establishing potential savings, details on the future management of staff and the impact the proposal would have on existing services and assets. The review concluded that the potential benefits would be:

- Securing local employment in providing local services
- Allowing the services offered to benefit from the proven experiences of a commercial partner
- Providing staff with the means to explore new opportunities
- Developing opportunities for income generation to reduce costs to the Council
- Profits made would be shared evenly between Havant Borough Council and the commercial partner

The Scrutiny Board endorsed the proposed venture and on 20 January 2016 the Council approved:

- a) the Business Case for the JVC, and authority for the Officer Negotiation Team to hold strategic discussions with representatives of Norse Commercial Services to ensure the integrity and best

interests of Havant Borough Council are protected, and gets the best value from a Joint Venture Partnership with Norse Commercial Services with a start up date of 1st April 2016;

- b) the development of an Overheads Savings Plan, to identify where further HBC staff savings could be made following mobilisation to ensure opportunities for savings are maximised;
- c) the development of an accommodation strategy for Southmoor Offices and implementation of initial phase;
- d) the mobilisation of the JVC; and
- e) the development of links to other strategic objectives and opportunities.

The JVC, Norse South East, took over Operational Services from the 1st of April 2016 for the borough, dealing with refuse and recycling collections, street cleaning, grounds maintenance, beach management and more.

### Closed Circuit Television (CCTV)

The aim of Scrutiny is to improve public services and quality of life for local residents.

Under the requirement to undertake scrutiny of crime and disorder matters, the Panel undertook a review of the Close Circuit Television (CCTV) system provided by the Council, which was under threat of being decommissioned.

The aim of the review was to determine:

- the future direction of CCTV in the Borough
- obtain the residents' view on public space CCTV in the Borough
- to ascertain whether the current system represented value for money
- seek the views of partners with regards to reducing the net cost of CCTV to the Council

The Group interviewed the Cabinet Lead, Head of Service, Community Safety Officer and other officers. The Panel also took into account the results of a survey undertaken in 2013 and the views of the Police Board for Hampshire and Hampshire Constabulary.

The Panel recommended that a provision for a CCTV system should be retained in the budget for 2016/17. In view of the results of the residents survey on CCTV this recommendation was endorsed by the Scrutiny Board on 2 June 2015. On 13 July 2015 the 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.

A further review on the provision of CCTV was undertaken by a task and finish panel in response to the budget proposals for 2016/17 (for details of this review, please refer to the CCTV Panel later).

## **Review of Cemeteries and Crematorium**

There are three cemeteries across the Borough that are managed by the Council, Havant (closed to new burials), Warblington and Waterlooville. The Council is also one of the four councils who use Portchester Crematorium.

The Panel commenced a review on the Council's role in running cemeteries throughout the Borough and evaluate its relationship with local crematorium. The Panel was unable to complete the review by the target date of 17 November due to the need to complete reviews on the Joint Venture Norse Project and the review of the CCTV system. Members of the Panel are currently in the process of interviewing major stakeholders.

## **Recommendations That Have Been Implemented**

### **Operational Services Joint Venture Scheme**

The Operational Services Joint Venture Scheme with Norse came in to effect from 1 April 2016.

## **Reviews That Have Slipped**

### **Review of Kerbside Glass Collection**

A review to assess the viability of Havant Borough Council providing a kerbside glass collection service for residents was due to be submitted to the Board on 2 June 2015.

### **Review of Cemeteries and Crematorium**

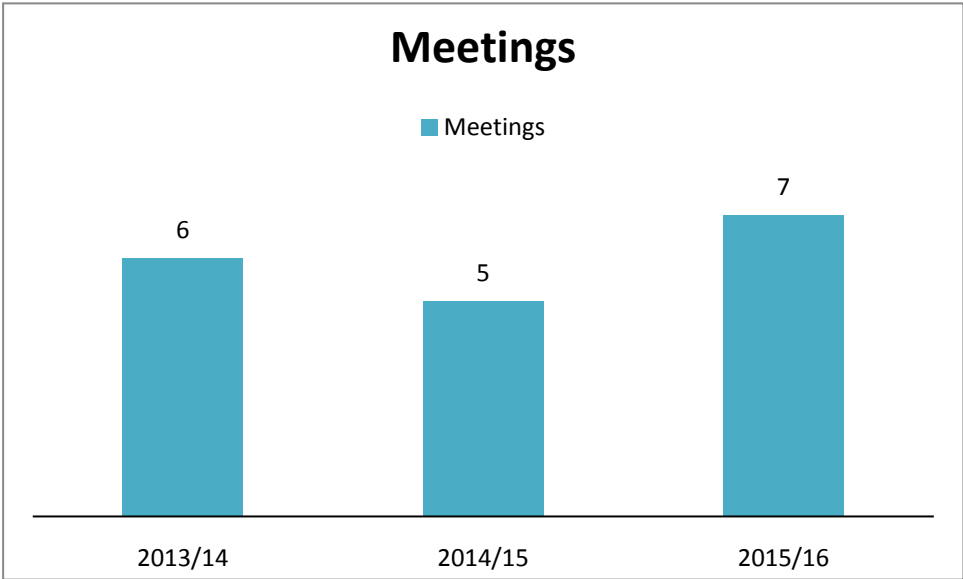
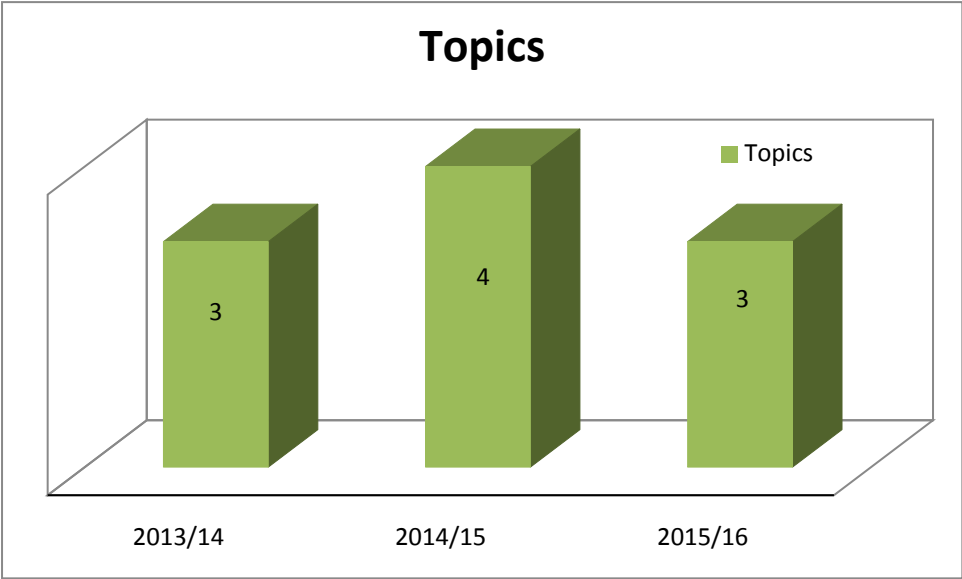
A review was due to be submitted to the Board on 17 November 2015. The reasons for the delay are discussed earlier in this report (see above).

## **Future Panel Work**

It is anticipated that future work of the Panel will include:

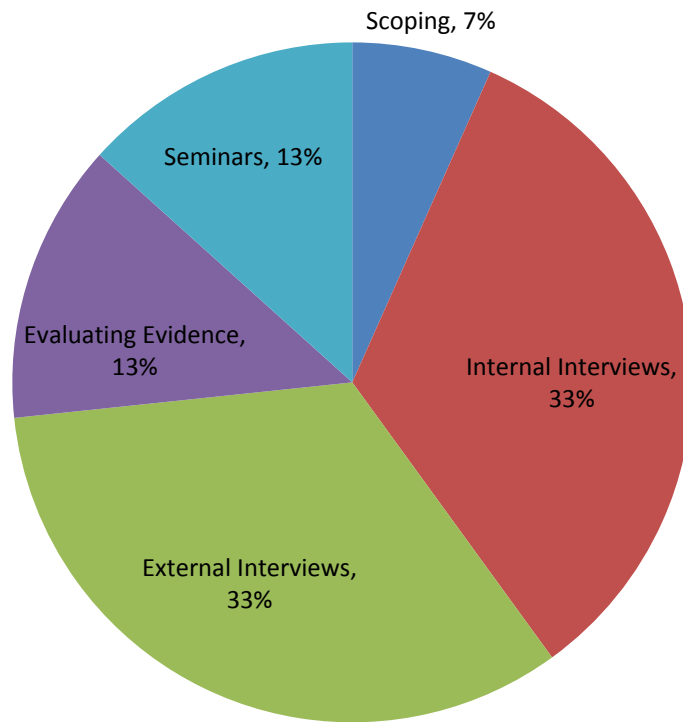
- the completion of a review of cemeteries in the Borough
- undertaking a review of the impact of the decommissioning of the Council's CCTV system

**Performance Indicators**

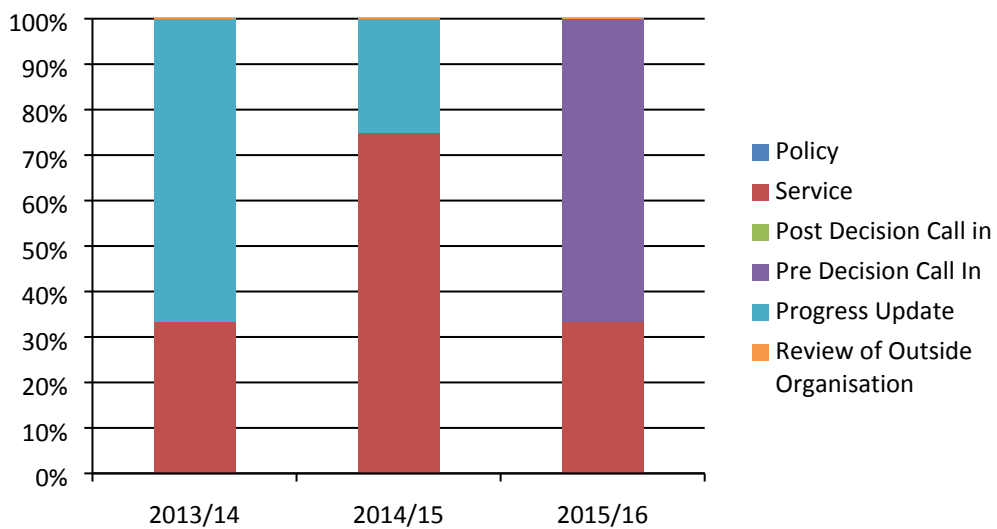


<b>No. of Topics Completed within Target Date</b>	<b>2</b>
<b>No. of Topics Not Completed Within Target Dates</b>	<b>2</b>
<b>No. Of Ongoing Reviews</b>	<b>1</b>
<b>No. of Recommendations Implemented</b>	<b>1</b>

## Environment and Neighbourhood Quality Panel Workload 2015/16



### Breakdown of Topics of Topics Discussed



# Planning, Economy, and the Built Environment Scrutiny and Policy Development Panel

Scrutiny Lead: Councillor K Smith

Scrutiny Board Member:  
Councillor Perry

Assisted by Councillors: Mrs  
Blackett, Gibb-Gray, Pike, and  
Satchwell

Cabinet Lead: Councillor Guest

The Planning and Built Scrutiny and Policy Development Panel scrutinises and assists in the development of: Development Services, Planning Policy and Urban Design, Local Development Framework, Development Management Committee, Design Champion, Regional & Sub-Regional Planning, Building Control, Planning, Housing Development, Coastal Management, Sustainability & Climate Change, Property Management, Asset Management and External Strategic Contract Negotiation and Management, strategic housing, strategic property advice, investment, Plaza (strategic), Economic Development, Business Support, Tourism and Special Events.

## Review of CIL Spending Allocations

The CIL fund is designed to be used to improve infrastructure of the Borough to benefit the community. This extends to roads, traffic management, public thoroughfares and Council owned property. The purpose of spending CIL is to benefit the community and support the infrastructure of the borough to fall in line with the Corporate Strategy and make the borough more prosperous.

The Panel scrutinised:

- a) a decision by the Council to use CIL funding to: Board a feasibility study into the costs, options for construction and a business case for the Havant Station footbridge and to lever in funding from other sources; and
- b) a feasibility study into improvements of the Southwood Road/Hart Farm junction

The Panel investigated the usefulness of improving the footbridge and the found that it currently presents a poor first impression and unattractive view when arriving into the Borough. The bridge provides an important connection between the Public Service Village (and beyond) and the town centre, two of the Borough's key development sites. For this reason it was understood that the allocation of CIL funds to the footbridge was reasonable and effective.

A feasibility study (funded by HCC) would outline the potential improvements to Southwood Road/Hart Farm junction, based on traffic counts and consideration of all options. The need to improve the layout of this junction is justified by lengthy delays for traffic passing



through particularly during the morning and evening peaks. The proposal is to improve the flow for vehicles, cyclists and pedestrians by the installation of traffic lights. The Panel agreed that the allocation of CIL funds was reasonable and effective.

The Scrutiny Board and Cabinet noted the report.

### **Review of the Development Management Committee**

The purpose of the planning system is to contribute to the achievement of sustainable development. Sustainable development is about positive growth – making economic, environmental and social progress for this and future generations.

The Panel was requested to review the Development Management Committee processes to ensure that they are fit for purpose. The driver for the Panel's work had been the continuing pressure on resources together with the need to deliver effective and consistent planning decisions.

The principle methods used to undertake the review were:

- Interviews with a range of Council officers and the Cabinet Lead
- Visits to Chichester City Council, West Sussex County Council, Southampton City Council and Hampshire County Council
- Searches on the internet into the report formats used by other Councils

The Panel concluded that overall the Development Management Committee is operating in an efficient and effective manner. However, a number of improvements have been identified which focus on improving the format of the reports which should reduce printing costs and lead to more focussed debates at meetings.

The Scrutiny Panel endorsed the Panel's recommended improvements, which will be considered by Cabinet on 8 June 2016.

### **Traffic Management in the Borough**

In various places throughout the Borough it is commonly felt that the road network does not currently function as efficiently as it should. Of particular concern is an increase in traffic congestion arising from developments and general traffic growth and problems caused to residents by heavy goods vehicles using inappropriate routes to reach their destination. It is for this reason that the Panel decided to undertake a review of traffic management in the Borough.

Discussions have taken place with the officers from Hampshire County Council and it is anticipated that the review will be completed next year.

### **Recommendations That Have Been Implemented**

Not Applicable

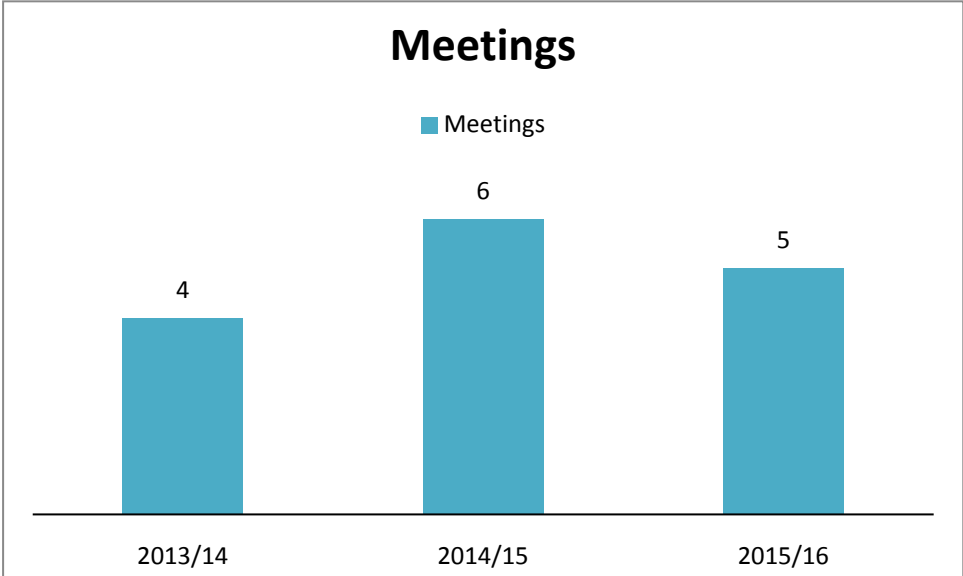
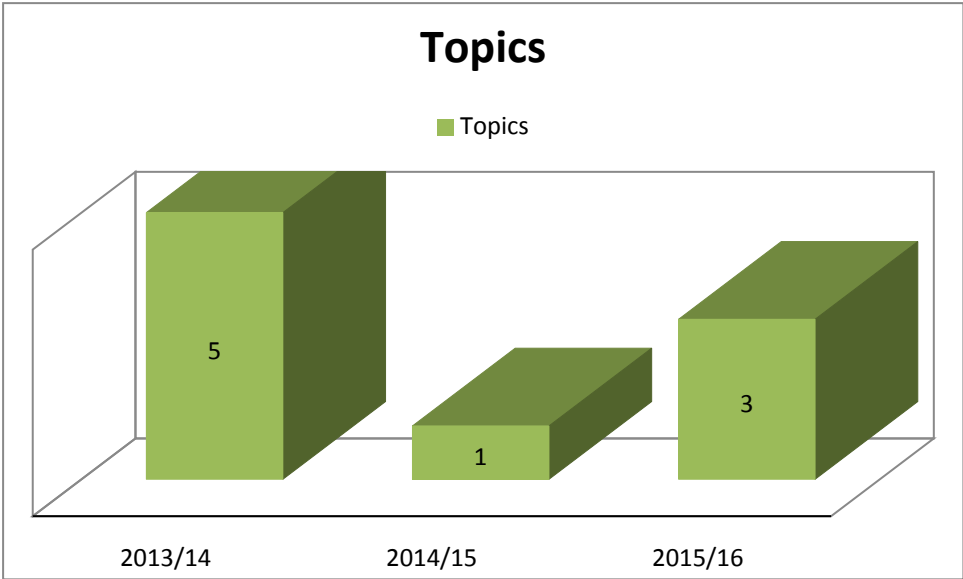
### **Reviews That Have Slipped**

None

### **Future Panel Work**

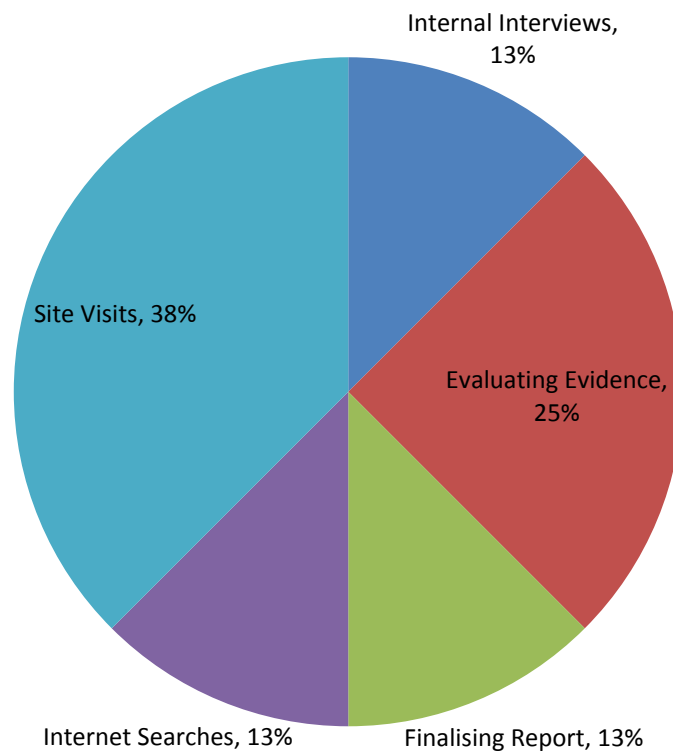
It is anticipated that future work of the Panel will include the completion of a review of traffic management in the Borough.

**Performance Indicators**

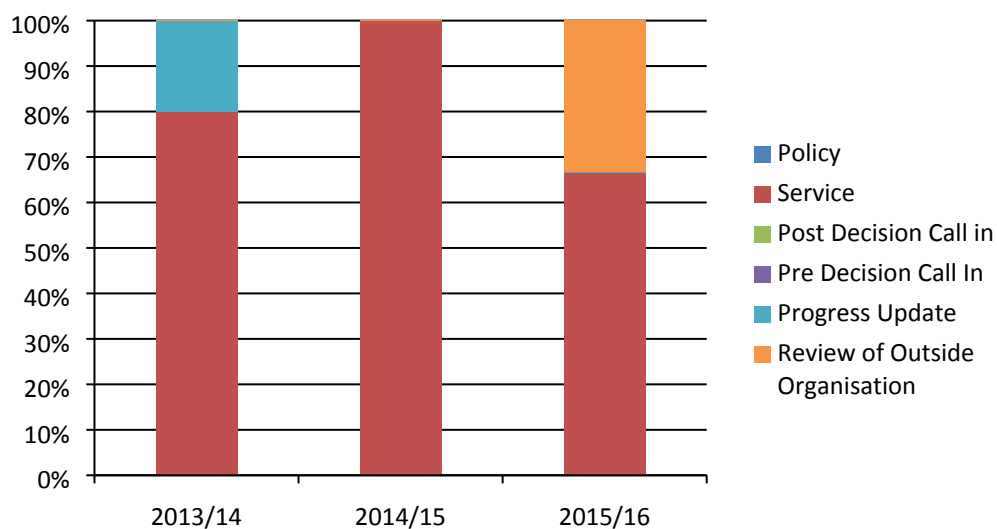


<b>No. of Topics Completed within Target Date</b>	<b>2</b>
<b>No. of Topics Not Completed Within Target Dates</b>	<b>0</b>
<b>No. Of Ongoing Reviews</b>	<b>1</b>
<b>No. of Recommendations Implemented</b>	<b>1</b>

## Planning and Built Environment Panel Workload 2015/16



## Breakdown of Topics Discussed



# Communities Scrutiny and Policy Development Panel

Scrutiny Lead: Councillor Lenaghan

Scrutiny Board Member: Councillor Howard

Assisted by Councillors Francis, Kerrin, Patrick and D Smith

Cabinet Lead: Councillor Weeks

The Communities Scrutiny and Policy Development Panel scrutinises and assists in the development of: Housing Enabling, Arts, Sport, Community Development, Leisure, Leisure Strategy, and Health and Wellbeing Strategy, culture champion, Safer Havant Partnership.

## Tourism

Tourism plays an important role in ensuring the borough is a prosperous, successful and attractive place for people to work and visit.

The Panel reviewed the Council's role in promoting tourism throughout the borough and investigated any possible opportunities to improve this function.

The Panel recommended that:

- There needs to be increased coordination between the Public Service Plaza and Beachlands regarding tourist information to ensure visitors to the borough can access relevant information all year round;
- Progress continues to be made on raising the profile of the boroughs attractions online;
- An investigation to look in to introducing 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; and
- This should be an on-going piece of work with another review in two years time to assess whether the current and proposed tourism initiatives have been successful.

These recommendations were endorsed by the Scrutiny Board and Cabinet.

## Safeguarding:

The Panel also undertook a review of the Safeguarding Children, Young People and Vulnerable Adults Policy and the Council's safeguarding arrangements to ensure that they are fit for purpose.

Under the Children Act 2004, East Hampshire District and Havant Borough Councils have a duty to co-operate with the County Council in discharging its duties as a Children's Services Authority and to promote the well-being of children and young people. Hampshire County Council is also the lead agency for the protection of vulnerable adults. Our Councils can carry out their duty by ensuring, when taking decisions in relation to service provision, that the needs and interests of children, young people and vulnerable adults are considered by all Councillors, employees, volunteers and contracted services.

The Panel concluded that overall the Council took its safeguarding arrangements very seriously and was undertaking steps to update the policy to reflect the Prevent Agenda and the Modern Slavery Act 2015.

However, a number of improvements were identified which focussed on maintaining the profile of this area to ensure staff and councillors were fully aware of the role they play in safeguarding arrangements.

The Scrutiny Board endorsed the recommendations of the Panel and added additional recommendations to: ensure that the Council's letting policies included the statutory responsibilities introduced by the Prevent Agenda; require the Council's policies to include the statutory responsibilities relating to missing, exploited and trafficked children; require training for taxi and private hire drivers/operators to include Child Exploitation awareness; and request the officers to investigate the feasibility of undertaking DBS checks for all councillors. The Cabinet endorsed the recommendations of the Scrutiny Board.

### **Recommendations That Have Been Implemented**

Not Applicable

### **Reviews That Have Slipped**

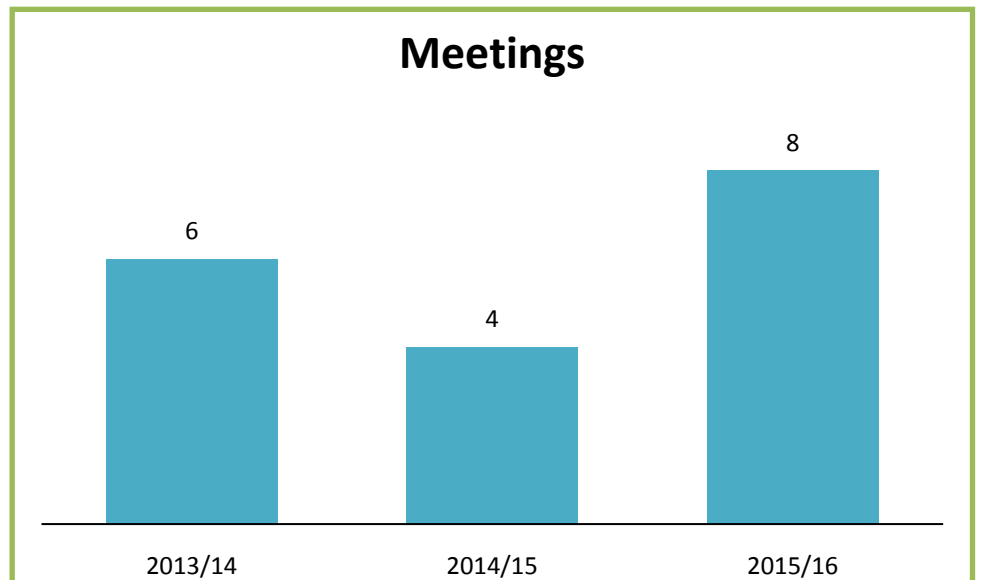
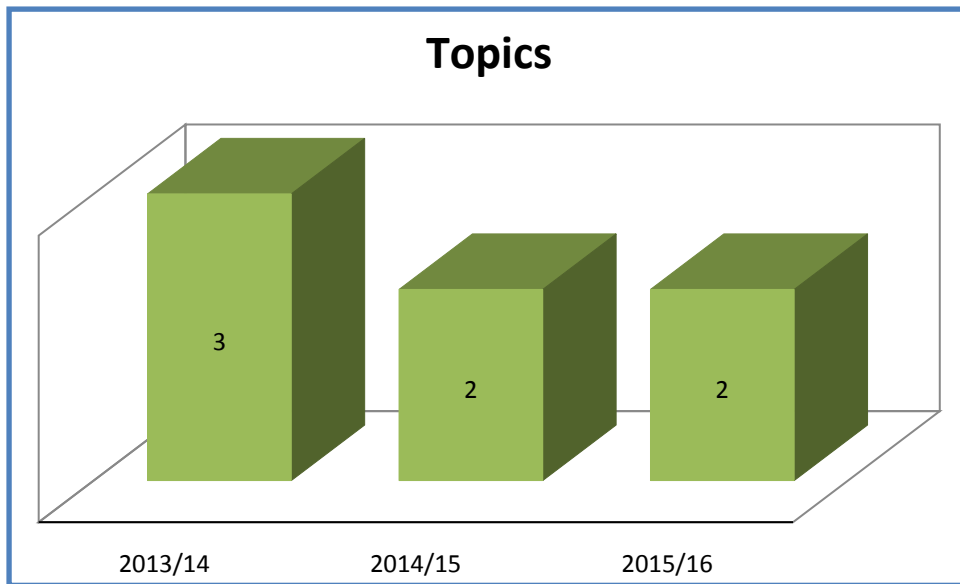
None

### **Future Panel Work**

#### **Tourism in the Borough**

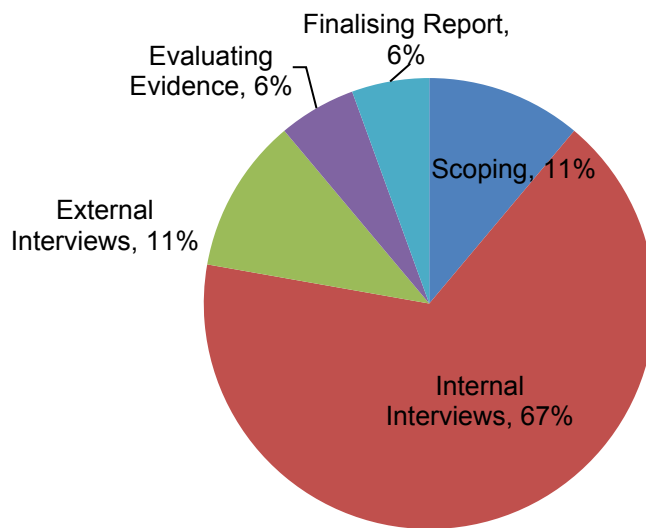
The Panel is scheduled to receive an update on progress made with the recommendations contained in the review of Tourism in the Borough (see above)

## Performance Indicators

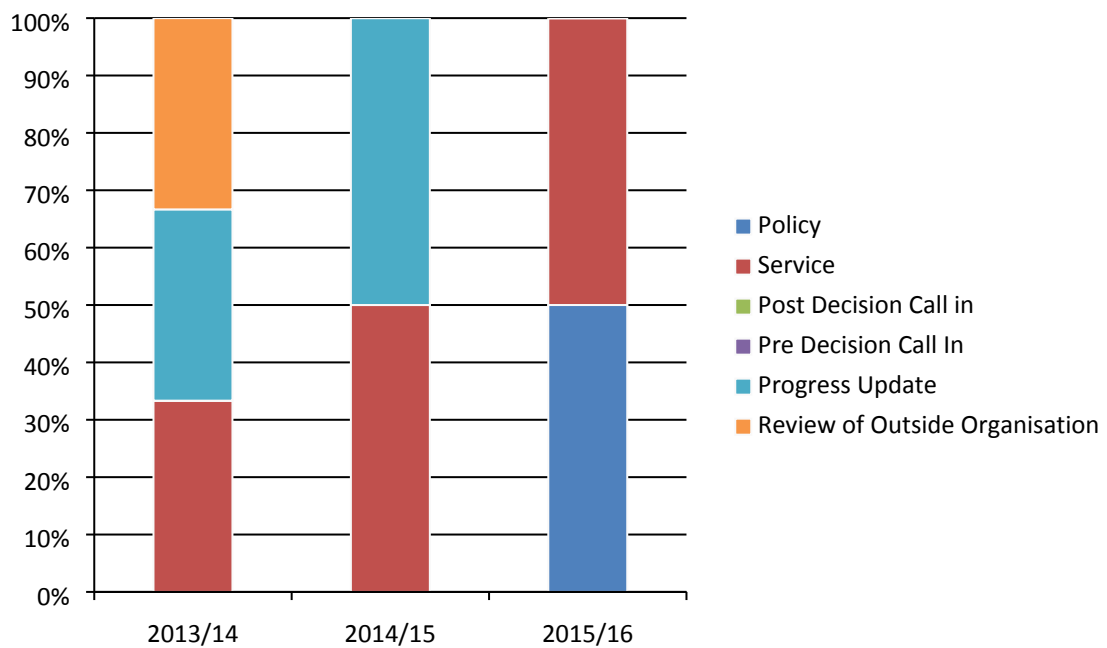


No. of Topics Completed within Target Date	2
No. of Topics Not Completed Within Target Dates	0
No. Of Ongoing Reviews	1
No. of Recommendations Implemented	N/A

## Environmental and Communities Panel Workload 2015/16



## Breakdown of Topics Discussed





## Governance and Logistics

Scrutiny Lead Councillor Wade

Scrutiny Board Member:  
Councillor Shimbart

Assisted by Councillors Brown,  
Buckley, Cresswell, and Seal

Cabinet Lead Councillor Wilson

The Governance and Logistics Scrutiny and Policy Development Panel scrutinises and assists in the development of: Democratic Services, Councillor Support, Elections, Audit and Governance, Revenue and Benefits, Facilities Management (including the Cafe), HR, Learning and Development, Access and Equalities, Plaza (operational)

### Lone Working

The Councils Corporate Strategy aims to ensure customers have easy access to the Council. 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.

The Panel reviewed the current policy with regard to Lone Working with the view of producing an informative but accessible guide to enable Councillors to manage risks when working alone.

The Panel produced a document, which has been endorsed by the Scrutiny Board and Cabinet. The procedure to be circulated to all Councillors and included in the induction pack for new Councillors.

### Councillors' Allowances

To address councillors' concerns, the Chairman of the Scrutiny Board requested the Panel to review the Councillor Allowances Scheme to ensure that the allowances and changes proposed to the structure and operation of the Development management Committee were fair and reasonable. Other members were also invited to conduct the scrutiny project alongside the Panel.

As part of its review the Panel took into account the following range of evidence:

- Any changes in roles and responsibilities of Members since the previous review

- The views of Members, including members of the Development Management Committee
- Advice from the former leader of the Council, Honorary Alderman Gillett
- Scope and level of allowances payable in comparable authorities, namely other Hampshire district councils and all district councils that responded to the South East Employers Organisation 2015 and 2016 surveys of members' allowances
- Other relevant supporting material such as the guidance from OPDM, the meetings schedule of the Council and its committees.

Panel recommended:

1. a number of changes which brought the Councillor's allowances in line with other schemes in the South East and Hampshire;
2. that reference to a rotating Chairman for the Development Management Committee should be deleted from the Scheme; and
3. The Scrutiny Board include in the Work Programme for 2016/17 a review of the Special Responsibility Allowance Scheme (including a 6 month monitoring exercise of the number of meetings attended by Chairman of Committees and Boards).

The Scrutiny Board endorsed the Panel's recommendation and the proposed amendments to the Scheme of Councillors' Allowances were accepted by Full Council on 13 April 2016.

### **Mail Services and Document Management System**

The Panel reviewed the role of mail services and what work was undertaken to ensure that the Council moved towards paperless working.

The Panel received details of a new document management system (IDOX) which had been identified as a suitable and effective replacement for the existing system. The Panel noted that it was proposed that the system be tested by the Planning Department in late 2015. Investigations were on-going as to whether it will be rolled out to other areas of the Council.

As the implementation of the new system was a work in progress the Panel considered that an update should be provided in January 2016 detailing the projects development.

The Scrutiny Board and Cabinet noted the Panel's findings.

An update on progress on the IDOX project was due to be submitted to the panel in January 2016. However, it was agreed that the Panel would wait for an update on progress to allow the initial implementation issues to be sorted.

### **Fees and Charges Review**

In preparation for the 2017/18 Budget, the Panel decided to examine which fees for council services are set by HBC and understand how they are arrived at. The results of this review will act as an aid to all the Scrutiny and Development Policy Panels and the Scrutiny Board when they examine proposals for the 2017/18 budget.

This review is in progress and on target

### **Recommendations That Have Been Implemented**

#### **Councillor Lone Working Policy**

The Lone Working procedure has been circulated to all members and included in the Councillor Induction Pack

### **Reviews That Have Slipped**

None

### **Future Work of the Panel**

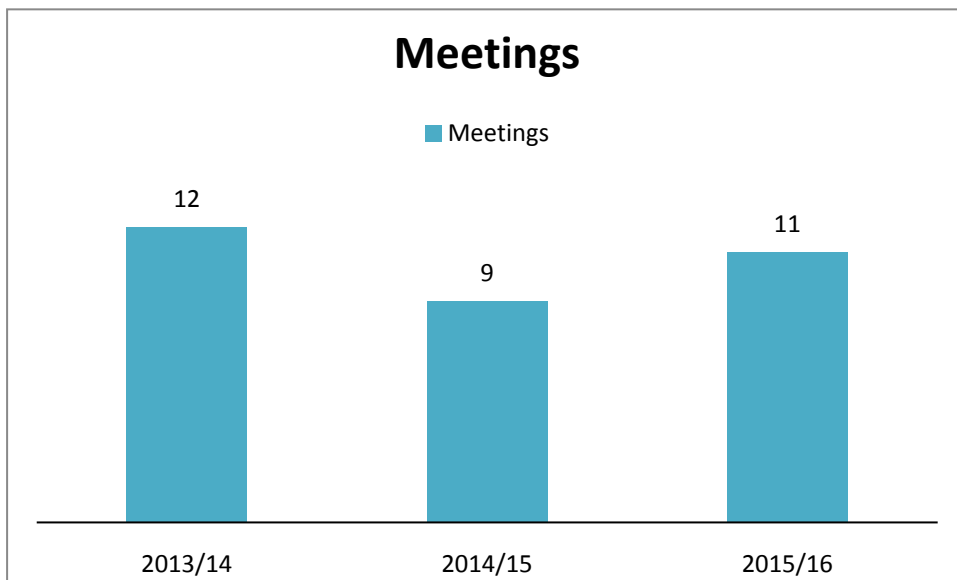
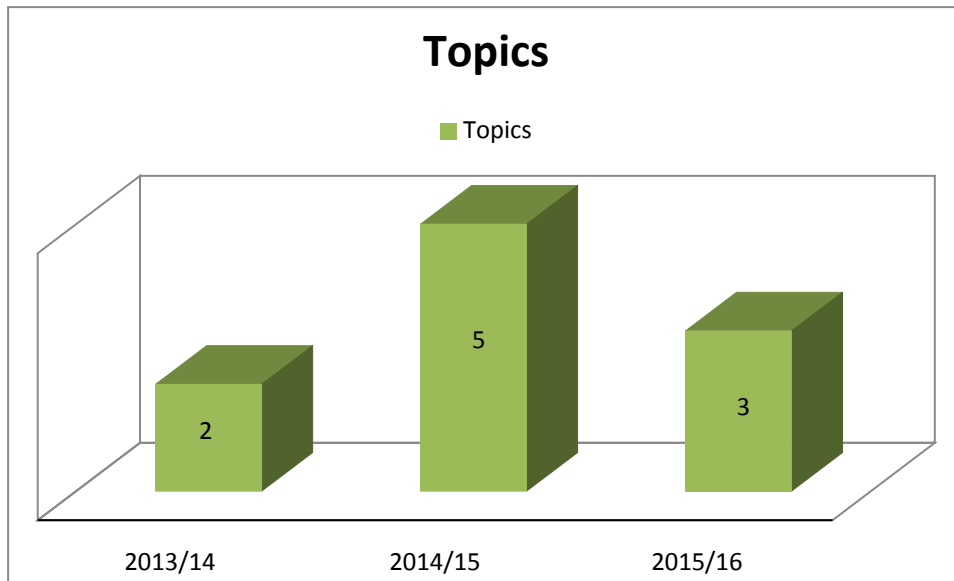
#### **Councillor Allowances**

The Panel is scheduled to undertake a review of the Special Responsibility Allowance Scheme (including a 6 month monitoring exercise of the number of meetings attended by Chairman of Committees and Boards)

#### **Document Management System**

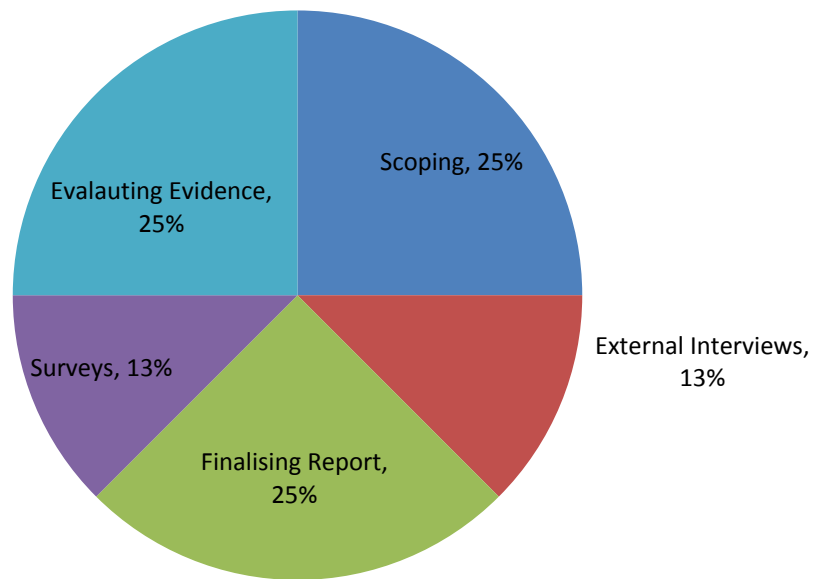
To receive a progress report on the IDOX project.

## Governance and Logistics Panel Performance Indicators

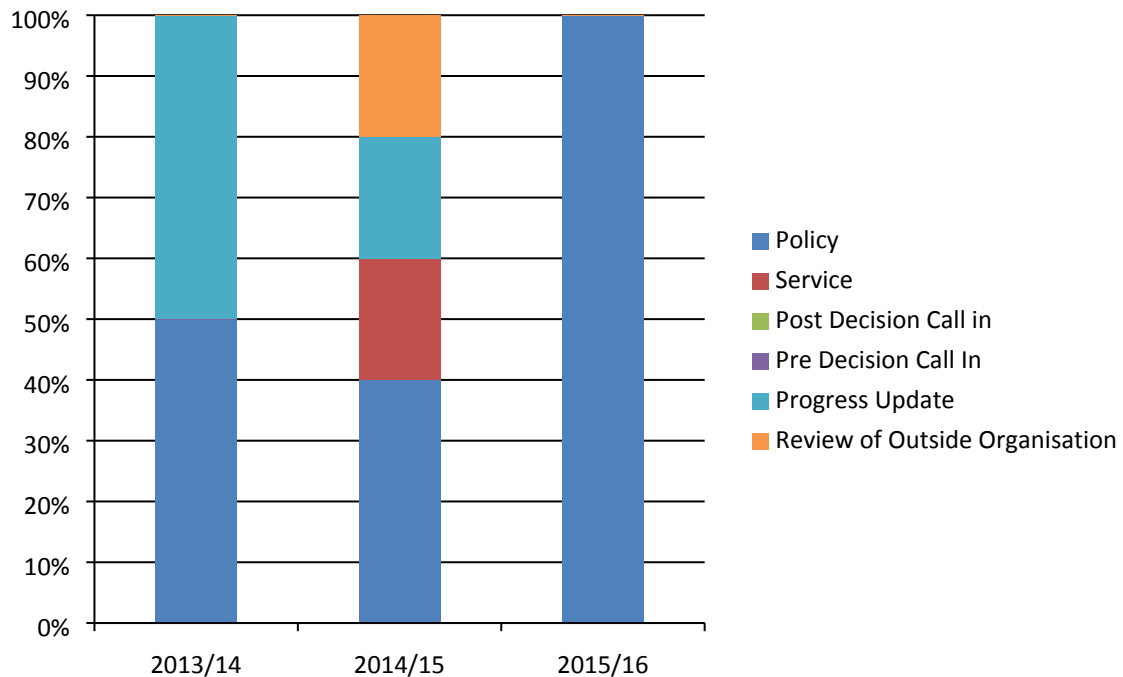


No. of Topics Completed within Target Date	2
No. of Topics Not Completed Within Target Dates	0
No. Of Ongoing Reviews	1
No. of Recommendations Implemented	2

## Government and Logistics Panel Workload 2015/16



## Breakdown of Topics Discussed



## Marketing and Development Scrutiny and Policy Development Panel

Scrutiny Lead Councillor Mackey

Scrutiny Board Member:  
Councillor Heard

Assisted by Councillors Hart,  
Ponsonby and Pierce Jones

Cabinet Lead: Councillors Bains  
(from March 2016) and Fairhurst  
(to March 2016)

The Marketing and Development Scrutiny and Policy Development Panel scrutinises and assists in the development of: Marketing, Communications, Branding, Customer Insight, Business Transformation and Change Management (including Agile working), Customer Services and Internal Strategic Contract Negotiation and Management, website/ICT, service futures, channel shift.

### Recommendations That Have Been Implemented

Not Applicable

### Reviews That Have Slipped

The Panel has been unable to complete any reviews during 2015/16 as the main officer support has been diverted towards the development of the 5 Councils' contract and Norse project.

It is anticipated that this support will return in 2016/17 and the Panel can fulfil its work programme and undertake reviews on:

- Havant Website
- Partnership Working

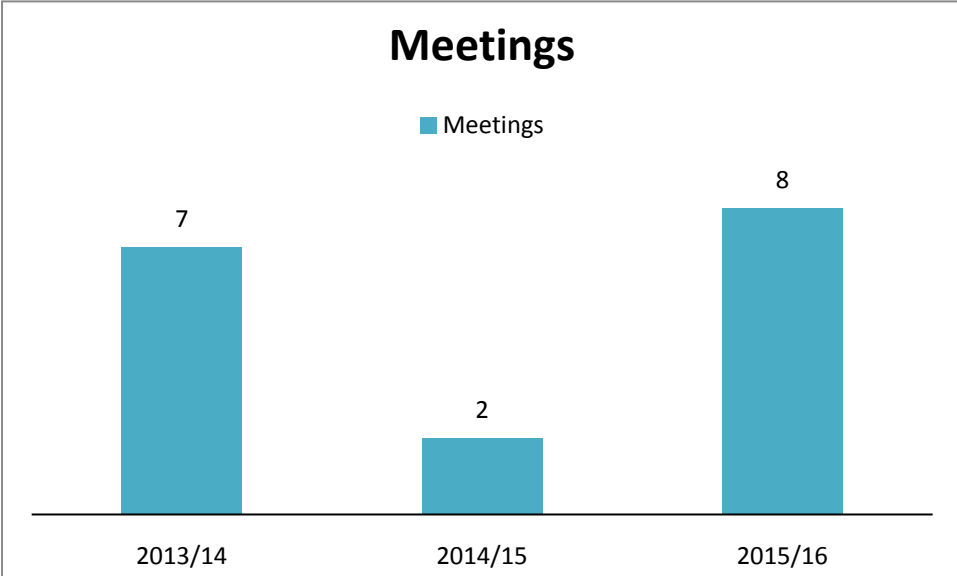
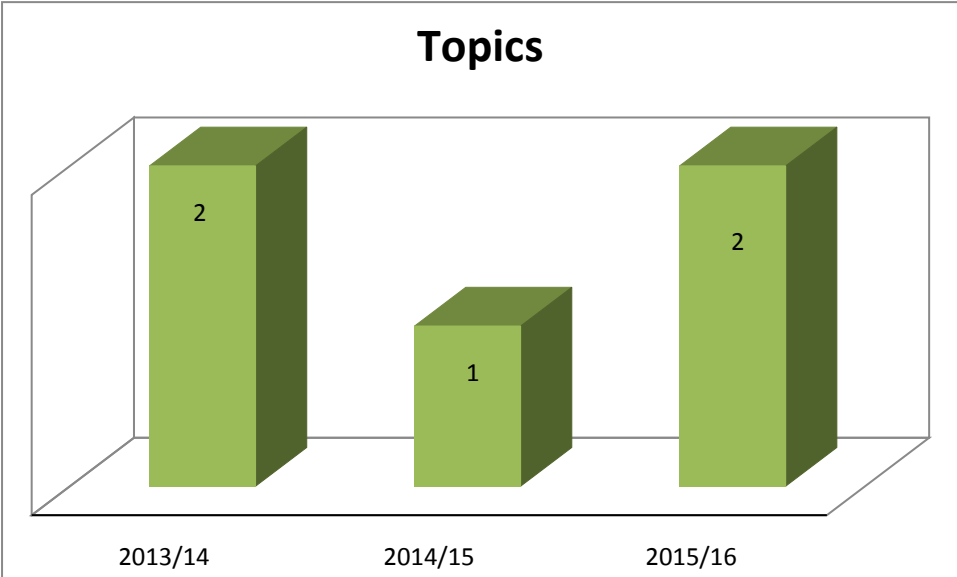
Some members of the Panel have been involved in the 5 Council's Procurement Panel (see Task and Finish Panels below)

### Future Work of the Panel

Havant Website

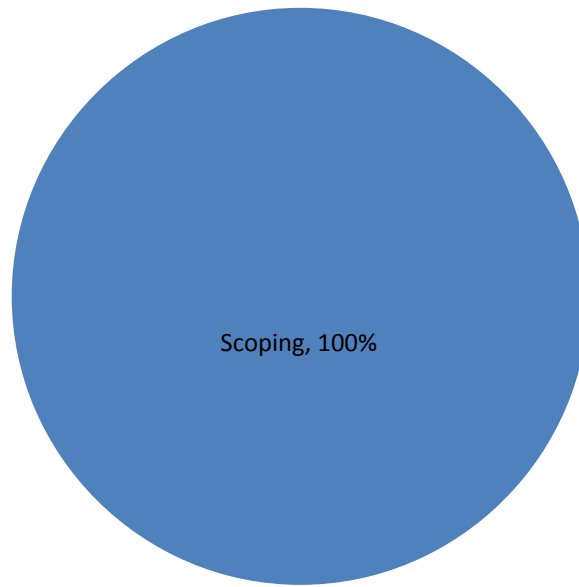
Partnership Working

Performance Indicators



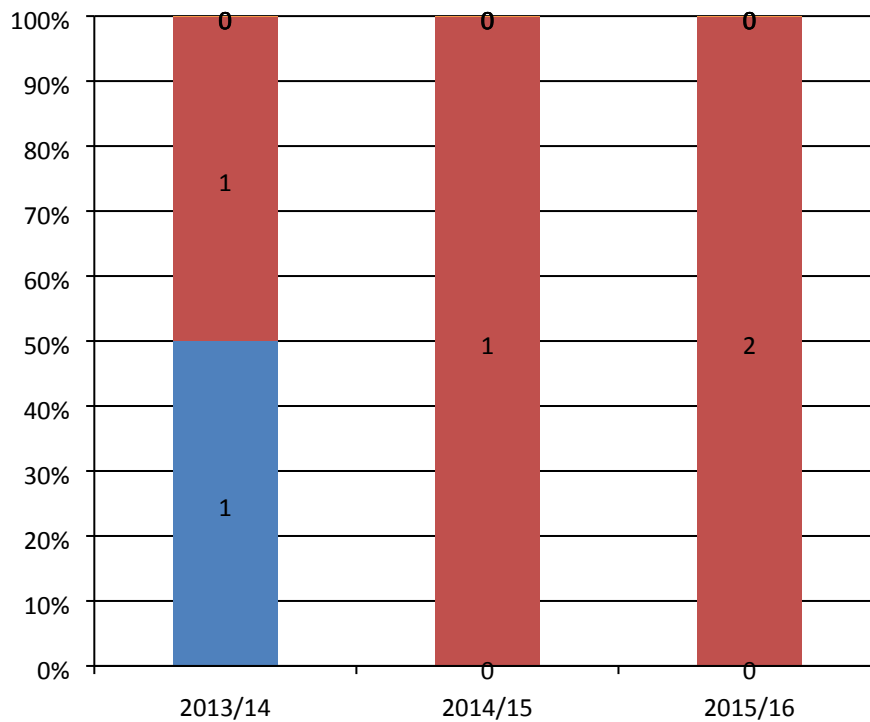
No. of Topics Completed within Target Date	0
<b>No. of Topics Not Completed Within Target Dates</b>	<b>2</b>
<b>No. Of Ongoing Reviews</b>	<b>2</b>
<b>No. of Recommendations Implemented</b>	<b>0</b>

## Marketing and Development Panel Workload 2015/16



## Breakdown of Topics Discussed

■ Policy      ■ Service      ■ Post Decision Call in      ■ Pre Decision Call In  
■ Progress Update      ■ Review of Outside Organisation





Scrutiny Lead Councillor Branson  
(Chairman of the Scrutiny Board)

Assisted by Councillors Keast,  
Lenaghan, Mackey, K Smith,  
Wade

Cabinet Lead: Wilson

The Scrutiny Leads Panel  
scrutinises the Council's  
performance.

The Panel continues to have quarterly and annual oversight of the Council's performance, budget management and customer satisfaction data. Scrutiny of this information is a key task for the Panel as it provides a full view of the Council's business and allows councillors to understand performance from different perspectives. Over the last year the Committee has had the opportunity to flag up concerns it has in relation to the Council's performance.

### **Recommendations That Have Been Implemented**

Not Applicable

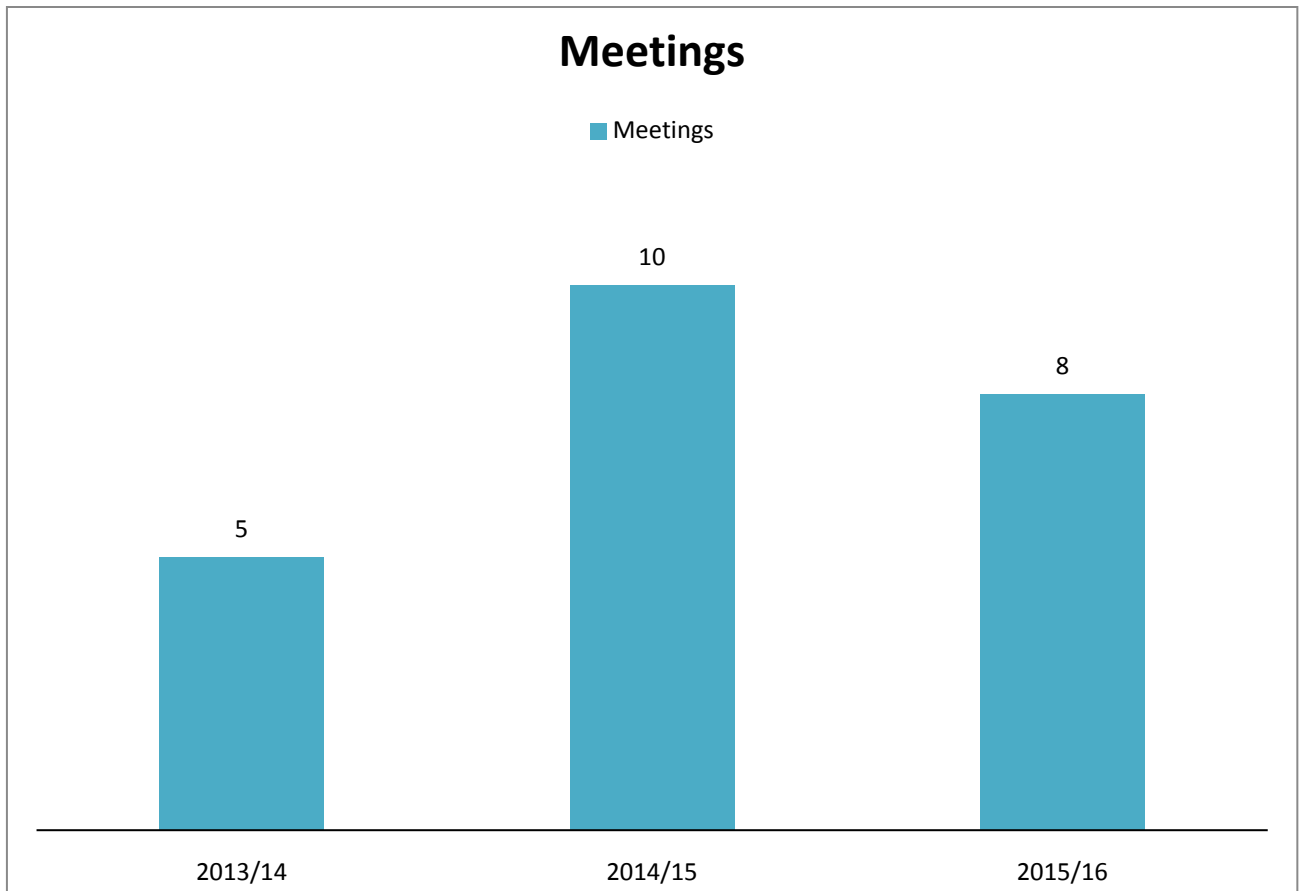
### **Reviews That Have Slipped**

Not Applicable

### **Future Work of the Panel**

To continue to monitor the Council's performance.

## Performance Indicators



Scrutiny Lead Councillor Branson  
(Chairman of the Scrutiny Board)

Assisted by Councillors Cousins,  
Hughes, Keast, Mackey, Pike,  
Ponsonby and G Shimbart

Cabinet Lead: Briggs

### Closed Circuit Television Panel (CCTV Panel)

The Council in its Corporate Strategy promises to create a vibrant and attractive area to live, visit and do business.

In response to concerns raised about proposals to cease the Council's Closed Circuit Television System (CCTV system), the Cabinet invited Scrutiny Board to establish this Panel to consider the alternative options available, for both the provision and funding of a CCTV system, and report back to Cabinet on 1 April 2016.

The Panel's deliberations were hindered by time constraints which did not enable the Panel to properly investigate the legal and financial aspects for alternative solutions to the current system before the existing operational contract notice period and funding for the entire system expired.

The Panel acknowledged that CCTV is valued by the public, local business and the Police. The Police (whom are the primary customers of the CCTV output) in particular use CCTV to obtain situational awareness of an incident enabling the efficient deployment of resources and to gather evidence.

However, CCTV could also be considered as invading a person's privacy, as it is capable of putting them under surveillance and recording their movements as they go about their day-to-day activities.

In the light of evidence and advice given to the Panel, a majority of the Panel accepted that the current system is unfit for purpose and does not represent value for money because:

- (1) the equipment is out of date;
- (2) a majority of the cameras are in the wrong locations and have a limited vision; and
- (3) considered expensive when compared with other modern technologically advanced solutions

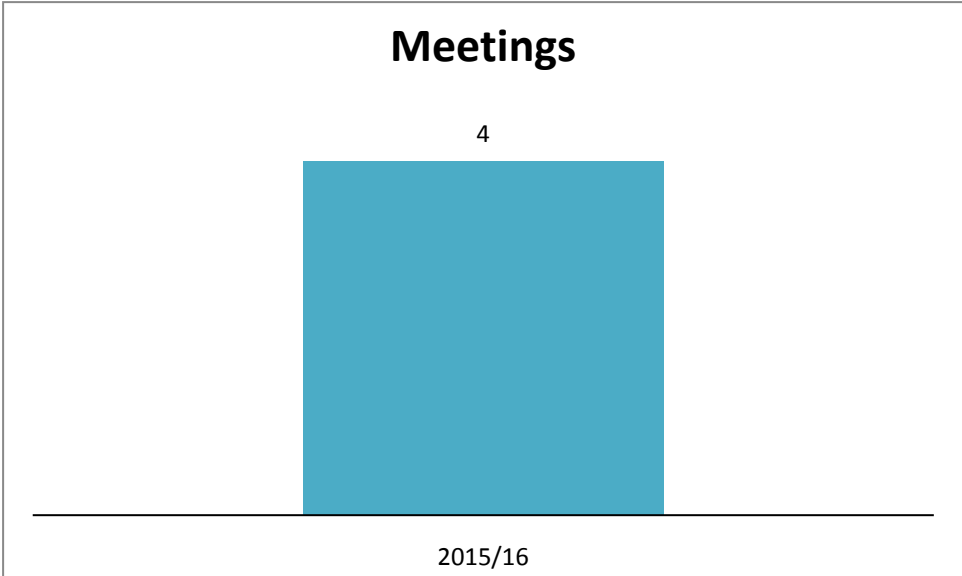
The majority of the Panel is of the view that a long term solution would be the provision of a County Wide CCTV system monitored by the Police, which had the political and financial support of all districts in the County.

A majority of the Panel would have liked to retain the existing system until alternatives to the current system could be fully investigated. However, this investigation would involve addressing complex technical, operational, financial and political issues which could not be undertaken in the short time and especially within the time constraints imposed by the Cabinet on 3 February 2016.

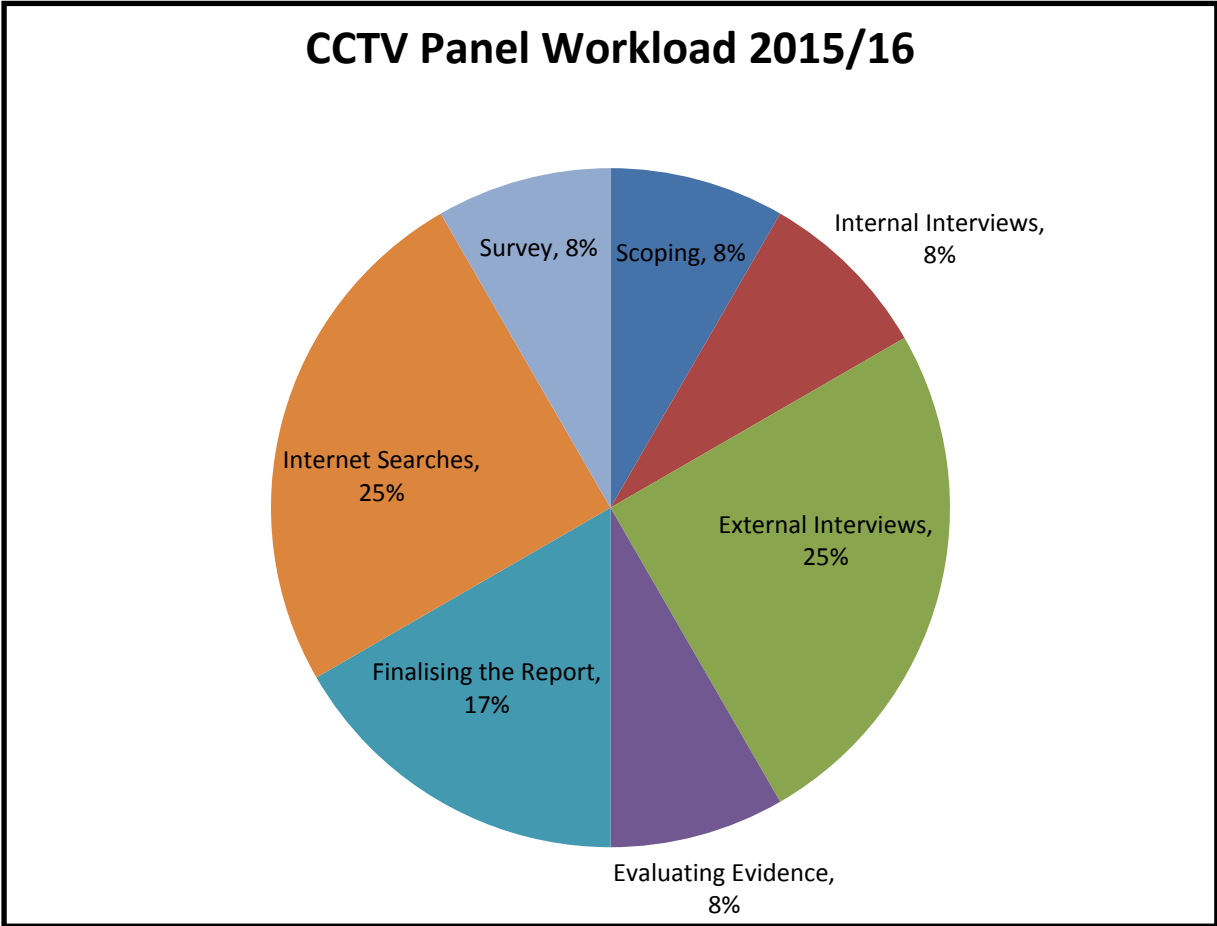
The majority of the Panel therefore, reluctantly, acknowledged that the current system is unfit for purpose, does not represent value for money and should be discontinued.

However, in the long term, the Panel also considered that the Council should commit itself to a County wide CCTV system to be monitored by the Police and financially supported by all districts in the County.

The Scrutiny Board endorsed the recommendations of the Panel. The recommendations are to be considered by Cabinet on 8 June 2016.



No. of Topics Completed within Target Date	1
<b>No. of Topics Not Completed Within Target Dates</b>	<b>0</b>
No. Of Ongoing Reviews	1
<b>No. of Recommendations Implemented</b>	<b>0</b>



Scrutiny Lead Councillor Branson  
(Chairman of the Scrutiny Board)

Assisted by Councillors Buckley,  
Francis, Mackey, Pike, Ponsonby  
and Wade

Cabinet Lead: Fairhurst (until  
March 2016) / Bains (from March  
2016)

The Scrutiny Leads Panel  
scrutinises the Council's  
performance.

## 5 Councils' Procurement Contract

The Council, in its Corporate Strategy, is committed to continue to explore various strategic options for the delivery of services in our communities including boarding, selling, merging and divesting.

The Five Councils' Procurement Contract is an innovative project designed to secure better value for money services for residents through shared contracts. The councils involved in the partnership are Hart District Council and Havant Borough Council in Hampshire (and East Hampshire as part of its agreement to share services with Havant), Mendip District Council in Somerset and South Oxfordshire and the Vale of White Horse District Councils in Oxfordshire.

The Panel was established to ensure that the procedures and processes for the 5 Councils' procurement contract provide the greatest potential opportunity for the Council to significantly improve value for money and at the same time ensure that the Council's service delivery meets the needs of residents and service users.

The work of the Panel has been divided into two phases:

### Phase 1 Pre-award ( Award is 3 February 2016)

- To review the Council's risk register for the project to ensure that significant risks involved with this project have been identified
- To review the timetable for the project
- Review the financial, staffing and legal implications

## Phase 2 - Implementation phase (1 April 2016 – 30 September 2017)

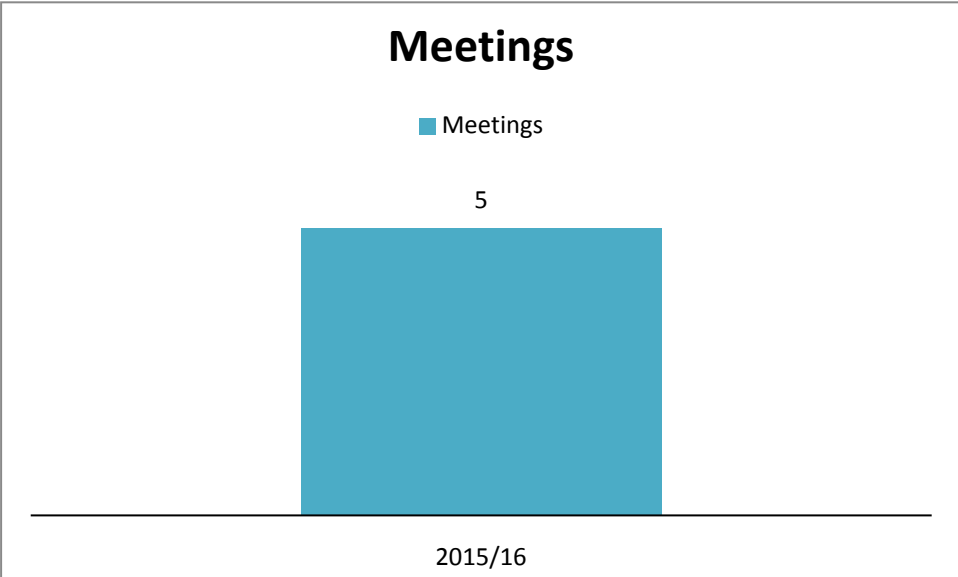
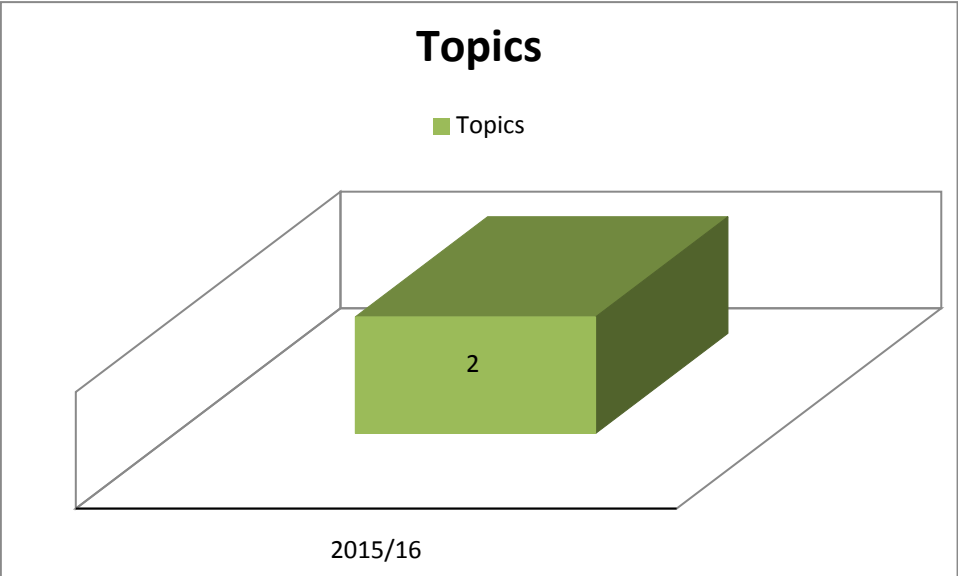
- To review the of Councils' preparedness for the proposed arrangements:
  - Customer Services
  - Human Resources
  - Existing Partnership arrangements e.g. EHDC
  - The current IT contract with Hants CC
- How devolution will impact upon the proposed new arrangements
- The most appropriate form client management system for the new arrangements i.e. a "Thick" or "Thin" client side
- Future arrangements for Scrutinising the performance of the new arrangements
- Whether the Council should consider any earlier start dates than 31 October 2017the efficient deployment of resources and to gather evidence.

The first phase of the review was completed in February 2016 and the recommendations endorsed by Cabinet.

### **Future Work of the Panel**

To commence Phase 2 of the review after the contract has been signed.

Performance Indicators



No. of Topics Completed within Target Date	1
<b>No. of Topics Not Completed Within Target Dates</b>	<b>0</b>
No. Of Ongoing Reviews	1
<b>No. of Recommendations Implemented</b>	<b>1</b>



## 5 Council's Procurement Scrutiny Panel's Workload 2015/16

