

NON EXEMPT

HAVANT BOROUGH COUNCIL

SCRUTINY BOARD

26 FEBRUARY 2013

SCRUTINY BOARD – ANNUAL REPORT 2012/13

Report by the Chairman of the Scrutiny Board

ITEM NO 10

Portfolio: Not Applicable

Key Decision: N/A

1.0 Purpose of Report

- 1.1 The Council's Constitution requires the Overview and Scrutiny Board to report annually to Full Council on its workings and to make recommendations for future work programmes and amended working methods, if appropriate. This report provides a summary of the work undertaken by the Scrutiny Board in 2012/13 and gives the Board an opportunity to review its performance over the last year and make recommendations in respect of its 2013/14 work programme.

2.0 Recommendation

- 2.1 That the Board recommends its annual report to Full Council.

3.0 Summary

- 3.1 As part of a structured work programme, the Board has scrutinised various matters within its remit, held Portfolio Holders and Lead Officers to account, and questioned representatives of external organisations. The work programme has been subject to review at each programmed meeting of the Board and has been regularly updated as directed by members.
- 3.2 Matters included in the work programme were those identified by the Scrutiny Panels, selected either from the Forward Plan for scrutiny prior to consideration by the Cabinet, or at the request of individual members of the Board.
- 3.4 Membership of the Scrutiny Board in 2012/13 was as follows:

Councillors D Keast (Chairman), R Bastin, Mrs G Blackett, R Bolton, R Cousins, Mrs F Edwards, M Fairhurst, Mrs H Farrow, R Galloway, B Gibb-Gray, D Gillett, T Hart, R Heard, C Hilton, J Hunt, O Kennedy, A Lenaghan, V Pierce Jones, F Ponsonby, Mrs Smallcorn, G Smith, J Smith, K Smith, C Tarrant and J Wride

4.0 THE WORK PROGRAMME

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

- scrutiny panels be appointed to undertake research on the various matters coming forward to the Board's work programme in order to obtain a greater depth of understanding, leading to the formulation of informed and robust recommendations to the Cabinet;
- scrutiny takes the form of a question and answer section, followed by a member debate after which the Board draws up its conclusions and recommendations;
- 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; and

4.2 Appendix A sets out the detail of the work undertaken by the Board over the last year in relation to:

- Customer Access Strategy
- Car Park Strategy Review
- Marketing and Branding of Havant Borough -12 Review
- Development Control Service – Balancing the Costs
- Leisure Strategy Review
- Community Infrastructure Levy
- Revenue Budget 2013/14
- Social Media and Communications
- Post Implementation Review of Building Control and Pre-Application Fees
- Street Cleanliness Review
- Marketing Strategy

4.3 The terms of reference of the Overview and Scrutiny Board is set in Appendix B.

5.0 Scrutiny Panels

5.1 The Scrutiny Panels are an initiative, introduced in May 2011. Five Panels were created, each aligned to one of the service clusters with the aim of researching specific matters within each service. The establishment of these Panel's has allowed members of the Board 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 is still developing and it is hoped to build on progress made in 2012/13. The following Councillors were appointed to each Panel:

- (i) Environment and Neighbourhood Quality –
Scrutiny Lead Councillor A Lenaghan assisted by Councillors R Cousins, Mrs F Edwards, Mrs H Farrow and O Kennedy

- (ii) Planning and Built Environment –
Scrutiny Lead Councillor Mrs G Blackett assisted by R Bolton, B Gibb-Gray, C Hilton and D Keast
- (iii) Economy and Communities –
Scrutiny Lead Councillor Mrs C Tarrant assisted by Councillors R Bastin, K Smith and J Wride
- (iv) Governance and Logistics –
Scrutiny Lead Councillor M Fairhurst assisted by Councillors R Heard, J Hunt, and Mrs Smallcorn
- (v) Marketing and Development –
Scrutiny Lead Councillor J Smith assisted by Councillors R Galloway, D Gillett, T Hart, F Ponsonby (Panel member since January 2013), G Smith and V Pierce Jones

5.2 The approach adopted by the scrutiny panels has varied according to the nature and complexity of the subject matter under investigation. Scrutiny Panel investigations in 2012/13 included visits to reference sites and other local authorities, interviews with Cabinet Portfolio Holders, Senior Council Officers, representatives of external organisations and various other forms of consultations. In all cases, however, the objective has been to provide evidence-based recommendations for consideration by the Board as a whole. It is hoped to build on experiences of the scrutiny undertaken this year and use it to continue to robustly develop Council policies of each service cluster, scrutinise Cabinet decisions and ensure scrutiny remains an important component in the decision making process.

5.3 The Chairman endeavours, whenever possible, to attend Scrutiny Panel meetings, interviews and visits as an observer, so as to keep abreast of progress and maintain an overview of the work being undertaken on behalf of the Board.

6.0 CHAIRMAN'S COMMENTS

6.1 The Civic Year has been a very busy but productive period for the Board during which we have carried out comprehensive scrutiny reviews on a wide and challenging range of topics.

6.2 I would like to thank the Panels for carrying out their duties in a thorough and business like manner this year. Real progress has been made in the way items have been scrutinised and this has been reflected in the number and quality of scrutiny reports that have been produced recently. The scrutiny of car parking charges in particular was an item which required the Board to make some difficult decisions but the Panel worked extremely hard, produced a very detailed report and work is continuing on their suggestions.

6.3 My thanks go to the Scrutiny Lead Members for all their hard work which is most appreciated and I would like to encourage all members to continue to fully support their Panels in the forthcoming year.

6.4 I would also like to thank the Officers for all their help and guidance in ensuring the scrutiny undertaken has been as rigorous and productive as possible.

7.0 IMPLICATIONS

7.1 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.

7.2 Legal

There are no direct legal implications arising from this report.

7.3 Strategy

The scrutiny reviews undertaken endeavour to help Havant Borough Council achieve its aims of being Cleaner, Safer, More Prosperous.

7.4 Risks

If a scrutiny annual report was not produced it would contravene Article 6 paragraph 6.3 (e) of the council's constitution.

7.5 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.

7.6 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.

7.7 The Integrated Impact Assessment (IIA) has been completed and concluded the following: The scrutiny function recognises the importance and role of diversity and equality issues. All work undertaken seeks to include sections of the community relevant to the issues being investigated. Every effort is made to engage and consult local residents when required.

Appendices:

Appendix A – Work undertaken by the Scrutiny Board in 2012/13

Appendix B – Terms of reference of the Overview and Scrutiny Board

Background Papers:

Reports and minutes relating to meetings of the Scrutiny Board in 2012/13

Agreed and signed off by:

Executive Head for Marketing and Development: 18 February 2013

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WORK PROGRAMME 2012/13

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
1	<p>Customer Access Strategy Portfolio Holder: Councillor Cheshire Scrutiny Panel: Marketing and Development</p>	<p>Purpose of the Work: To contribute to the implementation of the Council's Customer Access Strategy; to inform priorities for a Channel Shift in the way the Council communicates with, and receives information from, its customers, with a particular focus on the themes of Quality and communications.</p> <p>Key Objectives: To build upon the work previously done by this Panel in connection with its policy reviews of both Marketing & Branding and Social Media & Communications, by exploring how the council's services to "target customers" are currently delivered, and whether they are in fact targeted in an effective way. The review will make recommendations on how the Council can meet the needs of target customers better, and will comment on which recommendations represent the most effective use of public money and resources.</p> <p>Outcomes: The Board recommended to the Cabinet that a joint Channel Shift Strategy for Havant Borough Council and East Hampshire District Council be developed with a view to delivering the key actions set out in section 7 of the Marketing and Development Panel's report.</p> <p>The Cabinet resolved that officers be requested to put forward a business plan for taking forward the recommendations set out in the report.</p>
2	<p>Car Park Strategy Review Portfolio Holder: Councillor Collins Scrutiny Panel: Environment and Neighbourhood Quality</p>	<p>Purpose of the Work: To recommend to Cabinet an approach to management of parking and parking charges having regard to the economic viability of district centres and the need for the Council to show value for money and balance its revenue budgets.</p> <p>Key Objectives: (1) To clarify whether the current investment in off street parking and on street enforcement represents value for money. (2) Review whether the current approach to management of on street and council off street parking areas and the council pricing strategy affects the economy of the Borough.</p>

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		<p>(3) Establish whether the current pricing strategy for off street parking maximises income for the Council.</p> <p>(4) Review the Council's approach to marketing of parking options for residents, businesses and visitors.</p> <p>Outcomes: The Board recommended to the Cabinet that:</p> <p>(1) The key actions which the Panel identified as being in accordance with Cabinet proposals be implemented.</p> <p>(2) New initiatives identified by the Panel be subject to further investigation.</p> <p>(3) Panel proposals that ran contrary to the Cabinet proposals be investigated</p> <p>The Cabinet approved the Board's recommendations on 24 October 2012.</p>
3	<p>Marketing and Branding of Havant Borough – 12 Month Review Portfolio Holder: Councillor Cheshire Scrutiny Panel: Marketing and Development</p>	<p>Purpose of the Work: The Board received a report from the Service Manager (Marketing and Customer Relations) providing an update on progress with regard to the recommendations that arose from the Marketing and Development Panel's review of Marketing and Branding carried out in September 2011.</p> <p>Key Objectives: Creating a high profile and well recognised brand, and promoting a positive image, were considered to be key priorities in attracting tourism and new businesses to the Borough. It was agreed that the development of an independent brand that reflected the diverse nature of the Borough should be undertaken in consultation with all members of the Council, representatives of local businesses and other partners. To facilitate this, and with the agreement of the Portfolio Holder, the Board requested the Marketing Team to bring forward potential branding options, to be considered at an inclusive workshop, to be held early in the new year.</p> <p>Outcomes:</p> <p>(1) progress to date in taking forward the recommendations arising from the Marketing and Development Panel's review of Marketing and Branding of Havant Borough be noted</p> <p>(2) a workshop be held early in the new year to give all members of the Council,</p>

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		<p>representatives of local businesses and other partners, an opportunity to look at options for developing an independent brand and to consider how this might be taken forward to promote the Borough</p> <p>(3) the Economy and Communities Panel be requested to:</p> <ul style="list-style-type: none"> (a) establish to what extent the Borough is benefitting from both PUSH and the Solent LEP and how any benefit might be maximised; and (b) to look at the future existence of PUSH and its relevance to the future of the SE Hants region, in light of the abolition of the Regional Spatial Strategy, GOSE, SEERA and SEEDA
4	<p>Development Control Service – Balancing the Costs Portfolio Holder: Councillor Guest Scrutiny Panel: Planning and Built Environment</p>	<p>Purpose of the Work: To contribute to work currently underway to address the gap that currently exists between the relative costs of delivering the Council's Development Management Service (DMS) and the income received through Planning Application Fees</p> <p>Key Objectives: To consider the findings of the Planning Advisory Service (PAS) benchmarking review of Development Management Services and make recommendations for future service improvements and options for making the Service more financially sustainable.</p> <p>Outcomes: The Board resolved that:</p> <ul style="list-style-type: none"> (1) the Development Management Service Improvement Plan be endorsed by the Scrutiny Board. (2) the Planning and Built Environment Panel monitors the implementation of the Plan and the delivery of its objectives and reports back to the Board on progress in 12 months' time.
5	<p>Leisure Strategy Review Portfolio Holders: Councillor Weeks Scrutiny Panel: Economy and Communities</p>	<p>Purpose of the Work: To understand/evaluate the Council's role in leisure infrastructure (including supporting events, activities and organisations) in the borough.</p> <p>Key Objectives: (1) Why should HBC deliver sports development?</p>

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		<p>(2) How do we continue to support cultural infrastructure? (3) What do we need to do to create an events “team”/rationalise events? (4) What are the roles & functions of the sports council? (5) What input does HCC have ? (6) What outcomes do we want?</p> <p>Outcomes: The Panel’s final report, giving details of the research undertaken and setting out its conclusions and recommendations is on the agenda for consideration at this meeting.</p>
6	<p>Community Infrastructure Levy Portfolio Holder: Councillor Guest Scrutiny Panel: Planning and Built Environment</p>	<p>Purpose of the Work: The Community Infrastructure Levy (CIL) is a new planning charge that will allow Councils to raise funds from developers undertaking new projects in the Borough. It is expected that CIL will largely replace the existing Section 106 system for securing developer contributions. HBC is one of the frontrunners in preparing for the introduction of CIL and the Panel was asked by the Local Plan Panel to look at the new charging mechanism in detail and, in particular, to consider priorities for distribution of funds should the Council decide to implement CIL.</p> <p>Key Objectives:</p> <p>(1) As the Collecting Authority for CIL, HBC will have discretion to decide how and where CIL receipts are spent and funds will no longer be automatically directed to the County Council in cases where it is the responsible authority the provision of infrastructure. This is likely to have a major impact on the County Council and HBC will need to work closely with the County to ensure that funding for future infrastructure requirements is met.</p> <p>(2) Collecting Authorities will be required to pass a “meaningful proportion” of CIL receipts to local communities and in Havant Borough, this is likely to be 15% of all CIL receipts. The Government recommends that this be administered by parish councils and, as an area with no parishes, HBC will need to decide how it will comply with this requirement.</p> <p>(3) The Council will have to set priorities for the provision of infrastructure within the Borough and decide which types of infrastructure will be funded by CIL and where the s106 arrangements should be retained. In doing this, the Council will need to work closely with the County Council, which is currently undertaking an infrastructure study of its own to ascertain future needs prior to the introduction of CIL.</p>

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		<p>Outcomes: The Board recommended to Cabinet that it recommends to Full Council that the Community Infrastructure Levy and the associated Charging Schedule be approved and adopted.</p>
7	<p>Revenue Budget 2013/14 Portfolio Holder: Councillor Briggs Scrutiny Panel: N/A</p>	<p>Purpose of the Work: To consider and comment upon the draft revenue budget for 2013/14 and three year projection to 2014/15 in accordance with the Council's Budget and Policy Framework.</p> <p>Key Objectives: To examine the proposed Budget Strategy for 2013/14 and to consider what, if any, recommendations should be made to the Cabinet.</p> <p>Outcomes: The Board recommended to the Cabinet: (1) the proposed revenue and capital budget for 2013/14, but with no increase in Council Tax, and acceptance of the council tax freeze grant of £71,600; (2) transfer £924,000 to reserves; (3) the Treasury Management Strategy and Prudential Indicators; and (4) the proposed Prices for Services for 2013/14</p>
9	<p>Social Media and Communications – 12 Month Review Portfolio Holder: Councillor Cheshire Scrutiny Panel: Marketing and Development</p>	<p>Purpose of the Work: To present an update to the Board of progress made following the social media and communications review of Havant Borough Council carried out in 2012.</p> <p>Key Objectives: In February 2012 the Marketing and Development Panel made several recommendations and the following actions have now been actioned; (1) The new HBC website was launched on 2 January 2013; (2) HBC's social media sites are monitored several times each day; (3) HBC has continued to work proactively with local radio stations including Angel Radio; (4) The ability of 'on the move' customers to contact HBC has improved with the text-phone system, mobile apps and Service on the Web (5) HBC has launched Facebook and Twitter accounts to improve customer access (6) A new product called Kahootz is currently being trialled and rolled out to staff for testing</p>

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		<p>which will allow more efficient internal communication</p> <p>Outcomes: The Panel's final report, giving details of the research undertaken and setting out its conclusions and recommendations is on the agenda for consideration at this meeting.</p>
10	<p>Street Cleanliness Review Portfolio Holder: Councillor Collins Scrutiny Panel: Environment and Neighbourhood Quality Panel</p>	<p>Purpose of the Work: Following a meeting of the Scrutiny Leads to discuss the Quarter 1 Corporate Health Check concern was expressed over figures detailing a fall in levels of street cleanliness, particularly litter levels across the borough.</p> <p>Key Objectives: To understand the reasons for this the Environment and Neighbourhood Quality Panel were tasked with investigating what work was being done to improve the figures.</p> <p>Outcomes: The Panel's final report, giving details of the research undertaken and setting out its conclusions and recommendations is on the agenda for consideration at this meeting.</p>
11	<p>Marketing Strategy Portfolio Holder: Councillor Cheshire Scrutiny Panel: Marketing and Development Panel</p>	<p>Purpose of the Work: To contribute to the development and implementation of a marketing strategy for the Borough. Review to start October 2012.</p> <p>Key Objectives:</p> <ol style="list-style-type: none"> 1. To build on work previously done by this Panel in connection with the Customer Access Strategy, to better understand the needs and aspirations of our customers, so as to be able to target the services they require within available finances; 2. To consider how the Council's Corporate Strategy priorities can be delivered by offering a new, innovative, approach to providing the services our customers need, in a better and more cost-effective way; 3. To look at examples of best practice, the alternative service delivery models adopted by other local authorities, to consider what has worked well and whether any of the services this Council provides would neatly fit any of these alternative models

	Matter Under Review	Purpose of the Work, Key Objectives and Outcomes
		Outcomes: The Panel's final report, giving details of the research undertaken and setting out its conclusions and recommendations is on the agenda for consideration at this meeting.

**Scrutiny Boards
Terms of Reference**

<u>Economy and Community</u>	<u>Environment and Neighbourhood Quality</u>
<p>Arts and Culture Community Development Community Forums and Boards Economic Development Events Management Healthy Lifestyles Hampshire Home Choice Homelessness Prevention Leisure Facility Management and Development Local Strategic Partnerships Older People Private Sector Housing (EHDC) Safeguarding Sports Development Strategic Housing and Enabling Social inclusion Tourism Town and Parish Links Young People</p>	<p>Allotments (HBC) Animal Welfare Cemeteries Coastal Recreation (HBC) Community Safety CCTV (HBC) Enviro – Crime (litter, graffiti, dog fouling etc) Food Hygiene & Safety Grounds Maintenance Health & Safety Regulation Infectious Disease Control Joint Contracts with WCC [Waste, Recycling, Streetcare, Grounds Maintenance & Public Conveniences Cleansing] (EHDC) Land Drainage (EHDC) Licensing Markets (part only) (EHDC) Minor Engineering Works including street name plates Neighbourhood Development Noise Control Parking Policy & Enforcement (off & on street) Parks and Open Spaces (including trees) Pest Control Pollution & Public Health Private Sector Housing Regulation including disabled facilities grants (HBC) Public Conveniences (HBC) Streetcare Street Lighting (Council owned and Community Safety Schemes) Sustainability & Climate Change Traffic Management (HBC) Transport Fleet (HBC) Waste & Recycling</p>

<u>Governance and Logistics</u>	<u>Marketing and Development</u>
<ul style="list-style-type: none"> Benefits Building Maintenance Business Continuity, Emergency Planning, Health & Safety Corporate Support Services Democratic Services Elections Facilities Finance, Accountancy Fraud Legal Payroll Property Management Revenues & Benefits Contract Revenues, Income Collection Transactional Procurement 	<ul style="list-style-type: none"> Audit Business Transformation Communications Corporate Planning Corporate Programme Office Councillor Development Customer Insight, Geographic Information System (GIS), Customer Access Strategy Customer Service Centres/Access Points Human Resources (HR) Strategy & Transaction Information Technology (IT) Learning & Development Marketing Partnership Development Performance Management Research & Development Risk Management Shared Services Commissioning

<u>Planning and Built Environment</u>
<ul style="list-style-type: none"> Building control Coastal management Conservation Development Management Environmental Improvements and Sustainable Transport Highway Development Control Land Charges and Address Management Planning Compliance Policy/Local Development Framework S106 agreements Technical Support Transport Planning Urban Design