

Cabinet Lead for Coastal – Councillor Liz Fairhurst

- Coastal Management
- Delivery of civil engineering services

Property:

- Customer Services
- Cabinet lead for Digital (Capita Contract)
- Procurement

Property & Asset Management**Property:**

- Our new Head of Property & Assets, Chris Riggott, joined us on 6 March 2023. He is a Chartered Commercial Property Surveyor and RICS Registered Valuer, having a wealth of experience from working in both the public and private sector.
- Approval to proceed with the procurement of a Property Asset Management System (PAMS) was ratified at Cabinet on 15 March 2023 and is currently out to tender with a return date of 19th June 2023.
- The void rate across the portfolio continues to be very low (less than 1%) with very few vacant and to let premises.
- We now have increased capacity to complete transactional matters with 42 cases currently with Legal.
- New lettings / rental uplifts resulting in c.£50k additional rental income YTD.
- The team continue to identify and secure low value revenue opportunities such as rent reviews, licencing and concessions.

Land:

- Natural England review of the SSSI at Hayling Island has resulted in permission to extend the car park at West Beach, though a long-term management plan is required to help preserve the protected plant species.
- Licences in place with Southern Water and Portsmouth Water to undertake further bore hole testing in Havant connected to their ongoing projects.

- Inspection regime for 709 HBC owned open spaces is now in place and underway.
- Review of open space sites leased from PCC with a view to reducing liabilities and identifying opportunities for development – a paper for CMB will follow in due course.
- Process for regularising encroachments and unauthorised accesses onto Council land has been established, subject to review by ELT.

Maintenance

- Implemented EPC Surveys on sites where none in place.
- Trained Norse SE to carry out Site Water Purges & Temperature recording and reached agreement for them to undertake this work to reduce burden on the maintenance team / need for external contractors.

Plaza Quiet Rooms completed and being very well utilised

Digital Services update June 2023

Performance/Good news:

Havant's work to exit the 5C Partnership contract for ICT in 2025 has begun and progressed in earnest under the following three major project areas:

1. **Developing and procuring a new ICT security and Infrastructure provision.** We will be ready for soft-market testing following specification consultation with our independent advisor this week. Soft-Market testing due to start w/c 19th May.
2. **Moving legacy applications to Software as a Service (SaaS) cloud provision** in preparation of a new ICT provider – all are dependents of project area 1:
 - **Planning Case Management.** Specification and questionnaires are now ready for soft-market testing in conjunction with Place.
 - **Other regulatory case management (env. Health, licensing etc).** Specification and questionnaires are now ready for soft-market testing in conjunction with Place.
 - **Finance system replacement.** Stakeholder meeting due 12/06 to plan resourcing and soft-market specification/alternative product support.
3. **'J to H Project' - Separating and reorganising HBC's network data into a new HBC only network drive**, H: Drive, with new security groups

applied in preparation of a clean migration to a new ICT provider in 2025. This is also a dependent of project area 1.

In other areas, the Digital Service has supported Electoral services to ensure postal vote opening and remote system access for May's election day to good success. We have also enabled the technical go-live the CCTV project due w/c 12th May.

Challenges:

- We continue to monitor Capita's response to its Cyber Security Incident in April via the weekly IT Operations Board under the 5C Contract. All developments are passed to the Joint Tactical Board representative for Havant, the Exec Head of Commercial. Capita's statement remains that no HBC data was affected in the April incident.

Report for 5c's contract, Revs and Bens, Customer Services and Land Charges.

- Capita have been performing well and have been really helpful in supporting us to deliver new payments and schemes to the most vulnerable in our Borough. The new Council Tax Support Funding for Council Tax was approved at Cabinet last night and Capita will be administering the extra payments to our residents for us.
- The other scheme they are about to assist with is round 4 of the Household Support Fund. This will provide food vouchers for those in receipt of Council tax support, again helping the most vulnerable in our Borough.
- The Council Tax collections team are working hard and currently are on target with the projected collections and income even in the current climate.
- The Customers services team are preparing to start manning the office at beachlands on the weekends for the busy period over the summer. The officer there will take queries and questions from the public and support them with any issues they may have.