

**WORK PROGRAMME 2012/13**

	<b>Matter Under Review</b>	<b>Purpose of the Work, Key Objectives and Outcomes</b>
1	<p><b>Development Management Service-Improvement plan</b></p>	<p><b>Purpose of the Work:</b> 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><b>Key Objectives:</b> 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><b>Outcomes:</b> The Board resolved that the Development Service Improvement Plan be endorsed and it was recommended to the Development Management Committee that an enforcement plan for HBC be prepared to manage enforcement proactively and set out how the Planning Development Service would monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it was appropriate to do so.</p>
2	<p><b>Customer Access Strategy – 12 Month Progress Review</b> Portfolio Holder: Councillor Cheshire Scrutiny Panel: Marketing and Development</p>	<p><b>Purpose of the Work:</b> Following a report presented to the Board in September 2012 on Customer Access and Channel Shift a 12 month progress update was provided. The aim of the work was to help the organisation find new improved and modern ways for our customers to contact HBC which is beneficial and simpler for them and more cost effective for the Council and our residents and businesses.</p> <p><b>Key Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Customer access and equalities considerations would form part of the Council's Integrated Impact Assessment process that would be applied to all new projects and initiatives.</li> <li>2. To focus adding value to the customer experience of those identified as 'target customers' by understanding their needs and the different services they require.</li> <li>3. Understanding barriers, such as lack of access to broadband or rural isolation, that prevent people from accessing services, and overcome existing barriers by providing a flexible range of approaches to suit individual requirements.</li> </ol>

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		<p><b>Outcomes:</b> The progress update provided was noted and the Scrutiny Panel was requested to build upon work to date.</p>
3	Marketing Strategy	<p><b>Purpose of the Work:</b> To contribute to the implementation of a Marketing Strategy for Havant Borough by examining alternative service delivery models and assessing their suitability for Havant in the context of providing cost-effective, high quality services for our customers and to make recommendations accordingly.</p> <p><b>Key Objectives:</b></p> <ol style="list-style-type: none"> <li>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;</li> <li>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;</li> <li>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</li> </ol> <p><b>Outcomes:</b> The Board recommended to the Cabinet:</p> <ol style="list-style-type: none"> <li>(1) The Council adopted the process of commissioning;</li> <li>(2) All appropriate service delivery models be considered in taking forward future customer-focused service delivery, in line with the mixed economy approach set out in the Council's Marketing Strategy;</li> <li>(3) Any proposals for the implementation of alternative service delivery models, in relation to any particular service, be in line with the Council's Corporate Strategy priorities and supported by a sound business case.</li> </ol> <p>The Cabinet approved the Board's recommendations on 27 November 2013.</p>

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4	Democratic Process/Role of Mayor	<p><b>Purpose of the Work:</b> To investigate the cost and benefits of the democratic process in Havant</p> <p><b>Key Objectives:</b> Stage 1 - Investigated the cost and benefits of the Council's democratic processes with a view to identifying any potential improvements and/or financial savings. Stage 2 - to measure the value of the councillor / resident link, establish if it is strong enough and suggest any changes. The scope of this review will focus on the Council's ward/councillor arrangements.</p> <p><b>Outcomes:</b> The Board recommended to the Cabinet:  <ul style="list-style-type: none"> <li>(1) The Cabinet agenda be published a minimum of ten working days before the meeting, to allow councillors and members of the public to make effective representation;</li> <li>(2) Informal Cabinet Briefing meetings be opened to all councillors.</li> </ul> The Cabinet did not approve the recommendations, however it was recognised that a significant amount of work had been conducted by the Panel into reviewing various elements of the democratic process.</p>
5	Discharges into Local Harbour- Progress Review	<p><b>Purpose of the Work:</b> Following the Environment and Neighbourhood Quality Panel's report on discharges into local harbours in 2011 Southern Water were invited to provide the Board with a progress update on work undertaken..</p> <p><b>Key Objectives:</b>  <ul style="list-style-type: none"> <li>(1) Focused on the impacts discharges had on the harbour</li> <li>(2) Established why and how discharges occurred</li> <li>(3) To establish what options were available to overcome problems and concerns raised.</li> </ul> </p> <p><b>Outcomes:</b> Representatives from Southern Water attended the Scrutiny Board on 19 November 2013 and provided an update on progress made on discharges from their drainage systems into local harbours.</p>

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6	<p><b>Revenue Budget 2014/15-18/19</b>            Portfolio Holder: Councillor Briggs            Scrutiny Panel: N/A</p>	<p><b>Purpose of the Work:</b>            To consider and comment upon the draft revenue budget for 2014/15 in accordance with the Council's Budget and Policy Framework.</p> <p><b>Key Objectives:</b>            To examine the proposed Budget Strategy for 2014/15 and to consider what, if any, recommendations should be made to the Cabinet.</p> <p><b>Outcomes:</b>            That the Scrutiny Board recommend to the Cabinet:            (1) The proposed revenue and capital budget for 2013/14, including a            (2) Council Tax rate of £196.63 at Band D (a 1.9971% increase);            (3) The Treasury Management Strategy and Prudential Indicators; and Proposed Prices for Services for 2013/14.</p>
7	<p><b>Events</b></p>	<p><b>Purpose of the Work:</b>            To understand and evaluate Havant Borough Council's role in supporting community events in the borough.</p> <p><b>Key Objectives:</b></p> <ul style="list-style-type: none"> <li>• To investigate what events are supported by HBC.</li> <li>• To evaluate what support HBC provides to events.</li> <li>• What costs are incurred by HBC through supporting these events?</li> <li>• Should HBC continue to provide support or are any organisations in a position to fully support their own future events?</li> </ul> <p><b>Outcomes:</b>            The Panel's final report, giving details of the research undertaken and setting out its conclusions and recommendations is due for consideration on the meeting scheduled for 3 June 2014.</p>
8	<p><b>Sustainability</b></p>	<p><b>Purpose of the Work:</b>            To investigate work being undertaken addressing climate change and sustainability in Havant Borough and to help set a strategic way forward.</p> <p><b>Key Objectives:</b></p>

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		<ul style="list-style-type: none"><li>• To reduce energy use from the council's own operations</li><li>• Reduce energy and fuel poverty across the borough through partnerships and community involvement</li></ul> <p><b>Outcomes:</b> 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>