

Cabinet Lead Report – Council 15 October 2014

Councillor Jackie Branson: Cabinet Lead for Governance and Logistics

Democratic Services

The Councillors' Training Programme is ongoing and all members were asked to complete a training needs assessment earlier this year to support a targeted approach to training. After successfully holding our first seminar day, focusing on many different areas of council business, feedback forms were circulated on the quality and usefulness of the workshops. According to the evaluation forms returned, the seminar day was very well received and understood as a worthwhile exercise. A second seminar day was held on the 23rd of September which involved presentations on Unlawful Encampments and accompanied legal processes, Business Change and Development and an external facilitator delivering training on the effective use of social media as a councillor and public figure. An amended evaluation and feedback form was circulated to gather an insight into the usefulness of the day and the reaction was very positive for both the Officer presentations and external trainer. As the response has been largely encouraging, we are hoping to continue delivering workshops via seminar days, with the next scheduled day being held on the 8th of December. At present the timetabled workshops include : Organisational Development and Business change 'part two' – a follow up to the workshop held at the most recent seminar day - and a presentation on flooding. More details will be circulated closer to the day.

Good training is crucial in enabling Councillors to develop and carry out their roles effectively and I would encourage all Councillors to make every effort to attend training sessions. Your feedback is very important in helping to assess the effectiveness of training and I would also ask that evaluation forms are completed and returned at the end of each training session.

After discussing potential changes to the scrutiny process with the leader, shortly I will be meeting with scrutiny leads to review the work of the scrutiny panels and refine the scrutiny process. This is in order to define clear terms of reference to enable the panels to work more effectively and engage more closely with their cabinet lead to develop a better scrutiny working method. The scrutiny leads have already been in discussion about how to complete robust, useful and defined scoping matrices for individual scrutiny processes and I'll hope to give an update on the scrutiny process soon.

Electoral Services

Since Individual Electoral Registration went live on 10 June 2014 we have been very busy trying inform the electorate of the changes involved and getting used to the system ourselves. We are in the middle of the 'annual canvass' although this is proving to be a very different way of working during this transitional year. 88000 forms (confirmations, invitations to register and household enquiry forms) were delivered across the Borough by our team of

canvassers in August. We have just sent out 8000 1st reminders by post. One of the main problems has been the wording of the prescribed forms by the Cabinet Office which resulted in hundreds of phone calls and e-mails from people wishing to opt out of the Open register. However we weathered that storm and are now hopefully back on track to produce the new register on 1 December 2014.

Governance and Audit

The internal audit the plan is progressing to time with a third of all audits complete by the end of August. External audit have completed their work on the annual accounts with the work on the housing benefits subsidy claim to complete in the autumn.

On procurement HBC has received replies to our soft market testing exercise at the beginning of September and are now in a position to discuss the public partnership option with a number of interested parties during the autumn.

Revenue and Benefits

Housing Benefit

As part of the phased national roll-out of the Single Fraud Investigation Service, with effect from 1 October 2014, responsibility for investigating suspected cases of Housing Benefit fraud has passed to the Department of Work & Pensions Fraud & Error Service. Havant Borough Council will remain responsible for investigating cases of suspected Council Tax Support fraud.

Universal Credit

The government have announced plans for an accelerated roll out of Universal Credit. From February 2015 Universal Credit will be rolled out to all Jobcentres and local authorities across the country affecting single claimants previously eligible for Jobseekers Allowance.

The Plaza and Facilities Management

A delegation of public service officials from Denmark visited the Plaza on 18th September).

The 22 representatives from Rudersdal Council in Holte wanted to learn about the shared services That Havant provides to its customers as well as efficiencies that have been made in recent years.

The Municipality of Rudersdal has a population of almost 54,000 and is administered by a Mayor and 23 elected Councillors. Rudersdal Council is facing a period of austerity and reduced funding.

During their visit the delegation were taken on a tour of The Plaza showing how the shared building works.

They also saw the effectiveness of how partnership working is beneficial to all when it comes to IT and property matters, together with the savings that can be made.

Human Resources

The corporate training programme continues with a key focus on core skills and management skills development. For example, the 'aspiring managers' course has now commenced with a healthy uptake by staff. Staff attending this annual programme will be awarded with a recognised professional qualification by the Institute of Leadership & Management. In addition the corporate training programme has been developed to ensure staff are equipped with the key skills needed to deliver the corporate strategy. A key focus on commercial skills, commissioning and innovation within the programme will prepare staff to think about different models of delivery.

The free trial 'triage' system for sickness absence provided by an external company has now been launched at the Depot and across the Governance & Logistics cluster. This will be carefully monitored against clear success criteria during the next financial quarter to determine whether this product should be rolled out across the organisation. The criteria focuses on a range of measures which include a 10% reduction in absence cost, a 10% reduction in the length of sickness absence and a number of qualitative measures to assess the benefits of the system.

HR work continues on organisational development through the 'People Plan' (accessible on the intranet) and the Service Futures programme. Key highlights for this quarter include the identification of a leadership development programme which will span two years and equip senior managers with the skills needed to manage in the challenging public sector environment and the launch of an employee recognition scheme 'You're a Star' which will ensure staff are recognised for the contribution they make.

IT

There are three major IT projects on the move at this time, the first and by far the one that impacts the most people is the upgrading of the Hantsnet desktop provided by Hampshire County Council. This project has been ongoing for around six months and is now in its delivery phase. The upgrade brings all new versions of Microsoft products (Word, Excel, PowerPoint and Outlook) and along with an upgraded operating system with more resources added to improve stability and performance.

The second project is with the planning service where we are increasing our focus to enhance the IT support to the service to ensure the IT is meeting their needs.

A third key project revolves around increasing the security of our data. This project involves the release of Good for Enterprise (the new email

synchronisation application for mobile devices) and the addition of passport token authentication to access emails from home. Both of the aspects of the project are now live however we are still looking into improving some of the functionality within the Good for Enterprise application

Jackie Branson
October 2014

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Councillor Briggs – Deputy Leader and Cabinet Lead for Environment and Neighbourhood Quality and Cabinet Advice

Garden Waste Collection

As of 30 September we had 7117 customers, an increase of 608 customers compared to the full year 2013/14.

Refuse and Recycling

Christmas/New Year Refuse and Recycling Collections arrangements have been agreed. Changes to the service will be kept to a minimum and will only last for a two week period, much shorter than previous years. Some collection days will be brought forward before Christmas and some collection days will be later after the New Year. It is hoped that this will cause minimal disruption to our customers and normal collection days will resume as of 06 January.

- Garden Waste & Bulky Waste collections will be suspended between Monday 22 December and Friday 02 January.

Highway Verge Cutting

Our revised target was to deliver 8 cuts is on schedule and will be completed by mid November, this is slightly later than anticipated as a result of recent rapid grass growth and a wet start to October.

The operational services manager will be meeting with team leaders and supervisors on 24 October to review performance and to make plans for next year which will include an assurance that all machinery and equipment is fully serviced and seasonal team members have been recruited and trained well in advance of the start of the grass cutting season.

Open Spaces

Cowplain Recreation Ground – Improvements to the equipped play area. Landscaping work is well underway and we have commenced consultation with stakeholders and community groups regarding new equipment.

Hampshire Farm – Emsworth. The housing development is nearly complete and it is hoped that the open space will transfer to the Council late this year or very early in the new year.

Horndean Parish Council have confirmed that they wish us to provide a grass cutting service for them. The work will be undertaken on fortnightly intervals between March and October next year.

Beachlands

Our temporary summer workers have now finished for the season. Their efforts were appreciated by beach users and ensured that the standards required to enable us to display the 'Blue Flag' were maintained.

The National Watersport Festival took place during the weekend 6-7 September, over 250 competitors took part in a variety of activities. The team provided assistance before and during the event which contributed to the overall success.

Vehicle Maintenance Workshop

The team continue to look for opportunities to generated additional work. Most recently they have carried out work for 'Riverside Leasing' a company that hires out municipal waste vehicles, this may lead to additional work in the future. Chichester District Council continue to come to us when they are unable to undertake the work at their depot.

Training

All 6 members of the Engineering Works Team as well as the Operational Supervisors have completed training associated with the new Street Works Code of Practice. This ensures that they are proficient in placing out the appropriate signage and cones and undertake works in accordance with the Code.

Zero Tolerance (Litter Enforcement)

The Kingdom trial period has been extended for a further six months , since the operation went live in May 2100 penalty notices have been issued up till the end of September,
70 % Of notices have been paid covering the cost of employing Kingdom's, of the remainder
Court proceeding is and will be undertaken to recover any outstanding penalties.

Christmas Car Parking

The Council will be offering buy one hours parking and get a another hour free on Saturdays leading up to Christmas in all town centre car parks.

Traffic orders

The experimental Order currently running in Langstone has been receiving correspondence from residents, as part of the consultation process the Council
will be running two workshops for interested parties to attend on the 07 November 2014 17.30 - 20.00hrs and the same times again on the 12 November 2014.
Invitations have been sent to ward Councillor's and residents.

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Councillor Mike Fairhurst - Cabinet Lead for Marketing and Development

Marketing, Communications & Branding

The marketing team have been working on the results of the residents survey which will be published in the next edition of Serving You.

The marketing team have also been looking at the CIL funding branding with a view to providing a corporate approach to CIL funded initiatives. This is aimed at helping the public recognise which initiatives in the Borough in the future have been funded by the CIL, helping spread the word as to how our investment in the Borough was funded through this income.

The communications team have been working hard on the next edition of Serving You, which will begin to hit doormats from 17th November, and includes Christmas opening hours and bin collection dates.

Customer Services

Customer Services have maintained excellent service levels. The team are now able to use new technology which is hand held and therefore can be used in the atrium to 'queue bust' or help customers who require simple advice which can be accessed via the website. This new hand held technology is a tablet (it is actually a Tesco hudl-but irrelevant) this will allow the customer service team to queue bust at busy period. This will reduce queues and stream line our approach, which should help us provide an even better/faster service to our customers calling into the Plaza.

Business Change

As a Council we continue to find new, transformational ways of working and develop ideas for improved services to our Customers. The Business Improvement Service acts as the "Hub" for these exciting and innovative projects.

Service Futures

Introduced at the Seminar Day on 23rd September, Service Futures is the focus for future Council service design and delivery. For those of you who didn't attend the seminar the workstreams are well underway, some examples are here:

- **Delivering Differently** is taking forward ambitious plans for new more business like approaches in Legal Services.
- **People Performing Effectively** is overseeing the organisational development of the Council, to prepare our staff and services for new exiting ways of working. The team is currently developing plans around

succession planning, to build a “grow your own” approach to talent management and career development.

- **Managing Contracts Strategically** is ensuring the Council takes a smart approach to its contracts, including plans surrounding Revenues and Benefits and Customer Services in 2017.

On 8th December, at the next Seminar Day, these workstreams will be developed further.

Public Service Excellence

The Service Manager for Marketing & Customer Services is working on improving the technology behind the website to provide more opportunity to channel shift. Channel shift is about providing choice and opening up services to our customers. We will be extending our services allowing those customers who WANT to use digital channels and deal with us for 24 hours will be able to do so. The facility to buy Garden Waste bins on-line is now built and live. The direct debit functionality is part of the finance system being delivered next year. The Website is being developed so it can allow customers to login and see the Council services they can access personally. This is part of a programme of work which will be explained to Councillors at the next Seminar day in December.

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Councillor Yvonne Weeks: Cabinet Lead for the Economy and Communities

Economic Development, Business Support & Tourism

Councillor Briefing held 2nd October 14 at the Plaza - presentation from HCC and representatives from Development Consortium.

HCC Proposed new care facilities at Oak Park are planned to include 80 bed Nursing unit, 54 extra care housing units and 51 supported living housing units- an innovative mix of care facilities on the same site, which already is beginning to attract interest nationally as an example of good practice. (i.e. allowing people to step up or step down as there care needs change) HBC residents will be for the first line for these units when they become available. Pre Application discussions under way with HBC Planning, indicative timetable as follows:

Public consultation event during week commencing 17th November 14 - DC Forum 4th December 14 – Planning application submitted by end of January 2015, proposed start on site July 2015- construction likely to be complete by February 2017.

Exciting opportunity and Housing, Community and Economic Development will be working with HCC and the consortium developing Oak Park to ensure that the community and local businesses are able to benefit and be connected to this exciting new development.

Emsworth British Food Fortnight

The Emsworth British Food fortnight has just finished and was a resounding success. Events included open air local producer markets with various foods and wine tasting. With all the traditional high street shops, pubs and restaurants Emsworth has to offer.

The Brookfield Hotel was part of the celebration where they offered 3 local colleges the opportunity to take over the kitchen and restaurant to deliver a 3 course British Menu organised and prepared by the students, which was a huge success. The Brookfield should be congratulated for participating and encouraging the future young people into the catering industry.

As it was so successful lets hope it becomes an annual event.

Unemployment

Unemployment has fallen in the borough in the last three months by 0.4%, a drop in total from 1641 in May to 1349 in August.

Small Business Grants

Second visits are being booked for those small businesses that signed up and qualify for the funding. There are 55 businesses in total.

Businesses are reporting positively about growth, some are doing better than others but all are doing well. A variety of trades and services, from a distributor of nail polish to a plumber who is doing so well he hopes to employ someone in the near future to meet demand.

Tourism

The Tourism Forum is gaining momentum the last meeting saw more businesses getting involved. Tourism has changed with the introduction of apps, mobile phone and internet the days of Visitor Information Centres, are a thing of the past. However in the parts of our borough where visitors are likely to visit Hayling Island being one. Information racks and notice boards will be available in places accessible to the visiting public. Already this happens in the local hotels, B&Bs, caravan sites, and our team are working to establish these in other places.

2015 will see Havant being advertise in "Visit Portsmouth" with a distribution in the many thousands and in different languages, as well as on the internet.

Housing

Homeless applications taken in last quarter 33.

12 of those were accepted as homeless.

Homeless preventions 215

Visitors to housing in the last quarter- 1797. Visitors in September 601.

Residents placed in B&B - August 10

Residents in B&B - September 6

Residents still in B&B 8

2 reviews received against homeless decision of Intentionally Homeless.

1 review received against suitability of accommodation offered, discharge duty under the homeless legislation.

There is concern regarding First Wessex social housing provider withdrawing their building for Young Persons Service 31/3/2015. The housing team are working with support providers to see if we can come to an agreement to lease the building.

There has been and continues to be very challenging cases, the team are working very hard and all work well together.

Arts

Service Level Agreements are currently reviewed for Making Space and The Spring.

Both organisations are delivering a lot of outreach at present which is all externally funded. Both Making Space and The Spring are working with local schools and libraries.

Community

The Havant Remembers Event is due to be held during the afternoon of 11th November in the Plaza and will be open to the public. This event is to showcase many of the community groups who have commemorated both WW1 and WW11 this year. An invitation will be sent to all Councillors.

Upcycling Workshops are being offered to Veterans in October. The 6 week course is due to start on 22nd October in Bedhampton and is free.

Further information can be found at www.companyofmakers.org.uk.

The £1m Wecock Farm WeBigLocal project group have now submitted their Business Plan and have been given the go ahead by the Lottery Trust for their first full year's grant allocation of £100k. www.webiglocal.org.uk

Electric Blanket Testing Dates for the borough are Tuesday 14th October at Waterlooville Fire Station and Havant Plaza on Thursday 16th October. Tests are by appointment only, Telephone 01962 833358

Two community clean up events were held during the summer; the event in Stakes was supported by local businesses with 25 bags of rubbish being collected. In each of the Leigh Park Wards an event was held culminating in 162 bags of rubbish being collected with 80 children taking part; this was a result of the Community Led Planning Survey.

Stakes Elizabeth Road play area consultation has been carried out and the contractor has been invited to present their plan to the community during October at Purbrook Junior School.. Dates are yet to be confirmed but all local councillors will be invited.

Support is being offered to a number of organisations regarding funding including Emsworth Community Association and the Station theatre, Hayling.

Leisure & Sports

Horizon Leisure Trust - Plans are underway for the development of the new gym at Waterlooville the footings have started.

The new gym at Havant Leisure Centre opened recently in the old Indoor Bowls Hall; this has been a tremendous success. The board of trustees are very keen to organise a visit for councillors.

HBC have worked with Horizon to instigate the GP Referral Scheme. The scheme is for GPs to refer appropriate patients to Havant or Waterlooville Leisure Centres for a 12 week structured course of physical activity, to improve their health & wellbeing.

Sport Events

National Watersports Festival

Hayling Island has been host to Watersports Events over the summer which has been very successful. The first was the National Watersports Festival which included windsurfing, kayaking, kite surfing and stand-up and paddle. 68 Havant residents took advantage of taster sessions on offer, delivered by Portsmouth Watersports Centre. And the second will be Richard Branson's Kite Surfing Armada

Ping Pong

At the Hampshire Ping Pong Championships held on 4th October Havant had the most participants. An 87year old from Emsworth won the ladies singles competition.

Walking Football

This is proving to be a very popular. We now have opportunities in Emsworth, Horndean, West Leigh, Southdowns College and Hayling. Full details can be obtained from Richard Wood Sports Development Officer.

Front Lawn Recreation Ground has been allocated S106 money for improvements, further funding is required and a bid has been submitted to Sport England for those additional funds.

Health

Hampshire Aging Well Strategy has been published.

<http://www3.hants.gov.uk/bettertime/cx-olderpeoplesstrategy.htm>

The consultation results show that for older people living in Havant Staying Safe is now the number one topic which concerns them. A copy of the report will be distributed shortly.

Health and Wellbeing Strategy

Havant Health & Wellbeing Board is currently mapping local health projects under the headings Starting Well, Living Well, Ageing Well and Healthier Communities. This will be used to identify gaps in provision.

If you would like to share any projects in your Ward which have a health remit please contact Nicki Conyard.

The externally funded health projects are now well underway:

Couch 2 5k which takes groups of residents from no exercise to running 5km in 9 weeks is proving very popular. Steps are being taken to ensure this project's sustainability into the future.

Breastfeeding Welcome Towns Project, has attracted local businesses to sign up and display the 'welcome' window sticker. A Facebook page has been set up which helps to promote the scheme.

Positive Opportunities Scheme is currently working in Stakes Ward to encourage retired residents to become physically active. A Survey has commenced which is proving very popular. Activities will be organised tailored to survey results.

Men's Shed. The Men's Shed in Bedhampton has linked with Mind in Havant to offer opportunities for men to improve their wellbeing. There are a further two Men's Shed's which have independently set up; one in the Meridian Centre (HAMESH) and the other in Cowplain Recreation ground.

B.I.L.L. (Being Independent in Later Life) this project is being run by Community First HEH on our behalf. A conference for older residents will be held as part of this project in the New Year.