

Minutes of the **Overview and Scrutiny Committee**  
of the **Test Valley Borough Council**  
held in The Annexe, Crosfield Hall, Broadwater Road, Romsey  
on Wednesday 22 July 2015 at 5.30 pm

Attendance:

<b>Councillor C Lynn</b> <b>(Chairman)</b>	(P)	<b>Councillor A Finlay</b> <b>(Vice Chairman)</b>	(P)
Councillor N Adams-King	(P)	Councillor D Baverstock	(P)
Councillor P Bundy	(P)	Councillor J Cockaday	(P)
Councillor S Cosier	(P)	Councillor D Drew	(A)
Councillor B Few Brown	(-)	Councillor I Jeffrey	(P)
Councillor K Hamilton	(P)	Councillor J Neal	(P)
Councillor J Lovell	(A)	Councillor T Preston	(P)
Councillor B Page	(P)	Councillor K Tilling	(P)
Councillor J Ray	(-)		

Also in attendance:

Councillor P Giddings	Councillor I Carr
Councillor S Hawke	Councillor G Stallard

89

### Minutes

#### Resolved:

**That the minutes of the meeting held on 27 May 2015 be confirmed and signed as a correct record.**

90

### Annual Review of Corporate Action Plan

The Leader gave a presentation based on a report of the Policy Manager. The presentation covered the Corporate Aims for 2011-15, the Corporate Action Plan for 2014-15 and the new Corporate Plan and Corporate Action Plan for 2015-19

The new Corporate Plan “Investing in Test Valley”, should set out four priority aims which focus on ensuring the Borough remained a great place to:

- Live, where the supply of homes reflects a local need
- Work and do business
- Enjoy the natural and built environment
- Contribute to and be part of a strong community

Members made comments and discussed various issues including;

- A review of the glass recycling scheme would be carried out and the options would be considered by this Committee.

- The Leader advised that there were no plans yet to develop the Former Magistrates Court in Andover although the car park would be turned into a pay and display car park shortly.
- Role out of Broadband - latest information on the role out of Broadband was available on the Hampshire County Council website. The Performance Manager would circulate a link to the website. Councillor Finlay will circulate a link to a DSL checker where residents can check BT's indication of when they can expect to receive the broadband service.

The Leader thanked the Committee for their input into developing the new Corporate Plan.

**Resolved:**

**That following the adoption of the new Corporate Plan, OSCOM consider its ongoing programme of lead member reviews in relation to the new priority areas.**

91

**Risk Management Annual Report**

Consideration was given to a report of the Head of Finance which provided the Committee with an update on the key risks contained in the Council's Corporate Risk Register and a snapshot of Service Risks to the report as well as summarising the amendments to the Risk Management Strategy.

The Committee was requested to consider the annual corporate risk report and to endorse the revised Risk Management Strategy.

The Head of Finance advised that Risk Management training would be held at 5.30pm on the 1 October in Conference Room 1 and this was open to all members. He also reported that the Corporate Risk Register had been prepared by the Principal Auditor and any updates would be notified to the Committee.

Members made comments and discussed issues including;

- Long term static risks – many of the risks that Local Government face were outside the Council's control as they related to external issues outside of its control.
- Whether consideration should be given to the difficulties in revisiting development control planning staff featuring on the Corporate Risk Register.
- Main risk of roll out of Universal Credit would be when residents were transferred off Housing Benefits Scheme. This risk will be kept under review as the project progresses.
- Right to Buy by Housing Association residents – there may be an amendment to the Right to Buy Bill proposed by the House of Lords to exclude small developments in rural areas.

**Resolved:**

- 1. That the annual report on Risk Management be reviewed and noted.**
- 2. That the amended Risk Management Strategy be endorsed.**

92

**Grant Review**

Consideration was given to a report of the Head of Community and Leisure which provided the Committee with an update of the Councillor Community Grants since inception in September 2012.

Key information provided within the report includes allocation of funds and number of applications by month, allocation of funds across the Wards, and total allocation of funds to date and the recently implemented changes as of May 2015.

Members made comments and discussed issues including;

- Members should liaise with their Community Engagement Officers to help spread the word in rural areas.
- Grants would only be awarded to non profit making organisations which benefitted the community.
- It was noted that any remaining funding allocated in the first year of the new Council would roll over into 2016/17 within the ward budget it was allocated to.

A number of Members congratulated the Community Engagement team on the success of the scheme and quick response to funding requests.

**Resolved:**

- 1. That the outcomes of the OSCOM Actions Update be noted and the future work programme be approved.**
- 2. That the Community Engagement Team be commended for their excellent work.**

93

**Annual Review - Complaints**

Consideration was given to a report by the Chief Executive. In the year 2014/15 there were 267 service level complaints (those dealt with by more than one service at the same time, and those cases where multiple people complained about the same subject, are counted as one complaint). From these 267 complaints 13 were escalated to the Chief Executive and 5 were the subject of LGO enquiries. This year sees a small rise in the number of complaints received, an increase of 57 from the previous year (208 in 2013/14).

The highest number of complaints was around bin collections and the Corporate Director explained that bin rounds had been changed this year but that the Head of Environmental Services took the complaints very seriously and all operatives would receive training.

It was suggested that more collaboration with Ward members could help to resolve problems before they became complaints.

Concern was raised over the length of time it took for the main switchboard to answer calls from the public. The Acting Head of Revenues explained that there had been problems during the election period due to the sheer number of calls being received compounded by staff shortages. The Council were introducing a number of measures to improve customer access for services online and were in the process of appointing new staff.

**Resolved:**

**That the annual report on complaints handling be noted.**

**94 Programme of Work for the Overview and Scrutiny Committee**

The Chairman informed the Committee that two training sessions for OSCOM Members would be held on Friday 11 September and Wednesday 23 September 2015 by Mark Palmer of South East Employers. Further details would be circulated in due course.

The Committee considered and updated the Work Programme as follows:

- Equalities Scheme – move to a later date
- Audit Plan – 7 October
- Scoping reports from Council Tax Support, Planning Control and Planning Advisory and Planning Process Panels – 9 September.

**Resolved:**

- 1. That the outcomes of the OSCOM Actions Update be noted and the future work programme be approved.**
- 2. That the following panels be appointed as follows:**
  - (a) Review of Council Tax Support – Councillors Baverstock (Chairman), Drew, Lovell, Ray, Cockaday and Giddings (Portfolio Holder).**
  - (b) Review of Planning Control – Councillors Neal (Chairman), Few-Brown, Adams-King, Cosier and Jeffrey.**
  - (c) Review of Planning Advisory and Planning Process Panel – Councillors Adams-King (Chairman), Baverstock, Preston, Neal, Drew and Tilling.**

(Meeting terminated at 7.50pm)