

Notice of Meeting

Overview & Scrutiny Committee

Date: Wednesday, 03 August 2016

Time: 17:30

Venue: The Annexe, Crosfield Hall, Broadwater Road, Romsey, Hampshire,
SO51 8GL

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Legal and Democratic Service

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The recommendations contained in the Agenda are made by the Officers and these recommendations may or may not be accepted by the Committee.

PUBLIC PARTICIPATION SCHEME

If members of the public wish to address the meeting they should notify the Legal and Democratic Service at the Council's Beech Hurst office by noon on the working day before the meeting.

Membership of Overview & Scrutiny Committee

MEMBER

Councillor C Lynn

Councillor I Jeffrey

Councillor N Adams-King

Councillor D Baverstock

Councillor J Cockaday

Councillor D Drew

Councillor C Dowden

Councillor B Few Brown

Councillor A Finlay

Councillor P Hurst

Councillor J Lovell

Councillor J Neal

Councillor B Page

Councillor T Preston

Councillor J Ray

Councillor K Tilling

Vacancy

Chairman

Vice-Chairman

WARD

Winton

Dun Valley

Blackwater

Cupernham

St Mary's

Harewood

North Baddesley

Amport

Chilworth, Nursling and
Rownhams

Tadburn

Winton

Millway

Harroway

Alamein

Cupernham

Valley Park

Overview & Scrutiny Committee

Wednesday, 03 August 2016

AGENDA

**The order of these items may change as a result of members
of the public wishing to speak**

- 1 Apologies**
- 2 Public Participation**
- 3 Declarations of Interest**
- 4 Urgent Items**
- 5 Minutes of the meeting held on 8 June 2016**
- 6 Call in Items**
- 7 Urgent decisions taken since last meeting**
- 8 Community Safety Panel Final Report 4 - 13**

This report sets out the panel's proposed means of achieving the Council's community safety function.
(Councillor Baverstock) (20 mins)
- 9 Complaints Handling 14 - 56**

This report presents the annual summary of complaints dealt with under the Council's formalised procedure 2015/16 for consideration of the Overview and Scrutiny Committee. (Complaints Communications Officer) (20 mins)
- 10 Work Programme Report 57 - 70**

To enable Members to keep the Committee's future work programme under review (15 mins)

ITEM 8 OSCOM Community Safety – Panel Review

Response from the Head of Community and Leisure Services to the Panel's Community Safety Report

This covering report is prepared by the Head of Community and Leisure Services and should be read in conjunction with the Panel's report to inform the Committee's view in determining how it wishes to proceed.

SUMMARY

- “Contribute to and be part of a Strong Community” is one of the four key themes of the 2015-19 Corporate Plan ‘Investing in Test Valley, and strategically the Council has been moving in a direction of supporting community led action, resilience and capacity building for some time.
- As part of the creation of the Community Team in 2012, it has always been the intention to fully integrate community safety with the Community Engagement function. This was a key requirement and outcome from the organisational restructure in 2011.
- At a time of major police reform an OSCOM panel endeavoured to review TVBC's community safety function and make recommendations as to how this ambition can be realised going forward.

1 Background

- 1.1 OSCOM established a Task and Finish panel to review TVBC's community safety function and presented an interim report to OSCOM on 20 January 2016 (minute 252 refers).
- 1.2 Discussion was inevitably wide ranging, so one of the primary objectives of the interim review was to seek to narrow the scope of the review to;
 - (a) explore the effectiveness of TVBC's Patrolling Neighbourhood Warden Scheme, and
 - (b) ensure a good ‘fit’ in terms of contributing to the Test Valley partnership and TVBC Community Safety outcomes.
- 1.3 Following the interim report in January, senior officers from Hampshire Police attended OSCOM on 16 March 2016 to give a presentation on ‘local policing in Test Valley’ (minute 306 refers).

- 1.4 The OSCOM panel set to review the way in which TVBC allocated and prioritised resources to fulfil its community safety function in an efficient and effective manner as part of wider community support and engagement responsibilities, and in partnership with Police and other stakeholder organisations.
- 1.5 In addition to reviewing the community safety / wardens function, the panel make recommendations regarding the way in which the function is managed. Assuming the Panel recommendations go forward, it will be for Cabinet to consider how it wishes to respond.
- 1.6 Any form of management review will need to be considered in the context of wider resource planning.

2 Introduction (responding to Panel report)

- 2.1 The following comments are made by the Head of Service as a direct response to the panel recommendations.
 - 2.1.1 **Recommendation 1** – The creation of the Community team in 2012 brought together staff from the former Community Safety team (in the Housing service) and Community Development staff from across the Council. The intention for this was to ensure the best use of resources and to help the Council make its community support functions more effective, flexible and sustainable, and to reduce duplication. As a result, recommendation 1 continues with this direction of travel and ensures a good fit and integration with broader community engagement activity.
 - 2.1.2 **Recommendation 2** – refers to having the ability to respond to community safety priorities of the Test Valley Partnership. In practise the approach is to endeavour to respond to and deal with issues as needed and as identified with and by local communities. This is a holistic approach that encompasses potentially all aspects of community support (including but not limited to) community safety.
 - 2.1.3 **Recommendation 3** – as per recommendation 2, community resilience can be considered as a part of the community engagement and support role already provided to help communities do more for themselves.

A community resilience forum has been established during the life of this OSCOM panel review, which is supported corporately and professionally from across the Council as well as from other organisations – as a coordinated multiagency forum.

- 2.1.4 **Recommendations 4 and 5** – Refer specifically to the skills, training and working practises of the Wardens. These can be addressed (and responded to) as appropriate and as part of the outcomes that emerge from the overall function review requested above.

3 Corporate Objectives and Priorities

- 3.1 “Contribute to and be part of a Strong Community” is one of the four key themes of the 2015-19 Corporate Plan ‘Investing in Test Valley, and supporting community led action, resilience and capacity building has been the Council’s direction of travel for some time.

4 Consultations/Communications

- 4.1 In addition to input from panel members and officers, views have been sought from the Police.

5 Options

- 5.1 Consider Panel recommendations as identified in the report.

6 Risk Management

- 6.1 This report is for information purposes so the Council’s Risk management process has not as yet been applied. (A full risk assessment will be completed if all / any of the proposals are recommended to Cabinet).

7 Resource Implications

- 7.1 None at this stage

8 Legal Implications

- 8.1 None at this stage

9 Other Issues

- 9.1 Wards/Communities Affected - all

10 Conclusion and reasons for recommendation

- 10.1 The recommendation is for OSCOM to consider the outcome presented by the Panel and determine its way forward.
- 10.2 If OSCOM decide to refer any / all recommendations to Cabinet, it will be for Cabinet to consider how it wishes to respond to OSCOM.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
<u>Confidentiality</u> It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	1	File Ref:	
Councillor Dorothy Baverstock			
Officer:	Dave Tasker	Ext:	8801
Report to:	Overview and Scrutiny Committee	Date:	3 August 2016

Community Safety – Final Panel Review

Report of the Community Safety Review Lead Scrutiny Member

Recommended:

- 1. The Neighbourhood Wardens' functions should be integrated fully into the Community Engagement Team.**
- 2. The role, person specification, job description and working hours of the Neighbourhood Wardens should be reviewed and modified as necessary, to complement other Community Safety functions of the Community Engagement Team and to reflect the priorities of the Test Valley Partnership.**
- 3. The work programme of the Community Engagement Team should support the development of Community Resilience on a Borough-wide level.**
- 4. The skills and training required by the Neighbourhood Wardens should be assessed by management.**
- 5. Changes to the working practices of Neighbourhood Wardens and other members of the Community Engagement Team addressing Community Safety should be monitored and reviewed by management and reported to OSCOM.**

SUMMARY

- With regard to Community Safety, the Test Valley Partnership has placed an emphasis on collaboration between partner organisations (including TVBC) and the cooperation of local communities in order to:
 - a. Prevent crime and antisocial behaviour
 - b. Support the work of the police
- Test Valley Borough Council recognised a need to restructure its workforce in order to take forward ambition to support community-led actions and the work of the Test Valley Partnership generally. This process began in 2012 with the development of the Community Engagement Team.
- Developing strong communities is a strategic priority for TVBC and in pursuit of this, the Community Engagement Team seeks to address the development of Community Resilience in local neighbourhoods as part of
 - a. Community Safety Management
 - b. Neighbourhood Planning
 - c. Achievement of the objectives of the TVBC Corporate Plan

The role of the Neighbourhood Wardens should reflect the priorities of the Test Valley Partnership and complement the functions of other members of the TVBC Community Engagement Team.

1 Context

- 1.1 OSCOM requested a review of Test Valley Borough Council's Community Safety responsibilities and, in particular, the role of Neighbourhood Wardens, in response to
- Changes in front line policing personnel
 - The withdrawal by Hampshire County Council of Accredited Community Support Officers (ACSOs)
 - Concerns about perceived resource reductions and their impact upon Community Safety in Test Valley
 - The restructuring of the Test Valley Partnership
 - The development of a new TVBC Corporate Plan
- 1.2 An OSCOM Panel was established to review both the role of the Neighbourhood Wardens and the TVBC contribution to Community Safety in general. The Panel met several times during 2014-2016 and an Interim Report was presented to OSCOM in January 2016.
- 1.3 The Interim Report recommended a further review of the deployment and the effectiveness of Neighbourhood Wardens and an assessment of their training and skills development needs.

2 Background

- 2.1 The Neighbourhood Wardens were instituted in 2002 as a pilot scheme and fully adopted by TVBC in 2005.
- 2.2 At this time, the primary premise for the Wardens' role was to address
- Crime prevention
 - Environmental improvement
 - Community development
- 2.3 In 2006/7, when antisocial behaviour was on the increase, Neighbourhood Wardens received accreditation from Hampshire Constabulary in order to assume a surveillance and enforcement role as an adjunct to community policing.

- 2.4 Since 2012, evidence of decreasing levels of antisocial behaviour and the introduction of Police Community Support Officers for community policing and surveillance work have called into question the core activities of the TVBC Neighbourhood Wardens.
- 2.5 The introduction of the TVBC Community Engagement Team in 2012 has shifted the emphasis from surveillance, reactivity and enforcement to collaboration, proactivity and the support of local communities in addressing Community Safety issues, in line with the priorities of the Test Valley Partnership (TVP) and matters of community interest generally.

3 The Police View of the Warden's role

- 3.1 As part of this OSCOM Review, the opinions of senior police officers in Test Valley were sought regarding the current and future role of the Neighbourhood Wardens.
- 3.2 The unanimous view of the police was that the existing functions of the Wardens (patrolling, surveillance and the reporting of incidents) was duplicating police activity and that preventative and proactive activities, as part of a wider Community Engagement process, would be more effective in reducing crime and antisocial behaviour.

4 The Test Valley Partnership View of Community Safety Management

- 4.1 The introduction of the TVP has encouraged and increased collaboration between statutory and voluntary agencies, local authorities (including TVBC), community representatives and local councillors.
- 4.2 The TVP enables organisations at local level to come together to respond to needs within communities in a coordinated and organised way.
- 4.3 In relation to Community Safety, the TVP is working towards
- Reducing crime and disorder, including antisocial behaviour (ASB), in Test Valley
 - Combatting the misuse of drugs and alcohol
 - Reducing the fear of crime
- 4.4 Each year, the TVP identifies priorities for its work programme and assigns lead agencies to each priority. The draft work programme for 2016/17 has identified a number of key Community Safety activities including
- Education on Community Safety issues
 - Support for victims of crime and ASB
 - Early identification and referral of likely perpetrators of crime and ASB

- Provision of diversionary activities to deter youth nuisance behaviour and ASB
- The development of Community Resilience: a set of locality-based activities designed to assist communities to identify and address their particular safety risks. This is a new and substantial work stream for TVP partners

5 The role of TVBC within the TVP

5.1 The Crime and Disorder Act 1998 places a statutory duty on the police and local authorities to work together with key partners and agencies to formulate and implement local crime reduction strategies.

5.2 TVBC, as a partner in the TVP, is required to

- Identify key local crime and disorder priorities
- Formulate strategies to assist in tackling these key priorities and reduce crime at a local level
- Monitor and evaluate those strategies

5.3 On behalf of the TVP, TVBC – through the activities of the Community Engagement Team - is already taking a lead on the following aspects of Community Safety:

- Public education on community safety and crime reduction
- Encouraging positive relationships within communities
- Identifying and safeguarding vulnerable people in communities
- Working with troubled families
- Early identification and referral of perpetrators of crime and ASB
- Coordination and delivery of diversionary activities (eg the ICE programme) to address youth nuisance behaviour and avoid ASB
- Working with local communities and organisations eg Neighbourhood Watch, to share information and develop joint initiatives

The majority of these activities are carried out by members of the Community Engagement Team other than Neighbourhood Wardens.

5.4 This year, the TVP has extended its focus beyond education, collaboration, identification, referral and targeted support, to include the development of Community Resilience. Since TVBC will be a lead agency for this new work stream, additional demands will be placed on the Community Engagement Team.

5.5 Activities to support the development of Community Resilience could include:

- Using local data (eg. ward profiles, census statistics, crime figures, local information on health and environmental risks) to establish a list of community safety priorities for each neighbourhood
- Liaising with local residents about their safety concerns (eg. unsafe local areas, fire or flooding risks, environmental dangers, fly-tipping of hazardous substances)
- Establishing strategies and mechanisms within neighbourhoods to address and reduce safety risks (eg. monitoring the street scene and reporting problems such as broken pavements and defective lights, introducing Neighbourhood Watch schemes where they are absent, establishing Community Safety leadership/coordinating roles within local organisations such as Parish Councils, community associations and voluntary groups)
- Communicating specific Community Safety needs (eg. for patrolling, surveillance, community policing, CCTV) to the TVP for appropriate action
- Promoting Community Resilience as a vital component of Community and Neighbourhood Planning
- Supporting community-led initiatives to address specific safety risks, thus increasing local resilience and enabling communities to reach their full potential (one of the objectives of the TVBC Corporate Plan)

5.6 To be effective, the development of Community Resilience will require a comprehensive whole-system approach, with facilitation potentially taking place in every ward in the Borough.

6 Conclusions

6.1 With regard to Community Safety specifically, the TVBC Community Engagement Team plays a key role in

- Promoting community safety in Test Valley
- Supporting both the victims and perpetrators of crime and disorder
- Delivering the objectives of the TVP work programme.

6.2 The introduction of Community Resilience as a new priority objective of the TVP work programme will impose a significant resource commitment on the Community Engagement Team, when they are already committed to supporting Council members, community-led planning and the work of other partners in the TVP.

- 6.3 The Neighbourhood Wardens are an important resource within the Community Engagement Team. A job evaluation would assess to what extent their current activities address TVP priorities.
- 6.4 Community Safety roles within the Community Engagement Team should be clarified through updated job descriptions.
- 6.5 New Community Safety roles and responsibilities, especially in connection with the development of Community Resilience, will produce training needs for members of the Community Engagement Team.

7 Next steps

- 7.1 The recommendations of this review to be reported to OSCOM for endorsement, prior to submission to Cabinet.

ITEM 9

Complaints Handling

Report of the Chief Executive (Portfolio: Corporate)

Recommended:

That the annual report on complaints handling be noted.

SUMMARY:

- The Chief Executive and Services together dealt with 260 complaints under the Council's formal procedure, in the year 2015/16.
- The Local Government Ombudsman (LGO) made preliminary enquiries about 2 complaints relating to TVBC and began an investigation into one of these for the year ended 31 March 2016.

1 Background

To facilitate the periodic monitoring of complaints and review by this Committee each year, Services are required to prepare an annual summary of complaints dealt with under the Council's formalised procedure (the year runs from 1 April 2015 to 31 March 2016).

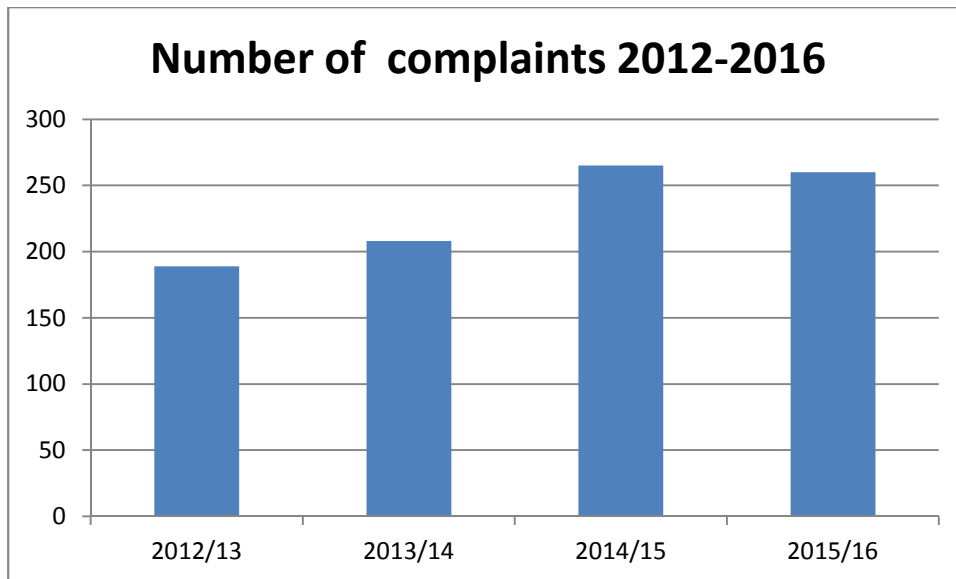
- 1.1 A complaint is defined within the Council as: *"an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, or its staff, affecting an individual customer or group of customers."*

Complaints recorded under the formal procedure (and dealt with in this summary report) do not include those 'first time' representations which were effectively requests for a service and dealt with as such. Accordingly, a new report of a missed bin, or a broken swing, for example, would not be registered and dealt with as a complaint, but as a request for action. Of course, in the event that we failed to respond to the 'request' appropriately, then that may generate a complaint.

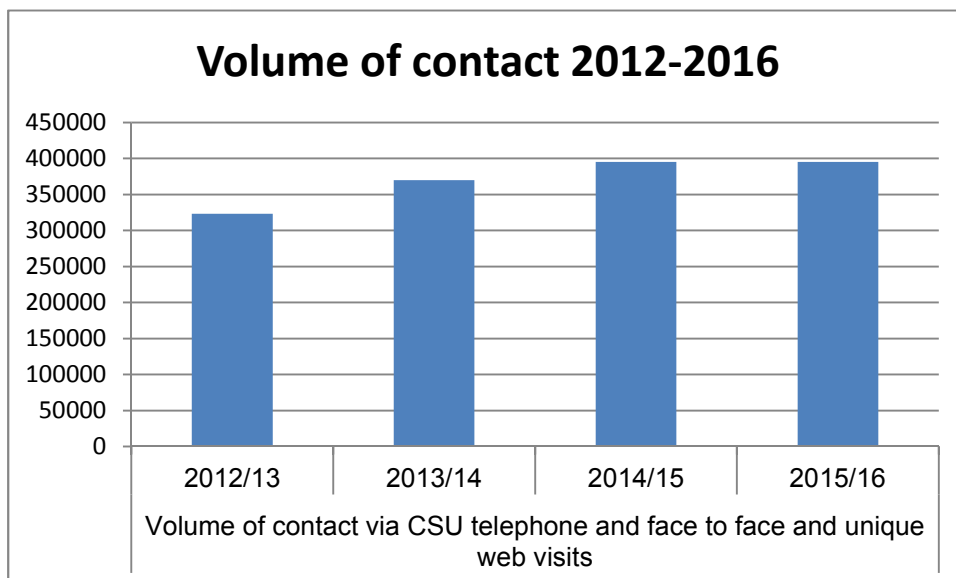
2 Complaints 2015/16

- 2.1 In the year 2015/16 there were 260 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 260 complaints 8 were escalated to the Chief Executive and 2 were the subject of LGO enquiries.

This year sees a small decline in the number of complaints received, a decrease of 7 from the previous year (267 in 2014/15).



Customer Service unit figures for the year indicate that they received over 124,000 telephone calls and just over 20,000 face to face contacts. In addition to this the website received just over 237,000 unique visitors for 2015/16. The number of telephone contacts has significantly decreased from 140,000 in 2014/15. We are also expecting the number of face to face contacts to decrease, due to the new self serve processes being put in place. This is part of the current channel shift that is happening, with customers moving toward contacting the council electronically. Overall, the total number of contacts for 2015/16 has reduced from the previous year: 395,000 in 2014/15 to 381,000 in 2015/16.



The number of complaints continues to account for significantly less than 1% of overall transactions, and falls well within accepted customer service industry standards.

Stage of complaints process	Number of complaints
Service level	260
Chief Executive escalations	8 (from the 260 above)
Members' Panel	0
Local Government Ombudsman	2 (from the 260 above)

- 2.2 The annual complaints logs contain personal information that should not be published. This corresponds with the Ombudsman's view that it is neither necessary, nor desirable, for the Council to make such details public. As a result the information provided in this report is largely statistical in nature. Councillors should refer to the Complaints and Communications Officer if they require more details about a specific case.
- 2.3 The number of complaints and compliments received can be broken down across the services as follows:

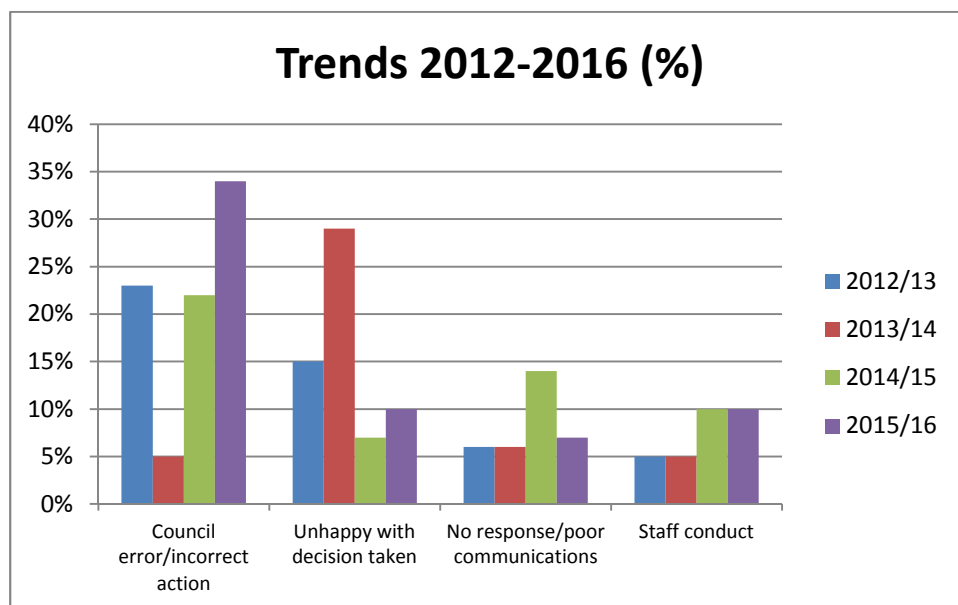
Service	Number of complaints	As a % overall	Compliments
Communities & Leisure	10	3.8	24
Environmental Services	144	55.5	139
Housing & Environmental Health	11	4.2	8
Planning & Building	33	12.6	Not recorded
Planning Policy & Transport	21	8.1	34
Revenues (incl CSU)	32	12.3	17
Cross Service	1	0.4	n/a
CEX escalations from the 260 service level complaints	8	3.1	n/a

It should be noted that the number of complaints per service does not necessarily provide a direct correlation with the standard of customer service provided, and that these overall results cannot be treated in isolation.

Each of these service results are heavily influenced by the type of business transacted by that service, for example, the number of customer facing transactions carried out, the public profile of the actions carried out by that service, and whether the customer has alternative formal routes for redress or appeal.

- 2.4 An analysis of the root cause of complaints received has shown that the majority of complaints can be categorised into four main types:

Type of complaint	Percentage
Unhappy with decision taken by Council	10
Staff conduct	10
No response received/poor communication	7
Council error/incorrect action	34



Results for the past four years show that there is a variance across all types of complaints received.

2.5 Learning points

The volume of complaints is not always as important as the nature and content of the complaint received. Each complaint can be an opportunity to make changes or service improvements on a small or greater scale.

Sometimes the smallest change can result in the greatest increase in customer satisfaction. Likewise, a complaint is often of crucial importance to an individual and may require a high investment in terms of the time taken to resolve it, but might only achieve a small return in terms of improvements in the wider environment.

A complaint is not only valuable in terms of service improvements, but also in terms of public relations and general public perception of, and satisfaction with, the organisation.

Examples of some of the learning points and improvements made as a result of complaints during 2015/16 include:

- Complaints examples used as training in team meetings.
- One to one training carried out to improve service levels as a result of a complaint.
- As a learning point from one complaint received, a review will be completed of The Lights Theatre box office procedures on sending out tickets to customers.
- A complaint was received that resulted in a review of external pre-enforcement agent procedures to ensure notices are issued correctly.

Annexes 1-7 give further information about specific learning points within individual services.

2.6 Time taken to respond

The Council's service standard is to respond in full to a complaint within 10 working days of receipt, or if this is not possible within that time (for example, because of the complexity of the complaint; the number of third parties involved or awaiting additional information), a holding response is sent to the customer. Against that target, the overall average length of time taken to respond to the customer at service level was 7 days. Two complaints exceeded the 10 day average response time.

When a complaint is escalated to stage 2, the Chief Executive has 15 days to respond. Against that target, the overall average length of time taken to respond to the customer was 14 days.

2.7 Unreasonable or unreasonably persistent complainants

There are currently no complainants determined as vexatious, and no new vexatious complainants have been determined during 2015/16.

3 The Local Government Ombudsman (LGO)

- 3.1 The Local Government Ombudsman produces an annual letter which is attached as annex 1. Since 2012 the LGO has undergone a series of organisational and procedural changes and new ways of working have been phased in over the past two years.

The new Government has committed to a review of all public service Ombudsmen during their term, including the possibility of merging them into one body. It is anticipated that draft legislation will be produced detailing the creation of a single ombudsman for public services in England, and therefore the LGO may be subject to changes in the future.

- 3.2 During the year 2015/16 two initial complaint enquiries were received from the LGO. One of these enquiries was taken forward as a formal investigation which was not completed within this financial year. The outcome of this investigation will be noted in the 2016/17 annual complaints report. The enquiries are shown below:

Date	Subject Matter	Action Taken	LGO outcome
18-Jan-16	Four formal complaints submitted by property owners affected by commercial activity. Concerns were raised regarding lack of response to previous letter. This was a historically complex case with letters previously sent to HoS and responded to.	Apology for delay in response, apology for administrative error and explanation how they have sought legal advice to rectify the situation. The Council decided to serve a Discontinuance Notice in this case in order to try and impose the condition in question. Explanation given to LGO that the referral is premature and the next stage would be to escalate this to the Chief Executive. However the Chief Executive believes that at this current moment in time, there is little to add that would influence the current status of this complaint, whilst waiting for the Discontinuance Notice to be served. NOTE: The Discontinuance Notice was issued and agreed by the Secretary of State. The neighbour was notified and they thanked the Council for this action.	Decision: LGO decision to not investigate because no worthwhile outcome could be achieved at present. Complaint closed.
23-Dec-2015	Complaint regarding lawn maintenance and a footpath installed.	CEX response letter clarifying process of putting in pathway, and confirmation that CEX investigation into complaint showed no inappropriate or unprofessional conduct.	Decision: Investigation was not completed within 2015/16.

Date	Subject Matter	Action Taken	LGO outcome
	Complainant believed footpath was put in without consent and Council Officer showed unprofessional behaviour.	This was escalated to the LGO. Letter received notifying of investigation on 24 February 2016 .	

4 Other matters

- 4.1 The reporting of complaints is embedded in the Council's performance management process, giving further opportunity for issues to be raised throughout the year, and for wider corporate trends to be identified should they arise.

5 Conclusion

Complaints at service level have remained largely static over the past three years, with a slight decline in complaints recorded in 2015/16. The number of complaints escalated to the Chief Executive has decreased and remains low, with the number of complaints escalated to the LGO also decreasing and remaining in single figures.

- 5.1 Electronic 'chatter' and complaints raised via alternative technologies such as Twitter and Facebook have been monitored by the Communications Team over the past two years, and will continue to be so, allowing us to continually assess whether more formal reporting needs to be put in place for the future. Currently the number of complaints and negative feedback remains very low so no procedural change is required. CSU respond to Twitter enquiries and the Communications Team monitor Facebook messages.
- 5.2 The consistency of complaints reporting suggests that the complaints process continues to work effectively; although obviously there is never room for complacency.
- 5.3 The Committee is requested to consider the annual complaints report for 2015/16, and to endorse the corporate complaints procedure.

Background Papers (Local Government Act 1972 Section 100D)

Confidentiality

It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.

No of Annexes:	8		
Author:	Rebecca Rodford	Ext:	8109
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	3 August 2016

ANNEX 1**Revenues Annual Complaints Log 2015/16****Revenues Complaints summary**

Total number of complaints	32
<i>Of these 32 complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	13
Complaints relating to Benefits	8
Complaints relating to Council Tax	10
Complaints relating to recovery action	3
Complaints relating to customer service team	6
Service provided	5

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
21-Apr-2015	Complaint about business rates and the enforcement agent notice which	Recalled notice from agents and arrangement made. Agents instructed to review and amend	Pre-enforcement agent procedure to be reviewed so that full and relevant information is passed to them to ensure that notices are issued correctly.	29-Apr-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
	incorrectly stated would visit home address in respect of company debt.	notices for Business Rates. Letter to customer confirmed relevant legislation and apologising for the error and also confirmed that service would review the procedures.		
30-Apr-2015	Complaint about payment of rent made directly to landlord.	Apology issued as some of the information was incorrect during the process but confirmed that they had received all payments due.	Discussed in the team, but human error so no adjustment to processes applicable.	13-May-2015
5-May-2015	Complaint regarding CSU call waiting times.	Responded by telephone immediately explaining the long call wait times due to the bank holiday weekend and unprecedented number of calls due to the elections on 7 May. Apologised.	Not possible to resource for exceptional circumstances. However, recruitment currently underway.	5-May-2015
5-May-2015	Complaint about length of time waiting for call to Customer Services to be answered.	As above. Apology issued.	Additional staff available but volumes still unexpectedly high.	7-May-2015
8-May-2015	Complaint regarding council tax where personal data was issued to former partner.	Explained how error occurred and what measures have now been put in place to prevent error from occurring again.	Subsequently escalated to Data Protection officer. Amendment to procedures put in place.	19-May-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
9-Jun-2015	Complaint about the handling of a council tax account that is in the hands of executors.	Provided full clarification of all actions taken and advised that liable council tax person is not necessarily owner of property.	Apologised as the situation could have been explained more clearly in earlier customer interactions.	23-Jun-2015
18-Jun-2015	Complaint about advice from a CSU advisor.	Full apology issued. Matter discussed with advisor.	Staff error. Discussed with team member.	22-Jun-2015
28-Sep-2015	Complaint about the telephone manner of an officer in Revenues.	Apology letter sent to customer.	Further training may be required. Issue to be taken up with officer.	7-Oct-2015
14-Jul-2015	Complaint as MFD failed to scan documents correctly following system update (customer had to bring documents in again).	Agreed with IT that CSU will be advised when system updates occur so that checks can be carried out. Apology issued to customer.	IT to advise in advance to ensure that testing is completed when systems are updated.	14-Jul-2015
12-Jul-2015	Family member's garden waste continuously being missed. This was logged on MCS but closed by Environmental Services staff without action being taken.	Discussion with Environmental Services management to ensure closures not issued on MCS until actions are taken.	New system (MCS) put in place so teething issues can be expected. When closing an item on MCS the customer is instantly made aware, which could cause an unnecessary follow up call if the issue has not been resolved.	15-07-2015
27-Oct-2015	Following on from previous complaint, there was a further delay in sending out Housing Benefit payment and calculation of Council Tax Support.	Letter of apology and liaison with Aster regarding rent account. CTS calculated and refund to be issued.	Reminder at next team meeting regarding customer service. Refresher training to be arranged for some staff.	6-Nov-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
13-Nov-2015	Complaint regarding the delay in dealing with an appeal and the attitude of staff when she enquired regarding progress.	Clarified with complainant that the appeal target is 3 months so still within time. Discussed staff shortages and attitude of some officers and apologised for the way this has made the customer feel.	Working to secure additional resources so the backlog can be reduced. Reminder to staff regarding customer service.	25-Nov-2015
25-Jan-2016	Complaint regarding the conduct of enforcement agents attempting to collect for prior occupant.	Written to customer to advise enforcement agents will not re-attend. Also advised that reasonable to attempt contact there. Enforcement agent's account very different to complainant's.	Will review issue with enforcement agents as part of service level monitoring.	25-Jan-2016 17-Feb-2016

ANNEX 2**Community & Leisure Services Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	10
<i>Of these 10 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	4
The Lights Theatre	2
Trees and countryside works	4
Open Spaces/sports facilities	2
Anti-social behaviour	1
Parks and playgrounds	1

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Closure
07-Oct-2015	Complaint about theatre tickets incorrectly sent out.	Apologies and explanation given, together with a £20 voucher.	Box Office to review and ensure tickets sent out as per databox contact detail. Training update for box office staff.	08-Oct-2015

03-Dec-2015	Complaint about fitness organisation (military) using Vigo Park and causing 'nuisance'.	Drafted up formal agreement with 'Parafit'.	Formalise agreements with like organisations.	04-Dec-2015
10-Dec-2015	<p>Complaint raising child safeguarding concerns at The Lights Theatre Children's Drama Group.</p> <p>Complainant stated the themes of the play 'Stones' were age-inappropriate for the cast members and that consent wasn't directly sought from parents regarding the content of the play.</p> <p>Complainant also alleged that a volunteer assisting at the play was not DBS checked and that children are not adequately supervised at the end of the Theatre Group sessions whilst waiting for parental collection.</p>	A response was prepared to complainant answering the concerns raised.	<p>A review of the matter was conducted with the Council's Lead Officers and there were no breaches of policy or safeguarding issues.</p> <p>However, The Lights Theatre will ensure they provide parents with an outline of the play when we write to inform them of performance dates.</p>	18-Dec-2015

4-Feb-2016	Complaint was twofold – complainant's first concern is that she wasn't made aware of the work to be done on the Romsey canal. Complainant is upset at the extent of the work and the vegetation being removed. Secondly, they claim the Environmental Officer involved on site was unpleasant and intimidating to them.	<p>Manager apologised for not informing complainant of work and agreed to keep them informed in future by email.</p> <p>Discussed and investigated behaviour of Officer but found there to be no basis for complaint.</p>	To keep residents informed of work to be done in the area, even small scale works.	4-Feb-2016
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ANNEX 3**Chief Executive escalations and cross service complaints 2015/16****Across service complaints summary**

Total number of escalations:	8
Total number of cross service complaints:	1 (CEX, P&B, FIN)
<i>Of these complaints:</i>	
Escalations to the LGO	2
Complaints which resulted in learning points	5
Planning enforcement	1
Planning applications	2
Footpaths	1
Benefits and Council Tax	4
Other	1

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
23-Dec-2015	Complaint regarding the lawn maintenance and footpath put in place. Complainant believed	Letter clarifying process of putting in pathway, and confirmation that CEX investigation into complaint showed no inappropriate or		14-Jan-2016

	footpath was put in without consent and Council Officer showed unprofessional behaviour.	unprofessional conduct.		
8-Jul-2015	The Council undertook payment of tenant's rent at an agreed amount, but then did not make the landlord (complainant) aware of applicable deductions. If the complainant had known about the reduced rental figure, they would have initiated legal proceedings sooner.	Apology and payment made (£596.10) to cover the period where this error delayed the complainant's legal action. Complainant was not notified of adjusted amount as contact address was incorrect.	Issue raised with the team to ensure they check addresses for landlords when they are amending payments.	31-Jul-2015
5-Aug-2015	Planning enforcement complaint regarding neighbouring property. Complainant believes photographs of their property were taken unnecessarily and without permission.	Letter from CEX with clarifications on planning procedures and explanation of why photographs were taken. Confirmed that due to complainant's distress, photographs have been deleted.	Although the photographs were taken in full accordance with Planning procedures, full explanation must be given to resident when taking any photographs, so they are fully aware and clear of the reasons photographs are needed.	24-Nov-2015
8-Jan-2016	Complaint regarding the handling of family member's benefit claim. Alleged data protection issues and poor quality of correspondence. Family member was living in the complainant's annexe and	Letter sent apologising for correspondence not at the required standard. Clarification given regarding housing benefit process.	Staff reminded to ensure correspondence is of the expected professional standard.	29-Jan-2016

	claiming housing benefit.			
11-Mar-2016	Complaint about two planning applications regarding a parking area and smoke flue.	Clarification of planning application process and option to re-open an investigation into the parking aspect of the complaint.	CEX reiterated HoS response providing clarification of planning application process. It was also decided that the planning enforcement assessment can be re-opened.	30-Mar-2016

Complaints received where response given/action taken, but no longer term learning points or service improvements

Date	Subject Matter	Response	Date of Response/ Closure
18-Feb-2016	Resident unhappy with HoS response regarding complaint on how their council tax payment was handled.	Reiteration of HoS's clarification.	2-Mar-2016
8-Mar-2016	Complaint regarding retrospective planning applications and concern that business traffic is driving over footpaths.	CEX response reiterating HoS response.	31-Mar-2016

Date	Subject Matter	Response	Date of Response/ Closure
15-Mar-2016	Complainant unhappy with the outcome regarding a complaint about the Council's instruction of enforcement agents for council tax liability.	Reiteration of HoS's clarification and option of payment plan offered.	7-Apr-2016

ANNEX 4**Environmental Services Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	144
<i>Of these 144 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	64
Bin collections	68
Assisted bin collections	19
Road sweeping	4
Garden Waste scheme	13
Driver conduct	3
Crew/Officer conduct	12
Grass cutting/grounds maintenance	15
Other	10

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
1-Apr-2015	Bin repeatedly missed on collection days	Resident contacted - arranged for bin to be emptied following	Supervisor to feed back agreed collection point to the crew.	2-Apr-2015

		morning and for Supervisor to visit resident to arrange collection point.		
1-Apr-2015	Resident has assisted bin collection scheme and bin is missed repeatedly. It was collected this week and then left thrown down on the grass. Resident could not move it due to requirement for an assisted collection.	Resident spoken to and apology given. Crew to ensure they return bin.	Crew reminded of obligation to ensure bin correctly returned.	2-Apr-2015
14-Apr-2015 21-Apr-2015	Bin not returned. Resident would like crew member to return bins to correct properties, this is the second time this has happened. 21.04.15. Second complaint as 240 bin put out and 140 bin returned.	Discussed with the resident and agreed to replace with a used second hand bin.	Crew reminded of importance of returning correct bins.	22-Apr-2015
29-Apr-2015	Complaint about operatives not treating the bins with care and not returning to correct place. Resident's bin was missed (brown), not the first time and would like a call from Manager regarding poor service as bin still not emptied.	Visited site and cleared missed bin. Spoke to resident and apologised.	Crew advised to be more careful.	29-Apr-2015
6-May-2015	Resident has assisted collection, bins are left just behind front fence, have been missed for past 2 weeks but she can manage until next collection.	Supervisor spoke to crew to remind them to check their assisted collection sheet. Crew to be more careful in the future.	Crew reminded to check assisted collection sheet and be more careful in future.	6-May-2015

6-May-2015	Called on two occasions CRM 1202337 and CRM 1220909 re the bins not being put back where they are left for collection, they are being left at the end of the road. This has happened again and complainant wants to speak to a manager to ensure this complaint is taken seriously.	W&R Manager spoke to customer, provided direct contact details to call him back.	Supervisor reminded crew of obligations.	7-May-2015
7-May-2015	Approximately 14 bins left outside resident's house today after emptying. Resident spoke to operatives last week who laughed and did nothing.	Supervisor contacted resident and apologised.	Matter discussed with crew.	12-May-2015
7-May-2015	Resident has called for the last four weeks as the crew are not returning the bins to where they are taken from and it has happened again today.	WCS(N) Completed.	Waste & Recycling manager held a meeting with the crew to discuss failure to return bins.	11-May-2015
8-May-2015	Would like to discuss service of communal bins. The crew missed the bin today. Operatives are turning up without the key to the bin store area and expecting residents to let them in.	Supervisor contacted resident. Special collection arranged for following day.	Missing key to be located.	8-May-2015
11-May-2015	Resident has assisted collection. Bin has been missed a number of times recently. Resident's son called following week about the	Manager spoke to resident and arranged for crew to be spoken to by Supervisor.	Crew reminded of obligations.	19-May-2015

	waste not properly emptied and being decanted.			
11-May-2015	Complaint about repeated non-collection of bins and when collected today would not take side waste accumulated.	Street scene to empty public litter bin more regularly to prevent build up of rubbish. Apologised to customer.	Regularity of public bin collections to be increased.	11-May-2015
12-May-2015	Bins not emptied for weeks. Resident has phoned in quite a few times regarding this issue and wants all the side waste taken.	Bin store cleared and bin emptied.	Recycling officers made aware of issue.	13-May-2015
15-May-2015	Complaint regarding two communal big recycle bins and one big black bin. Yesterday the crew left the bin right in the access and some of the cars couldn't get out. This has happened in the past. There are over 90 residents and bins are extremely heavy and not ideal for the residents to move.	Resident contacted and apology given.	Crew told to replace the bins correctly.	18-May-2015
20-May-2015	Crew changed and bin is now regularly not being returned back outside complainant's house.	W&R Manager contacted the resident and discussed the matter and direct contact details given. Supervisor advised that the crew has already been spoken with, but will take up the matter again.	Supervisor will take matter up again with crew to reinforce.	4-Jun-2015
21-May-2015 1-Jun-2015	Resident has now phoned in three times chasing her sack to	W&R Manager delivered bag.	Records showed sack had been delivered. Investigation into why no action taken on	2-Jun-2015

	be delivered.	Unknown why bag not delivered previously.	previous requests.	
5-Jun-2015	Complaint about road sweeping matters - raised via CSU several times but no response from ES.	SS Manager responded to resident. Concerned to review the length of the list of requests to the Council and immediately took this up with SSS(S). Reassured that many had been done, but had failed to address the most recent, or contact resident as is our normal practice. SSS(S) called to discuss outstanding issue. Will sweep and cut the areas of concern under our remit, as well as cut back some of the vegetation growth causing concern out side of our area on this occasion. Apologised for need to raise complaint. Resident satisfied with SSS(S)'s call and apology for the delay.	To keep in contact with the customer.	12-Jun-2015
8-Jun-2015	Repeated failure to empty communal waste bins. Complainant has had to flag several times this year and now wishes to formally complain.	Bins collected and situation to be monitored.	Supervisor to investigate the matter with the collection crew. To advise why the collections have allegedly not been undertaken on a regular basis.	8-Jun-2015
18-Jun-2015	Unhappy about conduct of grounds staff.	Full apology issued. Explained why, on rare occasions, grass strimming is done at such an early time.	Additional staff training carried out.	18-Jun-2015

22-Jun-2015	Complaint about the standard of grounds maintenance in a specific area.	Work completed 24 June, Supervisor left message for resident apologising for initial work.	Crew advised to be more careful when carrying out shrub maintenance.	24-Jun-2015
26-Jun-2015	Complainant feels discriminated against as cannot sign up to garden waste scheme online or pay by credit card.	Resident has registered as an early bird and paid by cheque. Explained cost benefits of online - hence additional discount. Advised that if they are able to come into the council offices we can help them register online on our free to use terminals.	Comments will be taken forward for the 2016 scheme review discussions.	25-Jun-2015
15-Jul-2015	Assisted bin collection set up 11 June and has not been collected correctly once since then.	Apology and situation to be monitored.	Situation to be monitored.	15-Jul-2015
9-Jul-2015	Resident has had a recurring issue of bin being missed and was told by manager it would not happen again - please call to discuss.	Manager discussed with resident and Supervisor. Discussed with crew - no reason for missed bin. Missed bin collected 10.07.15. Apology given to resident, crew spoken to regarding bin.	Crew spoken to.	10-Jul-2015
14-Jul-2015	Called to complain regarding refusal to empty family member's garden waste bin because it was half full. As nothing happened, called back a week later - still nothing happened. Eventually bin was emptied on next scheduled collection day, but had already taken two loads to the tip. Now received email saying 'closed' no explanation/ apology. Not acceptable.	Manager responded by email. Apologised for lack of service and for the error on our behalf responding to say the matter had been closed. An explanation of the system failure was provided. GW crew will take any resulting excess in coming weeks.	Supervisor raised it with the collection team that they need to be more diligent when completing any service requests for missed bins.	15-Jul-2015

30-Jul-2015	Complaint about a crew member who came to cut the hedge. Opened the door to the van, stood in the middle of the road drinking tea, felt to be intimidating the neighbour preventing access to their properties. Residents felt intimidated by operative's behaviour. Traffic warning signs were pulled out and thrown on to the neighbour's front garden.	Message left to explain that the incident was being looked into. HoS has written letter as requested by customer.	Spoke to operatives to hear their side. Operatives asked to be more aware of the people around them and of their conduct when working and whilst having the agreed tea/lunch breaks. If there is something at the site such as road signs that they feel should not be there they should liaise with supervisor in the first instance.	6-Aug-2015
3-Aug-2015	Once again black bin has not been emptied. There is a ticket on the bin saying plaster board. There is a small piece 5"X3". Resident stated they will go the papers and Meridian News. Bin is in the normal place. Manager visited last Monday as the bins have only been emptied four times this year, said there is no reason why his bins are not emptied. He has phoned many times this year.	HOS and Supervisor visited location, spoke with the resident. Located the collection team, asked them to return to collect the bin. Advised that they should collect the bin every week without fail.	Collection team spoken to.	3-Aug-2015
10-Aug- 2015	When communal bins emptied, the crew pushed bins onto grassed area and did not put brakes back on. Resident put rubbish in the bin and shut the lid causing the bin to come down towards them. Managed to push it back with help of neighbour it is very heavy. Resident has problems with their shoulder	Supervisor spoke to customer and apology given.	Supervisor will speak to crew and manager re chaining up bins.	10-Aug-2015

	which this has exacerbated. Resident already spoke to supervisor about a month ago when it previously occurred as feels this is very irresponsible of the crew, and a frail/elderly resident could have been seriously injured or worse.			
27-Jul-2015	Resident has had the fence panels at the back of their property damaged again, after a third time of having their hedges trimmed.	Staff spoken to and message left for resident including direct telephone number.	Staff reminded to be mindful of customers' property.	12-Aug-2015
11-Aug-2015	Waste bins being left on main pavement by bin men. This is now been ongoing since June this year. Complainant still awaiting response from complaint number 52031 and has only received acknowledge email as yet.	Manager discussed matter with resident on phone and in person. Clarified position with Supervisor.	Supervisor raised issue with waste collection team.	17-Aug-2015
2-Sep- 2015	Ongoing issue of bins not returned to resident's property after emptying.	Manager responded. Apologised for inconvenience caused and explained collection policy. Matter raised with Supervisor to discuss with team.	Supervisor to ensure collection team reminded of responsibilities.	3-Sep-2015
21-Sep- 2015	Bins at Prince Albert court frequently not collected. Reported on a number of occasions and are now attracting vermin. Following assurance from W&R Manager, still no regular collection.	HoS responded to resident. Unfortunately occurring due to miscommunication. Apologised and explained remedial action taken.	W&R Manager met collection team on site to confirm what is expected.	2-Oct-2015

21-Sep-2015	Assisted green collection missed 21/08, 04/08 and 18/09. Bag is now overflowing.	Manager completed. Emptied the waste from the backdoor.	Supervisor to advise the crew.	22-Sep-2015
9-Oct-2015	Assisted collection but bin was not returned to the point of collection. Please can we ensure the bin is returned to point of collection as resident is unable to collect the bin themselves. Has complained 28 September, and bin missed three times.	Tried to contact resident but no answer. Loader spoken to and assured that the bin will be collected in future.	Loader spoken to.	9-Oct-2015
14-Oct-2015	Assisted collection, resident is registered disabled and uses a walking stick. Crew are emptying the bin but when returning the bin they are returning the wrong way round so customer struggles to put waste in the bin. Not the first time this has been reported.	Supervisor spoke with the resident and explained this could have been agency staff. All permanent crew aware of property.	Crew to make agency staff aware of the customers requirements	15-Oct-2015
15-Oct-2015	Black bin not emptied today. Has happened on several occasions but neighbour's bin has been taken. Resident alleges bin is only emptied when particular operative is working and thinks he is being discriminated against.	Bin emptied and resident spoken to. Agreed with resident and crew where bin would be collected from. Resident was happy with outcome.	Collection point agreed with resident and crew.	16-Oct-2015
15-Oct-2015	Driver of rubbish collection vehicle was driving and using his phone. Resident believes the Council should be setting an example and the next time the customer notices she will be reporting it to the police.	Supervisor left message with resident explaining investigation to be carried out and to say thank you for the notice.	Driver spoken to and file note made.	16-Oct-2015

20-Oct-2015	Assisted collection has been missed five times in a row. Has been reported five times and today but they are still not getting the assisted collection.	Resident visited. Crew spoken to and reminded to empty the bin. Will remind again at the next team brief.	Crew spoken to.	23-Oct-2015
21-Oct-2015	Missed bin and complainant phoned last week as the waste was spread over the path and has yet to hear back from that call. Would like to speak to a manager today or he will be going to his councillor.	W&R Manager spoke to resident and discussed the matter and apologised.	Concerns regarding decanting waste raised with Supervisor - crew to be spoken to.	21-Oct-2015
21-Oct-2015	Assisted garden waste collection has been missed for the last 3 collections running.	Bin emptied. Resident contacted and happy.	Crew made aware and map supplied by Team Leader.	22-Oct-2015
21-Oct-2015	Again bin has been left blocking pavement. Complaint made before and Supervisor visited the property on collection day. Neighbours' bins have been returned, complainant feels victimised.	Resident contacted and has been made aware of action taken.	Crew attended residents address and instructed where the bin should go.	22-Oct-2015
22-Oct-2015	In the past 7 weeks bins have been missed on 6 occasions.	W&R instructed Supervisor to speak to crew and arrange for bin to be emptied. Crew returned to empty bin following day. W&R Manager contacted resident - all resolved.	Crew spoken to.	23-Oct-2015
23-Oct-2015	Both complainant and neighbour's bins frequently left in complainant's parking bay - please return to where collected (beside the parking bay).	Resident contacted.	Supervisor will raise at team briefing to make crew aware.	26-Oct-2015

27-Oct-2015	This morning at 7:45am, the waste collection lorry blocked the road without letting any of the traffic pass. One of the operatives was on the phone for over five minutes and when people began to get agitated he began to dawdle.	Supervisor spoke with collection team. Resident contacted and if incident happens again, asked to call in to inform.	Operatives reminded of policy regarding use of personal mobile phones.	27-Oct-2015
28-Oct-2015	Complainant joined the garden waste scheme 23.03.15 and collections have been missed three or four times since. Confirmed the dates were correct and requested this be looked into as to why there seems to be issues with collections.	Resident contacted and happy to wait for the next collection.	Garden Waste collection crew made aware of issue.	28-Oct-2015
29-Oct-2015	Resident witnessed four/five times over last six months operative using steps near the end of the customers driveway as a toilet.	Supervisor phoned resident and informed the crew would be spoken to.	Crew spoken to.	30-Oct-2015
30-Oct-2015	Resident called several times, the crew are not emptying the second bin which is authorised. Customer keeps the two bins in separate places. One at the front of the property and second bin at the side.	Supervisor spoke with crew, asked driver to monitor and advise when at property. Tried to contact resident several times, but no answer.	Crew spoken to and driver to monitor.	2-Nov-2015
2-Nov-2015	Customer had two tags put on their bin to say they weren't on the scheme although they are. It was previously resolved but today it has happened again.	Customer contacted and apology given. Made crew aware and customer is happy.	Crew made aware.	4-Nov-2015

4-Nov-2015	Complaint regarding refuse lorry holding up traffic causing gridlock. Children will be late for school due to the hold up for which parents are penalised. Complainant also concerned about safety of children. They have complained before and would like a supervisor to phone them.	Tried to contact the resident several times, no answer.	Spoke to Health & Safety Officer, no change to the round is required as the distance is sufficient from both Rookwood & Portway schools.	6-Nov-2015
6-Nov-2015	The crew have been to empty recycle bin, not putting the communal recycle bins back. Also the bin is wrong way round therefore awkward to access and causes issues with parking. Would like a supervisor to come out and view issues caused. Reported on numerous occasions but the issue is not being resolved.	Customer contacted and satisfied. Crew made aware and returned to the bulk bins.	Crew made aware.	6-Nov-2015
11-Nov-2015	Would like operatives to stop removing small black sacks from the large bin, then using bin to walk round nearby area to fill it with non-bagged waste etc. They are leaving the remnants of other people's waste in their bin. Requesting smaller bin.	W&R Manager responded, apologised for inconvenience and clarified against policy. Arranged for new 140 litre bin to be delivered. Resident confirmed receipt of new bin.	Supervisor to speak to crew to ensure no waste is decanted.	12-Nov-2015
16-Nov-2015	Bin crew keep leaving the communal bin lids open and they fill up with water. Most residents are pensioners so this is very inconvenient for them. Customer	Customer phoned, and the crew have been spoken to. Resident is happy with the outcome.	Crew made aware.	18-Nov-2015

	has had to call us about this several times.			
19-Nov-2015	Family member called on behalf of complainant. They are not happy with the service provided as customer is an elderly resident on assisted collection. Bin keeps being missed and has not been tagged.	Supervisor spoke to family member and informed them that crew will return and empty the bin. Crew will be informed to go to the property to get the bins in the future.	Crew informed of arrangements.	19-Nov-2015
25-Nov-2015	Ongoing issues with bin collections. When bins are put out, they block a pathway. Previously made a complaint and Supervisor advised it would be ok to leave bins by property. This worked for a while but now bins are being put in front of another pathway causing an obstruction. Supervisor also mentioned was going to try to get a second hand bin, but customer hasn't heard anything yet.	Supervisor spoke to the resident who told him that one of the crew was rude. Waste collection team will be made aware where bins are to be returned to.	Waste collection team spoken to by Supervisor.	25-Nov-2015
8-Dec-2015	Customer has again had to complain that the crew are emptying the bin but are leaving the bin about 100 yards down the road and not returning it to property. The customer complained and spoke to someone on the previous collection as well.	Resident contacted. Customer believes bins are being placed in wrong area. SDCH believes bins have always been placed there. Being placed in a block outside properties.	Crew asked to return the bins and Supervisor will monitor.	8-Dec-2015

31-Dec-2015	Complaint that the recycling crew urinated amongst the garages. This has happened on previous occasions. This is in full view of children as well as adults.	Customer contacted. Charge hand/driver made aware of the issue, driver to make all staff aware. Spoke with the resident and apologised. Explained he would make crew aware and that this is unacceptable. Will make all staff aware at the next team talk.	Driver and crew made aware.	4-Jan-2016
4-Jan-2016	Complaint about the garden waste collection crew dropping waste on the floor.	Resident contacted and advised the crew will be reminded to pick up any mess dropped in the future. Apology given.	Crew spoken to.	5-Jan-2016
14-Jan-2016	Crew are not returning bins to where they were left.	Resident contacted and advised the crew will put bins back where they got them from.	Crew spoken to regarding return of bins to correct place.	14-Jan-2016
25-Jan-2016	Complaint regarding assisted bin collection due to disability, bin not being returned to the correct place.	Apology given for the inconvenience this matter has caused the complainant and the reasons why the service failure has happened.	The regular collection team were not on the round due to annual leave and sickness. Highlighted the issue to the Driver Charge hand and the spare operative.	26-Jan-2016
2-Feb-2016	Complaint regarding damage done to complainant's car through carelessness of bin collectors. The workers took the bins in between complainant's and other resident's parked cars instead of using the path alongside the houses and in doing so, scuffed the car.	Apology and offer to undertake any work required for the damage.	For bin collectors to use common sense when undertaking the collections.	8-Feb-2016
3-Feb-2016	Complaint re assisted collection.	Resident contacted and apology given.	Crew instructed to return the bin.	3-Feb-2016

5-Feb-2016	Complaint that the crew have emptied both black and brown bins into same lorry.		Crew spoken to and reminded not to empty both bins on a black bin week.	9-Feb-2016
8-Feb-2016	Customer has had to call several times, as they live on a bend and the crew once again left the bin in front of the gate. It could cause an accident.	Resident contacted.	Crew spoken to.	9-Feb-2016
22-Feb-2016	Green waste sack is being missed every collection time.	Knocked on resident's door, unable to get response. Message left on answerphone.	Crew reminded of their obligation.	22-Feb-2016
25-Feb-2016	Complainant witnessed waste collection operative urinating in bin store.	Investigated incident with member of staff and appropriate course of action taken. W&R Manager contacted resident and explained action taken, apologised, and thanked for bringing to our attention.	Crew spoken to - file note made.	25-Feb-2016
18-Mar-2016	The crew have repeatedly left bins in the middle of the road so vehicles can not pass. The bins are left on the grass but not returned.	Spoke with resident. Spoke to crew and explained the issue.	Driver to monitor.	21-Mar-2016

ANNEX 5**Housing & Environmental Health Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	11
<i>Of these 11 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints which resulted in learning points	2
Housing related	5
Environmental Health	4
Service levels	2

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
15-Jul-2015	Complaint about lack of response to a telephone call and email.	HOS spoke to customer who decided not to pursue complaint. Happy that it was acknowledged. Animal Welfare Officer to make contact today.	Keep in touch with customers.	15-Jul-2015
02-Nov-15	Unhappy with the administration for Pest Control treatment.	HOS responded to complainant informing them of the reasons why this oversight happened.	Emphasised the need for mobile working to access appointments made and action taken.	03-Nov-15

ANNEX 6**Planning & Building Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	33
<i>Of these 33 complaints:</i>	
Escalations to Chief Executive	2
Escalations to the LGO	1
Complaints resulting in learning points or service improvements	9
Planning applications	11
Planning Enforcement	6
Response time	12
Other	4

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
23-Apr-2015	Unhappy with the way their planning application is being managed by case officer.	Email sent explaining that regretfully the service has been experiencing delays dealing with applications due to staff shortages.	Service already trying to use resources as effectively as possible whilst understaffed.	11-May-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
7-May-2015	Complaint about lack of acknowledgement or response to correspondence sent to Planning and poor management of their planning application.	Full apology issued.	Service already trying to use resources as effectively as possible whilst understaffed.	12-May-2015
7-May-2015	Complainant raised an objection to a planning application but has received no response and has not been posted on the website.	Apology and acknowledgement to resident. Objections uploaded. Alleged anomalies are being reviewed by the case officer with the applicant.	Case officer reviewing alleged anomalies.	21-May-2015
17-Jun-2015	Complaint about length of time and way a pre-app is being handled.	Provided explanation and apology. Pre-app response was sent shortly after.	Discussions with Tree Officers.	29-Jun-2015
2-Apr-2015	Complaint about handling of planning application.	Provided clarification as to sound reasons why application was deferred.	Application subsequently called in by the Secretary of State for consideration.	29-Apr-2015
8-Sep-2015	Complaint about planning application relating to lack of explanation given to the process required for seeking planning permission.	Explained the procedure to the customer via telephone and email and apologised for the situation.	Customer to be given full details about how their application will be progressed.	11-Sep-2015
8-Sep-2015	Four formal complaints submitted by property owners regarding commercial application. Concerns raised regarding lack of response to previous letter - historically complex case with letters previously sent.	Letter written by HOS apologising for delay in response, apology for administrative error and explanation on how they will attempt to rectify situation.	Recognition that a response should have been provided in a timelier manner. Attempt to rectify the administrative error through serving a Discontinuance Notice. Discontinuance Notice issued and approved by the Secretary of State.	28-Oct-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
6-Oct-2015	Complaint regarding lack of response to FOI, failed to monitor planning obligation and failed to investigate breach of planning.	Email sent by HOS explaining process and offering further advice, guidance and to meet.	Remedial action taken	28-Oct-2015
3-Feb-2016	Complaint regarding a lack of written response to planning application objections.	Apology for lack of response and clarification given regarding planning matters.	Discussion with staff regarding responses to correspondence.	16-Feb-2016

Planning Policy & Transport Annual Complaints Log 2015/16

Planning Policy & Transport Complaints summary

Total number of complaints	21
<i>Of these 21 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	1
Complaints resulting in learning points or service improvements	3
Parking enforcement	11
Parking provisions	6
Pathways/cycle routes	2
Staff conduct	2

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
2-Sep-2015	Having receiving three PCNs in 10 days due to a change of vehicle, the resident is complaining about way they were spoken to by parking supervisor and Engineering & Transport Manager.	Head of Service responded and clarified the process involved in issuing the PCNs and confirmed the consideration of the complainant's appeals was undertaken correctly. Whilst appreciating staff may make the public aware of processes in a formal manner, this was not perceived that way by the complainant and for that the HoS apologised. The HOS will look at ways in which the	To look at ways in which the Service can improve its procedures in similar cases.	17-Sep-2015

		Service can improve its procedures in circumstances such as this one but does not propose to provide a refund on this occasion.		
12-Feb-2016 4-Dec-2015	Proposed Cycle route through Harewood Forest. No response received.	Apologies for nil response to letter dated 4/12/15. Clarification given about access.	Ensure responses are made to correspondence where required.	18-Feb-2016
9-Mar-2016	Complainant contesting parking penalty and unable to make agreed payments as agreed on the payment plan.	Apology given due to handling of the matter. Payment plan put on hold until further information received from CAB relating to financial situation. Signposted complainant to independent penalty charges tribunal.	Staff will be reminded to be more understanding and considerate when dealing with customers.	23-Mar-2016

21 July 2016

By email

Roger Tetstall
Chief Executive
Test Valley Borough Council

Dear Roger Tetstall,

Annual Review Letter 2016

I write to you with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2016.

The enclosed tables present the number of complaints and enquiries received and the decisions we made about your authority during the period. I hope that this information will prove helpful in assessing your authority's performance in handling complaints.

Last year we provided information on the number of complaints upheld and not upheld for the first time. In response to council feedback, this year we are providing additional information to focus the statistics more on the outcome from complaints rather than just the amounts received.

We provide a breakdown of the upheld investigations to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us. In addition, we provide a compliance rate for implementing our recommendations to remedy a fault.

I want to emphasise that these statistics comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Effective accountability for devolved authorities

Local government is going through perhaps some of the biggest changes since the LGO was set up more than 40 years ago. The creation of combined authorities and an increase in the number of elected mayors will hugely affect the way local services are held to account. We have already started working with the early combined authorities to help develop principles for effective and accessible complaints systems.

We have also reviewed how we structure our casework teams to provide insight across the emerging combined authority structures. Responding to council feedback, this included reconfirming the Assistant Ombudsman responsible for relationship management with each authority, which we recently communicated to Link Officers through distribution of our manual for working with the LGO.

Supporting local scrutiny

Our corporate strategy is based upon the twin pillars of remedying injustice and improving local public services. The numbers in our annual report demonstrate that we continue to improve the quality of our service in achieving swift redress.

To measure our progress against the objective to improve local services, in March we issued a survey to all councils. I was encouraged to find that 98% of respondents believed that our investigations have had an impact on improving local public services. I am confident that the continued publication of our decisions (alongside an improved facility to browse for them on our website), focus reports on key themes and the data in these annual review letters is helping the sector to learn from its mistakes and support better services for citizens.

The survey also demonstrated a significant proportion of councils are sharing the information we provide with elected members and scrutiny committees. I welcome this approach, and want to take this opportunity to encourage others to do so.

Complaint handling training

We recently refreshed our Effective Complaint Handling courses for local authorities and introduced a new course for independent care providers. We trained over 700 people last year and feedback shows a 96% increase in the number of participants who felt confident in dealing with complaints following the course. To find out more, visit www.lgo.org.uk/training.

Ombudsman reform

You will no doubt be aware that the government has announced the intention to produce draft legislation for the creation of a single ombudsman for public services in England. This is something we support, as it will provide the public with a clearer route to redress in an increasingly complex environment of public service delivery.

We will continue to support government in the realisation of the public service ombudsman, and are advising on the importance of maintaining our 40 years plus experience of working with local government and our understanding its unique accountability structures.

This will also be the last time I write with your annual review. My seven-year term of office as Local Government Ombudsman comes to an end in January 2017. The LGO has gone through extensive change since I took up post in 2010, becoming a much leaner and more focused organisation, and I am confident that it is well prepared for the challenges ahead.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	0	0	0	0	1	0	4	0	5

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	2	4	1	0	0%	7

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%

ITEM 10

Programme of Work for the Overview & Scrutiny Committee

Report of Head of Legal and Democratic Services

Recommended:

The Committee is requested to:

1. Review the outcomes on the work programme and recommendations update.
2. Approve the future work programme.

SUMMARY:

The purpose of this report is to enable members to keep the Committee's future work programme and recommendations update under review.

1. Background

- 1.1 The OSCOM Work Programme is presented at Annex 1 for review and approval.
- 1.2 The OSCOM Recommendations Update is presented at Annex 2 for the Committee's review and comments.
- 1.3 The Cabinet Work Programme is attached at Annex 3 for the Committee to consider.

Background Papers (Local Government Act 1972 Section 100D)

None

Confidentiality

It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.

No of Annexes:	3		
Author:	Caroline Lovelock	Ext:	8014
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	3 August 2016

ANNEX 1**OVERVIEW & SCRUTINY WORK PROGRAMME 2016/17**

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
2016				
3 AUGUST (ROMSEY)				
Community Safety Panel Phase 2 final report	3	Committee	To receive the final report (Cllr Baverstock) (20 mins)	To comment and make recommendations as appropriate
13 SEPTEMBER (ROMSEY)				
Annual Review of the Corporate Action Plan	2	Committee	To receive an update on the Key Performance Indicators (Performance Manager)	To consider and make recommendations as appropriate
Planning Control/Planning Advisory and Planning Process Panel	3	Committee	To receive the final report (Cllr Adams King) (20 mins)	To comment and make recommendations as appropriate
Public Involvement Panel	3	Committee	To receive the final report (Cllr Drew) (20 mins)	To comment and make recommendations as appropriate
12 OCTOBER (ANDOVER)				
Update by Andover Town Centre Manager	5	Committee	Update on the last 12 months by the Andover Town Centre Manager. (Chris Gregory) (30 mins)	To comment on the presentation
Annual Audit Report	2	Committee	To receive the report (Head of Finance/Auditor Manager) (20 mins)	To comment and make recommendations as appropriate
8 NOVEMBER (ANDOVER)				
Police and Crime Commissioner	5	Committee	To receive a presentation on the work of the Police and Crime Commissioner (30 mins)	To comment on the presentation
Valley Leisure Limited Annual Report	1	Committee	To receive the report (Head of Community and Leisure) (20 mins)	To comment and make recommendations
Budget Panel Report Draft	4	Committee	To consider the draft Budget Panel report	Comment and make recommendations as

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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Test Valley Borough Council – Overview and Scrutiny Committee – 3 August 2016

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
Budget			(Cllr Finlay) (20 mins)	appropriate.
Draft Budget Fees and Charges	4	Committee	To consider the draft Budget Panel report (Cllr Finlay) (20 mins)	Comment and make recommendations as appropriate.
7 DECEMBER (ROMSEY)				
Round table discussion Web Strategy	2	Committee	To discuss and consider the web strategy (Head of Communications)	To consider the web strategy
Update on the Council Tax Support Scheme	3	Committee	To receive an update on the Council Tax Support Scheme (Acting Head of Revenues, Benefits and Customer Services) (20 mins)	To comment and make recommendations
Andover Economy	2	Committee	To receive an update on the Andover Economy (Economic Development Officer) (20 mins)	To comment and make recommendations
2017				
24 JANUARY (ROMSEY)				
22 FEBRUARY (ANDOVER)				
Romsey Future Update (round table discussion)	4	Committee	To receive an update on progress (Corporate Director)	To consider progress to date
22 MARCH (ROMSEY)				
OSCOM Annual draft Briefing	2	Committee	To consider the OSCOM Annual Briefing (Cllr Lynn) (10 mins)	To consider and make recommendations as appropriate
26 APRIL (ANDOVER)				
OSCOM Annual Briefing	2	Committee	Report of the Chairman (Cllr Lynn) (10 mins)	To comment on the draft report

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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Test Valley Borough Council – Overview and Scrutiny Committee – 3 August 2016

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer/ Member)	Expected Outcome
DATE TO BE AGREED				
Round table discussion on Tourism	3	Committee	To explore opportunities and ideas for increasing tourism	To consider ideas and opportunities
Housing Strategy (including Homelessness Strategy and Homes Energy Conservation Act Action Plan (full report)	4	Committee	To present the position of these three Housing strategies (Head of Housing and Environmental Health) (20 mins)	To comment and make recommendations
Briefing on Devolution (full report)	5	Committee	Presentation on Devolution (20 mins)	To comment and make recommendations
Review of Council Tax Support Scheme	3	Committee	To receive an update on progress (Head of Revenues) (20 mins)	To comment and make recommendations as appropriate.

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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BRIEFING NOTES

2016	
3 August (Romsey)	Complaint Handling (Complaints and Improvement Officer)
13 September (Romsey)	Community Safety Partnership (Head of Community and Leisure) Annual Review of Partnership and Shared Services (Corporate Director) Equalities Scheme (Corporate Director) Romsey Future – A vision for Romsey 2015-2035 Action Plan (Policy Manager)
8 November (Andover)	Cemetery Rules and Regulations Review (Head of Community and Leisure) Andover Levy 9Accountancy Manager)
7 December (Romsey)	Community Safety (Head of Community and Leisure)
2017	
24 January (Romsey)	Planning Enforcement (Planning Enforcement Officer)
22 February (Andover)	Community Engagement (Planning Policy Manager)
22 March (Romsey)	Car Park Strategy and Management (Planning Policy Manager) Affordable Housing Update (Head of Housing)
26 April (Andover)	Performance management Arrangements (Policy Manager)
26 June (Andover)	Risk Management (Principle Auditor) Equalities Scheme (Corporate Director)
Date to be agreed	Protocol on how to engage internal audit resources for Scrutiny purposes Hampshire County Waste Strategy Community Infrastructure Levy

* Scrutiny Indicator Key:

1 : Holding to Account	2 : Performance Management	3 : Policy Review	4 : Policy Development	5 : External Scrutiny
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ANNEX 2

Review Area	Title	Lead Member	Progress Update	Report back to OSCOM
Economy	A Competitive Local Economy	Councillor Hamilton	As part of phase 2 of the review consideration will be given to the schemes we already provide to support business projects and initiatives in the community. All members are asked to provide information about schemes that work well in other areas that could be considered.	Review Completed
Environment	Members Role in Planning (part 2)	Councillor Tilling	The key issues raised will be picked up by the two newly established OSCOM Planning Panels.	Review Completed
Environment	Animal Welfare pilot project	Councillor Tilling	Borough Council led workshops being held in September for Parish Councils to promote the approach developed by Councillor Tilling and endorsed by OSCOM.	Review Completed
Housing	Affordable Housing update briefing note	Councillor Page	Matter only recently reviewed at OSCOM meeting in April 2015	Update given on 16 March 2016

Panel	Lead Member	Progress Update	Report back to OSCOM
Community Safety Panel	Councillor Baverstock	Phase 1 complete Phase 2 final report in July	3 August 2016
Planning Advisory, Process and Planning Control Panel	Councillor Adams-King	Report on PAP and PCC	3 August 2016
Public Involvement Panel	Councillor Drew	Scoping Template	

Item	Meeting Date	Officer Owner	Recommendation	Estimated Progress	Progress Update
OSCOM Corporate Priority Review (2011-15): A Competitive Local Economy	2 December 2015	David Gleave	Recommended to Cabinet: 1. To consider the inclusion of the ideas derived through the OSCOM review, including those raised at the round table discussion and additional forms of Member Communications, and that these ideas are taken forward through the formulation of the economic development strategy. 2. To work closer with schools and employers. 3. To review the training fund to achieve a more sustainable way of funding apprentices. 4. To review the Business Incentive Fund budget and the amount of individual grants.	50%	Reported to Cabinet on 16 December 2015 Development of Strategy now underway. Final Strategy expected to be submitted to Cabinet in November 2016.
2016/17 Budget Update	20 January 2016	Will Fullbrook	Recommended to Cabinet: That Cabinet be advised that the Panel were open minded with regards to the two proposals to increase the Council Tax on a Band D property subject to further information becoming available.		Reported to Cabinet on 10 February 2015 <u>Resolved:</u> That Cabinet be advised that the Panel were open minded with regards to the two proposals to increase the Council Tax on a Band D property subject to further information becoming available.



Cabinet Work Programme

Further information

1. This is a formal notice under Regulation 9 of The Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012 This edition supersedes all previous editions.
2. Documents submitted to the Cabinet or Cabinet Member(s) for decision will be in the form of a formal report, which if public and non-urgent, will be available for public inspection on this website at least 5 clear working days before the date that the decision is due to be made.
3. Background papers for such reports are listed in this Programme where their identity is known in advance of the report being written
4. Documents shown will be available from the Democratic Services Manager at Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover, Hants, SP10 3AJ. They can also be contacted at admin@testvalley.gov.uk.
5. Please note that additional documents relevant to those matters mentioned in the Work Programme may be submitted to the decision maker.
6. To view details of the members of the Council's Cabinet who will be making these decisions, please click the link below:
[Cabinet Members](#)

Whilst the majority of the Cabinet's business at the meetings listed in this Forward Plan will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information.

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of the Cabinet meetings listed in this Forward Plan may be held in private because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

If you have any questions, would like further information or wish to make representations in relation to part of a meeting being held in private, please email the Democratic Services Manager at admin@testvalley.gov.uk or visit them at Beech Hurst, Weyhill Road, Andover SP10 3AJ

KEY DECISIONS

A key decision is one which is likely

1. to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates;
- or
2. to be significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.

The Council's thresholds are

- | | | | |
|----|--|---|-------------------|
| a. | Decisions on spending which are within the annual budgets approved by the Council | NO THRESHOLD | NOT KEY DECISION |
| b. | Decisions on spending above £50,000 included, with reservations, in the annual budget. | | ALL KEY DECISIONS |
| c. | Decisions on cash flow, investments and borrowings. | NO THRESHOLD | NOT KEY DECISION |
| d. | Decisions for spending beyond any approved budget. | SPENDING EXCESS OF £50,000 PER ITEM IS A KEY DECISION | |

Test Valley Borough Council – Overview and Scrutiny Committee – 3 August 2016

CABINET WORK PROGRAMME

Date of Decision Date Location	ITEM	Key Decision	Decision-maker and title if any	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service
27 Jul 16 (R)	Community Infrastructure Levy – Revised Reg 123 list consultation	Yes	Cabinet	No	Report of the Planning Policy & Transport Portfolio Holder	Corporate Director
27 Jul 16 (R)	Neighbourhood Planning and Revised Local Development Scheme	Yes	Council	No	Report of the Planning Policy & Transport Portfolio Holder	Corporate Director
7 Sept 16 (R)	Corporate Financial Monitoring - compares actual revenue income and expenditure against profiled budget for the first four months of the financial year with explanations of significant variances.	No	Council	No	Report of the Economic Portfolio Holder	Head of Finance
7 Sept 16 (R)	East Anton Public Art Commission	Yes	Cabinet	No	Report of the Community and Leisure Portfolio Holder	Head of Community and Leisure
7 Sept 16 (R)	Tree Management Contract	Yes	Cabinet	No	Report of the Community and Leisure Portfolio Holder	Head of Community and Leisure
5 Oct 16 (A)	Test Valley Borough Council Efficiency Plan 2016-2020	No	Cabinet	No	Report of the Economic Portfolio Holder	Head of Finance

Test Valley Borough Council – Overview and Scrutiny Committee – 3 August 2016

Date of Decision Date Location	ITEM	Key Decision	Decision-maker and title if any	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service
2 Nov 16 (R)	Community Infrastructure Levy – Revised Reg 123 list adoption	Yes	Council	No	Report of the Planning Policy & Transport Portfolio Holder	Corporate Director
2 Nov 16 (R)	Budget Strategy - includes an update of the Medium Term Financial Strategy and considers initial budget proposals for the next financial year and the process and timetable for the preparation of the Estimates.	No	Cabinet	No	Report of the Economic Portfolio Holder	Head of Finance
2 Nov 16 (R)	Fees and Charges – to consider the annual changes to fees and charges for the next financial year.	No	Cabinet	No	Report of the Economic Portfolio Holder	Head of Finance
2 Nov 16 (R)	Second Quarter Corporate Financial Monitoring - compares actual revenue income and expenditure against profiled budget for the year to date with explanations of significant variances.	No	Council	No	Report of the Economic Portfolio Holder	Head of Finance
2 Nov 16 (R)	Appointment of Preferred Bidder for Leisure Centre Contract	No	Cabinet	Yes	Report of the Community and Leisure Portfolio Holder	Head of Community and Leisure
2 Nov 16 (R)	Housing Strategy	Yes	Council	No	Report of the Housing and Environmental Health Portfolio Holder	Head of Housing and Environmental Health

Test Valley Borough Council – Overview and Scrutiny Committee – 3 August 2016

Date of Decision Date Location	ITEM	Key Decision	Decision-maker and title if any	May include information which is not to be made public*	Documents to be Submitted for Consideration	Head of Service
30 Nov 16 (R)	Asset Management Plan Update - to review progress of the current year's projects and recommend the works to be included in the Asset Management Plan for the following financial year.	No	Council	No	Report of the Economic Portfolio Holder	Head of Finance
30 Nov 16 (R)	Capital Programme update – to consider the current position of existing capital projects and new bids.	No	Council	No	Report of the Economic Portfolio Holder	Head of Finance
tbc	Devolution for the People of Hampshire and Isle of Wight	No	Cabinet	No	Leader	Chief Executive

* Members of the public will be excluded from the discussion during the consideration of these reports in the event that they contain information which is not to be made public in accordance with the relevant legal provisions.

MOVED/DELETED ITEMS

Original Date Of Decision	Item	Moved/Deleted	Reason For Move/Deletion	Informed By	Date Informed
1 Jun 16	East Anton Public Art – Next Stage	Moved to 27 Jul 16	Awaiting further information	Head of Community and Leisure	17 May 2016

ARRANGEMENTS FOR MAKING REPRESENTATIONS TO THE CABINET REGARDING DECISIONS CONTAINED WITHIN THE WORK PROGRAMME

PUBLIC: A member of the public may address the Cabinet in accordance with the Public Participation Scheme. Notice must be given to the Democratic Services Manager by noon on the day before the meeting.

Members of the public are welcome to write to the appropriate Head of Service as listed in the last column of the Work Programme on any matter where a decision is to be made.