

Minutes of the **Overview and Scrutiny Committee**  
of the **Test Valley Borough Council**  
held in Conference Room 1, Beech Hurst, Andover  
on Wednesday 20 September 2017 at 5.30 pm

Attendance:

<b>Councillor C Lynn</b> <b>(Chairman)</b>	(P)	<b>Councillor I Jeffrey</b> <b>(Vice Chairman)</b>	(A)
Councillor D Baverstock	(P)	Councillor P Hurst	(-)
Councillor P Boulton	(P)	Councillor J Lovell	(A)
Councillor J Cockaday	(P)	Councillor P Mutton	(P)
Councillor C Dowden	(P)	Councillor J Neal	(P)
Councillor B Few Brown	(-)	Councillor B Page	(P)
Councillor A Finlay	(A)	Councillor T Preston	(P)
Councillor K Hamilton	(A)	Councillor I Richards	(P)
Councillor I Hibberd	(-)	Councillor C Thom	(P)

Also in attendance:

Councillor M Flood	Councillor P North
Councillor S Hawke	

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**Minutes**

**Resolved:**

**That the minutes of the meeting held on 26 July 2017 be confirmed and signed as a correct record.**

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**New Head of Housing and Environmental Health**

The Chairman welcomed Mr Phillip Turner the new Head of Housing and Environmental Health to the meeting. Mr Turner introduced himself and explained that he would be starting at Test Valley on 30 October 2017 and looked forward to working with the Committee.

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**Corporate Action Plan**

The Leader gave a presentation which reviewed how the Council was delivering on its ambitions as set out in the Corporate Plan 2015-19, *Investing in Test Valley*. This included a review of the second year of the Corporate Action Plan for 2015-19 and the projects coming forward in year three.

The Corporate Action Plan detailed how the Council intended to make progress by focusing on the action it would take forward against each of the priorities of the Corporate Plan. As a result it informed decision making and allocation of resources across the Council.

Six new projects would come forward in year three;

- Develop and take forward Andover Vision's Action Plan
- Delivery of a new leisure centre for Andover including temporary swimming facilities in Andover and upgrades to Romsey Rapids, Romsey Sports Centre, Knightwood Leisure Centre and Charlton Lakeside
- Community Governance Review
- Preparation for the implementation of the Homelessness Reduction Act 2017
- Delivery of schemes and projects in the new Economic Development Strategy
- Investment in Walworth Business Park as well as a number of continuing projects under the four key areas

The Leader's Corporate Action Plan presentation to the Committee in 2018 would take place earlier in the year prior to Cabinet consideration of the Corporate Action Plan in June 2018.

The Leader indicated that he would like to work with the Committee on Councillor involvement in the development of the next Corporate Plan, the annual review of the Corporate Action Plan and the renewal of the Corporate Indicator set. It was proposed that initial discussions could take place as part of one of the Committee's round table discussion in late 2017.

There were a number of points made about young people finding difficulty getting on the housing ladder. The Leader explained that this was a national problem and Test Valley were building a significant number of houses and were considerably over their target.

In answer to a question about the closure of a homeless project in Andover and Romsey and the introduction of the new Homeless Reduction Act, the new Head of Housing and Environment and Health reported that there would be extra resources for local authorities coming out of the Department of Communities and Local Government to support their new duties under the Act. His first job would be to assess whether Test Valley were providing the support required.

A question was raised about the Green Space Strategy. The current 10 year plan was nearing its end and the Strategy was in the process of being updated for the next 10 years. It was also confirmed that would be brought into the Green Space Strategy rather than being included in a separate document.

The Leader thanked the Committee members for their valuable contributions over the last year which had helped to shape Test Valley and looked forward to their future contributions.

**Resolved:**

**That the progress made against the Corporate Plan 2015-2019's ambitions in year two of the Corporate Action Plan be endorsed and that the update be published on the Council's website.**

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### **Annual Report on Complaints**

Consideration was given to a report of the Chief Executive which summarised the 266 complaints dealt with by the Chief Executive and Services under the Council's formal procedure in 2016/17. The Local Government Ombudsman (LGO) made preliminary enquiries about 12 complaints relating to TVBC and began an investigation into 3 of these for the year ended 31 March 2017. The Local Government and Social Care Ombudsman produced an annual letter which was attached to the report.

Complaints at service level had remained largely static over the past three years, with a slight increase in complaints recorded in 2016/17. However, the number of complaints escalated to the Chief Executive had increased this year from 8 in 2015/16 to 24 in 2016/17. This reflected a change in approach aimed at preventing "repeat" correspondence between Heads of Services and complainants. Heads of Services had been encouraged to escalate the complaint to the Chief Executive in the interests of efficiency.

Complaints raised via social media, including Twitter and Facebook, continued to be monitored by the Communications Team with both CSU and the Communication Team responding to Twitter enquiries and monitoring Facebook messages.

The consistency of complaints reporting suggested that the complaints process continued to work effectively. Where necessary, trends were identified and managed by individual Services. The Complaints and Communications Officer would continue to work closely with Services to identify ways to effectively manage and resolve complaints.

#### **Resolved:**

**That the annual report on complaints be endorsed.**

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### **Programme of Work for the Overview & Scrutiny Committee**

A list of items raised at the Committee's Away Day in July was circulated together with suggestions on how each of the items could be dealt with. The Committee made a few changes to the list and agreed to add the following items to the work programme.

- Approach to a New Sustainable Strategy – Report – October 2017
- Future plans for the Andover Magistrates Court – round table discussion Feb 2018
- Waste Strategy – Report November 2017
- Public Involvement Panel – November 2017
- Corporate Plan – round table discussion December 2017.
- The development of our Economic Development Action Plan – Report Jan 2018

The following items would be discussed initially with officers.

- Disability groups views about accessibility within the Borough.
- Hampshire Home Choice.

- Landlord Rental Schemes.
- Housing Development/Affordability.
- Transport in Rural Areas
- Flytipping
- Invitation to Hampshire County Council and Southern Ambulance to discuss proposed changes and cuts to services.
- Town Market Contracts.
- Ward and Multi Ward grants.
- Elections.
- Review of Car Park Strategy - pay on exit in Test Valley

Councillor Baverstock circulated the scoping document for the Public Involvement Panel and indicated the Panel would report back to the Committee at its November meeting.

**Resolved:**

- 1. That the Scoping document for the Public Involvement Panel be agreed.**
- 2. That the future work programme, as amended, be approved.**

(Meeting terminated at 7.10pm)