

Notice of Meeting

Overview and Scrutiny Committee

Date: Wednesday 3 November 2021

Time: 5.30 pm

Venue: Conference Room 1, Beech Hurst, Weyhill Road, Andover,
Hampshire, SP10 3AJ

For further information or enquiries please contact:

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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 and Scrutiny Committee

MEMBER

WARD

Councillor N Lodge (Chairman)	Andover Downlands
Councillor N Matthews (Vice-Chairman)	Andover Romans
Councillor G Bailey	Blackwater
Councillor D Baverstock	Romsey Cupernham
Councillor C Borg-Neal	Andover Harroway
Councillor Z Brooks	Andover Millway
Councillor T Burley	Andover Harroway
Councillor C Dowden	North Baddesley
Councillor N Gwynne	Romsey Cupernham
Councillor K Hamilton	Andover Harroway
Councillor V Harber	Andover St Mary's
Councillor M Hatley	Ampfield & Braishfield
Councillor R Meyer	Andover Winton
Councillor J Neal	Andover Millway
Councillor J Parker	Romsey Tadburn
Councillor T Swain	Chilworth, Nursling & Rownhams
Councillor A Ward	Mid Test
Councillor A Warnes	North Baddesley

Overview and Scrutiny Committee

Wednesday 3 November 2021

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 6 October 2021**
- 6 Call in Items**
- 7 Urgent decisions taken since last meeting**
- 8 Use of Council's power under Regulation of Investigatory Powers Act 2000 5 - 7**

To update members as to the Council's use of its powers under the Regulation of Investigatory Powers Act 2000 (20 minutes)
- 9 Feedback from Armed Forces Covenant Panel**

To receive feedback on the Civilian and Military Forum and delivery of accountable outcomes (20 minutes)
- 10 Annual Report on Complaints 8 - 39**

To receive the Annual Report on Complaints (20 minutes)

11 Climate Emergency Action Plan Panel 40 - 124

To consider the findings of the Climate Emergency Action Plan Panel (20 minutes)

12 Updates on Panels

Lead Members to update the Committee on the progress of their Panels (10 minutes)

13 Programme of Work for the Overview and Scrutiny Committee 125 - 142

To enable Members to keep the Committee's future work programme under review (10 minutes)

ITEM 8 Report on the use of the Regulation of Investigatory Powers Act 2000

Report of the Head of Legal and Democratic Services

Recommended:

That OSCOM receives the report of the Head of Legal and Democratic Services on the Council's use of its powers under the Regulation of Investigatory Powers Act 2000.

SUMMARY:

- This report updates members as to the Council's use of its powers under the Regulation of Investigatory Powers Act 2000.

1 Introduction

- 1.1 The Home Office Covert Surveillance and Property Interference Code of Practice recommends regular reporting to elected members of a local authority's powers under the Regulation of Investigatory Powers Act 2000.
- 1.2 This report provides members with such an update.

2 Background

- 2.1 The Regulation of Investigatory Powers Act 2000 (RIPA) provides a legal basis for certain authorities to carry out certain invasive investigations.
- 2.2 Insofar as Local Authorities are concerned, this includes carrying out "directed surveillance" or use of "covert human intelligence sources" (CHIS) for authorised purposes.
- 2.3 Directed surveillance or use of CHIS may only be authorised where prescribed criteria are met; namely in relation to investigations relating to an offence punishable by a maximum term of six months' imprisonment or more, or relating to the sale of alcohol, tobacco or nicotine products to minors.
- 2.4 'Directed surveillance' is covert, cannot be 'intrusive' (see below), is undertaken for the purposes of a specific investigation or a specific operation, is carried out in a such a manner which is likely to result in obtaining private information about a person and is planned (it cannot be an immediate response to events or circumstances).
- 2.5 'Intrusive' surveillance cannot be carried out in any circumstances by a Local Authority. Intrusive surveillance includes the presence of an officer or use of a surveillance device in a residence or private vehicle, or use of a device (e.g. a long lens camera) which would provide information of the same quality as would be obtained from a person or device in a residence or private vehicle.

- 2.6 Use of a 'covert human intelligence source' (CHIS) occurs where a person establishes or maintains a relationship with a person:
- a. for the covert purpose of using that relationship to obtain information or to provide access to any information to another person or
 - b. to covertly disclose information obtained by the use of such a relationship, or as a consequence of the existence of such a relationship.
- 2.7 Certain Officers have authority to authorise directed surveillance or use of CHIS *however* that authorisation must be approved by a Justice of the Peace in order to become effective. The Council's Legal Service will advise and assist in obtaining authorisation.
- 2.8 Before authorising surveillance/CHIS the authorising officer must be satisfied that the authorisation is:
- a. necessary for the purpose of preventing or detecting crime or preventing disorder; and
 - b. proportionate (for example, the action will not be proportionate if the objective could be achieved by less intrusive means).
- 2.9 The authorising officer must also consider the risk of any collateral intrusion i.e. the intrusion into the privacy of persons who are not the subject of the investigation.
- 2.10 An additional layer of assurance is required where the personal information to be obtained is 'confidential information'. Confidential information for these purposes is information subject to legal privilege or information held in confidence concerning an individual (living or dead) who can be identified from it and the material relates to the person's physical or mental health or to 'spiritual counselling'. In these cases, authority (which still must be approved by a Justice of the Peace) can only be given by the Chief Executive or in his absence the Deputy Chief Executive.
- 2.11 Authority does not take effect and the surveillance or use of CHIS cannot take place until it has been approved by a Justice of the Peace.
- 2.12 Authorisation may be renewed if necessary.
- 2.13 An authorisation for directed surveillance will last for three months from the date of Justice of the Peace approval and an adult CHIS authorisation for twelve months unless renewed or cancelled.
- 2.14 The Home Office Covert Surveillance and Property Interference Code of Practice recommends that elected members of a Local Authority should consider internal reports on the use of the 2000 Act on a regular basis.
- 2.15 The objective of this document is to provide such a report.
- 2.16 Local Authority use of RIPA powers is infrequent. Members are asked to note that Test Valley Borough Council has not utilised its powers under the 2000 Act since 2018 and so this is something of a 'nil return' but members are nonetheless requested to note the position.

3 Corporate Objectives and Priorities

- 3.1 Having procedures in place to enable surveillance and/or use of covert human intelligence sources in appropriate cases supports the Council's corporate objectives of growing the potential of the Borough's town centres, communities, people and the local environment.

4 Risk Management

- 4.1 No risks arise as a result of this report.

5 Resource Implications

- 5.1 There are no resource implications of this report.

6 Legal Implications

- 6.1 There are no legal implications of this report.

7 Equality Issues

- 7.1 No equality issues arise out of this report. Equality considerations will be taken into account on a case by case basis as and when authorisations are considered.

8 Conclusion and reasons for recommendation

Members are requested to receive this report and endorse its content.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
1. Home Office Covert Surveillance and Property Interference Code of Practice https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/742041/201800802_CSPI_code.pdf			
2. Corporate Surveillance Policy			
<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:	None	File Ref:	N/A
Portfolio: Corporate			
Officer:	Karen Dunn	Ext:	8401
Report to:	Overview and Scrutiny Committee	Date:	3 November 2021

ITEM 10

Annual Report on Complaints

Report of the Head of Strategy and Innovation

Recommended:

That the annual report be considered and endorsed.

SUMMARY:

- The Chief Executive and Services together dealt with 82 complaints under the Council's formal procedure, in the year 2020/21.
- The Local Government and Social Care Ombudsman (LGSCO) made preliminary enquiries about 7 complaints relating to TVBC and began an investigation into 5 of these for the year ended 31 March 2021.

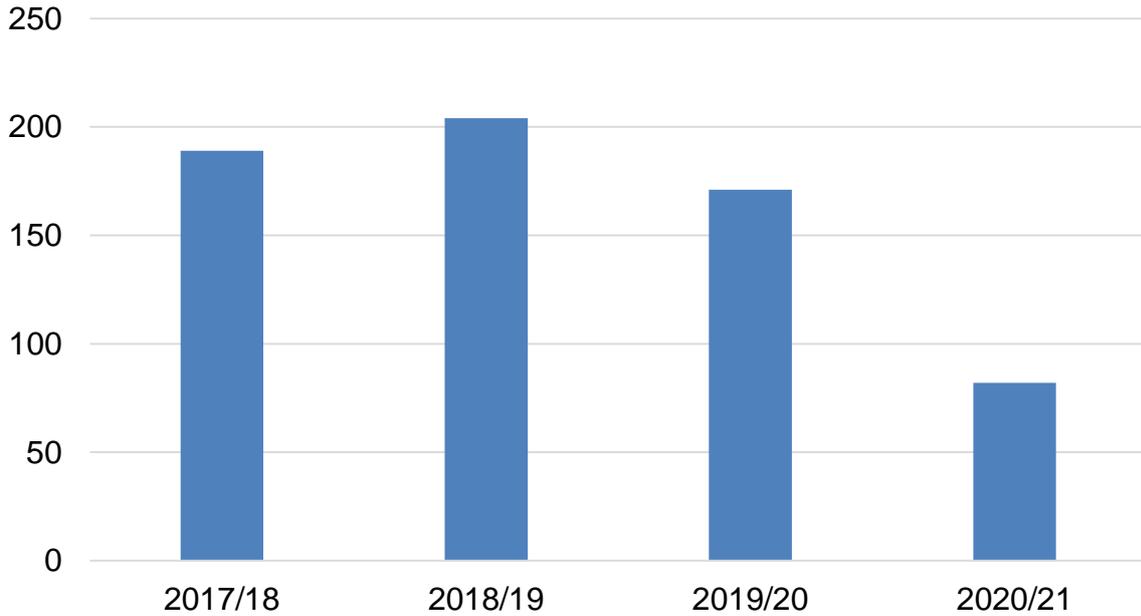
1 Background

- 1.1 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 2020 to 31 March 2021).
- 1.2 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."*
- 1.3 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 the Council failed to respond to the 'request' appropriately, then that may generate a complaint. Appeals against the level of Housing Benefit or Council Tax Support awarded are not treated as complaints but are dealt with under a separate appeals route.

2 Complaints 2020/21

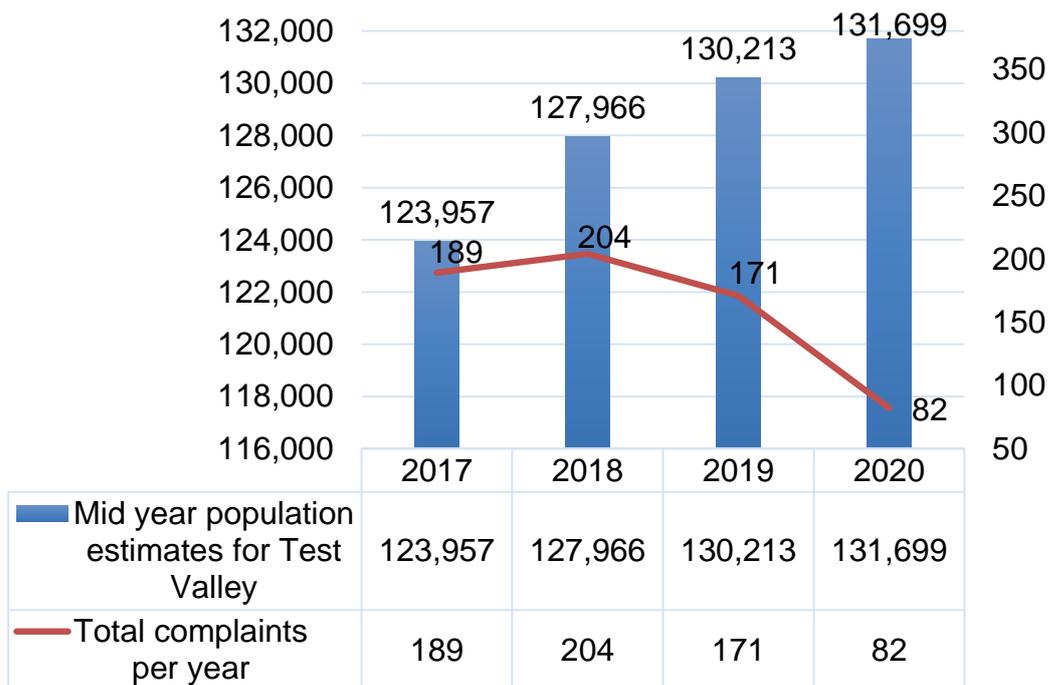
- 2.1 In the year 2020/21 there were 82 service level complaints (those dealt with by more than one service at the same time are counted as one complaint). From these 82 complaints, 6 were escalated to the Chief Executive and 7 were the subject of LGSCO enquiries.
- 2.2 This year sees a decrease of 89 complaints against the number received in the previous year (171 in 2020/21).

Total number of complaints 2017 - 2021



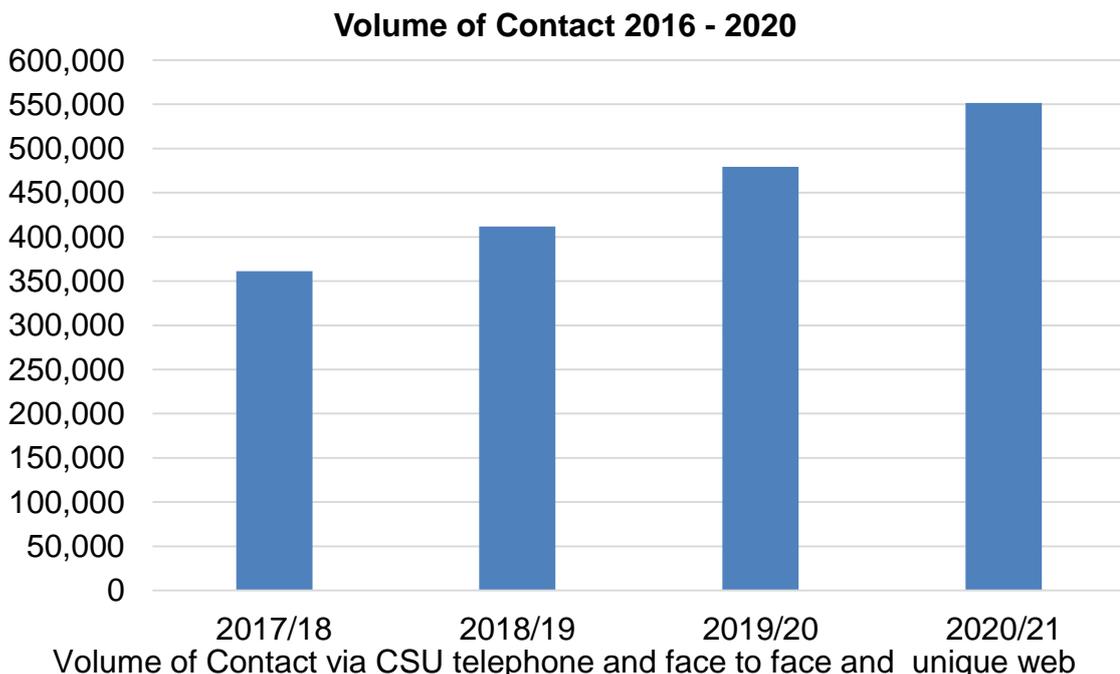
The number of complaints decreased significantly this year after a slight decrease last year. The numbers show a sharp drop after remaining relatively stable for a number of years. It is not clear what has caused this, however, it is possibly attributed to the timing of the Covid-19 pandemic and UK lockdowns: the first was implemented from March – June 2020, a second in November 2020 and a third from December 2020 – March 2021. This sharp drop is reflected despite population growth in the borough as shown below:

The total estimated population of Test Valley compared to the total number of complaints received by Test Valley Borough Council (2017-2019)



- 2.2 Customer Service unit figures for the year indicate that they received 71,205 telephone calls, which has decreased from 76,799 the previous year. However, the number of calls does appear to be decreasing when we compare our monthly 2020 figures with monthly call figures for 2021. The number of face to face contacts for the year was 992, a decrease from 11,671 the previous year, most likely caused by the impact of the Covid-19 pandemic. There was an increase in email contacts, 8,110 in compared to 5,924 in the previous year.
- 2.3 The website received 479,351 unique visitors for 2020/21. A unique visitor is an individual that uses the website, however an individual may use the website numerous times. Therefore, the number of times the site was entered better illustrates the use of the website and these totalled more than 894,170 sessions for 2020/21. This has increased by 23% from 722,500 sessions in 2019/20.

Although the number of telephone contacts has decreased slightly from last year, we have seen a further reduction in the number of face to face contacts. This can be attributed to a number of factors such as the availability of self-serve processes, however this is most likely attributed to the impact of the Covid-19 pandemic. There has subsequently been a significant rise in the number of website visitors showing the overall contact levels as an increase on previous years.



- 2.4 The following table gives a breakdown of the number of complaints. At seminars arranged by the LGSCO, representatives of the Institute of Customer Service have previously advised on the Customer Satisfaction Index and accepted customer service industry standards. The number of complaints account for less than 0.1% of overall transactions and this falls well within these industry standards.

2.5

Stage of complaints process	Number of complaints
Service level	82
Chief Executive escalations	6 (from the 82 above)
Local Government and Social Care Ombudsman	7 (the LGSCO went on to investigate 5 of these)

- 2.6 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 Senior Policy Officer if they require more details about a specific case. Full details of all the complaints are available and these can be provided to committee members on request. However, this information is strictly confidential.

2.7 **Specific service considerations**

The number of complaints and compliments received can be broken down by service as follows:

Service	Number of complaints	As a % overall	Compliments
Environmental	26	31.7	94
Planning and Building	22	26.8	7
Property and Asset Management	4	4.9	TBC
Finance & Revenues	11	13.4	2
Community and Leisure	6	7.3	0
Housing and Environmental Health	9	11	11
IT	0	0	Not logged
Legal and Democratic	2	2.4	Not logged
Chief Executive	1	1.2	Not logged
Planning Policy & Economic Development	0	0	Not logged

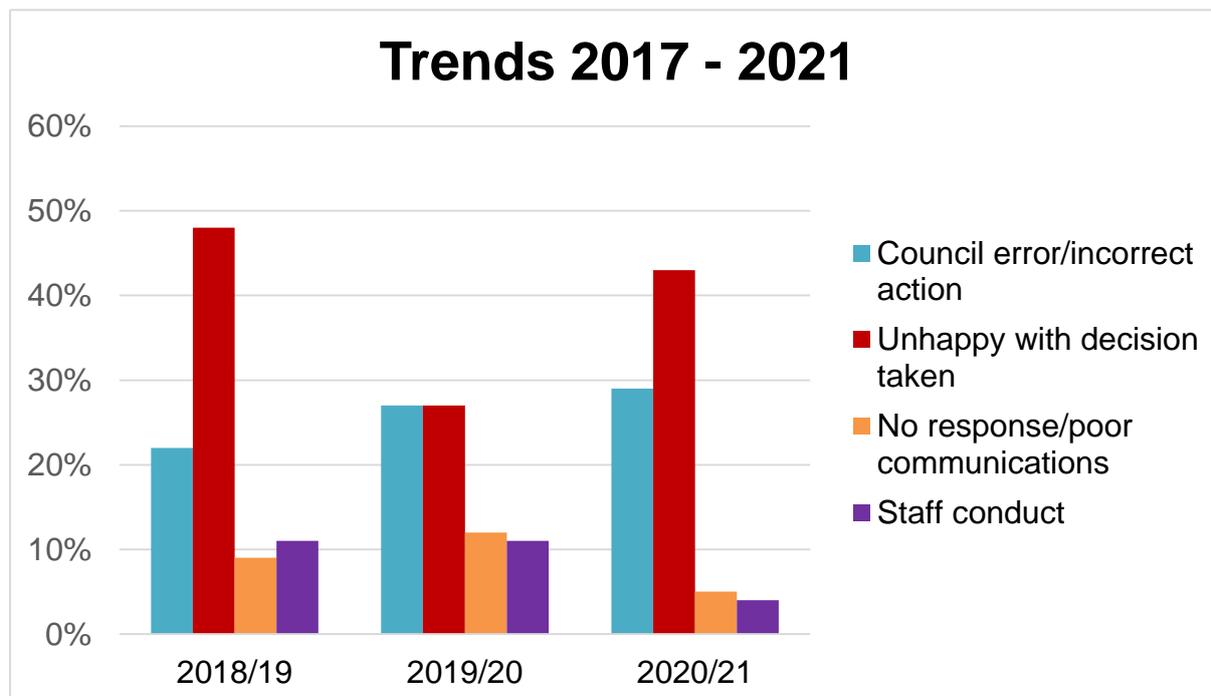
Strategy & Innovation	0	0	Not logged
Multi-service	1	1.2	n/a
CEX escalations from the 82 service level complaints	6	7.3	n/a

- 2.8 The number of complaints for each service does not, of course, necessarily provide a direct correlation with the standard of customer service provided, and 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.
- 2.9 The Environmental Service receives the highest number of complaints but these are very low when considering the number of interactions it has with the public. For example, in 2020/21, the Environmental Service provided waste and recycling collections to around 56,709 properties within Test Valley each week. This totals around 2,948,868 collections a year. Using this example, the number of complaints received equates to just 0.0008 per cent of collections alone.
- 2.10 In 2021/21, the Planning and Building Service dealt with 3,767 planning related matters, comprising of 1,225 planning applications, 408 pre-app enquiries, 698 condition discharge applications, 813 tree applications and 621 planning enforcement cases. Against this background, the figures show that the number of complaints received against the volume of work undertaken by the Planning and Building Service equates only to approximately 0.6% of the work carried out.

2.11 An analysis of the root cause of complaints received has shown that the majority of complaints can be categorised into four main types:	Percentage*
Type of complaint	
Council error/incorrect action	29
Unhappy with decision/action taken by Council	43
Staff conduct	5

No response received/poor communication	4
Other	20

*Figures have been rounded to the nearest whole figure.



3 Learning points

- 3.1 The Council treats every complaint as an opportunity to identify learning outcomes and improve service provision. Complaints are valuable not only in identifying service improvements but in improving public perception and satisfaction with the Council as a whole. Each complaint can be an opportunity to make changes or service improvements on a small or greater scale.
- 3.2 Annexes 1 to 6 are reports that provide specific detail on a selection of complaints within different services as examples to illustrate this. The report on the complaints escalated to the Chief Executive (Annex 7) details every complaint that progressed to Stage 2 of the complaints process.
- 3.3 Examples of some of the learning points and improvements made as a result of complaints during 202/21 include:
- Ensuring continuity in communication for ongoing complaints and keeping the complainant informed on updates.
 - Ensure that all relevant parties are kept informed of progress on planning applications.

- Staff supported to raise awareness of how to handle sensitive and confidential matters.
- Updated the guidance on grants for business rates.

4 Time taken to respond

- 4.1 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. This standard was met in 70% of service complaints, equal to 53 out of 76 complaints at this level, processed in the year 2020/21.
- 4.2 When a complaint is escalated to stage 2, the Chief Executive has 15 working days to respond. This standard was met in 33% of escalated complaints with 2 out of 6 complaints answered in this time frame. Where it is not possible to respond within this time frame, the complainants are made aware that there will be a delay.

5 Unreasonable or unreasonably persistent complainants

- 5.1 There are currently no complainants determined as vexatious.

6 The Local Government and Social Care Ombudsman

- 6.1 The Local Government and Social Care Ombudsman (LGSCO) produces an annual letter which is attached as Annex 8. Annex 9 contains a guide to understanding the statistics provided. The number of complaints or enquiries received by the LGSCO does not necessarily match with the number of complaints progressed to the LGSCO by the Council. This is because in some cases, complainants approaching the LGSCO directly may be given advice or be referred to another organisation and the Council may not be aware of this. The LGSCO will also refer a complainant back to the Council if the complaint has not completed the local authority's complaints procedure and in some cases, the complainant may choose not to come back to the Council.
- 6.2 During the year 2020/21 the Council received 7 initial complaint enquiries from the LGSCO of which the LGSCO opted to investigate 5.

INVESTIGATED			
Date	Subject Matter	Action Taken	LGSCO outcome
26-May-20	Erection of 4 dwellings - felt that the council failed to follow a fair and transparent process in deciding a planning application on a neighbouring development.	Explanation and clarification given on the planning application process. Reassurance that a fair and transparent process was followed.	No fault

27-May-20	Felt that the Council failed, when deciding a planning application for a neighbouring development, to properly consider its impact on complainant's amenities - privacy, overbearing, and causes light pollution.	Explanation and clarification given on planning application process. Officer's report reviewed to ensure that the effect of the development upon existing residents was taken adequately into account.	Fault causing no injustice
15-Oct-19	Dissatisfaction with the way a planning application was handled.	Explanation and clarification give on planning application process. Process and conduct throughout this application reviewed and upheld.	No fault
28-Aug-21	Historical complaint referred to the LGSCO for the 3rd time. Part of one initial complaint split into two parts by the LGSCO. Remains unhappy with the Council's response regarding a previous complaint about the enforcement of a high hedge notice.	Remedial works undertaken to hedge prior to and following ombudsman decision	No fault
28-Aug-21	Historical complaint referred to the LGSCO for the 3rd time. Part of one initial complaint split into two parts by the LGSCO. Remains unhappy with the Council's response regarding a previous complaints about rodents in the neighbouring property.	Explanation given, insufficient evidence to warrant further action regarding rodents.	Fault causing injustice
NOT INVESTIGATED			
Date	Subject Matter	Action Taken	LGSCO Outcome
07-Aug-20	Unhappy with planning approval for a development which resulted in their property being overlooked.	Referred to Ombudsman who declined to investigate.	Declined to investigate
01-Oct-21	Perceived failure to maintain pipes on TVBC land subsequently impacting a resident's home.	Referred to Ombudsman who declined to investigate.	Declined to investigate

6.3 The LGSCO publishes the statistics for all local authorities each year. This enables a comparison to be made between comparable authorities based on the CIPFA (Chartered Institute of Public Finance and Accountancy) 'Nearest Neighbours Model'. The model provides a "family group" of local authorities that are comparable for bench-marking purposes. However, it is important to note that this is not an exact comparison due to the unique nature of each authority and the services they provide, as well as the geographical area and related issues. It can therefore only be used for ascertaining an approximate and informal bench-mark.

In previous years, the LGSCO has published the total number of complaints assessed for each authority. They have not published these figures for each authority for 2020/21 and therefore we can only benchmark against the number of complaints upheld. However, this is the most relevant when comparing performance.

Authority name	Total complaints assessed	Decision: Complaint not upheld	Decision: Complaint upheld
Test Valley Borough Council	7	1	2
Ashford Borough Council	No longer published	No longer published	0
East Hampshire District Council	No longer published	No longer published	0
South Oxfordshire District Council	No longer published	No longer published	0
Vale of White Horse District Council	No longer published	No longer published	1

7 Other matters

7.1 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.

8 Conclusion

8.1 Complaints at service level have significantly decreased this year, after a small decrease last year, a slight increase in 2018/19 and a largely static previous three years. It is assumed that the impact of the Covid-19 pandemic has The number of complaints escalated to the Chief Executive has also decreased from 11 in 2019/20 to 6 in 2020/21. Heads of Service continue to be encouraged to escalate a complaint to the Chief Executive if required, in the interests of efficiency and the Council continues to signpost complaints to the LGSCO as recommended.

8.2 Complaints are also occasionally raised via social media channels, including Twitter and Facebook, which continue to be monitored by both CSU and the Communication Team. They respond to Twitter enquiries and monitor Facebook messages, directing complainants to the complaints process where necessary.

- 8.3 The consistency of complaints reporting suggests that the complaints process continues to work effectively. Where necessary, trends are identified and managed by individual Services. The Senior Policy Officer will continue to work closely with Services to identify ways to effectively manage and resolve complaints.
- 8.4 The Committee is requested to consider the annual complaints report for 2020/21.

<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:	9		
	Annex 1: Annual report on complaints – Community and Leisure		
	Annex 2: Annual report on complaints – Environmental Services		
	Annex 3: Annual report on complaints – Housing and Environmental Health		
	Annex 4: Annual report on complaints – Planning & Building		
	Annex 5: Annual report on complaints – Property and Asset Management		
	Annex 6: Annual report on complaints – Finance & Revenues		
	Annex 7: Annual report on complaints – Chief Executive’s Service		
	Annex 8: Annual report on complaints – LGSCO annual review letter		
	Annex 9: Annual report on complaints – LGSCO annual complaints letter – interpreting LGSCO complaints data		
Author:	Hollie French	Ext:	8123
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	3 November 2021

Community & Leisure Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	6
Multi-service complaints	0
<i>Of these 6 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Council error / incorrect action	0
Unhappy with decision taken	5
No response / poor communications	0
Staff conduct	0
Other	1

Example of complaint that resulted in explicit learning points or service improvements (3)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
13-Jul-2020	Late night noise and ASB which is disturbing their children. The park is also being left in a mess, litter, dog poo, BBQ debris. Would like area patrolled. Police informed them to contact Council.	Repose was co-ordinated via CSMG with Police increasing their visible patrols and the fire service also visiting to check for any concerns about the BBQ comments as a fire risk.	Not aware of any repeat of these incidents since. Joint response recommended for any future incidents.	23-Jul-2020
03-Aug-2020	Unhappy that the car parks are closed at Knighthood leisure centre, as they wanted to take their disabled family member to use the facilities. Thought they were entitled to do so under the disability rights act.	Explanation given. Due to lockdown sites were closed but arrangements made to open the car park at certain times.	Arrangements in place to ensure car park remained open (managed by TVBC) during lockdown 2	07-Aug-2020
15-May-2020 C&L	Wants signage displayed in all public areas to keep dogs on leads - in order to comply with Gov.uk guidelines for social distancing. Additional complaint - Human Rights Act	Explanation and clarification given	Appropriate signage was put in place advising site visitors to keep dogs under effective control at all times.	24-Jun-2020

Environmental Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	26
Multi-service complaints	0
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	17
Unhappy with decision taken	3
No response / poor communications	0
Staff conduct	2
Other	4

Example of complaint that resulted in explicit learning points or service improvements (7)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
07-May-2020	Damage to hedge outside property made by refuse lorry	Following review of RCV CCTV Waste Services Manager contacted customer to apologise for the damage caused, advise of change to process and offer services to repair hedge should this be required.	Driver instructed to approach property from different angle, using reversing assistants to avoid further damage. Waste Collection Supervisor to review RCV CCTV footage to ensure instructions carried out.	21-May-2020
16-Jul-2020	Waste collection team emptied 3 garden waste bags into complainant's emptied black bin before tipping it all into the lorry. Always uses black bins bags to keep it clean - had to wash bin out.	Waste Services Manager (WSM) contacted customer to advise an investigation would be carried out. Following investigation WSM informed customer of actions taken and apologised. Customer happy with the outcome.	Waste Collection Supervisor investigated incident with crew - advised the practice must stop immediately.	22-Jul-2020
30-Jul-2020	Garden waste bin not emptied again - has happened on several occasions and resident has to contact TVBC. Wants to discuss compensation.	Waste Collection Team Leader (North) emptied the bin that day; returned to discuss issue with resident. A black bin, with a garden waste sticker, is used for garden waste. Bin was left behind a brick wall. Additional stickers applied to bin.	Crew informed of bin location to ensure collection is not missed in future.	04-Aug-2020
09-Sep-2020	Customer complaint received regarding language used by WCV driver..	Waste Collection Supervisor contacted customer, gave assurance that this matter would be taken very seriously and would be processed in accordance with internal procedures. Contact details left with the customer.	Matter dealt with through internal procedures.	09-Oct-2020
01-Feb-21	failure to deal with a complaint over past 12 years relating to a HMO	Agreed with resident location for bin to be left for collection.	Following investigation into this incident, measures were put in place to help avoid a repeat.	11-Feb-21
01-Mar-21	Garden waste bin not emptied despite contacting Council twice.	Waste missed due to a change in the round and crew, resulting in the loss of local knowledge. The matter was resolved with the resident and the waste collected.	Additional information regarding location of bin added to the system	3-Mar-21

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
16-Mar-2021	No garden waste bin collection since Christmas 2020. Has paid for a collection and expects bin to be regularly emptied.	<p>Waste Collection Supervisor (South) contacted customer, apologised. Customer stated there may not be much in the bin but she still wants it to be emptied, she pays for the service.</p> <p>Subsequent collection was completed successfully.</p>	Driver and crew reminded that garden waste bins should be emptied regardless of how much they contain.	19-Mar-2021

Housing & Environmental Health Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	9
Multi-service complaints	0
<i>Of these complaints:</i>	0
Escalations to Chief Executive	1
Escalations to the LGSCO	2
Council error / incorrect action	2
Unhappy with decision taken	5
No response / poor communications	0
Staff conduct	0
Other	2

Example of complaint that resulted in explicit learning points or service improvements (1)				
Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
11-Jan-2021	Feels they have been unfairly treated after failing to get the property they had bid for via Hampshire Homechoice.	Clarification given	Identified a training need for new staff who undertake the assessment of Housing Register applications and we will be addressing this to try and prevent the situation from occurring again in future.	26-Jan-2021

Planning and Building Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	22
Multi-service complaints	1
<i>Of these complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGSCO	6
Council error / incorrect action	2
Unhappy with decision taken	14
No response / poor communications	1
Staff conduct	2
Other	3

Example of complaint that resulted in explicit learning points or service improvements (6)

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
15-Oct-2020	No response regarding report ref 6978021. Wants to replace fence before bad weather.	Relevant manger engaged with team concerning confusion and undertook an audit to review & update processes if necessary.	Duty Planning Officers can no longer re-assign duty calls to another Service but have to 'return' the matter to the Customer Services Team."	15-Oct-2020
02-Dec-2020	Alleged breaches of planning control regarding illegal banner adverts	Enforcement team conducted a further investigation to prove the shutters are now lawful due to the passage of time having been in existence for more than four years.	For future cases the Enforcement team will prove matters beyond the balance of probability for the sake of completeness.	07-Dec-2020
12-Jan-21	Unhappy with the way a planning application was handled.	Clarification and apology given	Suggest that duplicate application is submitted but with upgraded Ecology information taking into account the seasonal nature of Ecology submissions. Case and Ecology Officers aware of the need to keep the Agent updated with progress & to resolve any issues in a timely manner.	27-Jan-21

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Multi service

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
02-Jul-2020 P&B Revs	Outbuilding conversation - dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.	Apology given for the way this was initially dealt with by staff. Building control manager offered to visit the site to establish if the charge was correct.	Relevant staff engaged with to ensure they are aware of the sensitivity and confidentially issues involved.	16-Jul-2020

Stage 2

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
15-Feb-2021 P&B	Complaint against Planning Officer - Central heating 20-02893	Discussed with relevant team members to ensure that any outstanding issues are dealt with in a timely fashion.'	Team reminded of the importance of timeliness in responding to outstanding issues.	03-Mar-2021

LGSCO

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
27-May-2020 P&B	Felt that the Council failed, when deciding a planning application for a neighbouring development, to properly consider its impact on complainant's amenities - privacy, overbearing, and causes light pollution.	Explanation and clarification given on planning application process. Officers report reviewed to ensure that the effect of the development upon existing residents was taken adequately into account.	Need to ensure we keep complainants up to date on enforcement cases even if no action being taken.	2-Oct-20
28-Aug-21	Historical complaint referred to the LGSCO for the 3rd time. Part of one initial complaint split into two parts by the LGSCO. Remains unhappy with the Council's response regarding a previous complaint about the enforcement of a high hedge notice.	Remedial works undertaken to hedge prior to and following ombudsman decision	Technical error – procedural lesson learnt on how to amend a high hedge notice should the need arise.	18-Nov-21

Property and Asset Management Services Annual Complaints Log 2019/20

Note: For Q1, this service was Estates and Economic Development

Complaints summary

Total Service level complaints	4
Multi-service complaints	0
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	0
Unhappy with decision taken	1
No response / poor communications	1
Staff conduct	0
Other	2

Examples of complaints that resulted in explicit learning points or service improvements (3)

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
13-Jun-2020	Unhappy that Waitrose shoppers have to queue up in multistory car park instead of chantry Centre. Feels car park is squalid and disgusting	Explanation given, plan to review.	No other alternative was available because other retail units in the Centre were able to trade again, and they also needed to be able to allow customers to queue. Funding allocated to improve the car park eg better lighting.	23-Jun-2020
04-Sep-2020	Refund voucher at Asda car park didn't print. Informed Beech Hurst rec - suggested the machines are returned to ticket rather than voucher to save getting ripped off.	Aware of situation with machine removing refund. Engineer sent to remove door to help the situation.	Door-flap on new ticket machines may hinder retrieval of ticket refund slip. Removal of door-flap resolves this issue, without causing any issues to the dispensed ticket (most machines are under shelter in any event)	07-Sep-2020
27-Nov-2020	Postcode query. Emailed Council's Street naming inbox in Aug 2020 but no response. Confusion for delivery companies. Would like both properties allocated to one postcode.	Requested action and investigated why there was a delay.	Regular monitoring of Street Naming and Numbering inbox, response timeframe in place and additional admin support to log enquiries.	30-Nov-2020

Finance & Revenues (Including Customer Services) Annual Complaints Log 2020/21

Complaints summary

Total service level complaints	11
Multi-service complaints	1
<i>Of these complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	2
Unhappy with decision taken	5
No response / poor communications	1
Staff conduct	0
Other	3

Examples of complaints that resulted in explicit learning points or service improvements (4)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
17-Aug-2020	Requested information about a planning matter - still waiting after 6 weeks. Asked for full refund of £35 for the search as the council have failed to provide the documents as requested.	Refund given and planning reports sent	Delays were caused by vacant posts which have since been filled	17-Aug-2020
04-May-2020	Lack of response from Business Rates Team concerning request for grants	Apology given and request fulfilled	Guidance updated	07-May-2020
27-Oct-2020	Housing - Universal credit	Clarification given	Training for officer regarding importance of accuracy and use of all information received.	06-Nov-2020
10-Nov-2020	Housing benefit overpayment error	Payment set up and clarification given.	Reminder to team related to overpayment processes before sending communication to customers	11-Nov-2020

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Multi service

02-Jul-2020 P&B Revs	Outbuilding conversation - dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.	Apology given for the way this was initially dealt with by staff. Building control manager offered to visit the site to establish if the charge was correct	Relevant staff engaged with to ensure they are aware of the sensitivity and confidentiality issues involved.	16-Jul-2020
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Chief Executive escalations and cross service complaints 2020/21**Across service complaints summary**

CEX service complaints:	0
Number of multi-service complaints:	1
Number of escalations to the Chief Executive:	6

CEX service complaints and/or cross service complaints

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
2-Jul-21	<p>Dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.</p> <p>Challenged a building control charge as believed to be exempt.</p>	<p>Clarification given on the way fees are charged and offer for a member of building control to visit and review the work to establish if a charge was applicable.</p> <p>Apology for inappropriate language used.</p>		16-Jul-21

Complaints escalated to the Chief Executive

Date	Subject matter	Response	Lessons learnt / changes made	Date of closure
15-May-20	Wants signage displayed in all public areas to keep dogs on leads - in order to comply with Gov.uk guidelines for social distancing. Additional complaint regarding the Human Rights Act	CEX responded outlining that sufficient signage is in place for dogs on leads in public spaces. Confirmed that the data protection concern is being dealt with through the appropriate process, outside of the complaints process.		24-Jun-20
28-Apr-20	Unhappy with the planning approval of a new development as they are now overlooked by new residents.	CEX responded reiterating points laid out by the head of service and concluding that the decision made was sound.		14-May-20
01-Oct-20	Unhappy with the procedures for dealing with their planning application. Feels that they were dealt with unfairly.	CEX responded reiterating points laid out by the head of service and concluding that the application was dealt with fairly.		26-Oct-20
27-Nov-20	Complaint about bollards forcing cars to park on disabled access	CEX responded with an explanation and referred to HCC as the highway authority.		09-Dec-20
15-Feb-21	Unhappy with the way a planning officer handled their application.	CEX responded clarifying the process and information required. Also highlighted that the head of service will speak to team members to ensure any outstanding issues area dealt with in a timely fashion.	Team reminded of the importance of timeliness in responding to outstanding issues.	3-Mar-21
28-May-20	Delay in moving to new housing association property with special requirements. Lack of information given by the council. Felt discriminated.	CEX responded explaining the council's role and expressing apologies for the delay and reassurance that the council will liaise with relevant partners to put processes in place to prevent reoccurrence.		18-Jun-20

Local Government & Social Care OMBUDSMAN

21 July 2021

By email

Mr Ferrier
Chief Executive
Test Valley Borough Council

Dear Mr Ferrier

Annual Review letter 2021

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

Complaint statistics

This year, we continue to focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have focused statistics on three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the resource with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

Supporting complaint and service improvement

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

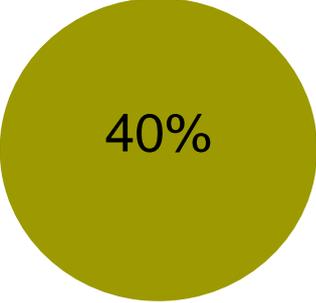
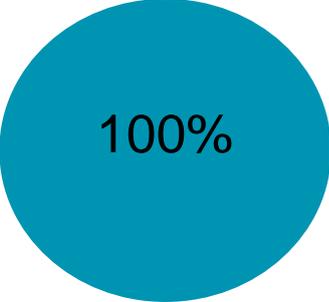
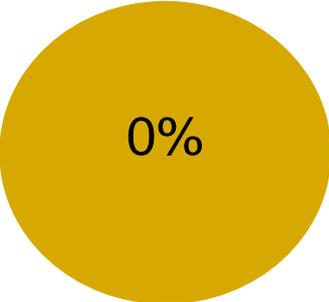
With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld		
	<p>40% of complaints we investigated were upheld.</p> <p>This compares to an average of 53% in similar authorities.</p>	<p>2 upheld decisions</p> <p>Statistics are based on a total of 5 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
	<p>In 100% of cases we were satisfied the authority had successfully implemented our recommendations.</p> <p>This compares to an average of 100% in similar authorities.</p>	<p>Statistics are based on a total of 1 compliance outcome for the period between 1 April 2020 to 31 March 2021</p>
<ul style="list-style-type: none"> Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning. 		
Satisfactory remedy provided by the authority		
	<p>In 0% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 16% in similar authorities.</p>	<p>0 satisfactory remedy decisions</p> <p>Statistics are based on a total of 5 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>

NOTE: To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.

Interpreting LGSCO complaints data

Received cases

This is the number of complaints and enquiries we received within a given period. You should be cautious when using these statistics to monitor the performance of organisations within our jurisdiction. This is because the number of new cases we receive doesn't simply depend on the number of problems people have with local services. There are lots of other factors to consider. For example:

- **Demographics.** An organisation that serves a large population is likely to see more complaints reach us. This could also influence the kind of complaints that are made to us. For example, a community that includes a high proportion of older people may raise more complaints about adult social care services.
- **Local conditions.** Sometimes, one-off events can generate multiple complaints about the same organisation. For example, we might receive several complaints from people who oppose a council's decision to grant planning permission for a large housing development.
- **Expectations.** Not everyone who receives a poor service goes on to raise a complaint with us and some people are less likely to complain than others. So a fall in the number of received complaints may reflect lower expectations rather than an improvement in services.
- **Signposting.** A high number of received complaints might reflect an organisation that is good at letting people know they can ask us for an independent investigation.

Decided cases

This is the number of decisions we make on the cases we see. It is important to know that not all complaints and enquiries are appropriate to investigate. We report our decisions by the following outcomes:

- **Invalid or incomplete.** We were not given enough information to consider the issue.
- **Advice given.** We provided early advice, or explained where to go for the right help.
- **Referred back for local resolution.** We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.
- **Closed after initial enquiries.** We assessed the complaint but decided against completing a full investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.
- **Upheld.** We completed a detailed investigation and found evidence of fault, or we found the organisation accepted fault early on.
- **Not upheld.** We completed a detailed investigation but did not find evidence of fault.

Our uphold rate shows how often we find organisations get things wrong. It is expressed as a percentage of the detailed investigations we complete.

Remedied cases

When we find fault in the way an organisation carries out its duties, we consider whether this caused an injustice to the person who was affected. If so, we make recommendations about what the organisation should do to put things right.

- **Complaints remedied by authority.** This is the number of cases in which we decided that, while it did get things wrong, the organisation took satisfactory action to remedy the injustice caused.
- **Complaints remedied by LGO.** This is the number of cases which required our direct intervention to put things right for the person who was affected.

ITEM 11 Report of the Climate Emergency Action Plan Panel - First CEAP Review

Report of the Chairman of the Panel, Cllr Neil Gwynne

Recommended:

- 1. That the first review of the Climate Emergency Action Plan is published in Q1 2022 and includes the items listed in section 3.3 of this report.**
- 2. That the 2022 review includes an aspirational target of 2035 for TVBC operations to achieve carbon neutrality.**
- 3. That the 2022 review includes an aspirational target of 2040 for defined parts of the local community and economy to achieve carbon neutrality, as influenced and supported by the Council.** (It is noted that this target is dependent upon agreed measures being available before that date).
- 4. That subsequent CEAP reviews are published every two years, between now and 2034. And that progress updates are published in the intervening years (as has happened in 2021).**
- 5. That a presentation of this report is made to Full Council.**

SUMMARY:

- The Overview and Scrutiny Committee appointed a member Panel to review the status of the Council's response to the declared Climate Emergency; and to collate proposed additions to the Climate Emergency Action Plan for consideration by Council members and the Climate Emergency Board.

1 Introduction

- 1.1** The Council declared a Climate Emergency in September 2019 and agreed its Climate Emergency Action Plan (CEAP) in June 2020. The CEAP is recognised as a *'living document'* which will require regular review. OSCOM reviews progress against the CEAP twice a year.
- 1.2** In April 2021, OSCOM agreed to establish a panel to undertake an investigation of what a reviewed CEAP should contain. The Panel was chaired by Cllr Neil Gwynne and included Cllr Borg-Neal, Cllr Burley, Cllr Coole, Cllr Johnston, Cllr Lodge, Cllr Parker and Cllr Warnes. Also Anton Page and Lauren Fry (Romsey Future stakeholders), and Carol Bartholomew and Wendy Davis (Andover Vision stakeholders). A full list of contributed ideas and comments by all Panel members is shown in Annex One.
- 1.3** The Panel met four times. The last of these meetings (and subsequent report drafts/reviews via email) being for Council members and Council officers only.

- 1.4 At the third meeting presentations were given by the Chief Executive of tec (The Environment Centre) Adam Goulden and by ex-Councillor Simon Pickering from Stroud District Council (Stroud were the first Council in the world to declare net zero carbon emissions, in 2015). The slides from these presentations form Annex Two and Annex Three, respectively.
- 1.5 At the fourth meeting, the session was facilitated by Graham Smith – and the output from this is incorporated into the relevant sections of chapter 3, which are the Must Dos and Should Dos (see section 2.4 below).

2 Background and Approach

- 2.1 Since the TVBC declaration of a climate emergency in 2019, the certainty that action is needed – and the urgency for that action – has increased. Particularly with the recent publication of the UN's Intergovernmental Panel on Climate Change report¹.
- 2.2 The overall aim of the Panel was to establish content to be considered for inclusion in the next iteration of the CEAP – not to produce that next iteration itself. To achieve this aim as comprehensively as possible non-councillors were included on the panel who had a background interest/involvement in the topic. And two individuals with significant expertise on the topic were invited to present to the panel.
- 2.3 To provide structure to what is a long list of possible inclusions, the following subject areas were considered separately (these subject areas align with common practice in considering response to climate change):
 - (a) Buildings and Energy
 - (b) Transport and Travel
 - (c) Suppliers and Consumption
 - (d) Capture and Adaptation
 - (e) Influencing behaviours
- 2.4 Within each of the listed areas, prioritisation was considered using the following (MoSCoW rules) guidance:
 - (a) **Must do** Finance and other resources must be made available to undertake this work.
 - (b) **Should do** Finance and other resources should be made available to undertake this work – only urgent and essential other work should delay or prevent these activities from being completed.

¹ See AR6 Climate Change 2022: Impacts, Adaptation and Vulnerability (<https://www.ipcc.ch/assessment-report/ar6/>)

- (c) **Could do** If sufficient finance and resources became available, then this work is definitely of value and worth carrying out. It is also an activity that has no prerequisite dependencies, so is work that could be done.
- (d) **Would do** This activity is currently not possible given anticipated available finance and/or resources and/or other necessary prerequisites. If finance/resources/prerequisites change in a way that makes this activity feasible, then TVBC would carry it out.

- 2.5 None of the ideas put forward have been deemed outside the remit of TVBC, in that there are always opportunities to use Council influence - even when direct action lies outside of the Council's remit. The recent example of writing to the Minister for Housing re new build standards being a case in point.
- 2.6 Only ideas deemed to meet the Must do or Should do guidance are addressed in Chapter 3 (summarised). That does not mean the other two categories are irrelevant – all ideas and comments from the panel are listed in Annex One, whether they are deemed Must, Should, Could or Would. And it is hoped that these will also be considered by officers whenever the CEAP is updated.

3 Additional Items to be considered for the 2022 CEAP

3.1 Overall targets re carbon neutrality:

Over 40% of UK councils have set a target for achieving carbon neutrality from their own operations by 2030 or earlier. In this context, TVBC's current target of 2050 (*'or earlier if possible'*) undermines the credibility of our CEAP – thereby reducing our ability to influence. For this reason and accepting that how we measure carbon neutrality requires further work, a target of no later than 2035 for the council's own operations to achieve carbon neutrality should be included in the CEAP.

TVBC – like other district councils – has a high degree of influence (and is able to provide support to) specific elements within the local community and economy. To not include a target for these elements similarly undermines the credibility of the CEAP. Accordingly the CEAP should include a target of 2040 for all such elements to achieve carbon neutrality, with TVBC influence and support. **This target represents a much higher volume of carbon emissions than does the council operations target of 2035**, so its inclusion in the CEAP is extremely important. That said, for this target to be meaningful then agreed measures must be in place re carbon neutrality across a range of circumstances and industries. Those measures are not yet in place, hence the caveat to this target. But acknowledging the council role in influencing the carbon footprint of others remains an important aspect of the CEAP.

3.2 Available Data and Information

A key finding of this panel is that there is no shortage of pertinent and value-adding information available to inform TVBC's own Climate Emergency Action Plan. Reference documents and websites identified by this panel include:

- a) <https://cat.org.uk/zero-carbon-connections/> - This is the link to the Zero Carbon Britain Hub and Innovation Lab. A site set up by the Centre for Alternative Technology (CAT was established in the 1970s to prepare for a world without fossil fuels). The site's purpose is specifically to “*support councils and community groups in the transition to net zero*”.
- b) Friends of the Earth – climate related information re Test Valley:
https://takeclimateaction.uk/near-you/test-valley?_ga=2.87056728.1185252621.1634115835-1242493720.1611408243
- c) Community carbon calculator suitable for use by town/parish councils:
<https://scanner.topsec.com/?r=show&d=2471&t=1bfd80b3e92f690dd4d5196d072d9b407b5ea412&u=https%3A%2F%2Fimpact-tool.org.uk%2F>
- d) Centre for Sustainable Energy resources (reports):
<https://www.cse.org.uk/resources>
- e) Friends of the Earth report on climate change related divestment:
<https://foe.scot/resource/divest-councils-2021/>.
- f) Ashden resources for councils:
<https://ashden.org/<https://scanner.topsec.com/?r=show&d=2471&t=815468d6a3722c77c7a15c3aeaba403800067926&u=https%3A%2F%2Fashden.org%2F> .
- g) Case studies from other councils:
<https://scanner.topsec.com/?r=show&d=2471&t=e61f7453ee2e10a45e30cb0e751c0cfb7af56646&u=https%3A%2F%2Ftakeclimateaction.uk%2Fresources%2Fcouncils-tackling-climate-chaos> .
- h) Friends of the Earth - template Climate Action Plan:
<https://takeclimateaction.uk/sites/default/files/documents/2020-06/Climate%20Action%20Plan%20for%20councils%20June%202020.pdf>
- i) National Association of Local Councils - Case studies on climate change:
<https://scanner.topsec.com/?r=show&d=2471&t=e61f7453ee2e10a45e30cb0e751c0cfb7af56646&u=https%3A%2F%2Ftakeclimateaction.uk%2Fresources%2Fcouncils-tackling-climate-chaos>

3.3 Output from Officer-facilitated Session on Must Dos and Should Dos

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
3.3.a BUILDINGS AND ENERGY		
Include use of renewable energy in Local Plan	To include a policy within the next Local Plan to guide / support the uptake of future renewable energy proposals / projects /installations	<ul style="list-style-type: none"> • Complete the review of the potential for renewable and low carbon energy sources in the Borough and use to inform the next Local Plan • Through the preparation of the next Local Plan, ensure policies are written to facilitate the move towards carbon neutrality, in the context of national legislation and policy
Influence carbon footprint of public buildings	To support and promote the energy efficiency and low carbon systems of community buildings where the Council has an influence	<ul style="list-style-type: none"> • Specialist learning event for Parish and Town Councils and community organisations who have well developed local climate activities (what worked and what didn't, how could we share to all) • All Parish / Town Council event, following on from learning event, to celebrate and share best practice, inspiring other Councils and groups to follow suit. Also highlighting resources available (officer support and grants).
Influence energy efficiency of residential homes	Through the future Local Plan seek to ensure new developments (including	<ul style="list-style-type: none"> • Promote and raise awareness of grants available to residents

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
	<p>the town centre masterplans) are built to achieve a high standard of energy efficiency, taking account of changing Building Regulations, to minimize the future need for retrofit</p>	<p>to improve their homes, including in terms of energy performance</p> <ul style="list-style-type: none"> • Target action on enhancing energy performance of existing private rented homes in the Borough • Develop promotion scheme to provide advice to owners on energy efficiency improvements and trusted installers • Through the preparation of the next Local Plan, ensure policies are written to facilitate the move towards carbon neutrality, in the context of national legislation and policy
3.3.b TRANSPORT AND TRAVEL		
<p>Promote electric vehicles to employees</p>	<p>Promote electric vehicles to employees</p>	<ul style="list-style-type: none"> • In conjunction with relevant partners, continue to support the delivery of infrastructure to support the use of Electric Vehicles, including the installation of EV charging points at council offices
<p>Exploit home working</p>	<p>That the Council actively consider measures to facilitate hybrid and home working within the organisation where operationally possible.</p>	<ul style="list-style-type: none"> • Review of future IT equipment and what is available in the market to enable the Council to equip people with the right tools and kit to enable flexible and sustainable working. • Evaluate further roll

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
		<p>out of mobile devices / tablets within the wider business.</p> <ul style="list-style-type: none"> • Seek to minimise travel except where there is a specific business or training need
Electric vehicle charging points	To continue to investigate opportunities for delivering Electric Vehicle charging points for staff, at public car parks and to include standards of provision within future Local Plan	<ul style="list-style-type: none"> • In conjunction with relevant partners, continue to support the delivery of infrastructure to support the use of Electric Vehicles including the installation of EV charging points at public car parks and council offices
Promote active travel	Work with stakeholders and partners to promote active travel initiatives and help deliver and maintain the necessary infrastructure	<ul style="list-style-type: none"> • In conjunction with relevant partners, continue to support the delivery of infrastructure to support the use of sustainable modes of travel. This will include the preparation of a Walking and Cycling Strategy and promoting the availability of sustainable modes of travel.
Bus Services	Engage with HCC concerning its proposed Hampshire Bus Services Improvement Plan.	<ul style="list-style-type: none"> • In conjunction with relevant partners, continue to support the delivery of infrastructure to support the use of sustainable modes of travel. This will include the preparation of a Walking and Cycling Strategy and

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
		promoting the availability of sustainable modes of travel.
3.3.c SUPPLIERS AND CONSUMPTION		
Waste Management	Support the delivery of the Waste Strategy in a timely and informed manner	
Promote reduce, reuse, refill and repair	Promote and increase understanding re reduce, reuse, refill and repair as part of the waste hierarchy	
TVBC use recycled products	That the Council maximise the use of recycled or sustainability sourced products as far as practical to do so [issue not necessarily of cost but of appropriate quality as well as considering the source of supply and life cycle impact assessment].	<ul style="list-style-type: none"> • Ensuring climate change considerations are factored into our thinking throughout planning and delivering services.
3.3.d CAPTURE AND ADAPTATION		
Tree planting	To support & enable the planting of trees of local provenance within land in Council ownership	<ul style="list-style-type: none"> • Develop a Tree Management Strategy which will detail overarching management principles and replacement planting across Council property • Develop a Tree Planting Strategy to provide a basis for planting in appropriate places across the borough • Continue to explore opportunities for land acquisition for small

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
		scale woodland creation
Natural carbon sinks – other than trees	Investigate creation and enhancement natural ecosystems/habitats that can function as carbon sinks within land in Council ownership, as per the opportunities listed in the CEE Bill that is currently before Parliament	<ul style="list-style-type: none"> • Work with partners to secure appropriate large-scale opportunities for wilding and nutrient mitigation which will contributed to carbon sequestration
Biodiversity emergency	To continue to co-ordinate and develop the Council's response to climate and ecological emergency	<ul style="list-style-type: none"> • Whilst it is not anticipated that the CEAP and Biodiversity Action Plan will be merged, the links between the topics that these documents cover will increase and strengthen. At some point this will need to be reflected in the Biodiversity Action Plan.
Adaptation to climate change	Ensure the Council is making decisions and taking action to adapt and improve resilience to climate change	<ul style="list-style-type: none"> • Whilst not a CEAP action there is a need to recognise the existing community and resilience work the Council undertakes with communities and other partners, many of such opportunities are referred to in in Annex One.
3.3.e INFLUENCING BEHAVIOURS		
Setting TVBC targets	Establish aspirational carbon targets for the Council informed by evidence in order to achieve carbon neutrality before 2050.	<ul style="list-style-type: none"> • Potential timeline for all such targets to be included in the spring 2022 review of CEAP.

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
TVBC leadership targets	Establish targets for Heads of Service that support the delivery of the Climate Emergency Action Plan	<ul style="list-style-type: none"> • These to be made available to Council members by mid 2022.
Ensuring knowledge base	Appropriate training and learning opportunities for both officer and members are identified and pursued (with the timeline to be identified) in order to develop and sustain an appropriate level of knowledge re the climate emergency and related issues, across the Council.	<ul style="list-style-type: none"> • Facilitate behaviour change of staff and members to put reducing carbon emissions at the centre of our approach, reducing our carbon footprint both at work and in wider life.
Making climate change key consideration in decision making	Ensure climate change is a key consideration in decision making	<ul style="list-style-type: none"> • Ensure the implications of the climate emergency are taken into account in all Council strategic and policy documents, as well as in service planning and decision-making processes
Influencing residents	Continue to work with communities and businesses to signpost information and resources, influence, encourage and inform behaviours	<ul style="list-style-type: none"> • See actions within the Supporting Communities and Businesses theme of the CEAP, drawing upon the ideas in Annex One as appropriate.
Support relevant prospective legislation and guidelines	Continue to take opportunities to lobby the government to encourage action on climate emergency	<ul style="list-style-type: none"> • Take opportunities to lobby the government to encourage action on the transition towards carbon neutrality
Promote green economy	Promote the transition to a green economy and associated skills development	<ul style="list-style-type: none"> • Work with partners to deliver a business event to offer best practice, networking and promote access to

Sub-heading	Recommendation for action	Links to CEAP (2020) Actions or wider council strategy
		<p>Hampshire and Isle of Wight Sustainable Business Partnership support for businesses</p> <ul style="list-style-type: none"> • Business event at University of Southampton Science Park to highlight innovative carbon reduction techniques in business and industry • And other similar events in future.

4 Commentary (Panel Chair)

I have included this section of the report on the following basis:

- Firstly, that the council placed me in the role of Climate Emergency Champion and – in that role – I have a responsibility to comment on Climate Emergency matters.
- Secondly, because there was such a wide diversity of views expressed within the panel on some aspects of the Climate Emergency Action Plan that some commentary was – in my view - warranted.

I fully appreciate that not every member of the panel agrees with this approach. OSCOM is under no obligation to approve this panel report of course and/or may request changes to it before granting approval.

4.1 Inclusion of Non-Members

Whilst it is established practice for OSCOM – and OSCOM panels – to include input from external parties (typically by experts in a relevant field), I understand this panel is the first time that members of the public – with pertinent knowledge and interests – have been included as panel members. I would strongly recommend that this approach is considered for future OSCOM panels. It makes influential members of the public aware of council processes and constraints. And it provides the panel with ready access to information and contacts from individuals who will have spent more time considering these issues than most (if not all) of the officers and members involved. The non-councillor members provided much of the input to the Panel because of their wider and deeper knowledge/experience re climate emergency issues.

I was concerned that the inevitable widely differing perspectives that this introduced to the panel might have led to some friction. But I am glad to say that did not happen.

4.2 Objectives / Targets

The need for the next iteration of the CEAP to include overall targets for carbon reduction has been stated. Generally, the panel exhibited a divide between those who deemed targets an essential component and those who are of the view that insufficient information is available to set targets and/or gathering the necessary information may take up excessive resource. The targets within the recommendations are therefore, inevitably, too ambitious for some panel members, and not ambitious enough for others.

Personally, I am firmly in the camp that we have to set targets within the 2022 iteration of the CEAP – albeit aspirational ones, if necessary. The setting of SMART (Specific, Measurable, Agreed/Achievable, Reasonable/Realistic) objectives in personal appraisals is a widely accepted approach. The same must happen with the CEAP, else it is certain to lack credibility with many and provide no means for measuring progress or convincingly demonstrating success.

4.3 Growth

Within the panel – and beyond – some hesitation on taking more action re climate change is (I assume) linked to concern about limiting growth. There are two key points about this:

- a. Some industries and jobs will be adversely impacted (some will disappear) by the steps taken to minimise climate change – but others will grow strongly. Investing in the right industries and jobs will therefore protect overall levels of growth.
- b. Because the world has left it so late before sufficiently addressing climate change, it is not going to be possible to avoid REDUCE as one of the key actions we must take to keep global warming at the safest levels possible. REUSE, REFILL, REPAIR – as actions these will not be enough (not in the 2020s and 2030s anyway) to restrict global temperature rises to ‘safe’ levels. REDUCE – reduce number of car and plane journeys, reduce consumer activity, reduce the levels of consumption of utilities, etc. – will inevitably make sustaining growth more challenging. But the whole world will be in this position. So even if growth is constrained to some extent for the next two decades (although I don’t believe it will be), even then our *relative* position in the world economy does not need to be damaged. Quite the opposite.

4.4 Is There a Climate Emergency?

There was no indication within this panel's meetings or correspondence of any lack of belief in the existence of the climate emergency, its link with human activity, and the difficult actions that tackling the emergency will require. But within the community the council serves, opinions do vary on what priority the climate emergency should be given versus other issues. So, as a council, we should be using our communications and influence to inform and influence behaviours. To achieve this we need to put the climate emergency as front-and-centre in our communications, as we have so successfully done with the Covid-19 pandemic.

That is **not** happening at present. As an example - our website lists council services and information under a total of eighteen different headings. Climate change is one part of the very **last** of these headings, and reference to it comes last in the heading itself. The message this sends out is that (for example) a visitor survey on Vigo recreation ground, and the now largely redundant information on Getting Ready For Brexit, are both of higher importance than is the climate emergency. **This has to change, and quickly.**

5 Conclusion

- 5.1 This report sets out the outputs of the Climate Emergency Action Plan Panel. The Panel sought to establish content to be considered for the inclusion in the next iteration of the Climate Emergency Action Plan and, in that context, a series of recommendations have been made.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
Test Valley Borough Climate Emergency Action Plan (2020) Test Valley Borough Climate Emergency Action Plan Update (2021)			
https://testvalley.gov.uk/aboutyourcouncil/corporatedirection/environmentandsustainability/climate-emergency-action-plan			
<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:	3		
Author:	Neil Gwynne	Ext:	Mbl 07884 023646
File Ref:			
Report to:	Overview and Scrutiny Committee	Date:	3 November 2021

ANNEX ONE – FULL LIST OF SUGGESTIONS FROM PANEL MEMBERS

CONTENTS:	Pages
BUILDINGS AND ENERGY	2-4
TRANSPORT AND TRAVEL	5-7
SUPPLIERS AND CONSUMPTION	8-9
CAPTURE AND ADAPTATION	10-11
INFLUENCING BEHAVIOURS	12-17

NOTE – Under each of the above headings are all items noted in meeting minutes, presentation slides, or in emails from panel members. These items have been put into a bulleted list under various different sub-headings.

It is the sub-headings – expanded sufficiently for them to be meaningful – that appear in the body of the report.

BUILDINGS AND ENERGYCATEGORISED AS MUST/SHOULDM/S Include use of renewable energy in Local Plan

- There needs to be a mix of renewable energy in Test Valley to cover sunny, windy, rainy days and nights.
- TVBC commissioned a study from LUC and the Centre for Sustainable Energy into Test Valley Renewable and Low Carbon Energy. The study reported its findings in February 2021. Concluding statements from that study report included (verbatim):
 - Radical change is needed to reach net zero
 - Council needs to be ambitious

M/S Influence carbon footprint of public buildings

- Draw up policy for how TVBC will influence and incentivize public buildings in the borough to reduce their carbon footprint, e.g. schools, village halls, libraries, etc.
- Work with schools via Energy Sparks2 to support them in reducing their energy costs and carbon. Energy Sparks also enables students to help lead on activities and schools to be rewarded for taking action.
- Launch a competition in local schools to design a Climate Emergency logo for Test Valley, which TVBC could then use on their website Home page.
- Suspect early focus on increasing energy efficiency of **public buildings** and rented buildings (both private landlords and housing partners such as Aster) would be good – need early assessment

M/S Influence energy efficiency of residential homes

- Add one more free service to Test Valley Lettings services. Namely one that assesses what grants are available to improve the energy efficiency of the properties that a landlord owns and help them in their application. Use **tec** to help promote this.
- Increase the budget – and set targets – for the number of grants that TVBC supply to individual home owners and landlords, re improving the energy efficiency of their homes. Use **tec** to help promote this.
- Local Team of Energy Advisors to encourage residents to increase the energy efficiency of their homes
- Explore behaviour change programmes such as Totnes Transition Streets – to encourage neighbours to work together to reduce their energy bills and carbon emissions and Green Open Homes which showcases local examples of eco retrofit.
- Lend thermal imaging camera to enable the community to highlight areas their homes are leaking heat
- Fuel Poor Properties. TVBC to work with energy suppliers to identify fuel poor properties (commercial and residential) and to work towards upgrading them through grants, loans, initiatives.
- Private Landlords. TVBC to introduce licensing system to enforce minimum energy efficiency standards for private rented properties.
- Review the decade-old retrofit accelerators programme (Workplace and Home) conducted in London, to see what elements could be transferrable to Test Valley.
- Set up an energy advice shop either as a pop up or as an energy bus.
- Use of a TVBC 'Energy Van' and/or one-stop shop(s) or market stall(s) to promote help and information available from organisations such as The Environment Centre.
- One stop pop up shops or stalls promoting best practice and information sharing. An energy van?
- Lend thermal imaging cameras to community organisations re identifying energy inefficient buildings.

M/S Promote and install solar panels

- Solar farms that have had their planning application approved, but which are not yet built – meet with developers and discuss if there is anything that can be done to support them being built asap.
- Investigate solar panels over car parks (large and for individual homes) how do costs compare with ground based solar panels and roof based solar panels?
- Sign post to advice for those wishing to install solar power for their workplace.
- LUC report - opportunities exist for some smaller ground based solar panel installations – but they will be up to 5 ha and scattered.
- Planning officers to meet with the developers of solar panel schemes within the Borough that have had their plans approved but have not yet implemented them. Purpose of meeting being to encourage / enable the implementation to begin asap.
- Urban Solar and Battery Farms. TVBC to enable the establishment of urban solar and battery farms on local authority, commercial and residential properties. Could be TVBC, community, commercial, partnership owned/operated farms.
- Solar panels on Council buildings are being investigated. An action on the CEAP to review work previously carried out and practicalities.
- Assess cost of installation of solar panels on selected TVBC buildings.

M/S Influence carbon footprint of private sector buildings – No (but passing on info from HCC etc – seek partnership esp re housing – lobbying government – action plan has piece about supporting communities and businesses

- Draw up a policy for how TVBC will influence and incentivize owners of buildings in the private sector within the borough to reduce their carbon footprint, e.g. offices, industrial units.
- Sign post to advice for those wishing to install solar power for their workplace.
- Suspect early focus on increasing energy efficiency of public buildings and **rented buildings** (both private landlords and housing partners such as Aster) would be good – need early assessment
- Commercial and Residential Net Zero development. All new development to be at least net zero, either by build or off-setting within Test Valley.
- Encourage local businesses to have free energy audit via the Carbon Trust and support them to implement identified actions, such as switching off their lights at night.
- Energy Independence. TVBC to develop initiatives to enable commercial properties to become energy independent (as individuals or groups), through solar panels, heat source pumps, energy efficiencies, batteries, etc.

M/S Green economy training

- Education of all officers and all members re climate change to include information on green economy opportunities.
- Consider scheme whereby council employees spend time on loan to tec in order to increase tec's capacity, and to provide education /training to the council employees.
- Explore training for energy apprentices and possible promotion of them to local businesses.
- Train local team of energy advisors to support people to increase the energy efficiency of their homes and reduce their energy bills. This should be done in the context of the new standards being administered by TrustMark (including PAS2035)¹.
- Explore training apprentices in energy efficiency and renewables linking in with CSE's Futurefit programme³.

CATEGORISED AS SHOULD/WOULDS/W Directly support the environment centre – anybody else? Signposting other possibilities not just tec

- To help with the funding for climate actions, investigate the issuing of Community Investment Bonds. There is real appetite in the community for more on the natural environment and CIBs could be a potential source of additional funding.
- The Environment Centre. Make it clear to TVBC staff and the general public what services the Environment Centre can offer to residents and sign-post to this service where relevant. Give people the confidence to go to The Environment Centre for advice as to how to choose an installer of renewable energy or alternatives to gas boilers and not get scammed.
- TVBC to fund the Environment Centre adequately if this makes an increased work load for them or have the equivalent service within Test Valley.

S/W Influence Developers – limited.

- Note – the process of discussing and influencing developers and purchasers.... Can only suggest through the application process or promotion through the Local Plan or by explaining what we are up to and trying to connect to the construction industry (which TVBC are already doing). NB People looking to buy new builds are already looking at energy efficient dwellings.
- Housing has a large amount of carbon emitted in its production of building material. Find out which materials are lower in carbon and meet current regulations. Ensure these are covered in planning policy and can be encouraged/promoted if they make a considerable reduction in carbon emissions. Allow, via planning policy, new build housing to use new techniques and not have to fit into the street scene of previous decades.
- Assess current new build housing which is within building regulations to find out whether on completion it would need retro fit to bring it up to zero emissions. Make a case to Government about this folly, (if that is the case) and the cost to bring it up to zero emission standards, paid for by the home buyer or the council via grants. Retrofit is always much more costly than building to the higher standard. Continue to push Government to be able to build to zero emission standards.

S/W Wind Farms

- Identify and promote suitable areas for wind farm development.
- Keep a list of developers who were refused planning permission for Wind Turbines who may reconsider if planning permission would allow. Define the areas of Test Valley which are suitable for on-shore wind turbines and write them into the Local Plan. The cheapest renewable energy is on shore wind turbines.
- In a nutshell, the LUC report indicates that opportunities for a significant-sized wind farm(s) are negligible.
- The implication being – need emphasis on the other less landscape sensitive options such as panels on rooftops, heat pumps and community renewables.

S/W Lighting Advice

- Promote and make it the norm for all businesses to turn lights off at night other than those needed for security.
- Promote use of LEDs in homes and businesses
- Promote the use of LED lightbulbs / ban halogen lightbulbs from council premises.

S/W Other Energy Alternatives

- Investigate case for geothermal initiatives – minimum size, lead time, cost vs benefit ratio etc. Draw up policy from this.
- Biomass – main interest being energy crops (miscanthus) and agricultural residues (funding) – with municipal and commercial waste being a County issue.
- Discount hydropower and water source heat pumps.

TRANSPORT AND TRAVEL (9 headings – aim for four)CATEGORISED AS MUST/SHOULD:M/S Promote electric vehicles to employees

- Introduce a salary sacrifice scheme for all employees that helps promote the use of electric cars and e-bikes.
- Establish a salary sacrifice arrangement whereby TVBC employees can obtain support in buying electric and plug-in hybrid cars, as well as electric bicycles.
- Employees can obtain support in loaning electric bicycles. The criteria would be to enable people to get to work for example. This would be a help to those job hunting to know they can get to work. Especially those starting and leaving at times that don't coincide with public transport. The model used by TVBC could be shared to local companies or set up a grant scheme to be accessed by work coaches via Universal Credit.

M/S Exploit home working – talk to James Moody about this. And use it to influence businesses and local plan re such things as meeting hubs

- Establish a policy on home working for council employees, estimate the impact re carbon emissions, and publish.
- Work from home - formalise work from home scheme for Officers. Arrangements to suit individual job descriptions and requirements.
- Establish a policy on virtual meetings, estimate the impact re carbon emissions, and publish.
- New ways of working – working from home, capturing benefits through mileage claims.
- Need to be cautious on working from home as any travel savings are offset by a higher use of energy.

M/S Electric vehicle charging points – on street = HCC, TVBC = car parks, discussions underway (in which TVBC is involved) re increasing this in Eastleigh and Winchester pilots. But also look at Local Plan re parking standards – watch comment on lower income

- Electric Charging Points. TVBC to take the lead in establishing charging points for on-street parking and communal parking. Significantly increase the charging points in TVBC car parks. All new developments to include charging points for the properties and visitor parking.
- Electric vehicles – accessibility to charging points. Not all charge points are equal in terms of cost and speed of charge. Charge points on TVBC car parks are provided by a third party.
- Residents without driveways (likely to be on a lower income) should have access to fairly priced charge points, which should be priced to be equivalent to charging at home.
- Provide information and grants to groups of residents who wish to set up electric vehicle charging points in areas with no driveway parking. Lobby Government on how to address this problem.

M/S Promote active travel – put this in

- Development of town centres, high rise in obesity encourage use of car parks outside town centres with signposts to say how far and how many calories used.
- Make urban centres PEOPLE friendly (notes say eco-friendly). People and forms of active travel need to be prioritised rather than vehicles.
- Engage the community with fun ideas to get to know their own area regarding walking, cycling and using the bus. For Andover one idea could be local 'I Spy underpasses and over bridges' for bikes and pedestrians. Maybe an online version.
- Promote active travel e.g. should be able to cycle from North Baddesley to Romsey feeling safe.

- Continue to update cycling routes and pedestrian routes as more become available. Show routes to main industrial estates and schools.
- Promote local leisure pursuits via taking public transport and walking, picnicking, discovering wildlife, historic monuments or visiting a village shop or café.
- Use contacts with Community Centres and Town and Village groups to send out information, especially to reach those without access to the internet. Work with local cycling and walking organisations. Keep in contact with groups with similar aims via Hampshire Climate Action Network. Work with Friends of the Earth and Transition Network groups, Romsey Future and Andover Vision.
- Consider a route which connects Romsey and Andover, especially for Councilors and Officers to fit with meeting times and work patterns allowing the public to book seats where available. Make flexible drop off and pick up points for those booking in advance, along the route.
- Sign post to advice on Green Travel Plans.

CATEGORISED AS SHOULD/WOULD:

S/W Influence carbon footprint of buses and taxis

- Buses and Taxis. All buses and taxis to be zero carbon by a given date.
- Encourage bus companies to replace old vehicles with electric vehicles. The Big Lemon bus company in Brighton is inspiring <https://thebiglemon.com>

S/W TVBC Fleet

- ...at this stage I am very disappointed that there is little to no detail in the document e.g. a time frame for potential conversion of refuse lorries coupled with their lifespan to electric, with the costs and carbon savings incorporated....
- Are hybrid engined vans and other council vehicles worth investing in rather than going straight to fully plug-in? (as latter will come down dramatically in price over next few years, during which we could buy hybrids). Worth an assessment?
- Electrification of fleet, lot of work being carried out around feasibility and may need to consider other low carbon fuels.
- Work has already been undertaken on Council fleet – but could extend as follows.... As 30-60% of the carbon footprint of a vehicle is in its original construction, then extend the length of time that each vehicle is used before replacement. Use any savings made as a contribution to an agreed premium that TVBC are prepared to pay re the replacement of some of their larger vehicles. Use this approach to calculate a replacement calendar for their entire fleet – and publish this calendar within the 2022 review of CEAP.
- Create plan for fleet replacement on following basis:
- One to two thirds of carbon footprint is in original manufacture, so increase duration of use before replacement.
 - Use the delay in replacement to record amount of savings.
 - Base the premium that would be acceptable for replacement of larger vehicles, on these savings.
- Publish a timeline for the replacement of the TVBC fleet with electric vehicles, i.e. how many vehicles replaced in each year of the timeline up to the point where there are no remaining fossil-fuel vehicles in the fleet.

S/W Funding climate change initiatives

- Establish a policy whereby a fixed % of savings made in travel costs are set aside to fund other climate change initiatives.
- Create policy re financial benefits directly attributable to climate emergency changes, e.g. reduction in travel costs. Policy to define what % of these savings will be ring-fenced in order to help finance further climate emergency actions.

S/W Promote public transport

- Councillor Johnston noted that there are ways in which the Council can influence green ways to travel through the Council's grant initiative.
- Promotion of Public Transport.
- Transport to work is often out of the Borough ie Basingstoke, Newbury, Salisbury, Winchester, Salisbury and Southampton, therefore link with other Borough and District Councils on transport plans to reduce car journeys. Consider how there can be a door -to - door service for Winchester hospital as parking is so bad and public transport needs several changes via train or bus. (Neighbourcare transport may cover this in Andover for those that are elderly)
- Survey people to get an idea of most used routes by car and the reason why public transport hasn't been chosen.
- Help schools to reduce numbers of car journeys. Help schools to allow for some flexibility in start and finish times if children or parents are using public transport or have to make complex journeys.
- Promote getting to the council office by bus or train. Show bus and train routes.
- Make residents 'Bus stop buddies' to keep timetables on bus stops up to date and replaced when vandalized. Shocking lack of bus stops with bus time information. Promote or sign-post services which help people plan journeys by public transport.
- Community Transport. TVBC to significantly fund community transport services that connects rural villages to Andover, Romsey and Stockbridge and provides a service that enables residents to use it for work, shopping, appointments, etc.

S/W Air quality

- Idling of engines – air quality. HCC undertake work through travel planning but have to concentrate on areas that are worst affected by air pollution due to resource issues. The Council do not have any powers to enforce the idling of engines.

SUPPLIERS AND CONSUMPTIONCATEGORISED AS MUST/SHOULD:

M/S Waste Management – anaerobic and composting of food waste - education on this too, grant funding to those who want to do this, small scale digestors re grants (Ali), Massive digester at Andover, but they do not take waste at present. Working closely with Hampshire and influencing people

- Reduction in food waste – press for use of anaerobic digestors as element in new Environment Bill.
- Central Government requirements for recycling may make local recycling centres redundant, do we repurpose them?
- When implementing the home glass and food waste collections service, repurpose the Local Recycling Centres re whatever is of most use re climate change, e.g. specific plastic products, batteries, etc.
- Review business case for paper refuse bins at (selected, or all) local recycling points (not just recycling centres) in addition to use of brown bins by residents. (Is this worthwhile?)
-at this stage I am very disappointed that there is little to no detail in the document e.g when can we introduce food waste collection etc....

M/S Promote reuse, refill and repair

- Using free online Carbon impact tool demonstrated that emissions associated with consumption larger than for housing and travel in Andover.
- Sign post residents to websites which help people choose green purchases.
- Simply put, we all need to consume less stuff. We need to educate around this and make it part of policy.
- Promote refill, re-use and repair (see reference sites below).
 - <https://www.trustmark.org.uk/ourservices/pas-2035/>
 - <https://energysparks.uk/>
 - https://www.cse.org.uk/downloads/reports-and-publications/community-energy/bristol_community_energy_mapping_report_sept_2011.pdf
 - Recycling. TVBC to aggressively introduce/take the lead in maximising the recycling of both commercial and residential waste currently incinerated or sent to landfill. TVBC to invest in emerging recycling technologies and companies. To include bio digestors for food waste.
 - Procurement. Contracts to specify local purchase (i.e. food), delivery vehicles to be low/zero carbon, packaging to be 100% recyclable, etc.
- Provide grant to the Mens' Shed initiative.
- Promoting Test Valley as a sharing town linking with SHARE, the Toy Library, setting up local school uniform and book swaps and free-cycle days.

M/S TVBC use recycled products

- Investigate which Council supplies are also available as manufactured from recycled products, and change suppliers accordingly.
- Mandate the use of recycled products and services for TVBC wherever possible.
- Use products and services with the highest standards of sustainability.
- Considered repair and reuse or repurpose before replacing items.
- Find out what local recycled plastics is manufactured into. Consider buying these products if required and promote the fact . ie ' This bench is made from recycled plastic bottles. Please recycle your bottles).
- Work with local businesses to support and enable sustainable methods of production and services.

M/S TVBC electricity supply

- Electricity supplier – estimate the savings in carbon emission achieved by switching to a supplier of electricity based on generation via renewable sources and include in 2022 CEAP.

CATEGORISED AS COULD/WOULD:

C/W Lobby for sustainability

- Lobby central government and HCC for a comprehensive and joined up reuse and recycling scheme.
- Increasing engagement with companies invested in, to encourage them to make material improvements in their environmental performance.

C/W Support local suppliers

- Support shop locally campaigns, (Pop up Market, farmers market/artisan markets already in place.) Use locally grown food in events catering for Test Valley events.
- In establishing supply to TVBC, review extent to which local suppliers can be favoured (within the regulations).

C/W Support agriculture re energy saving etc

- Support local agriculture and learn about the problems farmers face with an aim of finding solutions to shared problems. Work with advisors on energy saving and installing renewable energy, managing waste, promoting local food.

CAPTURE AND ADAPTATIONCATEGORISED AS MUST/SHOULD:M/S Tree planting

-at this stage I am very disappointed that there is little to no detail in the document e.g. the tree planting strategy should cover how many new trees can be planted each year....
- Need to extend and include the contribution of Andover Trees United in planting areas both for carbon capture and to address biodiversity decline.
- In establishing new areas of woodland, estimate total impact on carbon capture from planting to 2050 – and publish in 2022 CEAP.
- Consider inclusion of other carbon capture aspects (hedges, peat bogs, wildflower meadows, i.e. not solely woodland) to natural environment when implementing new green spaces and ‘wilding’ existing TVBC land.
- As peat bog is 15-20 times more effective than woodland at capturing carbon, survey Test Valley to identify (and potentially establish) areas suitable for new/renewed peat bogs. Especially as this will also help with flood prevention and biological diversity.
- Complete the TVBC tree strategy and publish asap. Include within it:
 - Annual targets for tree planting within the borough.
 - Policy for tree officers to adopt between now and 1/1/2030 re climate change an TPOs, i.e. emphasize the UK government guidance that the “*importance to nature conservation or response to climate change*” is a factor in assessing whether to apply a TPO, and only discount trees from retention (on the grounds of the tree being towards the end of its natural life) if that ‘end of natural life’ is likely to occur before 2030. The purpose being to maximise the retention of mature trees between now and 2030 as the saplings being planted grow to the point where they become carbon sinks. (To illustrate the need for this – look at application 19/02630/FULLS – The Old Mansion, Stoneham. 96 mature trees will be felled for this development, all with TPOs. I specifically asked about climate change in SAP and it was clear that the Tree Officer’s report made no reference to climate change).
 - Publish annually the number of trees planted, and the number of mature trees felled to make way for development.
- In relation to tree planting, focus on supporting / extending ancient woodlands.
- Trees need to be planted in the right place - There are two aspects to the Tree Strategy, the management and approach to replanting.
- There is a time element to the benefit of all potential actions – the sooner the action, the larger the benefit. This is particularly true of identifying a new area for woodland (as per Sherfield English) on the edges of Romsey. If planted with saplings then it will be 10 years before it is of any significant benefit re climate change – so the sooner the better. There is also a meaningful date to aim for – the Queen’s platinum jubilee in 2022, which will be 10 years after the Diamond jubilee scheme near Andover.

M/S Biodiversity emergency

- Include a new section on biodiversity in the climate emergency action plan (part of the natural environment section). This to exploit the forthcoming changes in legislation re biodiversity and protecting/supporting the natural environment – for example incorporating wildlife corridors into the new Local Plan.

M/S Natural carbon sinks – other than trees

- Capture: Grasslands, peat bogs, sea grass capture carbon. Some forms of agriculture capture carbon while other methods loose carbon. For example The Water buffalo farm at Broughton could be a showcase of land management to keep carbon in the ground. Reducing the amount of areas of cut grass can increase biodiversity and save staff time and reduce fuel costs. Grass is more likely to survive drought if not cut too often.
- The Carbon Capture budget could contribute to restoring sea grass and peat bogs in other parts of the UK.
- Living Walls. TVBC to progress as a priority, living walls in urban areas and industrial/business parks.
- Hedges. A scheme to encourage residents to plant hedges instead of fence panels and walls on existing properties. Hedges instead of fence panels on new developments. Planting of hedges on opens spaces, play parks, industrial/business parks, etc.
- Wild Flowers. TVBC to implement wild flower planting programmes on its land and in partnership with other land owners – such as has already happened very successfully with Andover Trees United. Introduce a scheme to enable/encourage commercial properties to plant wild flowers (in ground, planters, hanging baskets, etc).

M/S Adaptation to climate change – need to include, environment bill, local plan. And the fact that we are in a good position

- Graham Smith explained that green resilience and economic resilience has been built into the master plan for the south of the town centre.
- Need to think about strategic shade.
- Urban Forests/Woods. Planting of street trees on both existing and new streets and roads. Replacement Trees for those that are approved to be felled. A tree planted for every new bedroom built.
- Sign post to advice on keeping workplaces warm in winter and cool in summer.
- Adaptation: to flooding, managing sewage, drought, protecting rivers and streams from over abstraction. Awareness of needs of agriculture adapting to prolonged unseasonal weather conditions, cold, heat, rain and drought damaging crops.
- Problems with overheating in buildings. Having alternatives to methods to electricity to cool buildings via air conditioning and fans such as passive ventilation, glass which reduces heat from the sun, blinds, and shading.
- Encourage tree planting for shading in public places and school grounds where people can sit.
- From an adaptation point of view, Test Valley is in a good place. No coastline. Recent extensive work on flood prevention in Romsey. Planned work on town centre redevelopment which can include adaptation e.g. extra tree cover and building materials. New Forest and nitrate mitigation funding will pay for large areas of woodland and other planting that will help with carbon capture. Agreed? Updating flood risk data.

CATEGORISED AS COULD/WOULD:C/W Co-operation and partnerships

- Use contacts with environment groups such as Andover Trees United, Hampshire and Isle of Wight Wildlife Trust including the Watercress and Winterbournes project for the River Anton, TARCA and Friends of local wildlife areas Facebook groups for example. Community Centers and Town and Village groups to send out information, especially to reach those without access to the internet.

C/W Agriculture

- Work with farmers on best practice is not within the remit of the Council – but how to support agriculture in a rural borough.
- Diarise a reminder on carbon sequestration in agriculture – not beneficial as yet but needs to be kept an eye on as potential benefits would be very significant.

INFLUENCING BEHAVIOURS (12 headings – aim for 6)

CATGEGORISED AS MUST/SHOULD:

Do we have to compartmentalise e.g. schools. Story of sustainable schools programme. Look on schools as a connection to residents. Somehow.

Are there ideas in the annex that could be followed up. And noted by officers.

Please let us not drop the pension bit – could we slip it in under lobbying? Re-order.

M/S Setting TVBC targets

- ... having interim targets (is) important ... interim targets may make the task more urgent and tangible and realistic ... it’s a question of what gives the most motivation to get on with the tasks
- Need some targets to achieve carbon neutrality sooner than 2050 and some substantial short term targets.
- We should have a target of 2030 for the council to be net zero.
- We should identify those groups/fields we can significantly influence and say that we aim to help them get to net zero by 2040.
- Councillor Gwynne indicated that the Council’s carbon footprint is about 1% of Test Valley and it is estimated that the Council can influence 40/45% of the carbon footprint of Test Valley.
- Set out overall carbon reduction targets aligned with a growing number of district and county councils, e.g.
 - reduce council operations to Net Zero in 2030
 - Support local businesses, volunteer organisations and residents in achieving Net Zero by 2040
- The UK government target on net carbon reduction is 78% by 2035, on the basis that reduction has already been 40%+ in the period 1990 to today. Taking the TVBC ‘today’ as our 2018/19 levels (1,549 tonnes) gives TVBC the following bi-annual targets in terms of net tonnes of CO2 annually:
 - 2021/22 1,447 tonnes
 - 2023/24 1,344 tonnes
 - 2025/26 1,241 tonnes
 - 2027/28 1,138 tonnes
 - 2029/30 1,035 tonnes
- Publish TVBC targets for alternate years in terms of carbon footprint reduction, i.e. for end 2022, 2024, 2026, 2028 and 2030. Alongside these TVBC targets, estimated equivalent targets for Test Valley.
- How will targets be set? How will they be measured? Will BEIS (Government figures) be used? I think TVBC did monitor carbon emissions possibly between 2009 and 2011 as we, at Test Valley Friends of the Earth, used to look at these emission figures. They may have been discontinued when national policy changed.
- Need to raise TVBC higher up the following table of Hampshire councils.

Council	Operations	Area
Winchester City	2024	2030
Basingstoke & Dean	2025	2030
Eastleigh Borough	2025	2030
Fareham Borough	2030	9999

Portsmouth City	2030	9999
Rushmoor Borough	2030	9999
Southampton City	2030	9999
Hart	2040	9999
East Hampshire	2050	9999
Gosport Borough	2050	9999
Hampshire County Council	2050	9999
Test Valley Borough Council	2050	9999
Havant Borough	9999	9999
New Forest	9999	9999

M/S Influence residents

- Make link to Climate Change pages on TVBC website much more prominent and obvious – and back them up with other media channels (such as social media and inclusion in TVBC hardcopy comms) which always give a link to the website.
- I think we should think of TVBC pushing at an open door. We are not where we were 10 years ago. Many businesses and industries will have environmental policies and be aiming to reduce their Carbon emissions. It needs to be a positive Campaign showing what companies and schools and organisations have done. (Without it being greenwash, it needs to be genuine reductions of emissions.) All aspects need to be valued to include increased biodiversity and care for the environment, lower air pollution, more people being involved in Conservation groups close to their home, less waste and litter, dog poo and fly tipping. Reduced car journeys and a healthy population through frequent walking or cycling. Helping each other as we do during the Covid pandemic with everyone pulling in the same direction.
- Regarding MOSCOW, As well as cost it is important to evaluate what will reduce carbon emissions to the greater extent.
- Social media is obviously a very effective tool. Some councillors, Nick Adams-King springs to mind, have quite a following and he could be really influential in educating people.
- The panel discussed incentives to encourage residents to reduce their carbon footprint. Would need plans in place to mitigate disadvantage for those residents who cannot afford energy saving options.
- In terms of raising the profile of the Hitting the Cold Spots scheme, the Council works with a range of partners to help and advise any schemes that are available as well as social media and Test Valley News to promote schemes to residents.
- Be aware of all new Government initiative to encourage reduction of emissions and promote these.
- To achieve this, we must start treating it as an emergency – and to publicise accordingly, e.g. home screen icon! Leading public contacts rather than responding solely.
- How visible the Council are in influencing residents and businesses....

- Underlying most of the suggestions below is the assumption that TVBC should be acting as a beacon for change – promoting carbon reduction in everything the Borough does. Even if the council has no direct power to compel change.
- Provide clear messaging – particularly when there are mixed messages from Central Government.
- As per Covid-19, make a link to the Climate Emergency part of the TVBC website prominent on the Home page. And use the Climate Emergency part of the website for regular (monthly?) blogs from those responsible for actioning TVBC response.
- Send out a flyer on the Climate Emergency – summarizing the action plan to date and highlighting the link to the relevant part of the website – with Council Tax forms or newsletters.
- Replicate the influencing skills used so successfully in the Covid crisis for the climate emergency.

M/S TVBC leadership targets

- We should also bring forward the point where all members of the leadership team have climate targets – and then identify the spend they are going to make to achieve those targets.
- Drafting targets for HoS/Services. This is a complex matter and officers are reviewing how best to do this.
- Publicise the personal targets that each member of the senior management team has in their performance contracts, having first got each individual to estimate how much of their budget (in % and £ terms) will be spent on achieving these targets.
- Use the setting or personal targets – the outline of which is made public – to influence behaviours within the Council and to confirm to residents that TVBC are addressing the climate emergency. For example:

Officer	Role and target(s)
Andy Ferrier	Chief Executive – Promoting actions and influence of TVBC. Leading TVBC to become an exemplar amongst its peer councils re response to the climate emergency.
Carol Moore	Deputy Chief Executive -
Simon Ellis	Head of Property and Asset Management. Targets re energy efficiency of assets, and renewable energy generation.
Jussi Vuorela	Head of IT Share Service. Targets re facilitating remote working within and beyond TVBC. Targets re reduction in office space footprint per employee i.e. facilitating hot desking etc.
Paul Wykes	Head of Environmental Services. Targets re electrification of fleet and implementation of vehicle charging infrastructure. Targets re exploitation of facilities provided by HCC (and beyond?)
Karen Dunn	Head of Legal and Democratic.
James Moody	Head of Strategy and Innovation. Targets re identifying new solutions and promoting them around management team and Borough.
Paul Jackson	Head of Planning and Building Services.
Graham Smith	Head of Planning Policy and Economic Development. Targets re effectiveness of Climate Emergency Action Plan, and inclusion of relevant targets and levers in planning policy, and sharing information and approaches re economic development. Also (via Karen Eastley) identification of climate related funding.
Dave Tasker	Head of Community and Leisure Services. Targets re community involvement and increases in green space and use of natural environment to increase carbon capture.
Phil Turner	Head of Housing and Environmental Services.
Carl Whatley	Head of Finance and Revenues. Targets re supporting other Heads of to identify funding for their actions.

- Ensure that the Chief Executive, Corporate Director and each of the ‘heads of’ – have at least one quantifiable target related to climate change in their annual targets. Publish these targets.

- Get each person with a target to assess what % of their budget will be spent on achieving that target – add these figures together to create a published ‘budget’ for climate change actions.
- Each Service should look at their budgets and see how much it will cost them to address climate change in their areas. It will be more effective to look at procurement of each project in terms of work or services required rather than on a Service basis.

M/S Make climate change key consideration in decision making

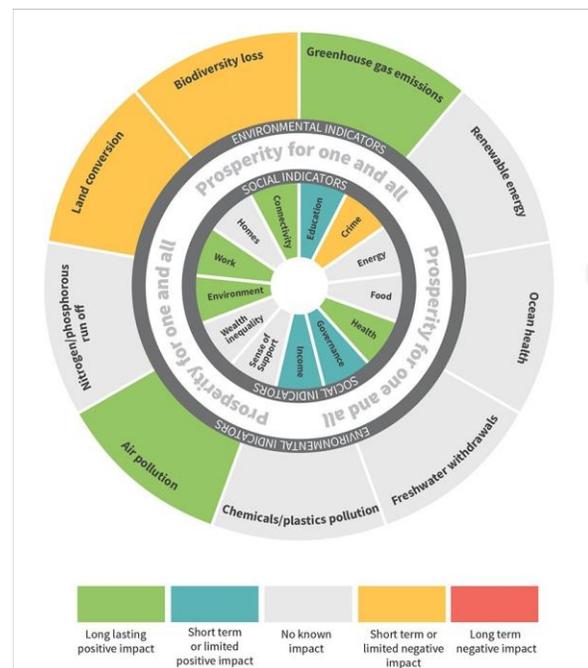
- All reports that go to Cabinet have regard to climate change and sustainability impact.
- Have policies which examine each new infrastructure project regarding high carbon input.
- To support the council in factoring the climate crisis into all decisions, they could adopt a Triple Bottom Line (TBL) policy. This is increasingly being used in business, instead of the more common bottom line approach, which considers profit as the only goal. In business, the TBL is planet, people, profit. Perhaps more appropriate for the council would be planet, people, prosperity. This TBL would support the doughnut currently being used by Cornwall Council for decision making. An interesting article about TBL: <https://medium.com/firm-ethics/triple-bottom-lines-what-are-they-how-to-implement-them-and-should-you-d083dc9186e3>
- Construct a TVBC ‘decision wheel’ – based on the one in use by Cornwall council since 2019 – the purpose of which is to ensure that council decisions give sufficient consideration and weight to environment and climate change considerations.

- Cornwall Decision-making Wheel

We have introduced a new tool to help us make decisions that combat climate change whilst not disadvantaging residents. It is based on the Kate Raworth Doughnut Economics model and helps to show how projects and decisions will affect the environment and people.

The wheel has two parts: The inner wheel focusses on social and economic issues like wealth and homes. The outer wheel focusses on environmental issues like greenhouse gas emissions and biodiversity.

Example of a completed wheel for a new walkway:



M/S Support relevant prospective legislation and guidelines

- Support for the Local Electricity Bill - <https://bills.parliament.uk/bills/2747> - The idea of this is to enable a community to get a licence to generate electricity for their community whilst still being connected to the grid and to export any surplus green energy to the grid under the same terms as a power station.
- Support the CEE bill.

M/S Promote Green economy

- The Local Government Association estimates Test Valley will benefit from 1148 'green' jobs by 2030, and 1800 by 2050 – predominantly re solar PV, heat pumps and insulation. Consider ways in which these numbers can be encouraged and – if possible – increased via training etc.
- Consider ways to encourage green jobs, a high priority as local companies need guidance and support and possible signposted to relevant documentation and training. It is now urgent as people want to be offered an alternative to a replacement gas boiler when theirs breaks down. New gas boilers are going to be banned. So many grants for home energy improvements have been stopped at short notice making job security and investment risky for businesses. Endless scam telephone calls make people stop listening or looking for a local service.

M/S Local Plan to reflect climate emergency agenda

- Ensure the next Local Plan or revision of the Local Plan, is written to reflect the aim of net zero emissions to encourage and set the agenda for future years.

M/S TVBC officer training re climate emergency – include this and with members....

- Every officer to receive online training re climate change and/or an appropriate reference document.
- As well as every officer and member of staff receiving training make everyone aware of the importance and priority of the Carbon Emergency Action Plan. Help staff to think about all aspects in their own life and to be responsible and innovative at work. Train staff in signposting to services such as the Environment Centre.
- Provide all TVBC staff with ready access to appropriate reference material on climate change.

CATEGORISED AS COULD/WOULD:

C/W Using investment as an influencing lever

- Stop investment (pension funds, reserves) in high carbon emitting businesses.
- Disinvestment by Test Valley in businesses that are high carbon producers. Ensure that the Council's pension pot (provided by HCC) (is invested in recyclable/renewable energy.
- Look at green investment options for the Council's investment strategy/portfolio, with a recognition that there are a number of options for doing this now.
- Divesting from all fossil fuel companies within the next three years.
- Establishing a long-term goal to continue the reduction of the carbon footprint of the investment portfolio.
- Actively seeking out opportunities to support green start-up businesses
- Lobby HCC pension fund to divest from fossil fuels
- Ensure that the Council's pension pot (provided by HCC) (is invested in recyclable/renewable energy.
- Look at green investment options for the Council's investment strategy/portfolio, with a recognition that there are a number of options for doing this now.
- Most pension funds have investments in fossil fuels, should invest money in renewables.
- Promote ethical banking, pensions, utilities and webhosting.
- Further to the discussion about encouraging HCC to divest the pension fund from fossil fuels, you may be interested to know Eastleigh have recently passed a divestment motion and Rushmoor are about to (or perhaps already have). Friends of the Earth published a report on divestment: <https://foe.scot/resource/divest-councils-2021/> The amount of money already lost by HCC investments in fossil fuels is already into the millions!

C/W Influence Landlords

- The Council could try to influence Housing Associations to carry out works to their stock through TVBC partnerships.
- There are schemes in place for social landlords to improve their properties and there are standards in place that they need to meet. Need to work with private landlords and tenants.

C/W Co-operation with other organisations

- Use of joint bids re funding? Use of hubs to create joint bids?
- Karen Eastley will look at how communication is disseminated to Parish Councils.
- Use contacts with Community Centers and Town and Village groups to send out information, especially to reach those without access to the internet. Contact groups with similar aims for energy efficiency and promoting renewable energy via Hampshire Climate Action Network. Work with Friends of the Earth and Transition Network groups.
- Test Valley aware of but does not specifically use the LGA template on emissions reporting as some of emissions that TV report on are not on the LGA template. But facilitates comparison with others – so reconsider.
- Submit TVBC's plan to the LGA for inclusion in their cross-council comparison tool. This will facilitate measurement against each other and learning from each other.
- Support via publicity – and potentially some resource/funding – the 4 collaborations that HCC have set up in their response to the climate change emergency. In particular use the environment centre (tec) as a channel for some of the following actions. Partly happening already via use of LUC and CSE for reports.
- Set up a Climate Change get-together in conjunction with HIOWWWT and involving Romsey Future, Romsey District Information Society – Environment Committee, Tadburn Volunteers, Abbotswood Volunteers, active parish councils, Andover Vision. Purpose being to share information, comment on TVBC Climate Change Action Plan, and agree any new/amended borough priorities.
- I have been thinking, Hampshire having two tiers, HCC and the District/Borough Councils, could be at a disadvantage compared with a Unitary authority such as Wiltshire. The reason being things could get missed from Climate Action Plans. I think one of the Future Actions needs to be to make sure ideas that cannot be taken forward due to not fully reaching the criteria to come under Test Valley are not lost and work is done to tie in with HCC or The Environment Agency to make sure the idea can go forward but possibly under another Council or organisation's leadership. It may be that some of the community groups already play a role across these boundaries and TVBC could then identify who would be best placed to see this activity through, possible with support of a Community Officer.

C/W Engaging with schools

- Engaging schools with climate issues, award for pupils to develop a logo for climate emergency the Council could use.
- School visits on climate change.
- It was mentioned about working with schools and this suggestion was met with enthusiasm from some. This concerns me as we really must understand that this is our generation's problem to solve. The next generation will have to learn to adapt and live differently and adopt a more caring attitude to the planet than us and our predecessors. Given the hardships they will face because of the level of inaction by us, I don't think we should be passing our fear onto them earlier than necessary. Children need knowledge and understanding and to feel empowered to act. Crucially, also a love of nature and the planet (we protect

what we love) but not to feel frightened. The adult generation must hold that fear for them. In short, it is my view as a teacher and a parent, this needs to be handled very sensitively.

- Use school visits to inform next generation of actions they can take re the climate emergency. (Graham Smith noted that Hampshire County Council (HCC) lead on community transport, schools and highways not local Councils. Although the Council has worked with HCC on these issues in the past, and HCC do a lot of work with influencing schools).



the Environment Centre ^{ANNEX 2} (tec)
you ■ your business ■ your community

TVBC Climate Panel Meeting

Thursday 22nd July 2021



the Environment Centre (*tec*)
you ■ your business ■ your community

Test Valley Borough Council - Overview and Scrutiny Committee - 3 November 2021

Adam Goulden CEO The Environment Centre

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- Background to the organisation, what we can offer and how TVBC could support us and make the public more aware of the work we do.
- If I was running TVBC which would be my top three priorities in terms of reducing the carbon footprint of the district as a whole (not just the councils own carbon footprint).
- How I would go about measuring the impact of individual changes and overall effect.

We're an independent environmental charity which aims to reduce carbon emissions, encourage sustainability, improve air quality and help people keep warm and well in their homes.

Based in Southampton but work across Hampshire and Portsmouth and been around for 27 years.

We provide a Freephone phone advice line which covers the region. We work with households, private landlords and local authorities to access funding for energy efficiency home improvements and we offer simple advice on how to reduce your carbon footprint

- Support our Hitting the Cold Spots Project
- Promote our free phone advice line 0800 804 8601 and digital resource www.environmentcentre.com
- Any donations gratefully received!



Go Green

This article explains everything you need to know about sustainable living. You'll learn about the impact our choices have on the planet as well as our own health and the steps we can take to address the climate emergency. We also leave you with ideas about how we can create a better future for generations to come.

Get Help

If your heating is broken and you're looking to transition to low carbon heating or if you want to switch to a green energy supplier, speak to our team about your options.

The Problem

Climate change has already begun to shift global climate patterns and increase the global average temperature, which has risen by 1.15°C since 1880. Scientists have attributed much of these changes to anthropogenic (man-made) greenhouse gas (GHG)



By nickhodgson - posted on January 2, 2020

New Year's Resolutions for a More Sustainable 2020

Just two weeks ago, we entered a new year – a new decade. We said farewell to our bad habits and hello to a new beginning. But what sort of fresh start are you looking for? For New Year's Resolutions with an environmental twist, here are twelve practical ideas that will benefit us.

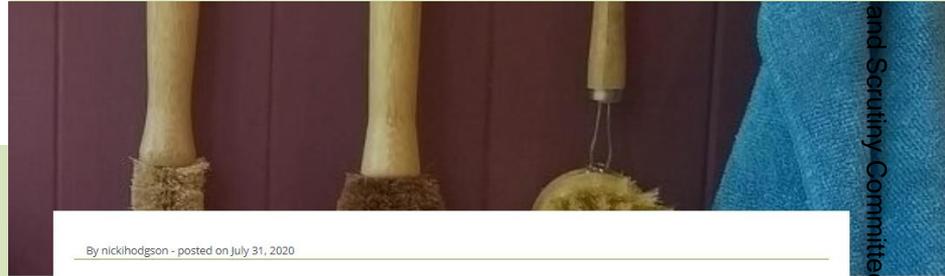
January: Energy Efficiency

It's not too late to make a difference this month! The Citizen's Advice Big Energy Saving Week campaign starts 20 January and is designed to help people reduce their energy bills. Simple behavioural changes like taking shorter showers or using a timer for your heating & hot water needs can have an enormous impact. Searching Ofgem-accredited sites may reveal cheaper deals you could switch to, or you could filter results to show only green tariffs. If you fancy yourself a bit of a DIY expert, you could draught-proof your windows and doors or replace old incandescent lightbulbs with LEDs. For larger measures, like insulation or heating upgrades, check if you qualify for financial help from the Energy Company Obligation (ECO) scheme or other local funding.

February: Love Your Food

UK households create an astonishing amount of food waste, much of which could have been eaten according to charity WRAP. Lots of resources go into producing that wasted food – labour, land, water and energy, and once the food

Our 2020 plans, each month a different theme



By nickhodgson - posted on July 31, 2020

Choose to Refuse

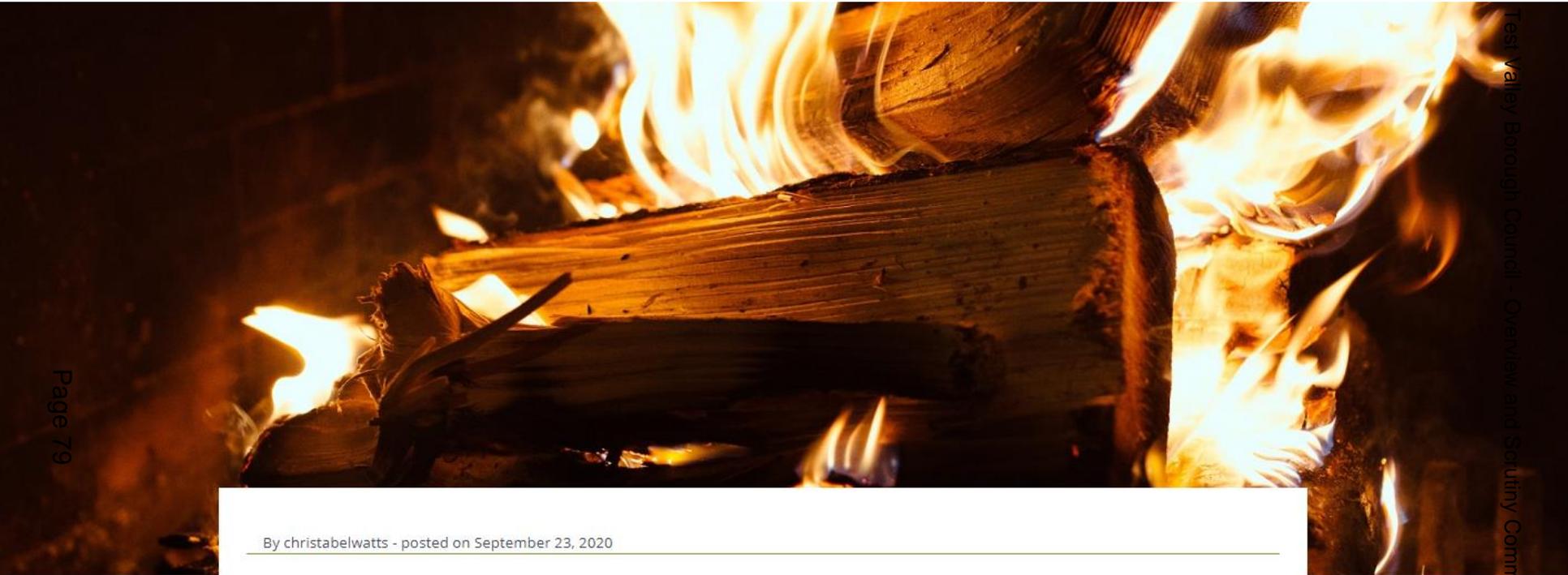
Having completed two Plastic Free July challenges previously, I started this month with an understanding of what works for me as an individual and what doesn't (miswak sticks anyone?). Although the goal is to get to the end of the month without having used any "disposable" plastic, for me it's more about the journey of discovery: learning about product substitutes, finding local shops and assessing my boundaries. Just because I said no to, for example, conditioner bars the first year doesn't mean that I can't be persuaded otherwise later on down the line.

This month, I discovered the absolute joy of popping popcorn on the stove, was struck by Milk & More's vastly expanded range of goods (including milk alternatives in glass!) and tested several new products and new ways to shop. I even stumbled upon a local beekeeper who sells honey to neighbours (that now includes me).

Whilst this challenge still had plenty of, well...challenges, the availability of plastic-free items compared to previous years was encouraging. I think I had eggs on toast as a last-resort only once this month, which was more of a staple meal this time last year. That's despite not being able to duck out to local restaurants quite as easily, although lockdown restrictions are easing, and not relying as heavily on the abundant return of freshly baked goods from the local supermarket. With more choices online than ever before, I've discovered a local goat milk soap maker who posts products in plastic-free packaging, ordered washing up gloves that claim they're home compostable and tested out the UK's newest re-use store.

Blog posts sharing our experience

July: Say no to plastic



By christabelwatts - posted on September 23, 2020

Wood Burning

This article explains the problems with wood burning and the solutions you can take to reduce the impact on air pollution and your health.

Get Help

If you have a complaint about nuisance wood burning and smoke, please contact your local council. If you or your loved ones are vulnerable to air pollution, you can follow air pollution forecasts, such as [DEFRA-Air](#) or try the [AirVisual](#) app.

The Problem

Many people aren't aware that household burning, such as the use of wood stoves and open fires, is the biggest contributor to particulate matter pollution. Also that carbon monoxide, nitrogen dioxide and particulates from domestic appliances e.g. boilers, heaters, fires, stoves and ovens, which burn carbon containing fuels e.g. gas, coal, kerosene and

1. Reduce Energy Demand

Reduce energy demand in buildings

- a) In existing buildings (i. vulnerable or fuel poor ii. able to pay)
- b) In new builds (encouraging higher standards through the planning process)

We can measure this!

2. Rethink transport

- In 2018 about 40% UK energy demand (and 37% GHG emissions) was from transport (much of this by van or car)
- A big drive to encourage active travel wherever possible and get people out of their cars, walking, cycling, e-biking and using public transport
- Link up cycle ways
- Encourage people to shop locally and buy local produce

3. Encourage renewable energy generation

- a) Lead by example - renewable technologies on municipal buildings (funding through BEIS and Salix)
- b) Encourage through the planning process (singal that TVBC is open for business)
- c) Signpost to existing schemes (bulk buying through i-choser, grants for community energy schemes through the energy hubs)

T: 0800 804 8601 (Monday-Friday, 9am-5pm)

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E: enquiries@environmentcentre.com

W: www.environmentcentre.com

Test Valley Borough Council Overview and Scrutiny Committee

Dr Simon Pickering

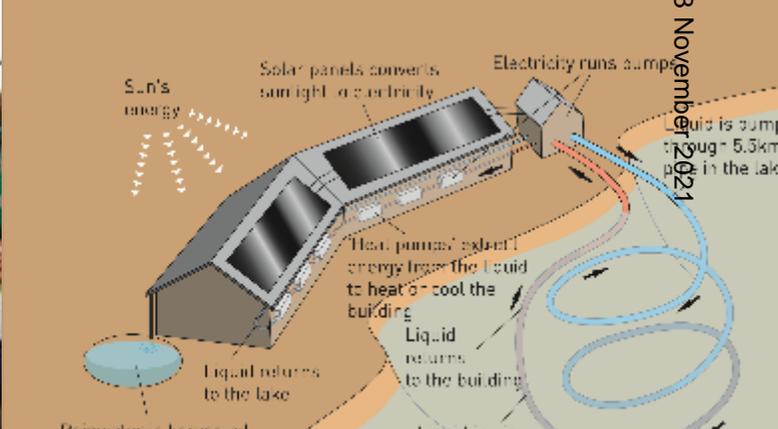
Co-Chair GFirst LEP Energy Group:

**Ecotricity :Principal Ecologist &
Environmental advisor**

Business Declares : Advisory Board

Stroud District Cllr 1991-2002 ,2011-2021





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- 1. What are the three biggest gains in reducing the council's own carbon footprint, and how did you achieve those?**
- 2. What are the three biggest gains in reducing your district's carbon footprint, and how are you influencing / implementing that?**
- 3. How are you measuring the impact of individual changes and the overall effect?**

“Avoiding dangerous climate change is impossible - dangerous climate change is already here .

The question is , can we avoid catastrophic climate change ? “ David King 2007

Higher summer temperatures

staff, health, excess deaths, food supply , transport infrastructure , buildings, council houses , supply chain, finance, fires, refuse & recycling

More frequent and more intense storms

staff, buildings, flooding, storm damage, transport infrastructure, supply chain, finance , refuse & recycling

Building in resilience , adaptation as well as emergency planning

Government guidance : Making the country resilient to a changing climate (Defra July 2018).

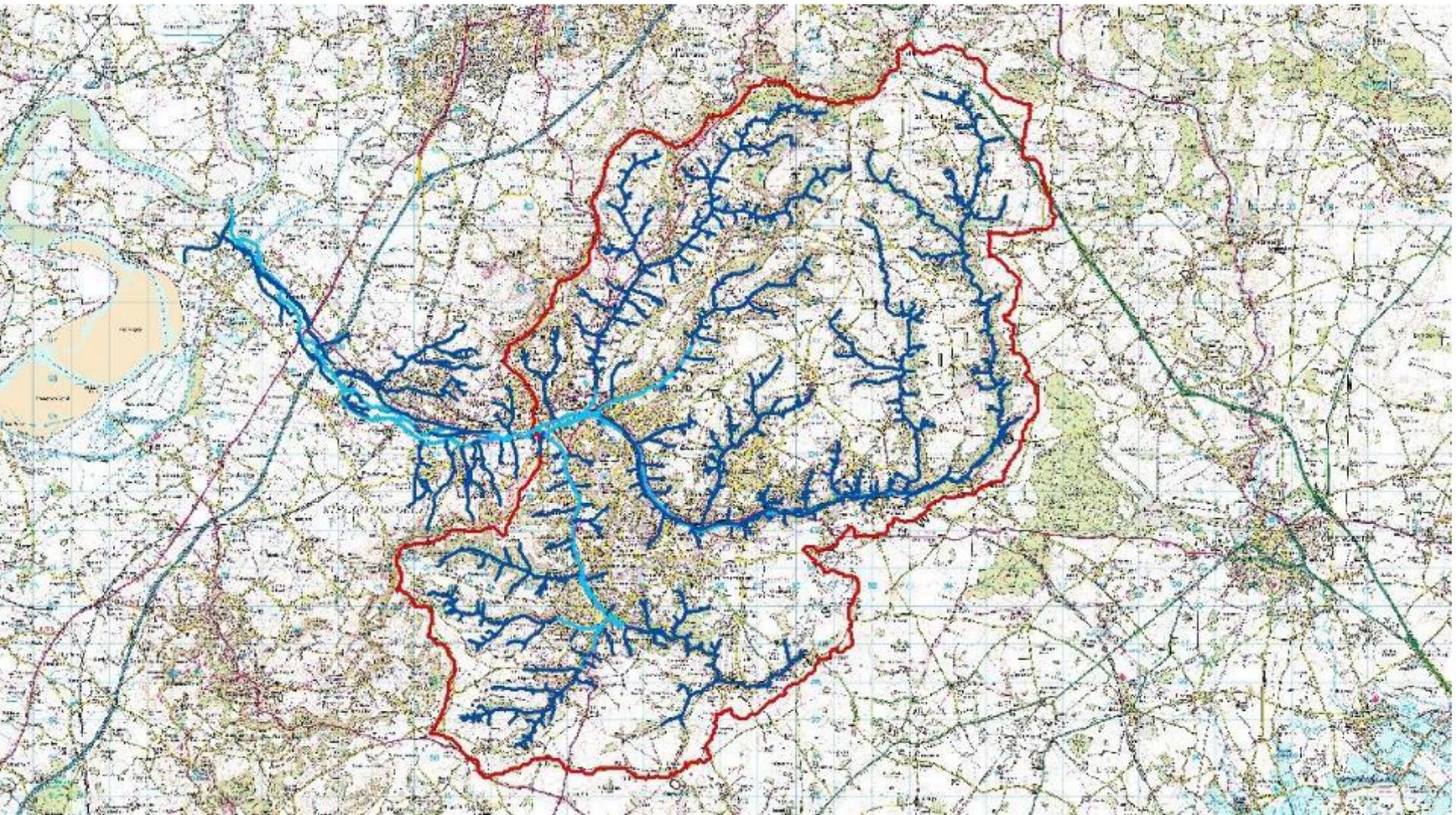
- Flooding and coastal change risks to communities, businesses and infrastructure
 - Risks to health, well-being and productivity from high temperatures
 - Shortages in the public water supply for agriculture, energy generation and industry.
 - Risk to natural capital including terrestrial, coastal, marine and freshwater ecosystems, soils and biodiversity
 - Risk to domestic and international food production and trade.
 - Risk of new and emerging pests and diseases and invasive non-native species affecting people, plants and animals.
- Examples of local authority adaptation plans : **South Gloucestershire, Hampshire , Kent**
- **Also see ADEPT Preparing for Climate Change**
<https://www.adeptnet.org.uk/system/files/documents/Good%20Practice%20Guide%20ADEPT%202019f.pdf>

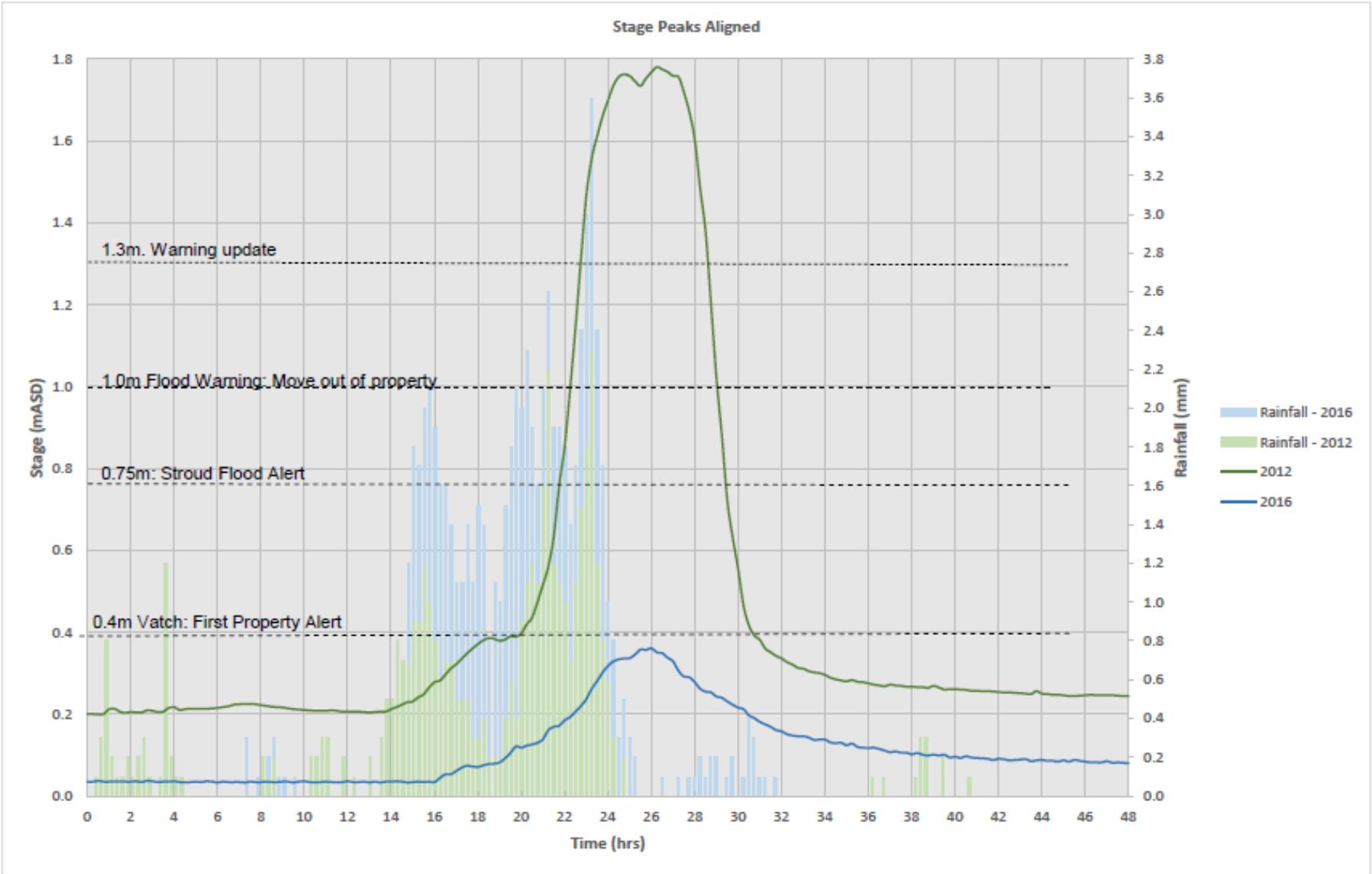
Adaptation

Natural Flood Management









1. What are the three biggest gains in reducing the council's own carbon footprint, and how did you achieve those?

- A) Food waste switch from landfill to AD plant **3,020 tCO₂ e pa**
- B) Numerous small measures (Insulation measures, Lighting/computing /cooling smart working /Cutting milage/fuel) **809 tCO₂ e pa**
- C) Insulating older persons bungalow /council housing/PV/Air source heat pumps minimum **1270 tCO₂ e pa**
- D) Handing back multi story car park to new owner of shopping centre ? 50-80 ? **tCO₂ e pa** ? !!!
- E) Further measures
 - PV on Leisure centres **46 tCO₂ e pa**
 - Switching to EV car/van fleet **54 tCO₂ e pa**

Future

Switching from Gas to WSHP in Grade 1 listed council offices ... **50 tCO₂ e pa**

What are the three biggest gains in reducing your district's carbon footprint, and how are you influencing / implementing that?

1) Housing/Building insulation
audited **2,468 tCO₂e pa** ... (during schemes)
unaudited minimum **6,000 -10,000 tCO₂e pa**
(between 2001-2015 11,001 energy efficient measures on 6,303 homes (12% of homes))

2) DCC Permitting large scale solar already built **9,180 tCO₂e pa**

3) Future .. Local plan policy Carbon zero developments and allocation of land for land Solar & Wind

Numerous funding schemes , many via EU funding 2001-2015

Target 2050 Homes

Target 2050 Business

Target 2050 Community Buildings

Countdown to low carbon Homes

Healthy Homes

Pilots PAYS (Pay as you save)

Link to Energy Network of businesses providing energy -efficient lighting, heating, insulation and renewable technologies

Target 2050 Homes

1900s detached house Stonehouse
This and many other case studies are also available online at www.target2050.org.uk



Case study 4



£2,144 Saving on fuel bills

64% Reduction in carbon emissions

Traditional stone cottage Painswick
This and many other case studies are also available online at www.target2050.org.uk



Case study 5



£2,194 Saving on fuel bills

59% Reduction in carbon emissions

1980s detached house Stroud
This and many other case studies are also available online at www.target2050.org.uk

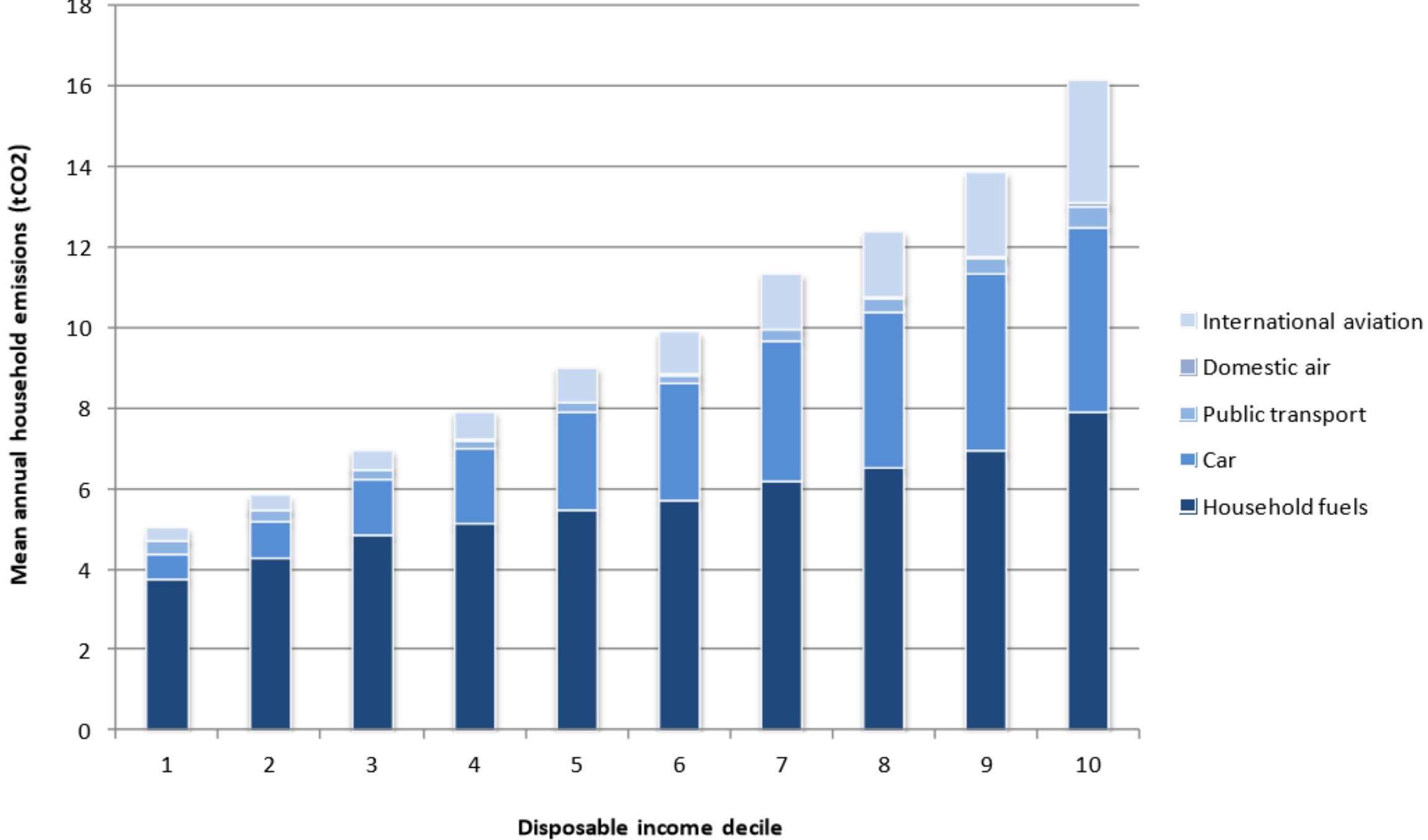


Case study 1



£828 Saving on fuel bills

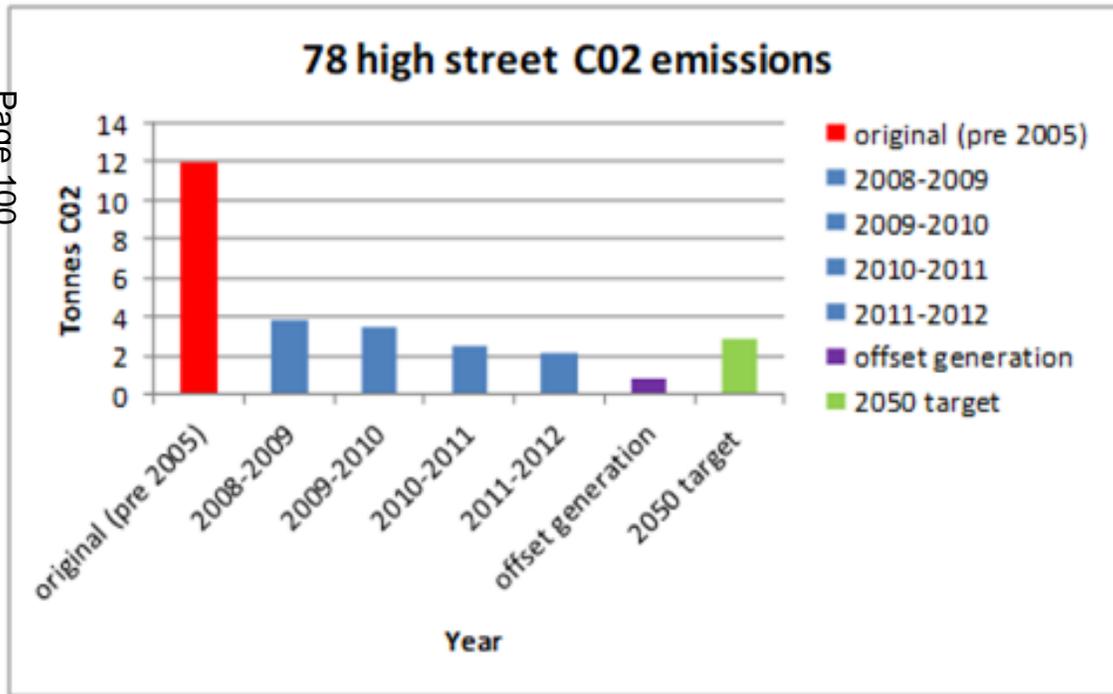
74% Reduction in carbon emissions



Private householder .. Most will have saved during pandemic ... best investment

- Average return on investment in improvement energy performance of your home is 5% ...
- From Target 2050 project (SDC 2011) range return 1-16% p.a.
- Commercial firms (Mitchell & Dickenson ” retrofit loft insulation, draft proofing, secondary glazing loft and sloping ceiling insulation. get a return on investment of between 7 and 12%.p.a.
- Compared to maximum return from best ISA 0.8% (Sunday Times)

even a 200 year old house can have high energy performance



Stroud District Local plan review

Delivering Carbon Neutral by 2030

- New Core Policy DCP1 Stroud District **will become Carbon Neutral by 2030**for new developments
- Updated Delivery Policy ES1 **all new development should achieve a net zero carbon**
- Updated Delivery Policy ES2: **Decentralised renewable and low carbon energy schemes will be supported and encouraged,**.
- Delivery Policy ES2a: **Development proposals should include a communal low-temperature heating system where viable.**

Renewable and Low Carbon Study for Stroud District Council

Figure 4.7: Opportunities and Constraints for Small Scale Wind Development

- Stroud District Council Boundary
- Suitable areas for small scale wind development
- Constrained areas for small scale wind development

Map Scale OAS: 1:120,000

LUC **STROUD DISTRICT COUNCIL**

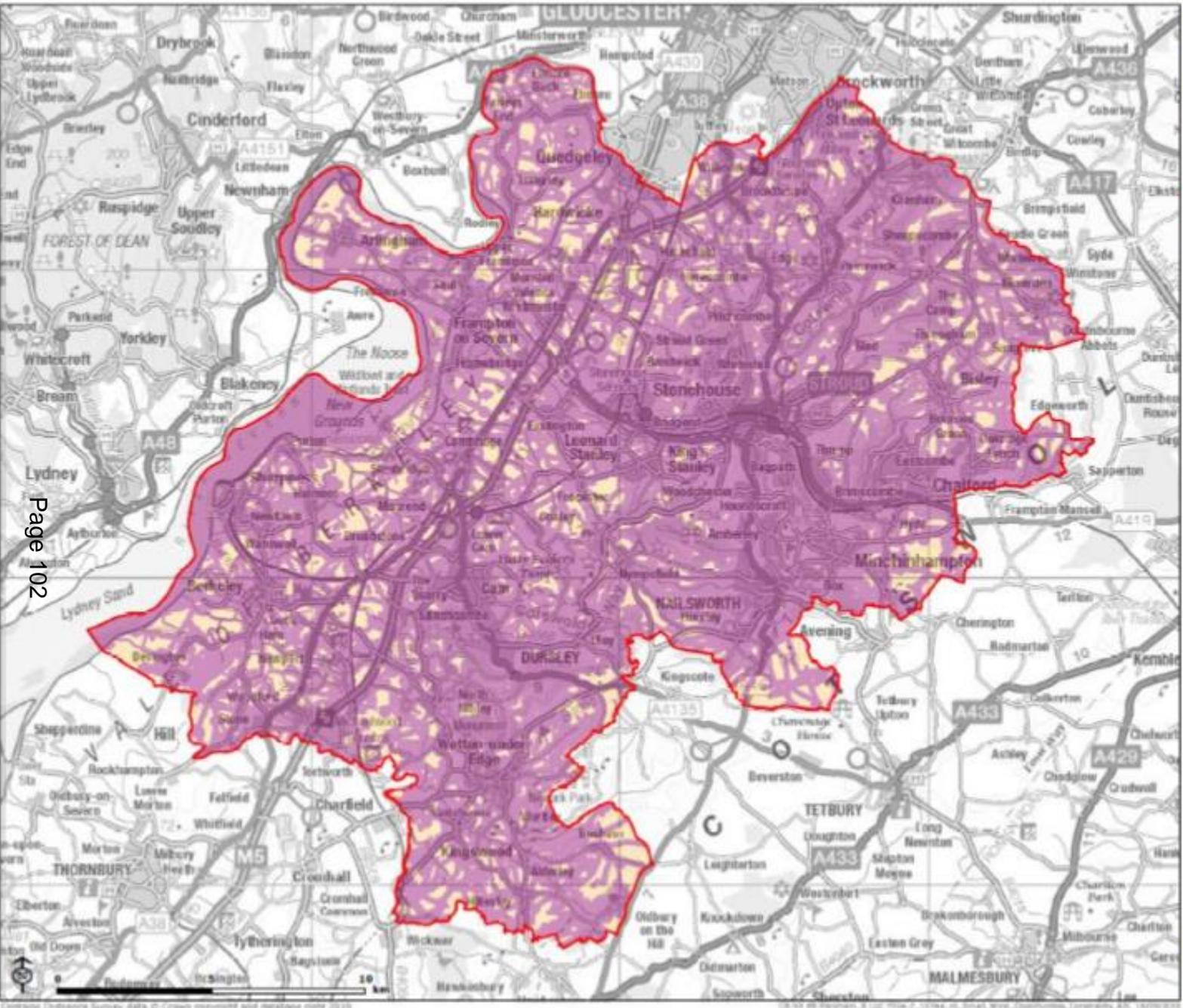


Figure 3: Opportunities and constraints for small scale wind development

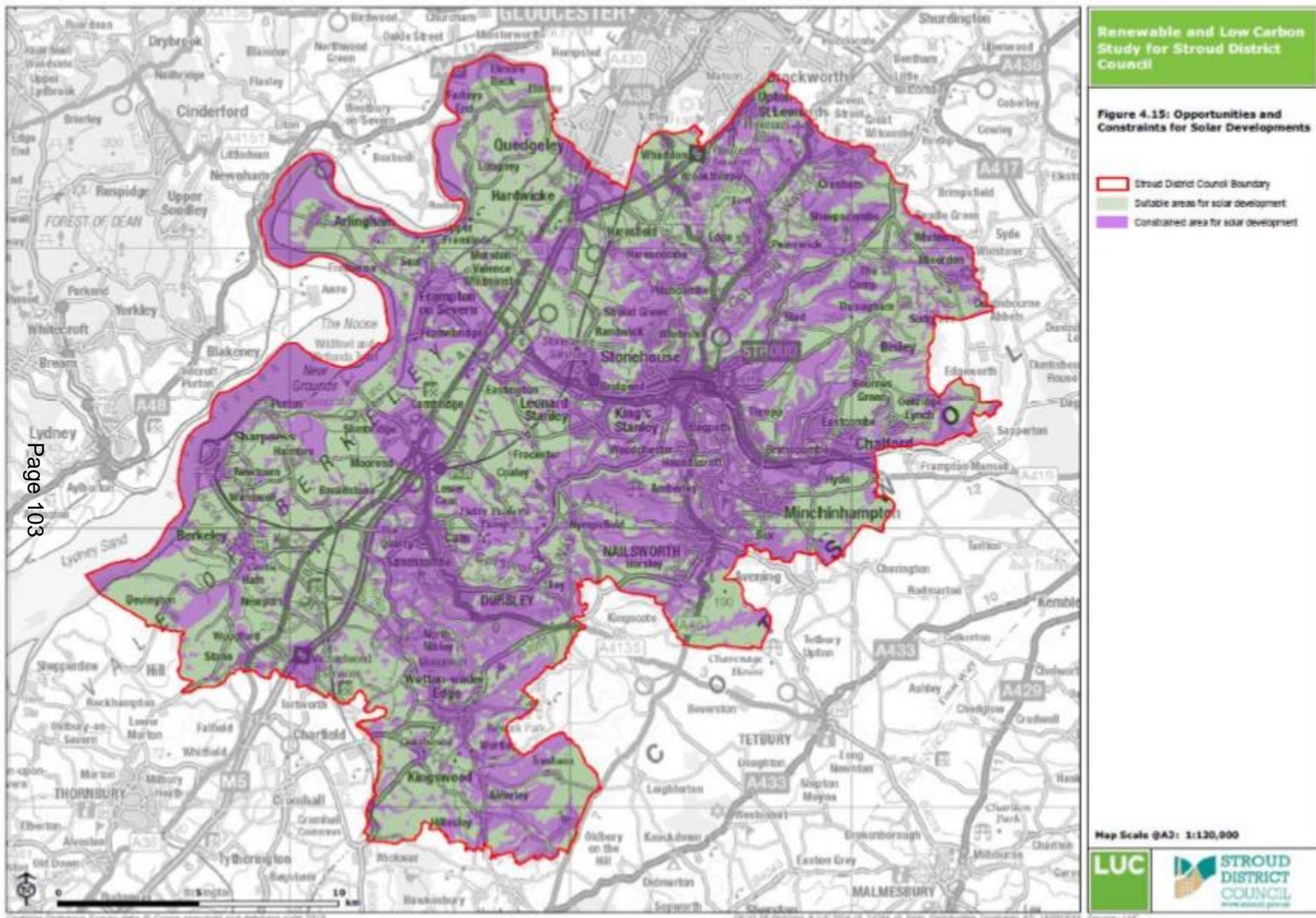


Figure 11: Opportunities and constraints for solar developments



From old to new



A lot more of these

- Large Solar Farm
- 40Ha of farmland
- 10% of electricity requirements of Stroud District
- Approve by DCC at second attempt



But the nimbys are still out there some in unexpected places



Stroud District

- 6% built on,
- 80% is farmland, (over half for animal feed)
- 11% is natural
- 3% is green areas within urban areas.
- 1% required for large scale solar to power 50% of district



Economic Benefits

(Gloucestershire)

- More than 2/3 of £1 bn annual expenditure on energy goes out of county
- Improving energy performance of building and shifting to EV could reduce energy bill by £250m (productivity gain 20%)
- building performance moving 60 % of housing stock to EPC C requires £1.bn investments , if by local firms GVA for county of £0.75 bn
- Potential investment of £ 1.5bn in new renewable generation GVA of some £400m for county



How are you measuring the impact of individual changes and the overall effect?

Councils emissions

- SDC EMAS / now ISO 1400
- <https://localpartnerships.org.uk/greenhouse-gas-accounting-tool/>

District Emissions

- **Beis** <https://www.gov.uk/government/collections/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics>
- **Scatter** <https://scattercities.com/>
- **Place-Based Carbon Calculator** <https://www.carbon.place/>

Stroud .. Simple excel spreadsheets

Stroud District Council - Greenhouse Gas Emissions data

Scope 1	Tonnes of CO _{2e} 2018/19	Tonnes of CO _{2e} 2017/18	Tonnes of CO _{2e} 2016/17	Tonnes of CO _{2e} 2015/16	Tonnes of CO _{2e} 2014/15	Tonnes of CO _{2e} 2013/14	Tonnes of CO _{2e} 2012/13	Tonnes of CO _{2e} 2011/12	Tonnes of CO _{2e} 2010/11	Tonnes of CO _{2e} 2009/10
Gas consumed	385	410	300	283	286	297	323	284	391	329
Owned Transport emissions (Fleet)	18	24	32	36	36	32	30	27	29	33
Scope 2										
Electricity consumed*	391	676	723	554	652	561	621	613	718	699
Scope 3										
Business Travel										
Staff & Members	69	71	61	85	124	96	100	113	114	131
Contractors (Housing)**	250	207	238	258	273	205	397	143	184	244
Contractors (Waste)**	424	403	464	545	644	775	955	675	801	839
Contracted Out Leisure Management (SPLC)**										
Electric consumed	99	207	339	419	461	423	523	428	386	395
Gas consumed	552	520	417	440	447	421	531	429	314	329
Total gross emissions	2188	2518	2574	2620	2923	2810	3480	2712	2937	2999
Total Annual Net Emissions	2188	2518	2574	2620	2923	2810	3480	2712	2937	2999

Colour code

- Drop down selection
- Calculation/Formula Cell - locked
- Text/number input

Scope 1
Heating

Activity	Consumption Units (Please Select)	Year	Consumption	Conversion Factor	Emissions (tCO ₂ e)
Natural Gas	kWh (Gross CV)	2021-22	3,000	0.183	0.55
Burning Oil - Kerosene	kWh (Gross CV)	2021-22	3,000	0.247	0.74
Gas Oil	kWh (Gross CV)	2021-22		0.257	Enter Consumption Figure
Wood Pellets	kWh (Gross CV)	2021-22	3,000	0.015	0.05
Wood Chips	kWh (Gross CV)	2021-22	3,000	0.015	0.05
Liquid Petroleum Gas	kWh (Gross CV)	2021-22		0.214	Enter Consumption Figure
Propane	kWh (Gross CV)	2021-22		0.214	Enter Consumption Figure
Coal (Domestic)	kWh (Gross CV)	2021-22	3,000	0.345	1.03

Local Partnership / LGA



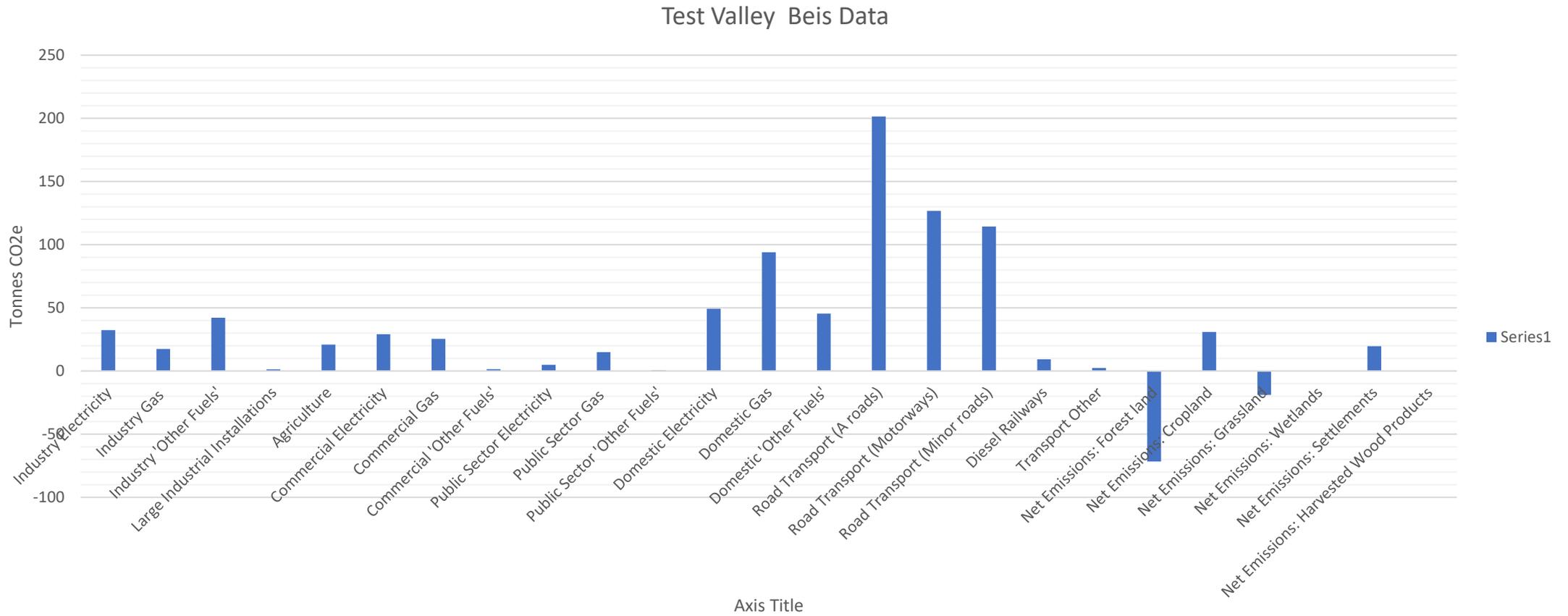
Summary

Scope	Emissions Type	Emissions (tCO ₂ e)	Percentage of Total Emissions
Scope 1	Heating	0.00	0.0%
	Fugitive Emissions	0.00	0.0%
	Authority's Fleet	0.00	0.0%
Scope 2	Electricity	0.00	0.0%
Scope 3	Staff Business Travel	0.00	0.0%
	Outsourced Fleet	0.00	0.0%
	Transmission & Distribution Losses	0.00	0.0%
	Water	0.00	0.0%
	Material Use	0.00	0.0%
	Waste generated from own operations	0.00	0.0%
	Outsourced Scope 3	0.00	0.0%
Total Emissions		0.00	0%

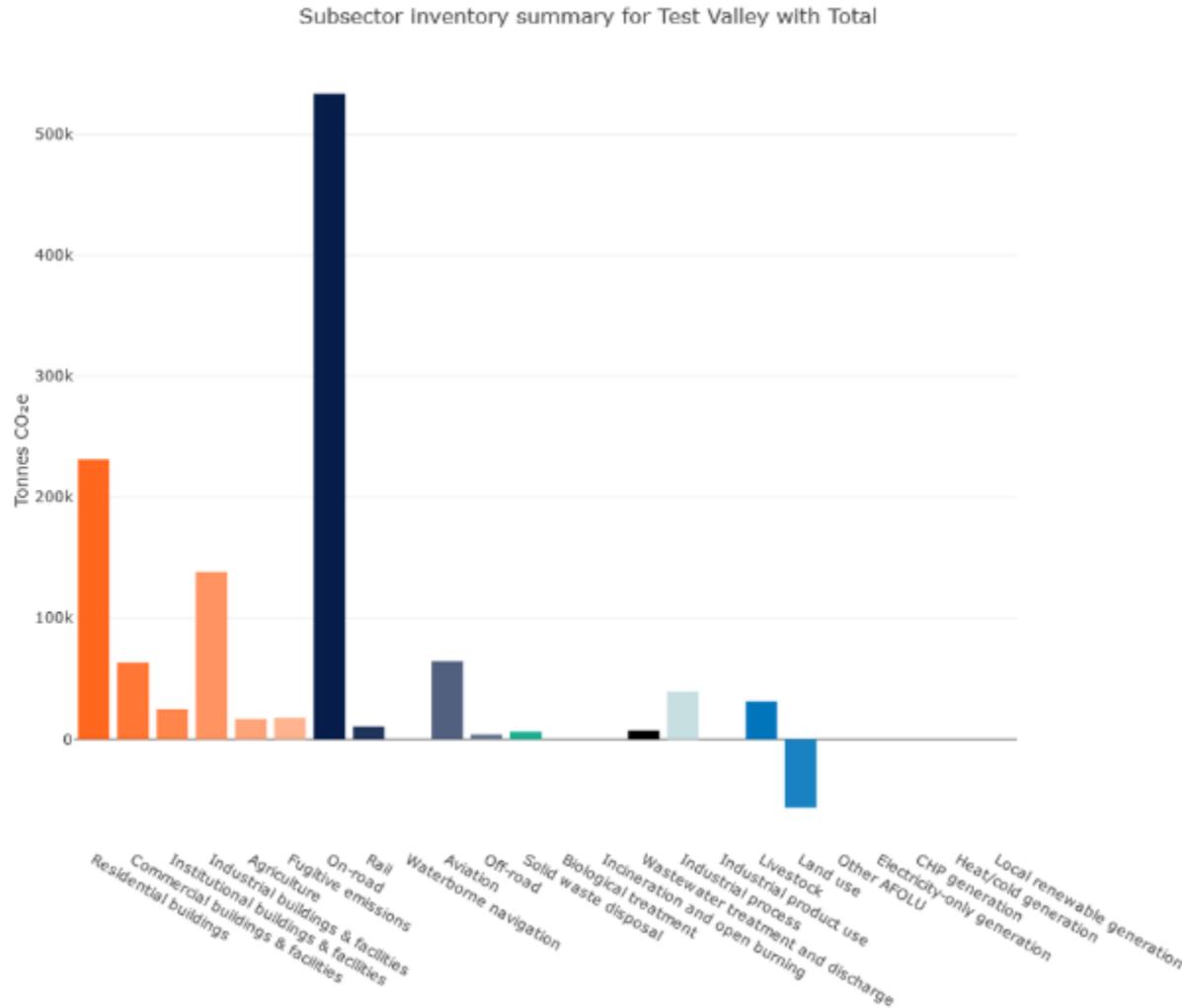
Summary by scope

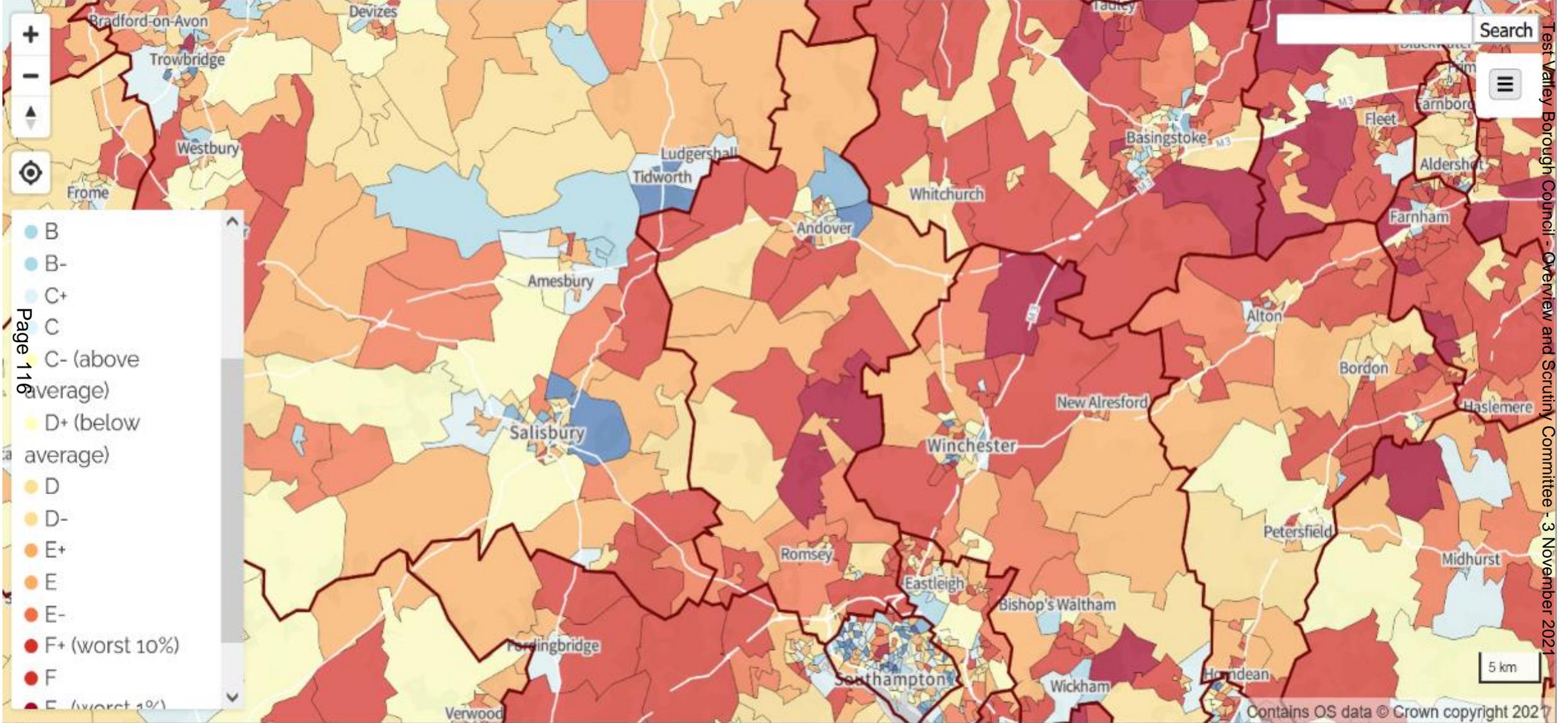
<https://localpartnerships.org.uk/greenhouse-gas-accounting-tool/>

Beis data



Test Valley Carbon Emissions





Select a Local Authority or Region

Overview

Housing

EPCs

Transport

Consumption

General

Overall Carbon Footprint

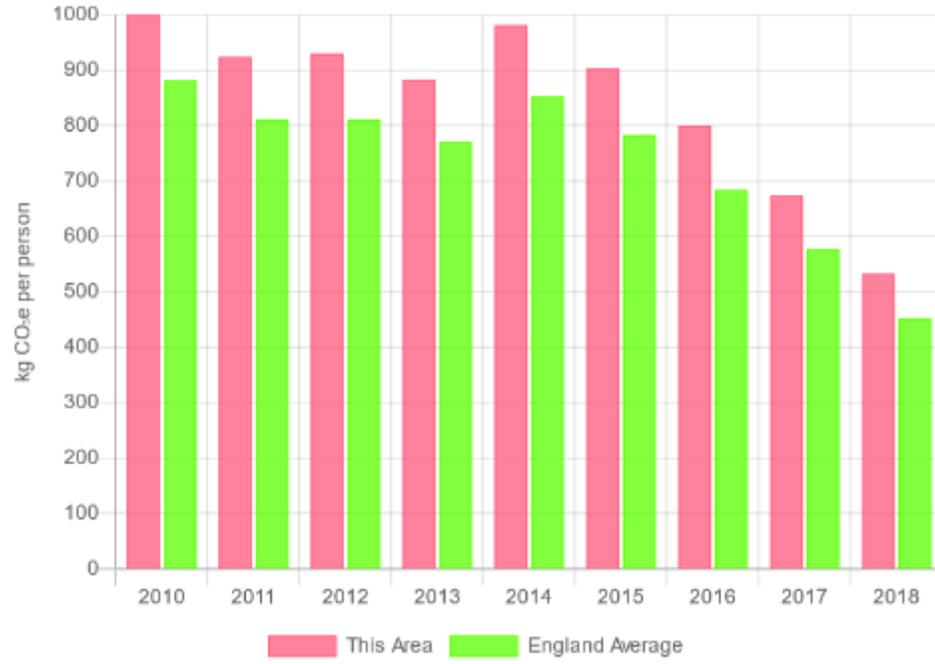
This page gives a modified version of the report card in the main tool showing summary statistics for Local Authority areas. Use the menu at the top to select an area of interest. Not all data provided for LSOAs, such as the grades, is available for Local Authorities areas.

Page 117



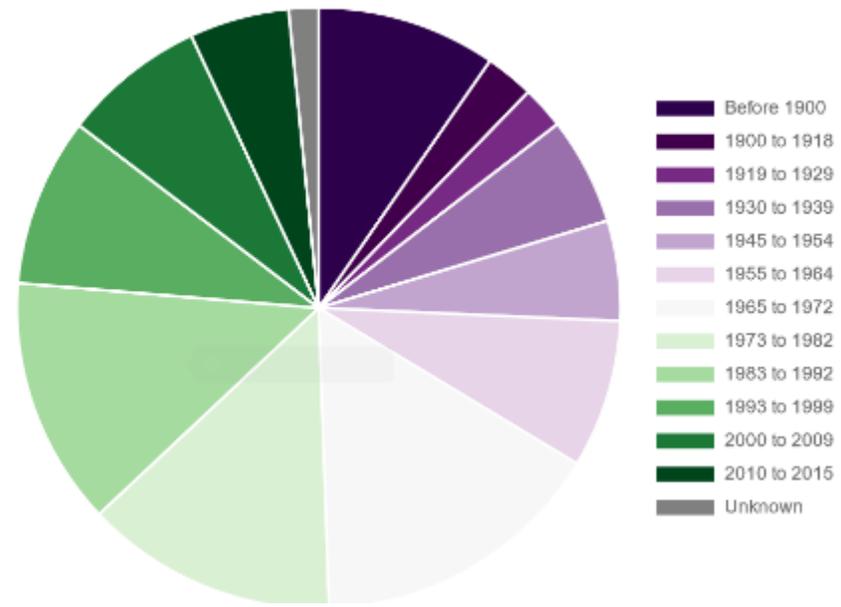
Historical Electricity Usage

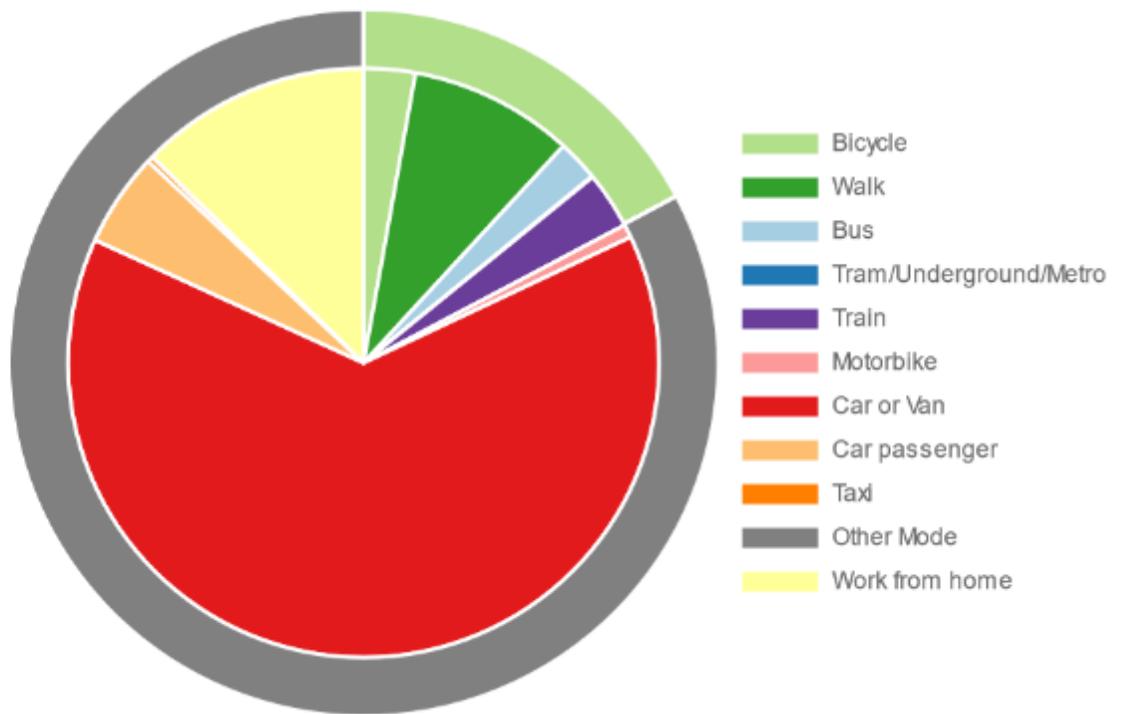
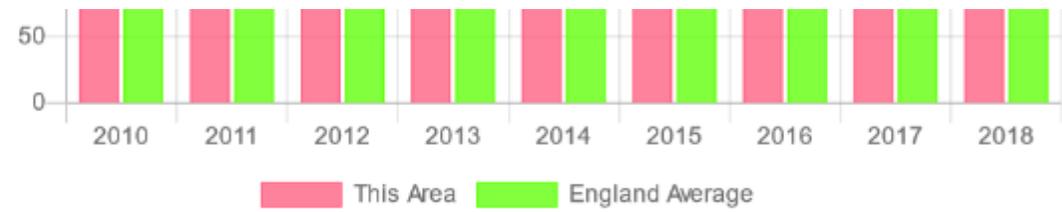
Unlike gas, electricity can be a zero-carbon energy source, depending on how it is generated. In the past, the UK got most of its electricity from burning coal (a very high carbon fuel). However, we now get our electricity from a mix of gas, nuclear, and renewables such as wind and solar. This has meant that the amount of carbon dioxide emitted per unit of electricity has fallen a lot in recent years. Electricity demand has also decreased due to EU legislation requiring appliances to be more energy-efficient and replacing incandescent light bulbs with more efficient CFL and LED light bulbs. In the future, we expect electricity demand to increase as people replace gas heating with electric heat pumps and switch to electric cars. This will require the construction of new power stations, such as offshore wind farms, and more homes to generate their electricity using rooftop solar panels.



Building Age

Older buildings were usually built to lower standards and so need more energy to stay warm. Buildings built before the 1930s usually have solid walls which are harder to insulate than modern cavity walled buildings. This data comes from the 2011 Census.





Travel to Work Trips Share

Commuting makes up about 20% of all trips in the UK and is currently dominated by car travel in most areas. Yet, in many places, with the right investment, people could switch to low carbon travel options such as walking, cycling, and public transport. This data comes from the 2011 census. .

This chart's inner ring shows the proportion of commuters by each mode to travel in the 2011 Census. Although the 2011 Census is now a decade out of date, travel patterns have been stable for many years. Currently, it is unclear how exactly how commuting will change after the coronavirus pandemic. However, a significant increase in working from home is expected in the 2021 Census.

The chart's outer ring shows analysis from the Propensity to Cycle Tool (PCT) of the proportion of people who could cycle to work in the future. The PCT only considers direct commuters, limiting the

CO ₂ e Emissions	t CO ₂ e per annum	Per head of population tCO ₂ e per annum
By Council , scope 1,2 & 3	2,188	0.01
District Energy use	753,000	6.6
District Total	1,366,000	11.6
District plus offshored emissions	1,980,000	16.8

District Council Direct Control 1.6%

But how much can it influence 40-50% ?

IF WE CAN'T CONTROL ALL EMISSIONS, WHAT IS YOUR ROLE ?

- **Leadership**
- **Communication**
- **Setting an example**
- **Purposeful action**
- **Investment , Purchasing ,
Community investment**
- **Partnership**
- **Enabling**

Stroud Strategy sets out

1) Be exemplar ...

...**put our 'own house' in order** Joining up internally under a common mission

... **be the pathfinder** we will exploit the opportunities of our land and buildings to demonstrate how things can be achieved

2) Be an Enabler ...

...**play our part as a partner** in Supporting and facilitating diverse partners

...**identify and support access to financial tools** to deliver

3) Be Encouraging ...

...**actively promote good practice** incentivise, support and to help us all understand what 'good' looks like.

...**signpost to credible expertise** to offer good basic advice and reliable signposting.

And

.... **Build in community governance and broad partnership**

Plus no safe scenario without BIG cuts in your personal consumption (50-65% % of emissions)

are you a real leader ?

Switch your energy supply to 100% renewable by company that invests in new renewable generation not just a trader

<https://www.which.co.uk/news/2019/09/how-green-is-your-energy-tariff/>

Take the 80 % challenge – don't put off efficiency investments in your home before that new kitchen – **CUT PEAK USAGE**

Buy local, , buy in season, if you can afford it, buy organic , buy second hand – don't buy!

Invest in community renewables, divest your pensions from fossil fuels

Eat less but better meat, less dairy

Walk , Cycle , E-cycle share transport and Flying .. Cut it.....

A photograph of a tall, white wind turbine standing in a grassy field. In the foreground, there are several large, leafless trees. The sky is filled with dramatic, grey and white clouds, suggesting an overcast or stormy day. The overall scene is a mix of natural and man-made elements.

**“ Its no use saying we are doing
our best , You have to succeed in
doing what is necessary “**

Winston Churchill

**“We need courage, not hope, to
face Climate Change “**

Kate Marvel

ITEM 13

Programme of Work for the Overview & Scrutiny Committee

Report of Head of Legal and Democratic Services

Recommended:

The Committee is requested to:

- 1. Discuss the topics raised at the Away Day with relevant officers to consider the way forward.**
- 2. Approve the future work programme.**

SUMMARY:

- The purpose of this report is for members to consider the topics raised at the recent Away Day and to keep the Committee's future work programme and recommendations update under review.

1. Background

1.1 Annex 1 tracks the recommendations to Cabinet and Council.

1.2 The OSCOM Task and Finish Panels update is presented at Annex 2 for the Committee's review and comments.

1.3 The OSCOM Work Programme is presented at Annex 3 for review and approval. The updated work programme now includes the topics that the committee has prioritised as a result of the recent Away Day. In order to fully update the work programme the annex also lists those topics not prioritised at the Away Day and the recent round table and should therefore be removed from the work programme.

1.4 The Cabinet Work Programme is attached at Annex 4 for the Committee to consider.

1.5 Action tracking is attached at Annex 5.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
None			
<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:	5		
Author:	Caroline Lovelock	Ext:	8014
File Ref:	N/A		
Report to:	Overview and Scrutiny Committee	Date:	3 November 2021

Part 5 – Action Tracking

Climate Emergency						
	Agreed			Start Date	Action	Progress Update
Recommendation	OSCOM 18.3.20	Cabinet	Council 10.06.20			
<p><u>Recommended to Council:</u></p> <p>That the draft Climate Emergency Action Plan annexed to the report be agreed.</p>	√		√		<p><u>Resolved at Council</u></p> <ol style="list-style-type: none"> 1. That the Climate Emergency Action Plan (Annex 1 to the report) be approved. 2. That the Head of Planning Policy and Economic Development, in consultation with the Environment Portfolio Holder, be authorised to make changes of a minor nature to improve the presentation of the Climate Emergency Action Plan and correct typographical errors prior to publication. 	<p>The change in work practices brought on by the COVID 19 pandemic have provided an opportunity to implement certain actions earlier than anticipated, such as the greater use of virtual meetings. Officers have also set in place internal monitoring measures and review mechanisms. The next update will be discussed at the meeting on 17 March 2021</p> <p>The Climate Emergency Action Plan is reviewed by the Overview and Scrutiny Committee on a six monthly basis.</p>

Review of Armed Forces Covenant						
Recommendation	Agreed			Start Date	Action	Progress Update
	OSCOM 20.1.21	Cabinet 10.2.21	Council			
<p><u>Recommended to Cabinet</u></p> <p>1. That a Civilian/military forum is created to take forward the action plan – Subsumed and intrinsically linked to the Test Valley Partnership. The composition of which will include the various professional and authority representatives from each topic in the report below. Additionally, Army Welfare Service and garrison wellbeing officers, alongside CTP and/or RFEA, where appropriate.</p> <p>2. That a Forces Gateway Single Point of Contact (SPOC) is created on the TVBC website - enabling all information, advice and signposting for all the applicable services, including links to housing, community engagement, health, education, business, local Forces charities and potential available grants.</p>	√	√			<p><u>Resolved:</u></p> <p>1. That a Civilian/military forum is created to take forward the action plan – Subsumed and intrinsically linked to the Test Valley Partnership. The composition of which will include the various professional and authority representatives from each topic in the report below. Additionally, Army Welfare Service and garrison wellbeing officers, alongside CTP and/or RFEA, where appropriate.</p> <p>2. That a Forces Gateway Single Point of Contact (SPOC) is created on the TVBC website - enabling all information, advice and signposting for all the applicable services, including links to housing, community engagement, health, education, business, local Forces charities and potential available grants.</p>	<p>1. The first Civilian Military Forum is scheduled for Friday 19 March. Invites have been sent to representatives from military, welfare, health, education, LAs and charities.</p> <p>2. Initial scoping to see how this will sit within TVBC website. Webpage building and content will be linked to the work of the CMF above.</p> <p>3. To receive feedback on the Civilian and Military Forum and delivery of accountable outcomes at the Overview and Scrutiny Committee meeting on 3 November 2021.</p> <p>Feedback from the Armed Forces Covenant Panel to Overview and Scrutiny Committee on 2 November 2021.</p>

Budget Strategy Update						
	Agreed			Start Date	Action	Progress Update
Recommendation	OSCOM 20.1.21	Cabinet 10.2.21	Council			
<p><u>Recommended to Cabinet:</u></p> <p>That Cabinet accepts and agrees the draft budget.</p>	√	√			<p><u>Resolved:</u></p> <p>That Cabinet notes that Overview and Scrutiny Committee received and approved a Budget Update and endorsed the work undertaken to deliver a Budget for 2021/22.</p>	<p>Council agreed the Budget at its meeting on 26 February 2021.</p>

Test Valley Borough Council - Overview and Scrutiny Committee - 3 November 2021

Panel	Lead Member	Progress Update	Report back to OSCOM
Budget Panel	Councillor Matthews	<p>The panel had met on 28 June and considered the Outturn Report and discussed the revenue position for 2020/21 including the impacts faced by the Council as a result of the pandemic. The next meeting will be held on 4 October 2021.</p> <p>The panel had considered the draft budget and fees and charges for 2021/22 and 22/23. This was considered by Overview and Scrutiny as a separate item on 6 October 2021.</p>	
Audit Panel	Councillor Borg-Neal	<p>At the meeting on 26 July 2021 the panel agreed the schedule for the next year. Councillor Borg Neal suggested that the panel should see the final Audit Report before it is considered at the General Purposes Committee. This will be looked at for 2021/22.</p> <p>The panel had considered the Annual Audit report which was considered by Overview and Scrutiny as a separate item on 6 October 2021.</p>	
Review of Outside Bodies	Councillor C Dowden	<p>The Outside Bodies review is to look at the role and expectations of representatives and the outcomes expected, identify the expectations of Council by reviewing the guidance for representatives and identify and define the role and the level of feedback required. There are a wide variety of different outside organisations with different scopes and it is important to determine what that means and the appropriate representation. Members of the panel include Councillors Hamilton and Parker.</p> <p>Awaiting comments on the survey prior to the next meeting.</p>	21.4.21

Panel	Lead Member	Progress Update	Report back to OSCOM
		Working with the Member and Development Group on how representatives are selected and to improve the way in which representatives report back and the panel will report back in due course.	
Climate Emergency Action Plan	Councillor Gwynne	<p>The first meeting of the Climate Emergency Action Plan Panel will be held on Monday 24 May.</p> <p>The Panel held their first panel meeting and planned monthly meetings on 16 June, 21 July, 16 August and 22 September.</p> <p>The panel has held three meetings which included input from outside representatives. The next two meetings will be for members only to finalise the report and recommendations to come to the Committee in October.</p> <p>The final report will be considered by Overview and Scrutiny on 3 November 2021.</p>	3.11.21
Process for the selection of Chairman and Vice-Chairman of the Committee	Councillor Dowden	<p>Councillor Dowden is compiling comments on the process adopted by the Committee and will report back on whether the process agreed will be the process that will go forward.</p> <p>All comments have been received and a short meeting will be held with the panel to finalise the report.</p>	15.12.21
Enforcement Panel	Councillor Burley	Councillor Burley had met with the Head of Innovation and Strategy and the Head of Planning and Building to discuss how to take the review forward with the resources available. He anticipates having a first meeting with the panel in July to consider how to undertake the review within the provisions of the scope with the review starting formally in September. Members currently are Councillors Brooks, C Dowden, Parker and Warnes.	

Panel	Lead Member	Progress Update	Report back to OSCOM
		<p>Councillor Burley had emailed an update to the Chairman. The panel has met to look at how to take the review forward and had agreed a programme. The next meeting will look at the legislative framework for enforcement</p> <p>The Head of Planning and Building had given an interesting and in-depth presentation to the panel. The next meeting will be in November.</p>	
Communications Panel	Councillor Brooks	The panel has received a presentation from the Community Manager to look at the role of members as community Councillors and how they communicate with their residents and communities. They also discussed how members and officers communicate with each other.	
S106/CIL Panel	Councillor Hamilton	Councillor Hamilton will meet with the Head of Planning and Building and the Head of Planning Policy and Economic Development to consider the way forward.	
Climate and Ecological Emergency Bill Panel	Councillor Lodge	The first panel meeting will be held in early November.	

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME - NOVEMBER 2021

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer / Member)
<u>3 NOVEMBER</u>			
Use of Council's power under Regulation of Investigatory Powers Act 2000	2		To report on the use of the Council's powers under Regulation of Investigatory Powers Act 2000 (Head of Legal and Democratic Services) (20 minutes)
Complaints	2		To receive the Annual Review report (Communications Manager) (20 minutes) (Kathryn Binfield) (20 minutes)
Climate Emergency Action Plan Panel	4		To consider the findings of the Climate Emergency Action Plan Panel. (Councillor Gwynne, Panel Lead Member) (20 minutes)
Feedback from Armed Forces Covenant Panel	2		To hear feedback on the Civilian and Military Forum and delivery of accountable outcomes. (Councillor Matthews, Lead Panel Member) (20 minutes)
<u>15 DECEMBER</u>			
Portfolio Holder Presentation	2		To receive a presentation on leisure facilities including disabled facilities at sports and leisure venues (30 minutes) (Portfolio Holder) (45 minutes)
Work of the Community Safety Management Group	2		To be informed of the work of the Community Safety Management Group. (Community Development Manager) (30 minutes)
Covid-19 Recovery and Resilience Update	2		To receive update on the council's ongoing recovery work resulting from the pandemic. (Head of Strategy and Innovation) (20 mins)
Process for the selection of Chairman and Vice-Chairman of the Committee	3		To consider the panel's final report on the process for the selection of Chairman and Vice-Chairman of the Committee (20 minutes)

* Scrutiny Indicator Key:

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

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer / Member)
<u>19 JANUARY 2022</u>			
Budget Update from Budget Panel	2		This report provides an update on the budget setting process for 2020/21 and provides information on proposals to close the budget gap (Councillor Matthews) (20 minutes)
<u>3 MARCH 2022</u>			
Climate Emergency Action Plan	4		To consider the Climate Emergency Action Plan (Head of Planning Policy and Economic Development) (20 minutes)
<u>7 APRIL 2022</u>			
Corporate Action Plan Annual Review	2		A presentation by The Leader on the Corporate Action Plan (30 minutes).
Chairman's Draft Annual Report	1		To consider the Chairman's Draft Annual Report prior to Council (20 minutes)
<u>NEW TOPICS TO COME FORWARD IN 2021/22</u>			
The Green Economy	2		To hold a roundtable led by the Head of Planning Policy and Economic Development and to invite the portfolio holder to take part. The purpose of the roundtable is to learn more about how the Council will play its part in the development of the green economy.
Funding infrastructure within communities	2		To review and scrutinise the approach taken to the distribution of S106 and CIL and the impact this has had on local communities. Draft scope prepared and to be considered by OSCOM in August 2021
The impact of the Environment Bill and waste collection in Test Valley	2		To undertake pre-scrutiny of the proposals of how TVBC will implement the new requirements resulting from the Environment Bill. The committee to be advised of the appropriate timeframes for undertaking this work.

* Scrutiny Indicator Key:

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

	*Scrutiny Indicator	Requested by	Purpose of Report (Responsible Officer / Member)
New ways of working	2		To understand how the Council is working differently following the impact of the pandemic and with its ambitions to modernise. Consideration of issues such as future impact on Council facilities including Beech Hurst and impact on the health and wellbeing of the workforce. Anticipated Jan/Feb 2022.
Corporate Plan and Corporate Action Plan	3		The Council is likely to commence work on preparing the evidence-base for the development of the next corporate plan 2023 and beyond. There will also be an opportunity to consider how progress is monitored through the Corporate Action Plan including delivery milestones. Initial roundtable in Jan/Feb 2022 to develop approach to public engagement and preparation of wider evidence base.
<u>TBC</u>			
New Neighbourhoods Review Update	3	Cabinet	To receive an update on the review of new neighbourhoods (Head of Planning Policy and Economic Development) (20 minutes)
Scope for second stage of Health Review	2-		To receive a proposed scope for a further OSCOM Panel on health provision (Councillor Baverstock, Lead Member) (20 minutes)
Review of the Area Planning Committee Pilot	2	Committee	The Review of Planning Committees be delayed until the Committees have received 'business as usual' for a period of 12 months after the date at which in the opinion of the Head of Planning and Building Service in consultation with the Planning Portfolio Holder, measures have been established to adequately address the issue of nitrate neutrality in planning applications therefore this item will be put on hold on the Work Programme (Head of Planning and Building) (30 minutes)

BRIEFING NOTES

TOPIC

DATE CIRCULATED

There are no briefing notes scheduled

* Scrutiny Indicator Key:

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

October 2021

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. Whilst the majority of the Cabinet's business at the meetings listed in this Work Programme will be open to the public and media organisations to attend, this is formal notice under the above regulations that part of the Cabinet meetings listed in this Work Programme 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.
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](#)

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 cash flow, investments and borrowings. | NO THRESHOLD | NOT KEY DECISION |
| c. | Decisions for spending or savings outside the budget, or included in the annual budget with reservations. | SPENDING EXCESS OF £75,000 PER ITEM IS A KEY DECISION | |

Arrangements for making representations to the cabinet regarding decisions contained within the work programme

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 Work Programme on any matter where a decision is to be made.

Date of Decision	Item	Key Decision	Decision maker	May include information which is not to be made public*	Documents to be submitted for consideration	Head of Service	Notice of proposed decision first published
29 Sep 2021 Andover	Corporate Financial Monitoring (4 months)	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021
29 Sep 2021 Andover	Test Valley Local Development Scheme (2021) and Next Local Plan - Update on Scope and Timescale	Yes	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	7 Jul 2021
29 Sep 2021 Andover	Andover Masterplan - Cultural regeneration, meanwhile events and activities	Yes	Cabinet	Part exempt	Report of the Community & Leisure Portfolio Holder	Head of Community and Leisure	4 Aug 2021
19 Oct 2021 Andover	Joint Municipal Waste Management Strategy	Yes	Cabinet	Open	Report of the Environmental Portfolio Holder	Head of Environmental Services	9 Sep 2021
27 Oct 2021 Andover	Medium Term Financial Strategy	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021
27 Oct 2021 Andover	Fees and Charges	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021

27 Oct 2021 Andover	Gambling Act 2005 - Review of Licensing Policy	Yes	Council	Open	Report of the Corporate Portfolio Holder	Head of Legal and Democratic	1 Jul 2021
27 Oct 2021 Andover	Andover Conservation Area Appraisal and Management Plan (CAAMP)	Yes	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning and Building	5 Aug 2021
27 Oct 2021 Andover	Allocation of s106 contribution, Chantry Lodge Andover	Yes	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	22 Sep 2021
27 Oct 2021 Andover	Draft New Forest International Nature Conservation Designations: Recreational Disturbance Mitigation Framework Supplementary Planning Document	No	Council	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	25 Aug 2021
27 Oct 2021 Andover	North Hampshire Narrative	No	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	9 Sep 2021
27 Oct 2021 Andover	First Homes	No	Cabinet	Open	Report of the Housing and Environmental Health Portfolio Holder	Head of Housing and Environmental Health	1 Oct 2021
8 Dec 2021 Andover	Corporate Financial Monitoring (6 months)	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021

8 Dec 2021 Andover	Asset Management Plan Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021
8 Dec 2021 Andover	Capital Programme Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	2 Mar 2021
8 Dec 2021 Romsey	Community Car Scheme Grants	No	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Property and Asset Management	10 Sep 2021
8 Dec 2021 Andover	Draft Infrastructure and Developer Contributions Supplementary Planning Document	No	Council	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	21 Sep 2021
8 Dec 2021 Romsey	Allocation of CIL Funds	Yes	Council	Open	Report of the Planning Portfolio Holder	Head of Planning and Building	29 Sep 2021
8 Dec 2021 Andover	Valley Housing Business Plan Update	Yes	Cabinet	Fully exempt	Report of the Finance Portfolio Holder	Head of Community and Leisure, Head of Housing and Environmental Health, Head of Property and Asset Management	17 Sep 2021

12 Jan 2022 Andover	New Forest Partnership Plan	No	Cabinet	Open	Report of the Planning Portfolio Holder	Head of Planning Policy and Economic Development	26 Jan 2021
12 Jan 2022 Romsey	Budget Forecast Update	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	21 Jun 2021
23 Feb 2022 Andover	Revenue Budget & Council Tax Proposals	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	21 Jun 2021
23 Feb 2022 Andover	Capital Programme Update	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	21 Jun 2021
23 Feb 2022 Andover	Treasury Management Strategy	No	Council	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	21 Jun 2021
30 Mar 2022 Romsey	Write off of uncollectable debts	No	Cabinet	Open	Report of the Finance Portfolio Holder	Head of Finance and Revenues	

ACTIONS FROM LAST MEETING

ANNEX 5

Agenda item title	Action type	Action	Owner	Comments
Climate Emergency Action	Follow-up from Meeting	The Principal Planning Officer (Environment) will check with Community and Leisure about the scope for any volunteers to get involved in the planting.	Karen Eastley	C&L have responded on the volunteers point, indicating that they will be using volunteers to help plant some of the trees and will be looking to advertise this to the local community as well as through volunteer groups they work with in due course.