

19 JUNE 2018

**NEW FOREST DISTRICT COUNCIL**

**COMMUNITY & LEISURE OVERVIEW AND SCRUTINY PANEL**

Minutes of a meeting of the Community & Leisure Overview and Scrutiny Panel held in The Bradbury Room, Appletree Court, Lyndhurst on Tuesday, 19 June 2018

\* Cllr G R Blunden (Chairman)

\* Cllr Mrs F Carpenter (Vice-Chairman)

**Councillors:**

\* G C Beck  
\* D A Britton  
\* S J Clarke  
\* I C Coombes

**Councillors:**

\* A H G Davis  
\* A D O'Sullivan  
D J Russell  
M L White

\*Present

**In attendance:**

**Councillors:**

Mrs D E Andrews (Portfolio Holder for Community Affairs)  
J E Binns (Portfolio Holder for Leisure and Wellbeing)  
S P Davies

**Officers Attending:**

C Read, Mrs M Sandhu, J Burton, B Byrne, Miss J Debnam, Mrs R Drummond, Miss D Everett and J Knight

**Apologies**

Apologies for absence were received from Cllr Russell.

**4 MINUTES**

**RESOLVED:**

That the minutes of the meeting of the Community Overview and Scrutiny Panel held on 13 March 2018 and of this Panel held on 14 May 2018 be signed by the Chairman as correct records.

**5 DECLARATIONS OF INTEREST**

No member made any declaration of interest in connection with an agenda item.

**6 PUBLIC PARTICIPATION**

No issues were raised in the public participation period.

## 7 PORTFOLIO HOLDERS' REPORTS

Cllr D Andrews, the Community Affairs Portfolio Holder, updated the Panel on the success of Appletree Careline which now offered an extensive support monitoring service, operating continuously, to 1863 customers across the District, many of whom were elderly and vulnerable, through both home alarms and wristbands. The focus in the current business plan was to continue to grow the customer base. There would be promotions through doctors' surgeries and the service would also have a stand at the forthcoming Armed Serviced Day at Gang Warily on 30 June. There would also be a presentation to councillors before a Council meeting to increase their awareness of the value of the service, so they could promote its use in their local communities. Leaflets that explained the service on offer had been prepared and copies were still available, including through the Portfolio Holder.

The Customer Services Task and Finish Group that had been established in 2017 had been held in temporary abeyance once it was recognised that other work would need to be given priority. It was widely accepted that the Council's website was in need of substantial updating to allow for modern demands, and this was an essential pre-requisite to improving the customer services offer. It was proposed to reconvene the Task and Finish Group towards the autumn for them to make recommendations to this Panel. It was noted that a substitute member would be needed for Cllr M Harris, who had now taken up a portfolio role.

Cllr Binns, the Leisure and Wellbeing Portfolio Holder, advised the Panel that the health and leisure centres were all performing well, with Applemore's performance being better than projected. Ringwood had seen a welcome increase in both members and casual users following the recent investment, while New Milton was maintaining its performance even though it had recently lost a significant proportion of its parking spaces, which had been taken over for building works on this and an adjoining campus.

Work was underway to outsource the running of the pre-school at Applemore. It was recognised that the space occupied by the pre-school was unsuitable for many other uses, but it was hoped to out-source its actual operation. There had been 4 expressions of interest in response to initial advertisement, and the paperwork was being finalised to allow the contract to be put out to formal tender. This would relieve the Council of the responsibilities brought by the operation of a school. The parents would be kept fully informed about what was happening and reassured of the pre-school's continuation.

The promotion of the 6 week summer holiday programme "Hello Summer" would start shortly. This always offered an opportunity to recruit new members, with historically a 15-18% conversion rate from the casual users.

Eling Tide Mill had now been transferred to Totton and Eling Town Council and the Duke of Gloucester had recently attended the official opening of the Eling Experience.

The Portfolio Holder encouraged all members to respond to the forthcoming consultation on the Recreation Management Strategy for the Forest. This was a joint venture between the National Park Authority, County Council, this Council, the Verderers and Natural England. The document covered a wide scope, including issues such as car parks, the control of drones over the Forest and reducing access

to sensitive areas, that could have a significant impact on the way that people used the Forest. The consultation would run for 8 weeks, finishing at the end of August, and was the first round of consultation in the process.

The work of the task and finish group looking at options for the future management of the health and leisure centres was progressing. The group had recently visited each of the health and leisure centres and had been favourably impressed by the standard of the centres and equipment, and also the staff. The group was currently bringing together the necessary information, leading to the submission of recommendations to the Panel in September.

Previous difficulties in the relationship with MyTime Active, who were now running Dibden Golf Centre, were being resolved. There had been a recent management restructure and their new Regional Director had come down to meet the Council. A number of commitments had been made, some of which had now been met. They had also improved their relationship with Hythe and Dibden Parish Council. MyTime was seeking to increase membership levels, but the national trend was for decreasing interest in golf.

## 8 HEALTH AND WELLBEING AGENDA

The Panel received a presentation on the many initiatives being promoted by the Council under the Health and Wellbeing agenda. Delivery was through a number of models, with partnership working with national or local sporting organisations, training and funding volunteers to initiate projects and the funding of equipment as some examples. Every effort was being made to promote increased physical activity across all age groups from young children to the very elderly, having regard to the proven benefits of physical and mental wellbeing. There was growing awareness of the challenges being presented by childhood obesity both now and into the future and a wide range of activities was being promoted including schools in the District now taking part in the “golden mile” that encouraged all children to walk or run around the playground for a short period each day.

There were good links with the health services particularly through GP surgeries, with the use of GP referrals to the health and leisure centres to treat a number of conditions. Historically this had been predominantly to treat musculoskeletal problems, but the greater number of referrals was now to help mental wellbeing. It was encouraging that over 90% of people referred by this route maintained a relationship with the health and leisure centre after the initial period.

Through conversations with partner organisation, such as Sport England, CLOA and the Clinical Commissioning Group, three changes had been identified that would further improve the Council’s alignment to partner outcomes:

- *Visibility* – to build the presence of the service within health partner environments such as GP surgeries and the community hospital;
- *Social prescribing* – using this increased presence to support a wider range of individuals to increase activity levels;
- *Walking partnerships* – to build on existing delivery and ensure a coherent approach with other providers.

There was also a primary care based pilot project with active lifestyle officers engaged with 6 local GP practices to promote more active lifestyles particularly aimed at tackling Type 2 diabetes and associated morbidity. This was a

challenging group as many of them had not even thought about increasing their physical exercise levels and were therefore difficult to get engaged initially.

Key initiatives for the future were:

- Looking to deliver NHS Health Checks
- “This Girl Can” New Forest campaign
- Targeting mothers and families to increase activity.
- Launching the Natural Health Service campaign
- Developing Active Lifestyles further.
- Expanding the Golden Mile project
- Folio (Arts Collective) and social prescribing
- Increasing access to walking Football/Netball/Rugby/Hockey
- Green Gyms (to tackle men’s social isolation)
- Collaborative working to tackle the “Obesity Issue”
- Continuing to explore a Junior Parkrun for Fawley

The Panel welcomed the many initiatives to promote the health and wellbeing of local residents across the District.

## **9 COMMUNITY SAFETY PARTNERSHIP**

The Panel was briefed on the priorities and consequent actions of the Community Safety Partnership, as set out in the current Partnership Plan. This represented a new approach, focussing on reducing the fear of crime, but based on 4 issues that were contributory factors. These were children at risk; modern slavery; domestic abuse; and drug and alcohol harm. Each priority was owned and led by one statutory agency, with the District Council taking the lead on children at risk. One of the key initiatives for this priority was supporting troubled families, of which there were 118 in the Forest. These families absorbed a disproportionate amount of time with various statutory agencies if there was no intervention. Direct intervention was both effective and cost effective. In the Forest the resource available had been used to fund 1.5 members of staff who engaged directly with the families. This was a more effective model than commissioning work through other agencies, and this Council routinely outperformed others in Hampshire, because of that approach. Other agencies were directly involved in the responses to the families and this had created closer, more effective partnership working to make the best use of available resources.

Modern slavery was not perceived to be a problem but the characteristics of the Forest and its economy made it a possibility. The Partnership was working to increase awareness across the Forest and had already been contacted by a potential victim, who had been referred, in accordance with best practice, to the Red Cross for assistance.

Drug and alcohol related problems were the subject of 2 weekly meetings with the police who shared information with the partnership. They were engaged in formulating plans to deter and detect problems. They were already looking at drugs being transported and distributed through the rail system. It had to be recognised that crime was a business, and a key deterrent was ensuring that crime was not profitable.

There was a combined schools pact on drug and alcohol problems with the head teachers of the schools working with the Chief Inspector of Police. This was just part of a wider push to make schools and communities safer.

The Domestic Abuse Forum had been a priority for the last 3 years and was achieving success through a number of actions, including promotional campaigns to increase awareness. Again, there was a multi-agency approach. Of particular note at present was the licensing team working with licensed premises to get key messages across about access to services to help people suffering domestic abuse. There was a strong link between alcohol consumption and incidents of domestic abuse.

On 12 November the Partnership was organising a conference to promote awareness of the 4 priority areas, the work being done to respond to them and also looking to the future. As many agencies as possible would be invited to the event.

## 10 CCTV

The Panel received a presentation on the operation of the Council's CCTV system. The system had been installed in 2002 with the overriding purpose of reducing crime and the fear of crime and anti-social behaviour. All local authorities were statutory partners in the Crime and Disorder Act and CCTV was largely considered to be a local authority's contribution to delivering the objectives of that Act.

The Council operated 56 cameras in 6 town and village centres, with an additional 15 cameras on council-owned sites. All the cameras were proactively monitored 24 hours a day. The CCTV control room offered additional support services such as assisting the police in accessing information obtained through the cameras, including the preparation of evidence packs. The service also responded to requests for reviews by third parties, such as insurance companies and town or parish councils.

The CCTV control room also monitored the panic alarms in the Council's information offices and interview rooms.

The Panel noted that, for historical reasons, the cameras had been placed in busy public areas and car parks. There was concern that, with the changing pattern of crime, this may not be the most appropriate placement. It was noted that at present there was no flexible capability to support victims to stay in their homes and to deter perpetrators. For safety reasons, the victim was moved out, which was a very expensive option for the Council. The Panel favoured the trial use of re-deployable mobile cameras to see if they could be more responsive to meet key needs. Such cameras could not relay information directly to the CCTV control room and the data would need to be stored and retrieved from a local cache, but the Panel considered that there was merit in evaluating this option. Each re-deployable camera would need access to a good power source, but this could be through a lighting column. It was understood that if the necessary consents were in place, for example for access to power, a camera could be deployed on site within 2 weeks of the request.

Other considerations for the future included the possible relocation of the CCTV control room; an evaluation of the effectiveness of each of the current camera positions and the possible relaunch of the Shopwatch scheme, bringing its operation back in house to improve its responsiveness and therefore its

attractiveness to help shops and businesses to help themselves. Options for improved partnership working with other agencies would also be explored.

It was noted that there were costs associated with the decommissioning of any fixed camera positions, as they had to go through a formal decommissioning process.

#### **11 CCTV AND COMMUNITY SAFETY PARTNERSHIP AGREEMENT**

The Panel considered the draft CCTV and Community Safety Partnership Agreement that would form the basis of consultations with the town and parish councils where CCTV cameras were placed. It was noted that all these local councils would be asked to meet a proportion of the cost of providing this service and it was recognised that they would need clear information as to the level of that commitment. Members noted with concern that not all of these local councils currently contributed. It was also noted that Hampshire Police did not make any financial contribution, even though they were a significant beneficiary of the service. This was on the basis that they contributed through the support and direction of officers responding to incidents. Members questioned whether this Council should be extracting information from the system and preparing evidence packs, or whether the police should be doing that work themselves as part of their evidence gathering work.

#### **RESOLVED:**

That the draft "Partnership Agreement" as attached as Appendix 1 to Report Item 8 to the Panel be commended to the Portfolio Holder for Community Affairs for approval for consultation with the relevant town and parish councils.

#### **12 ANNUAL PERFORMANCE AND PROVISIONAL BUDGET OUTTURN**

The Panel considered a summary of the Council's performance both generally and in respect of services under the purview of the Panel. The Panel noted the information on performance and the provisional budget outturn.

#### **13 COMMUNITY GRANTS**

The Panel considered the recommendations of the Task and Finish Group that had been established to look at the process and criteria for considering applications for community grants, and also the councillors' community engagement grants. The main recommendations were summarised in sections 2 and 4 of the report.

The Panel welcomed the continuation of work with Community First New Forest to fully elucidate the sources of funding coming from this Council and how that funding was being spent. The Panel concurred with the initial conclusion that the relationship with this organisation might be more properly managed through a service level agreement.

The Panel thanked Cllr Davies, the Chairman, and the other members of the task and finish group for their work to bring forward the current recommendations.

**RESOLVED:**

That the Portfolio Holder for Community Affairs be advised that:

- (i) The revised criteria and process documents for the consideration of Community Grants, as attached as Appendix 1 to Report Item 10, should be approved;
- (ii) A firm budget should be set for community grant payments to give greater certainty and transparency to the process. The 2019/20 budget for capital grants should be up to £100,000 and the budget for revenue grants up to £350,000;
- (iii) Income from textile banks on council-owned land should in future be directed through the community grants process instead of the Chairman's charities;
- (iv) An annual report should be submitted to the Panel on the projects supported and outcomes through the Leisure Enabling monies;
- (v) A further report be submitted to this Panel in due course following further investigation of the funding arrangements for Community First; and
- (vi) The revised criteria and guidance for the consideration of councillor community engagement grants, as set out at Appendix 2 to Report Item 10, should be approved.

**14 DIBDEN GOLF CENTRE**

The Panel received a statement from Cllr W Andrews, Chairman of the Dibden Golf Centre Task and Finish Group, who was unfortunately unable to attend the meeting.

The Task and Finish Group had met with the new management team of MyTime Active on 24 April. The discussion had included details of their capital investment plan, their financial position, marketing activities and various other aspects dealing with the condition of the course facilities and the use of the function suite. The Task and Finish Group had been satisfied with these aspects, and the Council was negotiating with MyTime on sharing costs for the repairs to the clubhouse roof and the driveway, in exchange for a share of the revenue from functions and catering.

The overall investment plan for this year was being finalised and would be shared with the Group in due course. This would include a 3 year asset management plan and the long term drainage scheme at Dibden. MyTime had also been asked to bring forward plans for the development of the Pro Shop to make better use of that space.

As Chairman of the Group, Cllr Andrews now felt more comfortable with the new level of engagement with MyTime Active, and considered that the general direction of travel was good, although there was still more work to be done in clarifying respective responsibilities for various works, and their related timescales.

The Panel concurred with Cllr Andrew's recommendation that the current task and finish group should be reappointed as a standing working group.

**RESOLVED:**

That the Dibden Golf Centre Task and Finish Group be reappointed as a standing Working Group, to monitor MyTime's Active's performance and to ensure that the Dibden Golf Centre continues to generate good results for the Council and its users.

**15 WORK PROGRAMME**

**RESOLVED:**

That the work programme attached as Appendix 1 to these minutes be approved to guide the Panel's activities over the coming months.

**16 HAMPSHIRE POLICE AND CRIME PANEL**

This matter was raised, as a matter of urgency, by Cllr Clarke, with the consent of the Chairman, on the grounds that the Panel should be updated on recent and forthcoming events.

Cllr Clarke reminded the Panel that he had been one of the group of members that had criticised the Police and Crime Commissioner for seeking a significant increase in his budget for this year. Cllr Clarke was able to report however that he was now satisfied that the Police and Crime Commissioner's office was being operated in an efficient and effective manner, providing a wider range of services than was generally appreciated. He advised the Panel that this may once again become a live issue following the forthcoming meeting of the Police and Crime Panel which was likely to set up a proactive study of how the Commissioner's office was supporting policing throughout Hampshire.

CHAIRMAN

## COMMUNITY AND LEISURE OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2018/2019

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
<b>18 SEPTEMBER 2018</b>			
Health and Leisure Task & Finish Group	To receive an update on current provision in the District and the re-modelling of current schemes.	Presentation to Panel	<b>Rebecca Drummond / Cllr Clarke</b>
Corporate Customer Services	To receive and update on progress in improving customer transactions on-line and through the Council's Information Offices; and also in improving connectivity within the Council's own systems to ensure efficiency of payment transactions	Presentation to Panel	<b>Rebecca Drummond</b>

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
<b>15 JANUARY 2019</b>			
Community Grants Task & Finish Group	To consider Task & Finish Group findings with regards to the allocation of grants for inclusion in the 2019 budget	Report to Panel	<b>Colin Read</b>
Safer New Forest Partnership Plan	Update on the current plan and start to look forward to the next year's plan.	Report to Panel	<b>Rosemary Rutins/Brian Byrne</b>
Dibden Golf Centre	To receive the bi-annual update from the Chairman of the Task & Finish Group	Verbal update to Panel	<b>Cllr B Andrews/Colin Read</b>
Community Strategy	To consider the development of an over-arching strategy for community matters.	Report to Panel	<b>Rebecca Drummond/Manjit Sandhu</b>
Young People - Wellbeing	To understand the issues affect the wellbeing of young people living in the District (Mental Health)	Presentation to the Panel	<b>Manjit Sandhu/Cllr Binns</b>
Customer Services	To receive and Task and Finish Group's findings and recommendations	Report to Panel	<b>Rebecca Drummond / Cllr O'Sullivan.</b>

<b>19 MARCH 2019</b>			
	(TBC)		

**Items for the future:**

Eling Tide Mill – Annual report  
St. Barbe’s Museum – Annual Report.