

# NOTICE OF MEETING

**Meeting:** COMMUNITY & LEISURE OVERVIEW AND SCRUTINY  
PANEL

**Date and Time:** TUESDAY, 19 JANUARY 2021, AT 6.00 PM\*

**Place:** MS TEAMS - ONLINE

**Enquiries to:** Email: [andy.rogers@nfdc.gov.uk](mailto:andy.rogers@nfdc.gov.uk)  
Tel: 023 8028 5070

**PUBLIC PARTICIPATION:**

\*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak should contact the name and number shown above no later than 12.00 noon on 15 January 2021. This will allow the Council to provide public speakers with the necessary joining instructions for the Microsoft Teams Meeting.

**Bob Jackson**  
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA  
[www.newforest.gov.uk](http://www.newforest.gov.uk)

This Agenda is also available on audio tape, in Braille, large print and digital format

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## AGENDA

### Apologies

#### 1. MINUTES (TO FOLLOW)

To confirm the minutes of the meeting held on 15 September 2020 as correct records.

## **2. DECLARATIONS OF INTEREST**

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

## **3. PUBLIC PARTICIPATION**

To note any issues raised during the public participation period.

## **4. SAFER NEW FOREST PARTNERSHIP - CONSIDERATION OF CRIME AND DISORDER FIGURES FOR THE DISTRICT AND PROPOSED PRIORITIES FOR 2021/22 (TO FOLLOW)**

To receive the crime and disorder statistics for the District and consider proposed priorities for the local Safer New Forest Partnership for inclusion in the 2021/22 Plan.

## **5. COMMUNITY GRANTS - 2021/22 (TO FOLLOW)**

To consider the Community Grants Task and Finish Group's recommendations with respect to the allocation of grants for 2021/22.

## **6. DIBDEN GOLF CENTRE UPDATE - VERBAL REPORT**

To receive a verbal update regarding Dibden Golf Centre.

## **7. WORK PROGRAMME (INCLUDING PERFORMANCE DASHBOARDS) (Pages 5 - 10)**

To consider the Panel's future work programme including the Performance Dashboard for portfolios under this Panel.

## **8. PORTFOLIO HOLDERS' UPDATES**

An opportunity for the Portfolio Holders to provide any updates on developments within their portfolios.

## **9. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

## **NEW FOREST DISTRICT COUNCIL – VIRTUAL MEETINGS**

### **Background**

This meeting is being held virtually with all participants accessing via Microsoft Teams.

A live stream will be available on YouTube to allow the press and public to view meetings in real time and can also be found at the relevant meeting page on the Council's website, with this published agenda.

### **Principles for all meetings**

The Chairman will read out Ground Rules at the start of the meeting for the benefit of all participants. All normal procedures for meetings apply as far as practicable, as the Government Regulations do not amend any of the Council's existing Standing Orders.

The Ground Rules for all virtual meetings will include, but are not limited to, the following:-

- All participants are reminded that virtual public meetings are being broadcast live on YouTube and will be available for repeated viewing. Please be mindful of your camera and microphone setup and the images and sounds that will be broadcast on public record.
- All participants are asked to mute their microphones when not speaking to reduce feedback and background noise. Please only unmute your microphone and speak when invited to do so by the Chairman.
- Councillors in attendance that have not indicated their wish to speak in advance of the meeting can make a request to speak during the meeting by using the "raise hand" feature in Microsoft Teams. Requests will be managed by the Chairman with support from Democratic Services. Please remember to "lower hand" when you have finished speaking.
- The chat facility should not be used unless raising a point of order or providing the wording for a motion.
- All participants are asked to refer to the report number and page number within the agenda and reports pack so that there is a clear understanding of what is being discussed at all times.

### **Voting**

When voting is required on a particular item, each councillor on the committee will be called to vote in turn by name, expressing their vote verbally. The outcome will be announced to the meeting. A recorded vote will not be reflected in the minutes of the meeting unless this is requested in accordance with the Council's Standing Orders.

By casting their vote, councillors do so in the acknowledgement that they were present for the duration of the item in question.

### **Technology**

If individuals experience technical issues, the meeting will continue providing that it is quorate and it is still practical to do so. The Chairman will adjourn the meeting if technical issues cause the meeting to be inquorate, the live stream technology fails, or continuing is not practical.

### **Public Participation**

Contact details to register to speak in accordance with the Council's Public Participation Procedures are on the front page of this agenda.

In order to speak at a virtual meeting, you must have the facility to join a Microsoft Teams Meeting. Joining instructions will be sent to registered speakers in advance of the meeting.

The Council will accept a written copy of a statement from registered speakers that do not wish to join a Microsoft Teams Meeting, or are unable to. The statement will be read out at the meeting and should not exceed three minutes. Please use the contact details on the agenda front sheet for further information.

To:

Councillors

Councillors

Geoffrey Blunden  
(Chairman)  
Neville Penman (Vice-  
Chairman)  
Steve Clarke  
Keith Craze  
Arthur Davis

Barry Dunning  
David Hawkins  
Caroline Rackham  
David Russell  
Alex Wade

## Community Affairs - Portfolio Performance Dashboard

Relevant Service Area(s)	Portfolio Holder
Housing Estates Management & Support (Community Safety, CCTV, Appletree Careline), Elections and Business Improvement (Elections), Customer Services, Communications, Digital Services.	Cllr Diane Andrews

Key Priorities	Key Activities	Key Actions		
Portfolio Priorities 2020 - 24	Key Activity 2020 - 24	Key Actions 2020	Target Date	Status Update
<b>Putting customers at the centre of what we do and how we do it.</b>	Implement the new NFDC digital platform and corporate website with enhanced functionality designed around the customer.	Implement a modern customer led Website during 2020/21 in response to changing customer's needs, working with Customer Task & Finish Group and monitored by the Community Overview and Scrutiny Panel.	Mar-21	Phase 1 of the new website went live in July 2020, this enabled greater digital service delivery with an easy to use design for customers. Work is now underway on phase 2 which will identify and enable a greater number of digital customer journeys.
<b>Modernising customer services and responding to changing needs.</b>	Understand and respond to residents expectations in the delivery of customer services.	Ongoing review of face to face, telephone and services available on-line.	TBC	Due to Covid 19 and the closure of Information Offices, all information officers were re-trained to respond to an increase in demand of customer contact calls, opening hours were adjusted at Information Offices once most reopened in summer 2020.
<b>Supporting the arts and cultural heritage of the New Forest.</b>	Provide grant funding to community groups and charitable organisations who help deliver the council's objectives in the community.	Community Grants Process.	Mar-21	Community grants interview were held Nov 2020 for 2021 award. Small organisation grants also awarded in response to Covid 19 and members grants increased to help support the community.
<b>Engaging with partners and the community to inform and contribute towards wider service outcomes.</b>	Engagement with town and parish councils through the information bulletin and a review of our Statement of Partnership.	Greater engagement with Town & Parish Councils following the Task & Finish Group review of the Statement of Partnership.	2021 TBC	Delayed in March 2020 due to Covid 19 outbreak, discussion needed as to when this will recommence but tentative target date of 2021 depending on easing of current lockdown measures.
<b>Ensuring the New Forest remains a safe place to live, work and visit.</b>	Deliver the Safer New Forest Partnership Plan.	Undertake community safety engagement sessions and deliver the Community Safety conference biannually.	Complete Nov-20	Community Safety, alongside our partners within Hampshire Constabulary and Hampshire Fire & Rescue Service undertook five dedicated days to engage and listen to residents views across the district. The partnership held it's community safety webinar November 2020 joined by 100+ delegates from services across the district area.
		Report on the delivery of Safer New Forest Partnership Plan to the Community Overview & Scrutiny Panel.	Sep-20	Safer New Forest Partnership Plan - Progress Update to Community & Leisure Panel September 2020

Key Performance Indicators									Financial Information - Budgets £'000				
KPIs	Unit	Freq.	Desired DOT	Target	Last Period	Actual	Actual DOT	Status	Budget Description	Original Budget	Emergency Budget Adjustments	December Financial Monitoring	Revised Budget
Increase in services available online.	Num	Monthly	Targets being reviewed to reflect the most appropriate metrics to monitor digital delivery						<b>General Fund Revenue Position</b>	1497	115	0	1612
Increase in unique visitors to the website.	Num	Monthly							<b>Variation Percentage</b>		7.70%	0	7.70%
Increase in customer ease of use score.	%	Monthly							Covid Marshalls (income £71k, expenditure £71k)				
Number of engagement activities (Community Safety).	Num	Annually	↑	5		5	TBC		<b>General Fund Capital Position</b>	0	0	0	0
Residents satisfaction survey re: crime and disorder	%	Annually	↑	95		96	TBC		<b>Variation Percentage</b>				

High Risks			
High Risk Area	Risk	Mitigation actions	New Risk
Lack of investment in technology and/or the wrong technology results in an inability to move towards digital service delivery.		Website delivery included in ICT work programme.	
Inability for the council to deliver on its key priorities as set out within its Safer New Forest strategic plan.		Combined resources of the Community Safety Partnership (CSP) partners sharing responsibility and collaborative working enabled ongoing delivery and actions on key priorities.	
Lack of understanding of community needs and the ability to provide support for the needs, including with the impact of COVID19.		Community Strategy under development, Community COVID Recovery Task & Finish Group recommendations, Community Grants.	

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## Leisure and Wellbeing - Portfolio Performance Dashboard

Relevant Service Area(s)	Portfolio Holder
Health & Leisure, Environmental & Regulation	Cllr Mark Steele

Key Priorities	Key Activities	Key Actions		
Portfolio Priorities 2020 - 24	Key Activity 2020 - 24	Key Actions 2020	Target Date	Status Update
<b>Working with partners to improve the health and wellbeing of our residents.</b>	Provide strategic leadership across the district through the New Forest Health and Wellbeing Board to improve the lives of local residents.	Development and delivery of the New Forest Health and Wellbeing strategy during 2020/21 for consideration by Community and Leisure Overview and Scrutiny panel.	2021	Member Task and Finish group to commence in early 2021, paused due to Covid.
		Quarterly meetings of the New Forest Health and Wellbeing Board.	Quarterly	These have not taken place due to the Coronavirus outbreak. The partners of the Health and Wellbeing Board (Public Health Hampshire, West Hampshire CCG, the Third Sector and NFDC) have been occupied with ensuring a joined approach to supporting local residents. We have delivered the Local Response Centre supporting vulnerable with food and medication deliveries and befriending support.
<b>Ensuring that public health prevention principles are embedded within core services of the council.</b>	Develop and deliver a Health and Wellbeing Strategy focusing on: - Physical Health - Mental Health - Tackling Health Inequalities - Creating Healthier Communities	Development of Health and Wellbeing Board strategic priorities.	TBC	These will be aligned with the Health and Wellbeing strategy. The current priorities have been focused on supporting the most vulnerable in the community. The Covid Virus and the impact thereof, has widened the existing health inequalities and the priorities will be reflected in the recovery action plan.
<b>Increase the levels of physical activity within the district.</b>	Create a Leisure Facilities Strategy to ensure the infrastructure exists to enable increased levels of physical activity.	Facilities Strategy adopted as part of the Local Plan.	TBC	Not achieved. This requires the Planning section to action the Facilities Strategy. I have worked with the Football Association to develop the Local Football Plan. This prioritises investment from the Football Foundation. It is NOT a Playing Pitch Strategy.
<b>Providing affordable and accessible leisure facilities.</b>	Deliver the strategic objectives set out in the review of NFDC leisure centres.	Deliver the outcomes from the Health and Leisure Review and monitor the achievement of the wider objectives through the Community Overview and Scrutiny Panel.	Jul-21	The Health and Leisure Review continues to progress through the procurement process, with requests for Best and Final Offers sent to bidders in November. Bidder responses will be received in December which will be followed by evaluation, and a detailed update and recommendation will be presented to Community and Leisure Panel in January.
		Monitor delivery of Mytime Active contract for Dibden Golf Centre to improve participation in golf and associated activities reporting to Community Overview and Scrutiny Panel.		

Key Performance Indicators									Financial Information - Budgets £'000				
KPIs	Unit	Freq.	Desired DOT	Target	Last Period	Actual	Actual DOT	Status	Budget Description	Original Budget	Emergency Budget Adjustments	December Financial Monitoring	Revised Budget
Increase in physical activity in adults.	%	Annual	↑	TBC		65.4%	TBC		<b>General Fund Revenue Position</b>	1403	1638	-122	2919
Increase in physical activity in children.	%	Annual	↑	TBC		53.3%	TBC		<b>Variation Percentage</b>		16.70%	-8.70%	108%
Reduction in inactivity levels.	%	Annual	↓	TBC		19.5%	TBC		Leisure & Wellbeing Income Support Scheme (-£2,220k) Leisure & Wellbeing Furlough (-£1,100) Additional November Closure (£220k) Delayed Lymington STP Replacement Project (-£172k) Delayed Asset Maintenance Programme (-£200k)				
Data from Active Lives report which runs Nov - Nov, data shown is from May 20 interim figures and full report should be available by next panel date.									<b>General Fund Capital Programme</b>	0	0	0	0
									<b>Variation Percentage</b>				

High Risks			
High Risk Area	Risk	Mitigation actions	New Risk
Constant threat of potential closures of Leisure Centres due to local Covid 19 restrictions.		Communications with users. Maintaining membership loyalty by freezing payments.	

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## COMMUNITY AND LEISURE OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2020/2021

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
Eling Tide Mill	Annual Update	January 2021	<b>TBC</b>
Community Grants Task & Finish	To deal with grant applications for the ensuing year	Report in January 2021	<b>Officers</b>
Community Safety and Strategic Assessment	To receive an update	Report/Presentation in January 2021	<b>TBC</b>
Health and Leisure Service Review	To receive regular updates on developments and the work of the Task and Finish Group	Report or presentation	<b>Manjit Sandhu</b>
Dibden Golf Centre	To receive updates from the Chairman of the Task & Finish Group	Verbal update to Panel as required	<b>Portfolio Holders/officers</b>
Community Strategy	To consider the development of an over-arching strategy for community matters.	JANUARY 2021 report to panel	<b>Manjit Sandhu</b>
Customer Services	To receive the Task and Finish Group's findings and recommendations	Report to Panel as required	<b>Manjit Sandhu</b>

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