

NOTICE OF MEETING

Meeting: COMMUNITY, PARTNERSHIPS AND WELLBEING
OVERVIEW AND SCRUTINY PANEL

Date and Time: TUESDAY, 14 SEPTEMBER 2021, AT 6.00 PM*

Place: COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU
ROAD, LYNDHURST, SO43 7PA

Enquiries to: Email : andy.rogers@nfdc.gov.uk
Andy Rogers Tel: 023 8028 5070

PUBLIC PARTICIPATION:

Members of the public may View to this meeting live on the Council's website at the following link:-

<https://democracy.newforest.gov.uk/ieListDocuments.aspx?CId=582&MId=7430>

*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 FRIDAY, 10 SEPTEMBER 2021.

Colin Read
Interim Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

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

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 15 June 2021 as a correct record.

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 PLAN

To receive an update on actions in the current Plan.

5. LOCAL POLICING PRIORITIES

To receive a presentation from Police Chief Inspector, Helen Andrews on policing priorities in the District.

6. HAMPSHIRE POLICE AND CRIME PANEL

To receive a verbal update from the Portfolio Holder.

7. CITIZENS ADVICE NEW FOREST (CANF) GRANT FUNDING (Pages 5 - 8)

To receive a progress update from CANF Representatives, and to make recommendations on the future grant funding.

8. CEMETERIES REGULATIONS (Pages 9 - 44)

To receive an update on new Cemeteries Regulations.

9. FOOD SAFETY SERVICE PLAN UPDATE (Pages 45 - 48)

To receive an update on the Food Safety Service Plan.

10. HEALTH AND LEISURE CONTRACT UPDATE (Pages 49 - 50)

To receive an update on the operation of the Council's Health and Leisure Contract since the transfer to Freedom Leisure on 1 July 2021.

11. DIBDEN GOLF CENTRE - UPDATE (Pages 51 - 52)

To receive an update on Dibden Golf Centre.

12. CORPORATE PLAN 2020-2024 'COMMUNITY MATTERS' (Pages 53 - 80)

To consider the revised Corporate Plan 2020-2024 Community Matters' to reflect the changes to the Cabinet Portfolios and their responsibilities.

13. PORTFOLIO HOLDER'S REPORTS

An opportunity for the Portfolio Holders to raise any issues in respect of developments within their portfolios.

14. WORK PROGRAMME

To consider the Panel's future work programme, and to receive updates/discuss arrangements for the following Working Groups:

- Health and Leisure Contract Working Group
- Community Grants Task and Finish Group
- Health and Wellbeing Strategy Task and Finish Group
- Litter Policy and Strategy Working Group
- Public Conveniences Task and Finish Group
- Customer Services Task and Finish Group.

15. DATES OF MEETINGS 2022/23

To agree the following dates of meetings for 2022/23 (Tuesdays at 6.00 pm):

14 June 2022
13 September 2022
17 January 2023
14 March 2023

16. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors:

Councillors:

Geoffrey Blunden
(Chairman)
Neville Penman (Vice-
Chairman)
Louise Cerasoli
Steve Clarke
Keith Craze

Arthur Davis
Barry Dunning
David Hawkins
Caroline Rackham
Alex Wade

This page is intentionally left blank

**COMMUNITY, PARTNERSHIP AND WELBEING OERVIEW AND SCRUTINY PANEL – 14
September 2021**

CITIZEN'S ADVICE NEW FOREST – FUNDING FOR 2022 to 2025

1. RECOMMENDATION

- 1.1 That the Panel consider CANF request for a three-year funding agreement for the years 2023/24 and 2024/25 as follows and make a recommendation to the Cabinet:

Year 1 commencing 1st April 2022: £185,895

Year 2 commencing 1st April 2023: £190,542

Year 3 commencing 1st April 2024: £195,306

2. INTRODUCTION

- 2.1 Citizens Advice New Forest (CANF) is an independent charity run by a board of trustees, which includes representative from the District Council. It provides free, independent confidential and impartial advice to residents on a range of matters from debt, benefits, housing and employment as part of its core work, which support many of the Council functions.
- 2.2 During the pandemic the service continued providing vital support to New Forest residents helping 5,600 people with over 14,000 issues. The core service (funded by an NFDC grant and contributions from parish and town councils) provides for a core team of 1 full time and 6-part time staff and office accommodation in shared locations in Hythe, Lymington, New Milton, Ringwood and Totton.
- 2.3 Additional support and advice is undertaken through specific funded projects which usually target vulnerable groups or specific issues, such as the Money and Pensions Service funded debt advisers, the Help to Claim project and MacMillan case worker. Whilst their offices were closed CANF greatly expanded their outreach activity and helped to set up and support the 10 Food Larder projects across the district.

3. FUNDING AGREEMENT

- 3.1 New Forest District Council is the principal financial supporter to CANF, previously awarding an annual grant of £255,000. A Task and Finish Group was set-up to work with CANF and review the funding arrangements and their service delivery. In 2019 the Council agreed a rolling three-year funding agreement with CANF, commencing 1 April 2019, with the funding of the third year to be considered annually. The purpose of this agreement is to provide CANF with secure long term future funding amounts to enable CANF to budget and plan ahead.
- 3.2 The funding agreement with CANF reflected the 30% reduction in council funding by reducing the grant by 10% each year over the three-year period, as follows:

Year 1 commencing 1st April 2019: £229,500

Year 2 commencing 1st April 2020: £206,550

Year 3 commencing 1st April 2021: £185,895

3.3 Funding for 2022/23 was agreed to remain at £185,895 by the Community and Leisure Overview and Scrutiny Panel in March 2020.

3.4 The CANF Board are requesting that the Council consider a further three-year funding agreement with CANF as agreed, commencing 1 April 2022, to enable CANF to budget and plan ahead.

4. SERVICE DELIVERY

4.1 CANF have reviewed their service, reducing accommodation and staffing expenditure, and continue to review their service delivery model, income and fund-raising streams, which Members encouraged. CANF continue to promote the awareness of their service as an independent charity which receives no Central Government funding.

4.2 CANF report that demand continues to increase, as does the complexity and variety of problems they help residents with. CANF have been instrumental in bringing together organisations across the district to form a New Forest partnership to ensure support for the most vulnerable members of our society is more coordinated and streamlined, and information and good practices are shared. The council has been active in this partnership. A number of projects have evolved from this partnership including:

- The setting up of advice services alongside the Food Larders in 10 outreach locations across the New Forest, supporting over 660 households since January 2021.
- The commissioning of a Cost of Living project with Southampton University to look at the causes and effects of poverty on low income households in the New Forest.
- The Reaching More People Together project with Refernet (inter-agency referral platform) and Advice First Aid training
- The delivery of support to over 125 households with people who are struggling with energy bills.

4.3 In addition CANF support vulnerable clients through a variety of externally funded projects which they would not be able to deliver without the core infrastructure and funding in place. These projects include supporting households affected by cancer through the Hampshire MacMillan service, the dedicated MAPS funded debt caseworkers who help 30 clients a month, and our trained benefits advisers funded through the Help to Claim project who have helped over 1,000 clients claim Universal Credit.

- 4.4 With the core funding of £185,895 for 2021/22 current core budget projections are for a deficit. Core funding is essential for the organisation to bid successfully for additional project funding. Further reductions in funding may have an impact on service delivery as any further reductions in costs could result in potentially reducing service delivery or closing offices.
- 4.5 NFDC receive information on CANF's Business Plan and Financial summary and are represented on the CANF Board. Members are kept up to date with CANF activities with quarterly newsletters that are circulated to members along with their Annual Report. See <https://newforestcab.org.uk/2021-summer-newsletter/> for the Summer newsletter and <https://newforestcab.org.uk/about-us/citizens-advice-new-forest-annual-report-2019-20/> for their annual report for 2019/20.
- 4.6 Officers work with CANF to agree Target Outcomes and monitor and review these on a quarterly basis. The current target outcomes are all being met.

5. FUNDING AGREEMENT FROM 1 APRIL 2022

- 5.1 The workload of CANF and the valuable service it provides to residents has never been more evident. The effective service delivery changes that were made to modernise the service enabled the service to run via different channels throughout the pandemic and the organisation is currently building capacity to offer a multi-channelled service across the forest.
- 5.2 The 3 year funding agreement request from CANF maintains the level of funding awarded to support existing service provisions but is increased by inflation each year to reflect and account for increases in wages, utilities, over the three-year period, starting from 1 April 2022, which has already been agreed, as follows:

Year 1 commencing 1st April 2022: £185,895
Year 2 commencing 1st April 2023: £190,542
Year 3 commencing 1st April 2024: £195,306

- 5.3 The figure used by CANF for inflation is 2.5%.

For further information, contact:

Ryan Stevens
Service Manager – Revenue and Benefits
023 8028 5693
Ryan.stevens@nfdc.gov.uk

Background Papers:

CANF Annual Report 2019/20

This page is intentionally left blank

COMMUNITY, PARTNERSHIPS AND WELLBEING OVERVIEW AND SCRUTINY PANEL – 14 SEPTEMBER 2021

CEMETERIES REGULATIONS REVIEW

1. RECOMMENDATIONS

- 1.1 That it should be a recommendation to the Cabinet that the revised Cemeteries Regulations be approved in order to fulfil the obligations of the New Forest District Council with regard to the 1977 Cemeteries order.

2. INTRODUCTION

- 2.1 The New Forest District Council's current Cemetery Regulations were last revised in April 2017 and are subsequently due a five-year revision (April 2022).
- 2.2 The Cemeteries Regulations provide regulation and standards for the management and administration of our cemeteries. They inform and provide guidance to all who have an active interest within our cemeteries. The Regulations also establish rules and codes of conduct in line with statutory burial law. The Regulations support the Cemeteries Service with all its operational responsibilities.
- 2.3 A copy of the new Regulations is attached as Appendix 1.

3. BACKGROUND

- 3.1 The Regulations are in addition to the provisions presented in the 'Local Authorities Cemeteries Order 1977 and any other appropriate regulations currently in force.
- 3.2 A Task and Finish Group considered the draft Regulations.

4. CONCLUSIONS

- 4.1 The 2021 regulations will be reviewed within 5 years of adoption and publication.

5. FINANCIAL IMPLICATIONS

- 5.1 The Regulations set out the Fees and Charges New Forest District Council will collect for cemetery services covered in the Regulations, over the next 5 years.

6. CRIME & DISORDER IMPLICATIONS

- 6.1 None.

7. ENVIRONMENTAL IMPLICATIONS

- 7.1 Cemeteries form part of an important resource of public owned and accessible open spaces which offer a variety of habitats that provide health and well-being as well as biodiversity opportunities.

8. EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 New Forest District Council actively attempts to provide sections in their cemetery provision which cover all aspects of society, including aspects such as age, ethnicity and religious requirements, burials, cremated remains and woodland burials.

9. DATA PROTECTION IMPLICATIONS

- 9.1 None

For further information contact:

Iain Park
Grounds and Street Scene Manager
023 8028 5833
iain.park@nfdc.gov.uk

Background Papers:

None



Grounds and Street Scene Service

CEMETERY REGULATIONS

August 2021

Revision date due 2026

Email cemeteries@nfdc.gov.uk
Cemeteries Office, Town Hall, Avenue Road,
Lymington, Hampshire, SO41 9ZG
Telephone 023 8028 5952
www.newforest.gov.uk

1 Contents

2	Definition of Terms.....	5
	Owner(s) / Holder(s) of an Exclusive Right of Burial	5
3	Introduction.....	7
	3.1 Contact Details.....	8
4	General Regulations	9
	4.1. Fees.....	9
	4.1.1 Purchase of Exclusive Right of Burial.....	9
	4.1.2 Interment Fees.....	10
5	Cemeteries	10
	5.1 The Cemeteries.....	11
	5.2 Cemetery Sections	12
	5.2.1 Lawn Section	12
	5.2.2 Cremated Remains Section	12
	5.2.3 Woodland Ornamental Section	12
	5.2.4 Children’s Sections.	13
	5.2.5 Traditional / Romany Gypsy / Travellers Section.....	13
	5.2.6 Burial Plots Requiring 2 Grave Spaces Section	14
	5.2.7 Memorial Garden	14
6	Management of the Cemeteries.....	14
	6.1 Cemetery Operation	14
	6.2 Admission to the Cemeteries.....	15
7	Administration for Interment.....	16
	7.1 Booking an Interment	16
	7.2 Certificates for Interment	17
	7.3 Coffins and Caskets	17
8	Procedures for Interment	18
	8.1 Hours of Interment.....	18
	8.2 Allocation of New Interment Plot.....	18
	Burial Plots (including children’s graves and Woodland cremated remains plots)	18
	8.2.1 Cremated Remains Plots	19
	8.3 Excavation of Interment Plots.....	19
	8.3.1 Burial plots (excluding children’s graves within the Children’s’ Section)	19
	8.3.2 Cremated Remains Plots (including Woodland cremated remains plots)	20
	8.3.3 Children’s Sections	20

8.4 Re-opening of Interment Plots	20
8.4.1 Burial Plots.....	20
8.4.2 Cremated Remains Plots	20
8.5 Cremated Remains	21
8.5.1 Cremated Remains within Purchased Burial and Ashes Plots.....	21
Cremated remains without a casket are permitted below ground within all purchased burial and cremated remains plots, subject to space availability.	21
8.5.2 Cremated Remains within the Memorial Garden	21
8.6 Exhumation	21
9 Burial Plot Ownership and Burial Rights.....	21
9.1 Purchasing the Exclusive Right of Burial	22
9.2 Transfer or Assignment of Exclusive Right of Burial	23
9.3 Lost or Mislaid Exclusive Right of Burial	23
9.4 Surrender a Burial Plot with an Exclusive Right of Burial	23
9.5 Change of Address or Name Change.....	23
9.6 Unpurchased Burial and Cremated Remains Plots.....	24
10 Erecting and Maintaining a Memorial	24
10.1 Authorisation to Erect and Maintain a Memorial.....	24
10.2 Applying and Approval of Memorial Applications	24
10.2.1 Memorial Stone Application	24
10.2.2 Memorial Plaque, Plinth and Vase for Burial and Cremated Remains Plots within Woodland Ornamental Sections Application	25
10.2.3 Memorial Plaque within Memorial Garden Application	25
10.3 Permitted Memorials	26
10.3.1 Burial plot within Lawn Sections.....	26
10.3.2 Burial plot within Children’s Sections.....	26
10.3.3 Burial plot within Traditional / Romany Gypsy / Traveller Sections	26
10.3.4 Cremated Remains Sections.....	27
10.3.5 Burial and Cremated Remains plots within Woodland Ornamental Sections	27
10.3.6 . Memorial Garden	27
10.4 Owner(s) of Exclusive Right of Burial Memorial Responsibility	27
10.5 Registered Stonemasons and Funeral Directors Responsibility.....	28
10.6 Removal of a Memorial for Access	28
10.7 Memorial Inspection and Rights of the Cemeteries Service	29
11 Memorabilia	29
11.1 Permitted Memorabilia.....	29

APPENDIX 1

11.1.1 Burial plot within Lawn Sections.....	29
11.1.2 Burial plot within Children’s Sections.....	29
11.1.3 Burial plot within Traditional / Romany Gypsy / Traveller Sections	29
11.1.4 Cremated Remains Sections.....	30
11.1.5 Burial and Cremated Remains plots within Woodland Ornamental Sections.....	30
11.1.6 Memorial Garden	30
11.2 Unauthorised Memorabilia.....	30
11.3 Owner(s) of Exclusive Right of Burial Memorabilia Responsibility	31
11.4 Removal of Unauthorised Memorabilia.....	31
11.5 Removal of Memorabilia for Access	31
11.6 Seasonal Memorabilia	32
12 Appendices.....	1
12.1 Appendix 1a	1
12.2 Appendix 1b	2

2 Definition of Terms

Application - A request made on the Council's prescribed form.

The Council - New Forest District Council.

Cemeteries - All cemeteries coming under the control of New Forest District Council and as identified at Section 5.1 below.

Cemeteries Service or Office - The Council department responsible administering and maintaining the Cemeteries for both burial and the interment of ashes.

Cemeteries Representative: Is any member of staff appointed by the Council Service Manager to carry out Cemeteries administration or supervision work on behalf of the Council.

Exclusive Right of Burial (EROB) - An agreement between the Council and the elected Holder(s) / Owner(s) of an interment plot giving them the Right to open the plot and install a memorial stone. The terms *Holder(s)* and *Owner(s)* relating to the Exclusive Right of Burial will be used interchangeably within these Regulations.

Owner(s) / Holder(s) of an Exclusive Right of Burial – All Owners / Holders are elected upon Purchase of the interment plot or during Transfer of Exclusive Rights. During the interment plot Ownership of Rights tenure, changes in Ownership are permissible through Assignment of Rights.

Exclusive Right of Burial Deed of Grant – The legal document which records the purchase of the Exclusive Right of Burial, lists the Deed of Grant unique number, the Holder(s) / Owner(s) and interment plot details.

Transfer of Exclusive Right of Burial – The act of transferring the Exclusive Right of Burial for the remaining years on the Deed of Grant when the Holder of the Exclusive Right of Burial is deceased.

Assignment of Exclusive Right of Burial - The act of assigning the Exclusive Right of Burial for the remaining years on the Deed of Grant upon instruction from the Holder(s) / Owner(s) of the Exclusive Right of Burial. Assignment of Exclusive Right of Burial also applies to Transfers when clarifying proposed elected new Holder(s) / Owner(s).

Statutory Declaration – A Statutory Declaration is a written statement of fact that is signed in the presence of a Solicitor or a Commissioner for Oaths. The Council's Cemeteries Service uses Statutory Declarations with EROB Transfer cases and other instances requiring a prescribed declaration.

Interment – The act of burying within a burial or a cremated remains plot.

Family Organised Interment – A burial or cremated remains interment organised directly through the Cemeteries Office with the appropriate completed paperwork.

Children's Funeral Fund for England – A scheme to provide funding for the fees charged for a cremation or burial of a child under the age of 18 or stillborn after the 24th week of pregnancy as stipulated in the 2019 Regulations (CFFE Regulations).

Interment plot – An interment plot is a space assigned for burial and / or cremated remains.

Burial Plot – A burial plot is assigned for burial and cremated remains. A burial plot is also known as a grave. Both terms will be used interchangeably within these Regulations.

Cremated Remains Plot – An interment plot assigned for cremated remains only.

Woodland Grave - An interment plot assigned for burial and / or cremated remains located within the Woodland Ornamental Section of a cemetery.

Common Grave – A common grave is a burial plot which has not been purchased upon or after interment and is owned by NFDC.

Statutory Inspection - Statutory Inspections involve the testing of memorials to assess their safety and risk level. The inspection process is also known as tople testing. Mandatory inspections are periodically carried out by the Cemeteries Service, in line with the recommendations stated in *Article 16.1 of The Local Authorities' Cemeteries Order 1977*.

Stonemasons and Funeral Directors Registration Scheme – Stonemasons and Funeral Directors who are Registered with the Council permitting them to undertake works within the Cemeteries. A list of the Registered Stonemasons and Funeral Directors are available on the Cemeteries Service website or can be requested from the Cemeteries Office.

Memorial – A memorial is a permanent, fixed, typically inscribed, structure used to memorialise the person(s) interred. Memorials permitted may include memorial headstones, kerb-sets and integrated floral tributes. All memorial installations are subject to Application and approval.

Memorial Application - A request to install a memorial at one of the Cemeteries; made on one the Council's prescribed application form.

Memorabilia – Memorabilia are portable commemorative objects which are not fixed to the main interment plot's memorial. Memorabilia are not subject to Application; however, only authorised memorabilia are permitted (see 10.3).

Selection Fee – Selection Fee applies to all newly purchased graves and woodland cremated remains plots if the next in line plot is not the preferred choice and an alternative is purchased. A Selection Fee does not apply to specifically chosen cremated remains plots (see 8.2.1).

Memorial Garden – Interment of ashes below ground without a casket.

Dependent living needs – An individual who needs care and assistance is classified as having dependant living needs.

Independent living needs – An individual who is able to care for themselves is classified as having independent living needs.

BRAMM - British Register of Accredited Memorial Masons Scheme is a network of nationally accredited businesses and registered fixers.

NAMM – National Association of Memorial Masons Scheme is a network of nationally accredited businesses and registered fixers.

3 Introduction

The following Cemetery Regulations are intended for all parties with an affiliation with the Cemeteries Service and the Cemeteries.

The Cemeteries Service administers and maintains cemeteries for both burial and the interment of ashes.

The New Forest District Council Cemetery Office is committed to providing an excellent customer service to the bereaved. The Service includes:

Interment bookings

Memorial applications

Purchase and Legal Transfer of the Exclusive Right of Burial and

Enquiries relating to all Cemeteries which are administered by the Council.

The Service of Interment includes the administration for the booking of the interment, the preparation and completion of the interment at the time of committal, and the maintenance of statutory registers and records post interment.

There are no restrictions on who can be interred within the Cemeteries provided by this Council; however, the Council implement a 50% discount for New Forest Residents for all Cemeteries Service fees. See 4.1 for further clarification.

The Council Regulations have been formulated to ensure the Cemeteries remain well maintained and pose no safety risk to either visitors or operatives. The Regulations should, therefore, be observed at all times.

The Service Manager's decision shall be final in all matters relating to the management of the Cemeteries.

Members of our staff and cemetery representatives have the right to work and carry out their duties in an environment free from violence, threatening or abusive behaviour. Any form of abuse, including but not limited to, verbal, physical and electronic, on any grounds such as gender, sexual orientation, race, religion or belief, age, or disability, will not be tolerated under any circumstances. Should any such behaviour be displayed by any person, they will be required to leave the premises immediately and reported to the police."

3.1 Contact Details

For Cemeteries enquiries, please contact the Cemeteries Office by email at cemeteries@nfdc.gov.uk or www.nfdc.gov.uk. You may also contact the Office on 023 8028 5952.

The Cemeteries Office will be open for business as per the times published on the Cemeteries website.

The Cemeteries Office is not open on Saturdays, Sundays, Christmas Day, Boxing Day, Good Friday, Public Bank Holidays, or any other day when the Council Offices are closed.

Information notice boards are placed at the entrance to each Cemetery with the contact email address, telephone number and address of the Cemeteries Office.

4 General Regulations

These Regulations are in addition to the provisions presented in *the Local Authorities Cemeteries Order 1977* and any other appropriate Regulations currently in force. These Regulations supersede any previous Regulations in place.

4.1. Fees

A copy of the current Fees and Charges is available from the New Forest District Council Cemeteries Service website www.nfdc.gov.uk. Details may also be obtained by contacting the Cemeteries Office during the Office opening hours or emailing on cemeteries@nfdc.gov.uk. Please see 3.1 for contact details.

Fees and Charges for the Cemeteries Service will be determined by the Council annually and will take effect from 1 April each year.

Fees and Charges are payable in advance. The Council does not currently provide a payment plan service.

At the time of booking there will be no fees payable for interments under 18 years as it is the responsibility of the Council to reclaim these fees under the Children's Funeral Fund. This fund is resourced by Central Government. Interments for children before the 24th weeks of pregnancy should be discussed with the Cemeteries Office and Service Manager.

4.1.1 Purchase of Exclusive Right of Burial

See 12.1 for Fees and Charges Flow Chart

Resident fees apply to:

A current resident of the New Forest District

A non-resident Purchase of an Exclusive Right of Burial for a resident of the New Forest

A previous resident who has relocated due to dependent living needs and

A previous resident who has relocated due to independent living needs but lived in the District for at least 10 years prior to relocation.

Non-resident fees apply to:

A non-resident of the New Forest District and

A previous resident who has relocated due to independent living needs and lived in the District for less than 10 years.

4.1.2 Interment Fees

See 12.2 and Appendix 1b for Fees and Charges Flow Chart

Resident fees apply to:

A current resident of the New Forest District

A previous resident who has relocated due to dependent living needs

A previous resident who has relocated due to independent living needs, but lived in the District for at least 10 years prior to relocation and

A purchased a burial or cremated remains plot as a resident.

Non-resident fees apply to:

A non-resident of the New Forest District and

A previous resident who has relocated due to independent living needs and lived in the District for less than 10 years.

Under exceptional circumstances, the Council reserves the Right to implement Resident fees to *non-residents*. All decisions will be final and are at the discretion of the Service Manager.

Proof of residency is required to support Resident Fees claims and need to be submitted with all Application requests. In cases where proof of residency is unattainable, a Statutory Declaration for Proof of Residency must be completed; otherwise Non-Resident Fees will be incurred.

5 Cemeteries

The Council's Cemetery Regulations form the basis for the management and administration of the Cemeteries and are designed to ensure a safe and pleasant environment and provide information to visitors and Exclusive Right of Burial Holders.

Information notice boards are placed at the entrance of the Cemeteries which contain cemetery management and maintenance notices, cemetery section maps and latest news updates.

In its management of the Cemeteries the Council will be considerate of all wildlife and naturalised flora.

5.1 The Cemeteries

The following Regulations applies to all the Cemeteries under the administration of the Council, and are sited at the following locations:

Beaulieu Cemetery, Grindingstone, Lodge Lane, Beaulieu, SO42 7XP

Blackfield Cemetery, Exbury Road, Blackfield, SO45 1XE

Calshot Cemetery, Calshot Road, Calshot, SO45 1BP

Eling Cemetery, Eling Hill, Eling, SO40 9HE

Lymington Cemetery, Highfield Road, Lymington, SO41 9JL

Milford Road Cemetery, Milford Road, New Milton, BH25 6PN

New Milton Cemetery, Gore Road, New Milton, BH25 6RR

Sway Cemetery, Brighton Road, Sway, SO41 6EB

These Regulations also apply to the closed cemeteries currently maintained by the Council. The Council is responsible for the maintenance and inspection of the grounds, trees, and boundaries, and is required to undertake statutory inspections and testing of memorials.

Beaulieu, and Lymington Cemeteries each have a small chapel in which a service can be held prior to an interment taking place. Chapel use is subject to availability with agreement from the Service Manager.

We do not provide interment space for vault burials or any interment above ground; this includes the scattering of cremated remains.

A number of our cemeteries have a Woodland Ornamental Section which allows provision for both burial and cremated remains. Our website lists our current cemeteries with this provision www.nfdc.gov.uk.

Cars, vans and motorbikes are permitted in Calshot, Eling, Lymington and Sway Cemeteries, these vehicles must remain on the main drives provided at all times.

Gravel and grass footpaths are for pedestrians and for vehicles assisting those with limited mobility only; cars, vans and motorbikes are prohibited on these access routes.

Pedestrian and access for those with disabilities is available at all cemeteries.

5.2 Cemetery Sections

5.2.1 Lawn Section

With the exception of some older sections, the Cemeteries are predominantly organised as *Lawn Cemeteries*. The Lawn Sections are designed; with a memorial stone of a standard size at the head of the grave leaving the remainder of the grave laid to lawn. Floral tributes may be placed in the area immediately in front of the permitted memorial stone, but not exceeding 400mm beyond the base of the memorial. For a more detailed memorial description see 10.3.1.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to organise the removal of the memorial headstone to facilitate any subsequent interment within the purchased burial plot and to meet the costs for its removal and replacement. A Registered stonemason must be used to undertake the removal. Applications must be made in writing to the Council when re-erecting /amended memorial headstones. See 10.2.1 for more information.

In designated Lawn Sections, no memorabilia, edging stones or ornamental fencing of any type, is permitted on any grave. For a more detailed memorabilia description see 11.1.

Lawn Section burial plots may provide space for two burials, at double and single depth, six subsequent interments of cremated remains in caskets and a further set of six ashes without caskets below ground.

All graves will be dug at double depth; the ground and weather conditions at the time of interment will dictate whether this is achievable. Single depth new graves will be dug if a double depth is not achievable or if specifically requested at time of booking.

5.2.2 Cremated Remains Section

Authorised memorial stones are only permitted to be installed in this section. For a more detailed memorial description see 10.3.4.

A cremated remains plot may provide space for four interments of cremated remains in caskets and a further two sets of ashes without caskets below ground.

To ensure the optimum number of cremated remains interments, casket dimensions should not exceed 9 inches (220mm) in height, 12 inches (305mm) in length and 9 inches (220mm) in width.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to organise the removal of the memorial stone to facilitate any subsequent interment within the purchased cremated remains plot and incur charges for its removal and replacement. A Registered stonemason must be used to undertake the removal. Applications must be made in writing to the Council when re-erecting amended memorial stones See 10.2.1 for more information.

5.2.3 Woodland Ornamental Section

Woodland burial and cremated remains plots are available in all Woodland Ornamental Sections.

Woodland Ornamental sections are designed to emulate a natural woodland setting with a predefined planting scheme of native tree and shrub species, and British native bulbs. All plantings are provided, planted and maintained by the Council; memorial trees or shrubs are not available for personal memorabilia purchase.

The Woodland Ornamental sections undergo a planned scheme of continual conservation management within and around existing burial and cremated remains plots, taking consideration not to impinge on existing interments.

Plant species are chosen to maximise longevity and successful establishment to maturity, and benefit wildlife and other flora

In keeping with the ethos of woodland burial grounds, memorials and items of personal memorabilia are restricted to a memorial plaque mounted on a plinth with a cut flower container. Subsequent memorial plaques will be mounted on the plinth of the first interment.

Woodland Ornamental Section burial plots may provide space for a single depth burial, six subsequent interments of cremated remains in caskets and a further six cremated remains without caskets below ground.

Woodland Section cremated remains plots may provide space for up to twelve interments of cremated remains in caskets.

Coffins and caskets within the Woodland Ornamental Section must only be made from biodegradable materials. These include wood, cardboard, shroud, wicker, bamboo, and biodegradable veneers. Non-biodegradable materials are not permitted. These include veneers, plastics or anything which will not degrade naturally. For further information, consult *Natural Burial Grounds, Guidance for Operators* issued by the Ministry of Justice (2009).

Embalming or the utilisation of other non-environmentally safe substances is not permitted for Woodland Ornamental Section burials

5.2.4 Children's Section

These sections are for children only. For a more detailed memorial description see 10.3.2. Children's burial plots will not exceed 4 feet (1220mm). Other sections are available for graves over 4 feet (1220mm).

Full-size graves are available for use as family plots in the Lawn Section, the Woodland Ornamental Section, the Traditional Section, and the Cremated Remains Section.

A child is a person of 17 years or younger.

At the time of booking there will be no fees payable as it is the responsibility of the Council to reclaim these fees under the Children's Funeral Fund, which is funded by Central Government. Interments for children before the 24th weeks of pregnancy should be discussed with the Cemeteries Office.

5.2.5 Traditional / Romany Gypsy / Travellers Section

Conventionally located within the older areas of the Cemeteries, these sections permit the authorised installation of traditional memorial stones and stone kerb-sets.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to remove the kerb-set to facilitate any subsequent interment within the purchased burial plot and to meet the costs for its removal and replacement. Applications must be made in writing to the Council when re-erecting amended memorial headstones See 10.2.1 for more information.

Romany Gypsy and Travellers Burial Sections are available within specific cemeteries; these sections permit the authorised installation of traditional memorial stones and kerb-sets. For a more detailed memorial description see 10.3.3.

Traditional / Romany Gypsy / Travellers Section burial plots may provide space for two burials at double and single depth, six subsequent interments of cremated remains in caskets and a further six of ashes without caskets below ground.

5.2.6 Burial Plots Requiring 2 Grave Spaces Section

These Sections consist of burial plots requiring 2 grave spaces to allow for the Interment of uncoffined burials, coffins which exceed the standard burial plot capacity or any other Interment which requires a non-standard burial plot.

A memorial stone of a standard size at the head of the grave leaving the remainder of the grave laid to lawn is permitted. Floral tributes may be placed in the area immediately in front of the permitted memorial stone, but not exceeding 400mm beyond the base of the memorial. For a more detailed memorial description see 10.3.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to remove the memorial headstone to facilitate any subsequent interment within the purchased burial plot and meet the costs for its removal and replacement. Applications must be made in writing to the Council when re-erecting amended memorial headstones See 10.2.1 for more information.

No memorabilia, edging stones or ornamental fencing of any type, is permitted on any grave. For a more detailed memorabilia description see 11.1.

Burial Plots Requiring two Grave Spaces Section burial plots, may provide space for two burials at double and single depth, and if required, six subsequent interments of cremated remains in caskets and a further six sets of ashes without caskets below ground.

5.2.7 Memorial Garden

Ashes without casket may be interred below ground within the designated area of the Memorial Garden.

In keeping with the ethos of the section, items of memorabilia are restricted to a memorial plaque mounted on the memorial rail around the memorial garden. The memorial plaque is positioned next in line.

6 Management of the Cemeteries

6.1 Cemetery Operation

Cemeteries maintenance operation which includes grass cutting, landscape planting management, the upkeep of flower beds and borders and any other routine cemetery grounds work, will be carried out by the Council, at a frequency determined by the Council and subject to weather conditions.

The Cemeteries Service will endeavour to reinstate all newly excavated burial plots after an interment, subject to weather conditions and to the season appropriate for these works being undertaken.

The reinstatement of burial plots within Lawn Sections shall include the levelling and seeding or turfing the grave surface, weather permitting.

The reinstatement of burial plots within Woodland Ornamental Sections shall include the levelling and seeding or turfing the grave surface and include bulb planting.

All plantings and burial plot maintenance are the responsibility and undertaken by the Council.

The Council reserves the Right to disconnect the water supply during the winter months to avoid freezing and burst pipes, or when the tap is defective and requires remedial works.

The Council reserves the Right to change the appearance of any of the Cemeteries as part of the Council's routine cemeteries maintenance operations and development schemes.

6.2 Admission to the Cemeteries

All persons shall conduct themselves in a respectful and orderly manner and are reminded of *Article 18.1, Offences in Cemeteries, of The Local Authorities' Cemeteries Order 1977* whereby

No person shall:

- a) wilfully create any disturbance in a cemetery*
- b) commit any nuisance in a cemetery*
- c) wilfully interfere with any burial taking place in a cemetery*
- d) wilfully interfere with any grave or vault, any tombstone or other memorial, or any flowers or plants on any such matter or*
- e) play at any game or sport in a cemetery.*

All persons contravening any of the above provisions *shall be liable on summary conviction to a fine not exceeding £100 and in the case of a continuing offence to a fine not exceeding £10 for each day during which the offence continues after conviction therefore (Article 19, Penalties, of The Local Authorities' Cemeteries Order 1977).*

All Fireworks, sky lanterns, balloons, naked flames, or any other airborne paraphernalia are not permitted as they are a safety concern to cemetery visitors, Cemeteries Representatives, and wildlife. This activity treated as an offence contravening *The Local Authorities' Cemeteries Order 1977.*

The Cemeteries are open to the public daily; local restrictions to pedestrian access may apply.

The Council reserves the Right to temporarily close public access to the Cemeteries or any part of a cemetery at any time without notice.

On sites that have provision for vehicular access (see 5.1), a speed limit of 5mph is in operation in all the Cemeteries and applies to all modes of transport without exemption. No vehicle is to be left in a position so as to cause an obstruction to pedestrians or other traffic.

All persons entering the Cemeteries do so at their own risk. The Council shall not be liable (except in respect of personal injury or the death of a person caused by the Council's negligence) for any loss, injury or damage sustained regardless of the form of action, whether in contract, tort (including negligence and breach of statutory duty), strict liability or otherwise.

In the interest of safety and respect, cyclists are requested to keep to the main pathways.

Dogs are permitted within the Cemeteries providing they are on a lead and are kept under proper control at all times. All dog fouling must be removed immediately in the appropriate manner and disposed of in the bins provided. Failure to clean up after your dog can result in a fine.

Visitors are requested to deposit litter, spent flowers and other unwanted items in the bins provided.

Damage caused to any boundary wall, fence, ground, paths, memorial, or to any other part of the Cemetery must be repaired to the satisfaction of the Service Manager by the party causing the damage. Details of these repairs should be submitted in writing to the Service Manager for approval prior to these works being carried out.

No person shall interfere with the Council employees in their duties nor seek to employ them to plant graves or execute any private work whatsoever.

All enquiries, complaints, and requests by members of the public should be made to the Cemeteries Office.

7 Administration for Interment

Completion and submission of a Notice of Interment form is mandatory with all interments within all Cemeteries.

Unauthorised interment of ashes is not permitted. Prior to the interment of any ashes, permission from the Cemeteries Office should first be sought by completion and submission of a Notice of Interment form.

All fees and charges must be paid at the time of application, prior to the interment taking place, in accordance with the scale of fees. All payments should be made to the New Forest District Council.

The Council reserves the Right to charge a fee for cancelled or postponed Interments.

7.1 Booking an Interment

A provisional telephone booking must be made through the Cemeteries Office prior to the submission of any formal papers and / or payment of fees, to ensure the requested date and time is available.

To secure Interment bookings, the Council's Notice of Interment form must be completed in full and signed, by all the Owners of the Exclusive Right of Burial or the Applicant(s) for the Exclusive Right

of Burial. Completed forms, together with Certificates for Interment and payment, need to be received by the Cemetery Office at least 2 working days prior to the Interment date.

In all cases the Grantee(s) or Successor(s) must sign the declaration on the Notice of Interment form to agree to comply with these Cemetery Regulations.

No paperwork is to be handed to the Council's Cemeteries Team on the day of Interment.

Notice of Interment and relevant forms and information are available on the Cemeteries website. Further advice and assistance on this procedure can be obtained by contacting the Cemeteries Office during Office hours or by email.

The Council advises families to contact a chosen Council Registered Funeral Director before proceeding with all family organised burial and cremated remains interments; all booking requirements apply. All family organised interments are subject to approval from the Service Manager.

All additional cremated remains interments must be declared at the time of the booking for the Burial Interment. A separate Notice of Interment form for each additional cremated remains interment will need to be completed.

7.2 Certificates for Interment

The relevant certificate from the Registrar of Births and Deaths, or the Coroner or Crematorium, must accompany the Notice of Interment. No interment, including family organised interments will take place unless the Certificate for disposal is produced at least 2 working days prior to the Interment date.

If an interment is to take place in a burial or cremated remains plot for which the Exclusive Right of Burial has been purchased the Deed of Grant for the Exclusive Right of Burial must be produced as proof of Ownership. If this is mislaid, a Statutory Declaration for a Lost Document needs to be completed whereby instructing the reissue of a lost Deed of Grant.

When the Owner of the Exclusive Right of Burial is deceased, the Executor(s) or next of kin should arrange for the Ownership to be Transferred to the entitled legal Owner(s). Further advice and assistance may be obtained by contacting the Cemeteries Office.

With all family organised burial interments, the additional Council supplied Method Statement and Statutory Declaration will need to be completed and accompany the standard mandatory certificates outlined above.

7.3 Coffins and Caskets

The exact maximum external coffin or casket sizes must be measured and specified in inches, and must include the handles, if applicable. These exact measurements must be declared on the Notice of Interment form. No measurement allowances are permitted.

Incorrect measurements are the responsibility of the Funeral Director or the person completing the Notice of Interment form with family organised interments. Inaccurate measurements may engender

issues at the time of interment. In exceptional circumstances, inaccurate coffin or casket measurements may incur a penalty.

All coffin and casket sizes will determine the number of all subsequent interments.

With burial interments, coffins needing more than one burial plot space will require the purchase of two burial plots

8 Procedures for Interment

All burial and cremated remains interments are committed and registered to the requirements as laid out in *The Local Authorities' Cemeteries Order 1977*.

Animal interments are not permitted within the Council's Cemeteries.

8.1 Hours of Interment

Interments may only take place in accordance with these Regulations, subject to availability and between the hours published on the Cemeteries website.

Hours of Interment are subject to change and are at the discretion of the Service Manager.

By prior arrangement and subject to availability, interments may take place on Saturdays; however, additional charges will be incurred.

No burials may take place on Sundays, Bank or other Public Holidays or any other day the Council Offices are closed. In exceptional circumstances, interments may take place during these periods are at the discretion of the Service Manager. Additional charges will be incurred.

8.2 Allocation of New Interment Plot

Burial Plots (including children's graves and Woodland cremated remains plots)

Allocation of next in line burial plots, within open phased area, is subject to availability and in all cases shall be at the discretion of the Service Manager.

If requested at the time of booking the interment, new graves may be available for selection when the next in line grave is not the preferred choice. Selection may be possible in the open phased areas. Selection choice is subject to the approval of the Council and payment of the appropriate fee. Burial plots will not be available for Selection in areas not currently active.

Some cemeteries contain sections which are segregated by religious denominations. Specific requirements should be made at time of booking. Requesting a preferred section will not incur a Selection Fee.

Traditional / Romany Gypsy / Travellers Sections are available within selected Cemeteries (See 5.1); these Sections permit alternative burial preferences other than within the Lawn Cemetery. Requesting this preferred Section will not incur a Selection Fee. Burial plot Selection may be available, subject to the approval of the Council and payment of the appropriate fee.

Woodland Ornamental sections are available within selected Cemeteries (See 5.1); these sections provide for a more natural interment. Selection of a burial plot type will not incur a Selection Fee, but specifically chosen graves, which are not next in line, will incur a Selection Fee.

8.2.1 Cremated Remains Plots

Allocation of next in line cremated remains plots are subject to availability and in all cases shall be at the discretion of the Service Manager.

If requested at the time of booking the interment, new cremated remains plots may be available for Selection when the next in line plot is not the preferred choice. Selection choice is subject to the approval of the Council. Selection of cremated remains plots does not incur a Selection Fee. Cremated remains plots will not be available for Selection in areas which are not open phases.

8.3 Excavation of Interment Plots

All burial plots shall be prepared and completed by persons employed by the Council.

All burial and cremated remains plots are excavated to the requirements as laid out in Part 1 of Schedule 2 to *The Local Authorities' Cemeteries Order 1977*.

8.3.1 Burial plots (excluding children's graves within the Children's' Section)

All new burial plots for persons above 17 years of age shall be prepared at double depth, subject to the ground conditions at the time of interment, allowing for two burials to take place in each grave space (See Section 3 Cemeteries Sections for grave capacities 5.2).

All new burial plots when the first interment is for a child (a person 17 years and under) shall be dug to a depth as requested by the Family and the Family's future requirements. Double depth interments are subject to the ground conditions at the time of interment.

With single depth graves, the top of the coffin will be at a depth of no less than 3 feet (900 mm) below the level of the ground adjoining the grave.

Where a burial has taken place, the grave shall be entirely backfilled and made tidy on the day of the interment and will be continually topped-up with soil until settlement ceases. As soon as practical, the burial plot will be seeded or turfed. Once the turfing has taken place, the turf shall not be removed except for additional interments, exhumations, or the placing of authorised memorials. Removal of turf, for reasons other than previously stated, will entitle the Council to take proceedings to recuperate the cost of replacing the said turf.

With double depth burials, if conditions at the time of the first interment prevent the deeper grave, alternative arrangements may be required. An alternative, more suitable, burial plot may be

available. An additional adjacent burial plot may need to be purchased to accommodate two burials when double depth burials are unattainable.

8.3.2 Cremated Remains Plots (including Woodland cremated remains plots)

Unless otherwise stated at the time of booking the interment, all new cremated remains plots shall be excavated at double depth, subject to the casket size, allowing for two cremated remains interments at double depth and two cremated interments at single depth.

8.3.3 Children's Section

All graves for within the Children's Section shall be excavated at single depth only. All graves are a maximum of 4 feet in length.

8.4 Re-opening of Interment Plots

8.4.1 Burial Plots

Graves may be re-opened for further interments, subject to space availability.

Reopened graves will be prepared at single depth.

No burial interment shall take place in a re-opened grave unless the coffin is separated from the coffin already in that grave by the means of a layer of earth no less than 6 inches (150 mm) thick.

If the layer of earth is calculated to be less than 3 feet from the top of the coffin to ground level, a concrete capstone / slab will be required to permit the interment at single depth.

No person shall disturb any human remains or remove any soil that may be contaminated. After the Interment has been committed to the ground it shall not be removed or otherwise disturbed except for lawful exhumation, by Licence and / or Faculty, or by the Order of a Coroner. This includes disturbing the earth / turf following the interment of ashes.

8.4.2 Cremated Remains Plots

Reopened single depth cremated remains plots will be excavated at single depth, providing for two cremated remains interments in caskets.

No person shall disturb any human remains or remove any soil that may be offensive. After a casket has been committed to the ground it shall not be removed or otherwise disturbed except for lawful exhumation, by Licence and / or Faculty, or by the Order of a Coroner. This includes disturbing the earth / turf following the interment of ashes.

8.5 Cremated Remains

8.5.1 Cremated Remains within Purchased Burial and Ashes Plots

Cremated remains without a casket are permitted below ground within all purchased burial and cremated remains plots, subject to space availability.

The Cemeteries Service will remove a small area of turf from a previously purchased grave, including Woodland cremated remains plots, providing for an area for the cremated remains. The turf will be replaced over the remains to complete the interment.

The act of the interring of the ashes is the responsibility of the authoritative person(s) instructing the ashes interment. The persons employed by the Council will not commit the ashes during the interment.

The location of cremated remains will be recorded within the Cemetery Registers and records.

8.5.2 Cremated Remains within the Memorial Garden

The interment of ashes within the area of the Memorial Garden may only be below ground and in areas designated by the Council for this purpose (See **Error! Reference source not found.**).

The act of interring the ashes is the responsibility of the authoritative person(s) instructing the ashes interment. The persons employed by the Council will not commit the ashes.

8.6 Exhumation

After interment, no body or cremated remains may be removed from a burial or cremated remains plot without the production of an ecclesiastical Faculty and / or Home Office Licence for exhumation required by law. Original documents will be required for this purpose.

All burial and cremated remains exhumations must adhere to *The Local Authorities' Cemeteries Order 1977*.

9 Burial Plot Ownership and Burial Rights

The Exclusive Right of Burial entitles the registered Owner(s):

To be interred in the burial or cremated remains plot, subject to space availability (See 5.2 for plot capacities)

To determine who is to be interred within the said burial or cremated remains plot, subject to space availability and

To apply for the Right to erect a memorial on the burial or cremated remains plot, in accordance with the Regulations.

Purchasing the Exclusive Right of Burial, however, does not extend to possession of the land; this remains in the Ownership of the Council.

The Council reserves the Right to allocate the provision of space with its Cemeteries.

9.1 Purchasing the Exclusive Right of Burial

The Exclusive Right of Burial may be purchased in advance of an interment taking place to reserve the burial or cremated remains plot, or at the time of the interment, subject to space availability.

The Exclusive Right of Burial does not specify the number of interments that can be accommodated within the burial or cremated remains plot; this will be dependent upon the depth of the first interment, the size of coffin / casket interred in the plot, and the ground conditions at the time of excavation (See 5.2 for plot capacities).

The Council recommends a maximum of three people hold the Rights to the Exclusive Right of Burial; please note all Holders must agree to give consent for future interments and memorial applications on the purchased plot.

Once the Exclusive Right of Burial has been purchased, a Deed of Grant will be issued to all elected Owners of the burial or cremated remains plot. The Deed of Grant is proof of Ownership and must be produced with all prospective interments and memorial applications.

A burial or cremated remains plot may not be reserved unless the appropriate fee to purchase the Exclusive Right of Burial has been paid in full.

The selection of burial and cremated remains plots, both for interment and pre-purchase, is subject to availability and the approval of the Service Manager.

The Exclusive Right of Burial for Burial and cremated remains plots may be purchased for 30 years; when this time has lapsed, the purchase of an additional 30 years may be available, subject to payment of the appropriate fee.

For an existing Exclusive Right of Burial which has been purchased for more than 30 years, when this time has lapsed, the purchase of an additional 30 years may be available, subject to payment of the appropriate fee.

For an existing Exclusive Right of Burial which has been issued for the interment of a Child, once the Grant has expired, and is a time when the child has already reached 18 years of age, the purchase of additional 30 years may be available. This purchase will be subject to payment of the appropriate fee and cannot be claimed through the Children's Funeral Fund of England.

For an existing Exclusive Right of Burial which has been purchased for perpetuity, the Rights will remain in perpetuity.

When the Exclusive Right of Burial tenure has lapsed, the Ownership reverts to the Council, unless additional years are purchased by the previous Owner(s) or interested parties / next of kin. The purchase of additional years is subject to payment of the appropriate fee.

9.2 Transfer or Assignment of Exclusive Right of Burial

The Owner(s) of the Exclusive Right of Burial may Transfer or Assign the Ownership to any other person(s) of at least 18 years, upon payment of the appropriate administration fee.

When the last Owner to the Exclusive Right of Burial is deceased, a Transfer of the Right is required to enable future interments and memorial headstone installations and amendments. The Exclusive Right of Burial forms part of the Estate of the deceased Owner, which can only be Transferred, for the remaining years on the Deed, to the entitled person(s).

The entitled persons(s) may instruct the Council of the Transfer of the Exclusive Right of Burial, upon production of the original Grant of Probate, the Grant of Letters of Administration or the relevant Statutory Declaration and supporting legal documentation, together with the appropriate administration fee.

9.3 Lost or Mislaid Exclusive Right of Burial

The Owner(s) of the Exclusive Right of Burial are responsible for informing the Council if the Deed of Grant has been lost or mislaid and must request a Deed of Grant reissue from the Cemeteries Office.

Reissuing the Exclusive Right of Burial Deed of Grant if lost will incur a Reissue administration fee.

9.4 Surrender a Burial Plot with an Exclusive Right of Burial

Where no interment has taken place in a purchased burial or cremated remains plot, the Owner(s) of the Exclusive Right of Burial may request the Surrender of the plot in return for a refund of the original purchase payment, less the years of Ownership.

No refund will be made where the Exclusive Right of Burial tenure has lapsed; the Ownership reverts to the Council.

9.5 Change of Address or Name Change

The Owner(s) of the Exclusive Right of Burial are responsible for informing the Council of any changes of address or Deed registration details.

Reissuing the Exclusive Right of Burial Deed of Grant through change of address or Deed registration details will **not** incur a Reissue administration fee.

9.6 Unpurchased Burial and Cremated Remains Plots

With previously unpurchased burial and cremated remains plots, the Exclusive Right of Burial must be purchased after an interment has taken place in order to erect a memorial and / or to re-open the plot for further interment. All purchases are at the discretion of the Service Manager.

The Council reserves the Right to reuse any Common Grave for future interment.

10 Erecting and Maintaining a Memorial

A memorial may only be erected on a burial or cremated remains plot within the Cemeteries in accordance with the current Regulations in force at the time of Application.

The type of memorial permitted is determined by the section that has been selected by the Owner(s) of the Exclusive Right of Burial.

All memorial installations must be in accordance with the current BRAMM and NAMM standards.

Memorial Applications will only be approved from Stonemasons and Funeral Directors who have registered with the Stonemasons and Funeral Director Registration Scheme.

10.1 Authorisation to Erect and Maintain a Memorial

The Owner(s) of the Exclusive Right of Burial may only apply to erect a memorial, subject to the payment of the appropriate Memorial Application fee. If the Owner is deceased, the Exclusive Right of Burial will need to be Transferred prior to Memorial Application approval (See 9.2.).

With previously unpurchased burial and cremated remains plots, the Exclusive Right of Burial must be purchased after an interment has taken place in order to apply to erect a memorial. All purchases are at the discretion of the Service Manager.

10.2 Applying and Approval of Memorial Applications

10.2.1 Memorial Stone Application

A Memorial Application to erect or amend an existing memorial must be made prior to installation. The Council Memorial Application must be completed in full and signed by all the Owners of the Exclusive Right of Burial to agree to the proposed Application.

A Memorial Application is not needed for *in situ* memorial cleaning maintenance where the original stonemason installed the memorial. It is the responsibility of the Memorial Mason to ensure works are undertaken with consideration to adjacent memorials. All sub-contractors will need to be Registered under the Stonemasons and Funeral Directors Registration Scheme.

Memorial Applications cannot be submitted; neither can Applications be approved, prior to interment.

All memorial stones for burial plots must display the installer's trade name and the plot details on the reverse of the memorial. The lettering used must be 1 inch (25mm), of uniform height, and placed on the reverse, on the left-hand side of the base, 6 inches (150mm) above ground level. No other Inscriptions or drawings are permitted to be shown on the reverse side of the headstone.

All memorials for cremated remains plots must display the installer's trade name and the plot details on the front of the memorial base. The lettering used must be ½ inch (10mm), of uniform height.

Memorial Applications must be submitted with the appropriate fee and include a copy of the Deed of Grant of the Exclusive Right of Burial.

Memorial Applications for burial plots can be submitted any time after interment. The Council, however, recommends a period of deferment for one year to allow for adequate ground settlement.

Memorial permits will be issued upon memorial application approval and are valid for one year from date of approval. If the Permit has expired, a new memorial application will need to be submitted together the correct application fee.

The Owners of the Exclusive Right of Burial are responsible to ensure memorial installations are safe from settlement, and to ensure the elected registered stonemason will guarantee remedial works (Please consult the Stonemasons and Funeral Director Registration Scheme).

The Owners of the Exclusive Right of Burial are responsible for ensuring works are guaranteed against faulty installation.

Memorial Applications for cremated remains plots and designated sections with precast plinths can be submitted any time after interment. A period of deferment to allow for ground settlement is not required; memorials can be installed any time after interment.

The Council reserves the Right to exclude any memorial that would in any way disfigure any of the Cemeteries or which is considered inappropriate in design. It also reserves the Right to refuse any inscription which it considers may cause offence. The Service Manager's decision is final.

10.2.2 Memorial Plaque, Plinth and Vase for Burial and Cremated Remains Plots within Woodland Ornamental Sections Application

The memorial plaque, plinth and vase are purchased through and installed by the Cemeteries Service upon submission of a Memorial Application and payment of the appropriate application and purchase fee.

The Memorial Application must be completed in full and signed by all the Owners or the proposed Owners of the Exclusive Right of Burial to agree to the proposed Application.

10.2.3 Memorial Plaque within Memorial Garden Application

The memorial plaque is purchased through and installed by the Cemeteries Service upon submission of a Memorial Application and payment of the appropriate Application and Purchase Fee.

10.3 Permitted Memorials

10.3.1 Burial plot within Lawn Sections

A memorial headstone is only permitted within the Lawn Section of any of the Cemeteries the section that has been selected by the Owner(s) of the Exclusive Right of Burial.

The memorial headstone must not exceed 4 foot 6 inches (1350mm) in height, 2 foot 6 inches (750mm) in width and 1 foot 6 inches (450mm) in depth. Memorials falling outside these measurements will not be approved or permitted to be installed.

Flower vases must be an integral part of the memorial or, if removable, must be placed no more than 15 inches (380mm) in front of the authorised memorial headstone base (See 11.1.1).



Milford Road Cemetery. An example of an NFDC Cemeteries Lawn Section.

10.3.2 Burial plot within Children's Sections

The memorial headstone must not exceed 2 foot 6 inches (760mm) in height, 2 foot 6 inches (760mm) in width and 1 foot 6 inches (450mm) in depth. Memorials falling outside these measurements will not be approved or permitted to be installed.

The authorised stone kerb-set must not encroach outside the integral space of the burial plot.

10.3.3 Burial plot within Traditional / Romany Gypsy / Traveller Sections

A memorial headstone and authorised stone kerb-set is only permitted within the Traditional Section of the Cemeteries.

The memorial headstone must not exceed 4 foot 6 inches (1350mm) in height, 2 foot 6 inches (750mm) in width and 1 foot 6 inches (450mm) in depth. Memorials falling outside these measurements will not be approved or permitted to be installed.

The kerbing must not encroach outside the integral space of the burial plot.

10.3.4 Cremated Remains Sections

A memorial stone is only permitted within the Cremated Remains Section of the Cemeteries.

The memorial stone must not exceed 22 inches (550mm) in height, 22 inches (550mm) in width and 22 inches (550mm) in depth and must be fixed to the supplied paving. Memorials falling outside these measurements will not be approved or permitted to be installed.

10.3.5 Burial and Cremated Remains plots within Woodland Ornamental Sections

The memorial plaque is provided and installed by the Cemeteries Service and will measure a maximum of 6 inches by 4 inches (150mm by 100mm). The permitted inscription will state the name of the deceased, their duration of life and the plot number details. The memorial plaque will be secured to a plinth with a vase and positioned at the top end of the burial plot.

One memorial plaque for each interment is permitted within the Woodland Ornamental Section of any of the Cemeteries.

The Council is responsible for the maintenance and management of all planted trees and shrubs

10.3.6 . Memorial Garden

The memorial plaque is provided and installed by the Cemeteries Service and will measure a maximum of 6 inches by 4 inches (150mm x 100mm). The permitted inscription will state the name of the deceased and their duration of life. The memorial plaque will be positioned next in line and secured to the Memorial Garden memorial knee rail.

10.4 Owner(s) of Exclusive Right of Burial Memorial Responsibility

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to maintain their memorials in a safe condition.

The Owner(s) of the Exclusive Right of Burial shall fully comply with these Regulations guaranteeing the burial or cremated remains plot is maintained in a safe condition to the satisfaction of the Service Manager. Repairs will be at the expense of the Owner(s) of the Exclusive Right of Burial.

If the Owner(s) of the Exclusive Right of Burial cannot be contacted, the Council reserves the Right to make safe or remove any memorial that is allowed to fall into disrepair or become unsightly or dangerous. The Council will seek reimbursement from the Owner(s) or the successor(s) in title for the whole of the costs of these works.

Should a memorial fail the Council's Statutory Inspection, it is the responsibility of the Owner(s) to organise repairs and to meet the full costs of those repairs.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to organise the removal of memorials or kerb-sets prior to interment. The replacement of the memorial without inscription amendment will not require submission of a Memorial Application.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to submit a Memorial Application with any proposed amendments to existing memorials or kerb-sets.

10.5 Registered Stonemasons and Funeral Directors Responsibility

Any organisation undertaking works within the Cemeteries must be registered under the Council's Stonemasons and Funeral Directors Registration Scheme.

All Registered Stonemasons and Funeral Directors must ensure the Cemeteries Office possess current copies of the mandatory Registration insurance certificates prior to any works being undertaken within the Cemeteries.

All Registered Stonemasons must ensure the Cemeteries Office possess current copies of Association Membership certificates.

For Stonemasons or other person(s) involved in the production and installation of memorials, Employers Liability and Public Liability with £5,000,000 cover

For Funeral Directors, Employers Liability and Public Liability insurance with £5,000,000 cover are required. Provision of a current risk assessment and two trade references are required.

It is the responsibility of the Registered Stonemasons or Funeral Director to ensure the persons requesting the memorial are the Holders of the Exclusive Right of Burial. All Holders need to agree to the Memorial Application.

A copy of these Regulations must be made available to the Holders of the Exclusive Right of Burial to clarify the Council's permitted memorials and memorabilia.

It is the responsibility of the Registered Memorial Mason / Funeral Director to ensure all applications received comply with the current Regulations in force at the time of submission. All applications containing inaccurate or erroneous information must be rectified prior to formal submission to the Cemeteries Service.

Suitable foundations must be provided in order to prevent memorials from sinking or tilting. All memorials erected in any of the Cemeteries must comply with BS8415 and the National Association of Memorial Masons Recommended Code of Practice.

Works must be guaranteed for at least 10 years to safeguard against faulty installation.

10.6 Removal of a Memorial for Access

The Council retains the Right to remove memorials, prior to an impending interment, to gain access to adjacent burial plots. The Cemeteries Service will contact the Holder(s) of the Exclusive Right of Burial; when contact is not possible, the Council will remove and replace the said memorial. The

Holder(s) of the Exclusive Right of Burial will not incur any memorial removal and replacement costs.

10.7 Memorial Inspection and Rights of the Cemeteries Service

Statutory Inspections and testing of memorials will be periodically carried out by the Cemeteries Service or its contractors, in line with the recommendations stated in *Article 16.1 of The Local Authorities' Cemeteries Order 1977*.

11 Memorabilia

Authorised memorabilia are only permitted on a burial or cremated remains plot within the Council's Cemeteries in accordance with the current Regulations in force.

The type of memorabilia permitted is determined by the Exclusive Right of Burial Owner(s) chosen Section.

No flowers or plants are permitted to be planted either side of the burial or cremated remains plot access space.

11.1 Permitted Memorabilia

11.1.1 Burial plot within Lawn Sections

Flower vases which are not integral to the memorial headstone are permitted but must be placed no more than 15 inches (380mm) in front of the authorised memorial headstone base.

All memorabilia must remain within the integral space of the burial plot.

11.1.2 Burial plot within Children's Sections

For all unauthorised memorabilia see 11.2.

All memorabilia must remain within the authorised stone kerb-set or the integral space of the burial plot (See 10.3.2).

11.1.3 Burial plot within Traditional / Romany Gypsy / Traveller Sections

For all unauthorised memorabilia see 11.2.

All memorabilia must remain within the authorised stone kerb-set or the integral space of the burial plot.

To demarcate the integral space of the burial plot, traditional rounded picket fencing is permitted for one year from interment but must not encroach beyond the said space. Once the year has elapsed,

the Council reserves the Right to remove the temporary picket fencing to make space for the authorised memorial, subject to Memorial Application approval (See 10.3.3).

No other fencing is permitted.

11.1.4 Cremated Remains Sections

No memorabilia is permitted other than the authorised memorial (See 10.3.4).

11.1.5 Burial and Cremated Remains plots within Woodland Ornamental Sections

Flower vases are provided and installed by the Cemeteries Service and are available upon request.

To preserve the ethos of a woodland ornamental burial area, other items of memorabilia are not permitted. The Service Manger reserves the Right to remove any unauthorised memorabilia without prior notification to the Owner(s) Exclusive Right of Burial.

11.1.6 Memorial Garden

To preserve the ethos of a memorial garden, other items of memorabilia are not permitted. The Service Manger reserves the Right to remove any unauthorised memorabilia without prior notification.

11.2 Unauthorised Memorabilia

Unauthorised memorabilia are items which are not explicitly stated under the *Permitted Memorabilia* Section (See 11.1). The classification of unauthorised memorabilia is at the discretion of the Service Manager whose decision is final.

Memorabilia items which could potentially cause harm, offence or are a safety concern to cemetery visitors and Cemeteries Representatives are not permitted and will be removed immediately. This list is not exhaustive; the key, unsafe items include:

Glass vases, wind chimes, naked flames, solar lights, lanterns and wire fencing.



An example of unauthorised, hazardous memorabilia

11.3 Owner(s) of Exclusive Right of Burial Memorabilia Responsibility

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to ensure any authorised memorabilia within the said burial or cremated remains plot are maintained in a safe and secure condition.

Any *items* which could potentially cause harm and are a safety concern to cemetery visitors and Cemeteries Representatives are not permitted (See 11.2). The removal of these unauthorised, unsafe items is primarily the responsibility of the Owner(s) of the Exclusive Right of Burial.

It is the responsibility of the Owner(s) of the Exclusive Right of Burial to ensure any memorabilia floral tributes are removed and placed in the designated bins provided once spent.

11.4 Removal of Unauthorised Memorabilia

All memorabilia *items* which could potentially cause harm, offence, or are a safety concern to cemetery visitors and Cemeteries representatives will be removed immediately, labelled and stored for one month. The Cemeteries Service will contact the Holder(s) of the Exclusive Right of Burial to invite collection of the unauthorised memorabilia. After one month of storage, the unauthorised will be disposed of.

11.5 Removal of Memorabilia for Access

The Council retains the Right to move authorised memorabilia, prior to an impending interment, to gain access to adjacent burial plots or to facilitate grounds maintenance. The Cemeteries Service will contact the Holder(s) of the Exclusive Right of Burial; when contact is not possible, the Council will move and replace the said memorabilia. The Council will remove and replace the memorabilia at no cost to the Holder(s) of the Exclusive Right of Burial.

The Council retains the Right to remove unauthorised memorabilia prior to an impending interment, to gain access to adjacent burial plots, or to facilitate grounds maintenance. Unauthorised memorabilia will be removed, labelled and stored for one month. The Cemeteries Service will make contact with the Holder(s) of the Exclusive Right of Burial to invite collection of the unauthorised memorabilia. After one month of storage, the unauthorised items will be disposed of.

The Council does not accept liability for any alleged damage to any unauthorised memorabilia items.

11.6 Seasonal Memorabilia

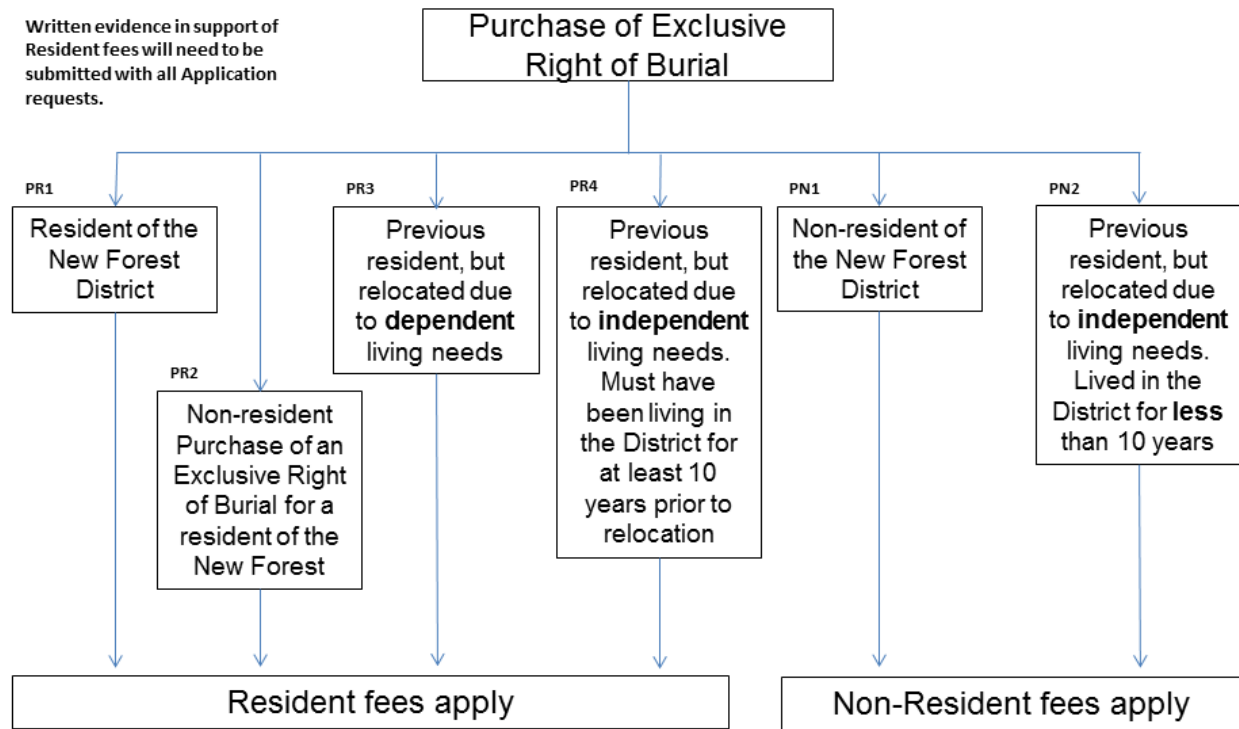
Seasonal memorabilia which are not integral to the memorial are permitted and must be placed at the head end within the integral space of the plot.

Disposal of spent seasonal memorabilia is principally the responsibility of the Owner(s) of the Exclusive Right of Burial; after a maximum period of 2 months the Cemeteries Service will remove and dispose of spent memorabilia as part of routine maintenance works.

12 Appendices

12.1 Appendix 1a

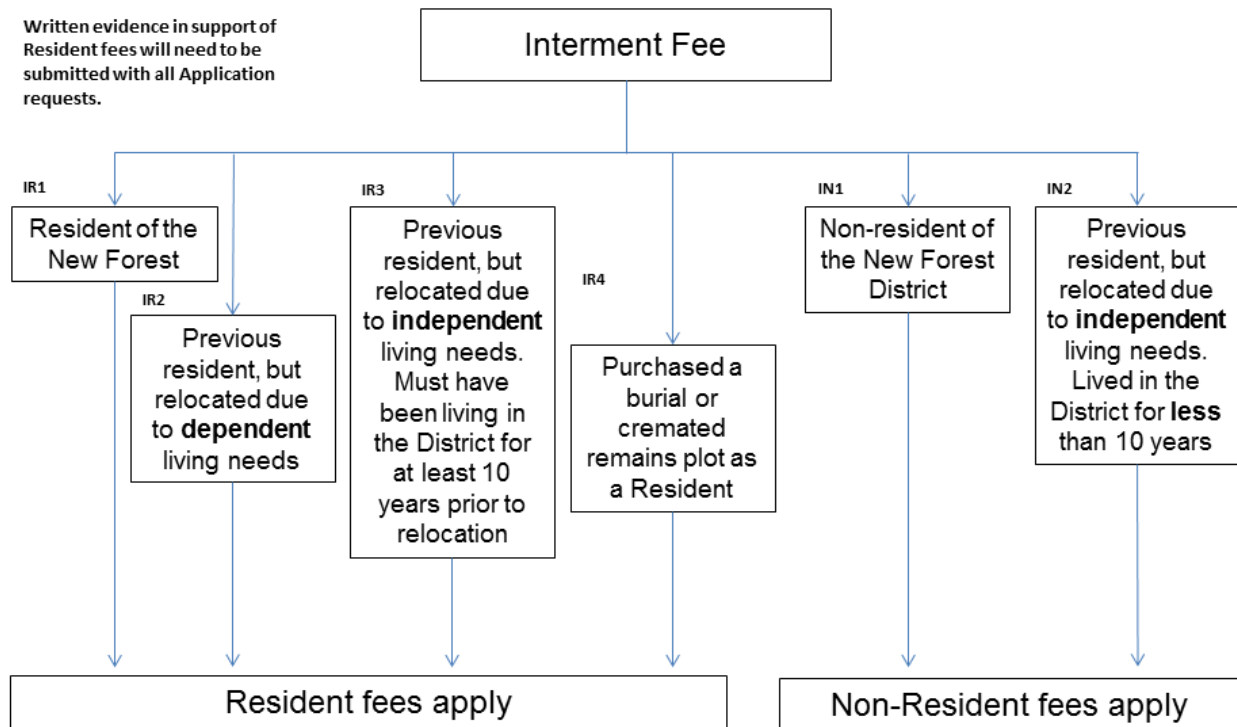
Purchase of Exclusive Right of Burial - Resident and Non-Resident Fees and Charges flow chart



- Dependent living needs – individual who needs care and assistance.
- Independent living needs – individual who is able to care for oneself.

12.2 Appendix 1b

Interment Fee - Resident and Non-Resident Fees and Charges flow chart



Memorial fees are dependant upon residency status and subsequent interment fees incurred.

- Dependent living needs – individual who needs care and assistance.
- Independent living needs – individual who is able to care for oneself.

COMMUNITY PARTNERSHIP AND WELLBEING OVERVIEW AND SCRUTINY PANEL

14 SEPTEMBER 2021

COVID 19 – RECOVERY PLAN FOR THE FOOD SAFETY SERVICE

1. INTRODUCTION

- 1.1 This report provides Members of the Community, Partnerships and Wellbeing Panel with information on how the Food and Safety Service will deliver food law controls over this financial year.
- 1.2 The action plan is in line with the Food Standards Agency - Covid 19 Recovery Plan and takes a risk-based approach that ensures our resources are targeted where they will have greatest value to protect and improve the public's health in the New Forest.

2. BACKGROUND

- 2.1 During the coronavirus pandemic, officers in the Food and Safety Team have worked hard with sustained commitment to protecting the public's health by safeguarding the community and controlling the spread of the disease.
- 2.2 The impact of the pandemic resulted in resources being diverted from food law controls to address the wider unprecedented challenges and risks posed and Members have received presentations at previous meetings on the work undertaken by the Service over the past 18 months.
- 2.3 The Government moved to step 4 of the roadmap on 19 July 2021, a new phase of continued caution whilst managing the risks of Covid 19. Many of the legal restrictions imposed have now been lifted and businesses are operating with controls in place to mitigate risks as the country starts to live with Covid.
- 2.4 It is important now that the focus is progressively shifted back to the delivery of food law regulatory controls, to ensure business compliance with food law requirements and that food prepared and sold from local establishments is safe to consume.

3. THE ACTION PLAN FOR FOOD SAFETY IN 2021/22.

- 3.1 The action plan attached in **Appendix 1** illustrates the priorities for the Food and Safety Team over the next few months and closely follows the framework set out by the Food Standards Agency.
- 3.2 The action plan initially prioritises critical enforcement work, ensuring controls are in place to support trade and enable export, as well as the triage and inspection of new, previously uninspected food businesses. The second phase of the action plan ensures that existing businesses receive onsite inspections on the basis of risk, focussing on the poor performing businesses in the first instance.

3.3 The Food Standards Agency will be monitoring Local Authorities delivery against the expectations and timelines set out within the plan and whilst they appreciate delivery may be challenging, they emphasise the importance of commitment to the plan.

4. CONCLUSION

4.1 This report and the food safety action plan attached as Appendix 1 details the strategy the service will take to deliver food controls and safeguard the health of residents in the New Forest. This will be achieved by targeting resources where there is greatest risk to consumers.

5. RECOMMENDATIONS

5.1 That the panel supports the proposed work plan for the forthcoming year.

Environmental and Regulation Service

Service Manager: Joanne McClay

Joanne.mcclay@nfdc.gov.uk

Tel: 02380 285325

Food and Safety Team Manager

Ben Stockley

Appendix 1 – Food and Safety Action Plan 2021 – 2022

Phase 1 Priorities	
1	<p>Prioritisation of new businesses for an intervention based on risk. All new businesses contacted on registration and the information used to triage inspections.</p> <p>417 new registrations received from the start of the pandemic to date.</p>
2	<p>Planning of the intervention programme from September 2021 onwards which will include resuming the planned intervention programmes for high risk and non-compliant businesses.</p>
3	<p>Any controls that are required to support trade and enable export. This includes the prioritisation of inspection and approval of businesses, the inspection of fishing vessels to enable them to trade with the EU and issuing documents to support businesses export products outside of the UK.</p>
4.	<p>Critical work continues which includes enforcement in the case of non-compliance, managing food incidents and hazards and investigating and managing complaints.</p> <p>117 food related complaints have been investigated, 9 food alerts actioned, 6 businesses served with Hygiene Improvement notices, 1 business served with a Hygiene Emergency Prohibition Notice for very poor conditions, 1 business voluntarily closed due to a pest infestation, 1 detention notice served for food illegally imported.</p>
5	<p>Sampling to assess food business compliance and any follow-up necessary.</p> <p>6 samples taken in support on new businesses manufacturing foods.</p>
6	<p>Ongoing proactive surveillance to obtain an accurate picture of the local business landscape and to identify open/closed/recently re-opened/new businesses; as well as businesses where there has been a change of operation, activities or food business operator.</p>
7.	<p>New and refreshed food hygiene ratings given following the appropriate interventions.</p>
Phase 2 Priorities	
8	<p>All high-risk food businesses rated as a category A to have received an onsite intervention by 31 March 2022 – all 5 completed</p>
9	<p>Implementing planned intervention programmes for high-risk category and non-compliant establishments in accordance with the timeline:</p> <p>Category B for hygiene over period to 30 June 2022 – 29 Category C (FHRS 0,1,2) over the period to 30 September 2022 – 10 Category C (FHRS 3,4,5) over the period to 31 March 2023 – 312 Category D (FHRS 0,1,2) over the period to 31 December 2022 – 2</p>
10	<p>Only inspection of D (broadly compliant) and E rated over the recovery period where the risk has increased or standards fallen which increases the priority due to the risks posed.</p>
11	<p>Food hygiene rating scheme re-inspection visits requested by businesses to be carried out within required timescales and review of any appealed ratings.</p> <p>2 appeals received against a rating given, and 3 requests for a re-inspection.</p>

Further work	
12	Investigation of notifications of notifiable food-borne infectious and suspected food poisoning outbreaks and take appropriate action. 185 investigations have been undertaken.
13	To continue to offer support to businesses through the Primary Authority partnership scheme.
14	All work is carried out in accordance with our enforcement policy, taking a staged approach to enforcement by offering advice and guidance prior to service of enforcement notices or prosecution where there is blatant disregard for the law and public safety is put at risk.

*Figures are from 1 April 2021 until 31 August 2021 unless otherwise stated.

NB. It should be noted that the Food and Safety Team also have a health and safety role which involves undertaking health and safety inspections, investigating workplace accidents, event safety, registering and inspection of skin piercers, animal welfare inspection and licensing, and caravan site licensing.

HEALTH AND LEISURE CONTRACT UPDATE



INTRODUCTION

New Forest District Council commenced the partnership with Freedom Leisure on 1st July 2021. Freedom Leisure is the councils preferred leisure operator to oversee the management of the five leisure centres within the district for the next 11 years. Freedom Leisure is a not-for-profit leisure trust which manages leisure and cultural facilities on behalf of partners across the UK, to realise their vision of “improving lives through leisure.”

MOBILISATION

To ensure a smooth handover of services to Freedom Leisure, weekly mobilisation meetings have taken place during the mobilisation phase. The meetings have addressed any operational, financial, human resource and legal queries with attendance from New Forest District Council team members and Freedom Leisure team members.

Following on from the mobilisation meetings, a Contract Partnership Board has been formed. The board met on 10th August with future meetings scheduled once per month to review the partnership and evaluate the performance of the leisure venues.

STAFFING

- 392 staff were transferred under TUPE with 15 staff recruited since the launch on 1st July. There are currently 6 vacancies being advertised.
- All staff have received new uniform and all venues have fully installed new Freedom signage internally and externally.
- In the first two weeks of the contract, staff on site were supported by experienced Freedom Managers, 7 days a week from open to close which totalled around 1300 hours in total.
- To the vast extent, the implementation of Freedom’s payroll processes has been smooth. Where there have been any errors or queries, Freedom have worked at pace to rectify and communicate with the staff members concerned.

SIGNS OF RECOVERY

The leisure venues are showing positive signs of recovery as Coronavirus restrictions are lifted.

Specifically:

- The centres have been noticeably busier week by week.
- Since the launch of the partnership on 1st July, there has been a 24% growth in membership subscriptions with 5,075 live fitness subscriptions across the venues; a net growth of 975 subscriptions.
- Swimming Lessons are fast recovering to pre-pandemic levels with 877 enquiries being processed for the Autumn term. An estimated 4,500 swimmers will be learning to swim by the end of September 2021.
- The Active Lifestyles programme is now offering 36 classes a week, only 1 less than the pre-pandemic programme, with a 57% uptake to sessions.

- In the first 3 months of this year, the venues have had 134 referrals, and this will continue to grow as restrictions are lifted.
- The re-introduction of Senior Swim Sessions, Therapy Swim Sessions and multi-activity mornings are proving popular.
- Sports Clubs and Swim Clubs have returned to the venues.
- The recently refurbished Astro-Turf pitch at Lymington welcomes the return of the New Forest Hockey club and is attracting new booking enquiries for the venue.
- Shared use of the Sports Hall at Lymington has been agreed with Priestlands School. Freedom will be developing a new programme in September to offer a balance of club use, children's activities, and casual use.

FUTURE PRIORITIES

Work is due to commence in December 2021 to upgrade reception areas, expand group fitness studio floor space and install soft play equipment. Some, or all, of these works will be at Applemore, Totton and Ringwood Leisure Centre's. A Capital Partnership Board has been formed and will oversee these exciting capital investment projects. The project board is made up of key partners at New Forest District Council, Freedom Leisure and The Clarkson Alliance, who will be project managing on behalf of Freedom Leisure

The Leisure Contract Working group will start to meet in October, members will be asked to volunteer after the Panel meeting. The working group will meet to evaluate the partnership between New Forest District Council and Freedom Leisure reviewing the operator performance against their strategic performance indicators.

Freedom Leisure are planning to move the learn to swim programme in the New Forest from a termly enrolment programme, over 44 weeks of the year, to a 50 week per year programme; offering continuous learning throughout the year. Freedom Leisure will be communicating with Customers and Staff on this change and there will be further progress updates in the next panel report.



RECOMMENDATIONS

Members, please note the updates within this report. Future updates will be provided at each panel meeting. The next update will be provided in January 2022.

DIBDEN GOLF CENTRE UPDATE

INTRODUCTION



New Forest District Council commenced the partnership with Mytime Active on 12th April 2012. Mytime Active are the councils preferred leisure operator to oversee the management of Dibden Golf Course until March 2042. Running 12 Golf Courses across the country, Mytime Active is a registered charity and as an organisation are passionate about wellbeing. Specifically, about helping people live longer, healthier, and happier lives.

KEY ACHIEVEMENTS



The building of a stronger working partnership and understanding between NFDC and MyTime Active over the past 18 months is evident and as coronavirus restrictions have been lifted, the return of golf at Dibden Golf Course has seen an up-turn in participation.

Specifically:



- 47% utilisation of the golf course, despite a monthly average of 1.6inches of rainfall, over the last 3 months.
- Green Fee income has been significant with high pay and play golf uptake since restrictions were lifted in April. 56% of total revenue has come from casual golf participation.
- The return of food and beverage services to the club house has provided welcome revenue for the course.
- The return of golf society bookings and wedding bookings has supported the recovery drive with 18 bookings in July and August.
- The sale and renewal of golf membership subscriptions has been positive with 53 subscription sales between May and the end of July.
- All of this has contributed towards a positive start to the financial year.
- A note to panel that Mytime Active have indicated an uncertainty in golf participation as we go into the autumn and winter months of 2021. This will be monitored monthly through the contract monitoring process with updates provided to the task and finish group and within the next panel report.



FUTURE PRIORITIES

With a lease review due at Dibden in 2022, Mytime Active are preparing a 5-year investment programme and accompanying business plan to shape the vision for Dibden Golf Course. The plans will be sent to the council on 1st September with evaluation from the Dibden Working Group taking place on the 13th September and again on 4th October 2021. The final plans will be presented to cabinet in November/December 2021.

Alongside the planning process, Jon Randall (Leisure Contract Monitoring Officer for New Forest District Council) will meet monthly with Mytime's Area Manager to review the performance of the golf course against the strategic indicators within the contract.

RECOMMENDATIONS

Members, please note the updates within this report. Future updates will be provided at each panel meeting. The next update will be provided in January 2022.

COMMUNITY, PARTNERSHIP AND WELLBEING OVERVIEW AND SCRUTINY PANEL – 14 SEPTEMBER 2021

THE CORPORATE PLAN 2020-2024 – ‘COMMUNITY MATTERS’ (REVISED 2021)

1. RECOMMENDATIONS

- 1.1 That the Panel:
 - a) Considers revisions to the corporate plan 2020-2024, ‘Community Matters’ following changes in Portfolio responsibilities and taking into account the impact of Covid-19 on priorities; and
 - b) Provides feedback to Cabinet on the revised plan.

2. INTRODUCTION & PURPOSE

- 2.1 In March 2020 Cabinet approved the Corporate Plan for 2020 to 2024 entitled ‘Community Matters’.
- 2.2 The Corporate Plan is the single most important strategy that shapes the way the Council works and defines its ambitions. In doing so it brings together strategic and service objectives, helping the organisation to work towards the same vision, values and priorities. It is underpinned by a suitable and proportionate performance management framework that monitors delivery of the plan.
- 2.3 Although the plan sets out the four-year strategic direction, the impact of the pandemic and the change in portfolio responsibilities has given rise to an interim review of the plan to ensure that priorities continue to reflect the needs of the community, to update associated actions and to align responsibilities with the new Cabinet structure that came in to effect in April 2021.
- 2.4 The revised plan is attached at Appendix 1, reflecting the strategic priorities of each portfolio and accompanied by an action plan for delivery that is updated annually.

3. DELIVERING THE PLAN

- 3.1 The Corporate Plan informs the Medium Term Financial Plan to ensure the available resources are appropriately directed to deliver the vision and priorities. Its delivery will continue to be supported by a proportionate performance management framework that will ensure priorities and necessary actions filter through to portfolio resource planning and service action plans. Portfolio dashboards will be updated to reflect the changes to the plan and will continue to be presented regularly to the appropriate overview and scrutiny panels.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from this report, although a clear focus of the plan continues to be financial responsibility and ensuring value of money for the tax payer.

5. CRIME & DISORDER, EQUALITY & DIVERSITY AND ENVIRONMENTAL IMPLICATIONS

5.1 Community Matters contributes to positive outcomes in each of these areas, as detailed within the plan itself.

For Further Information Please Contact:

Background Papers

Rebecca Drummond
Service Manager – Elections & Business
Improvement
Tel: 023 8028 5080
E Mail: rebecca.drummond@nfdc.gov.uk

The Corporate Plan 2020-2024 'Community
Matters' – Cabinet 4 March 2020

Sheryl Parry
Business Improvement Project Manager
Tel: 023 8028 5081
E Mail: sheryl.parry@nfdc.gov.uk



Community Matters Corporate Plan 2020-2024

Delivering a prosperous
New Forest and putting
the community first



Introduction

Our corporate plan plays an important role in making sure the council's objectives are met for the people and communities in the New Forest district area. It sets out the overarching commitments and vision for the council over the next four years, the priorities of each portfolio, and the values that underpin the delivery of the plan.

The plan focuses on the challenges we face, and all that we can do as an organisation to address them. It recognises the financial constraints in which we operate, and builds on the strong financial position we have created and the services our community want. We remain ambitious in setting priorities that matter to the people of the New Forest and we put our community first.

Sustainability and the protection of our natural resources, as well as support for the local economy, run through this plan. With each portfolio contributing towards these two significant issues and placing them at the heart of all our decisions.

Our commitments also include new approaches to providing more homes for local people, responding to the specific needs of our communities, maintaining the unique and special qualities of the environment, improving health and wellbeing, and ensuring the economic prosperity for the area both now and for the future.

The plan builds on the foundations already laid out, maintaining our commitment to financial sustainability and excellence in service delivery.

Vision

To secure a vibrant and prosperous New Forest, guided by the people we serve and working in partnership with others to enhance the quality of lives for all by:

- Understanding local needs and creating a balanced, healthy community who feel safe, supported and have access to services;
- Protecting the special character of the New Forest and responding pro-actively to environmental challenges; and
- Working with others to maintain a vibrant local economy that brings opportunities to the area.

Values

Our values underpin the Council's vision and priorities by shaping the way we work.

Community

- We understand that our residents and customers are at the centre of what we do.

Teamwork

- We respect the contribution of others, and value those who work for the benefit of our community.

Integrity

- We act fairly, openly and with financial responsibility in all that we do.

Services

- We use our energy, skills, curiosity and resources to deliver the best sustainable outcomes.

Ambition

- We are passionate about leaving things better than we found them.

Leader's PORTFOLIO

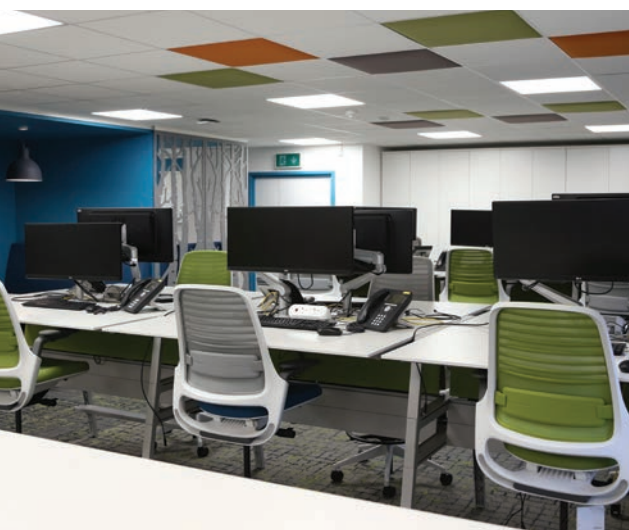
*'Delivering a
sustainable and
prosperous New
Forest and putting our
community first'*

58



Portfolio holder
Cllr Edward Heron





Portfolio holder introduction

The accelerating impact of Climate Change, the use of natural resources and the damage to nature with habitat erosion and the disappearance of cherished wildlife are all areas of concern. We recognise these challenges, and we will prioritise actions to increase sustainability, protect our natural resources, and reduce our impact on the environment.

Partnership working remains a key priority to achieve more together. This includes working with the Local Enterprise Partnership and other public bodies to co-ordinate and encourage businesses and appropriate infrastructure connectivity opportunities, delivering a prosperous New Forest. The establishment of the Solent Freeport will provide a hub for global trade and investment, promoting regeneration and job creation in support of the local economy. We will actively engage with Government, the County Council and our other Hampshire and Isle of Wight partners in exploring a County Deal.

There is continued commitment to delivering modernised and innovative services, putting our community first and the outcome of the electoral review will ensure continued, effective democratic representation for all our residents.

Recognising the importance of our people in delivering high-quality services, we will strive to be an employer of choice, providing flexible and modern workspaces and technology through the smarter working initiative.

Cllr Edward Heron

Leader

Priorities

- Ensuring sustainability is at the centre of our decisions to preserve resources and the environment for future generations
- Excellence in services to our residents and continuing to maintain front line services
- Being an employer of choice
- Working with regional and local partners to ensure the prosperity of the New Forest area
- Ensuring effective democratic engagement and representation

Key activities

- Development of a strategy and action plan that ensures sustainability underpins all of our actions
- Deliver the Organisational Strategy and respond to changes in working arrangements through the continued roll out of the smarter working initiative, looking at where and how our staff work
- Respond to the outcomes of the staff survey and deliver the HR Strategy to support recruitment and retention
- Work with partners to deliver the greenest Freeport, securing sustainability and prosperity for the New Forest area
- Annual review of the economic investment in the New Forest
- Ensure that all council assets are used in the most sustainable way to support communities and the local economy
- Actively engage with partners, including the Hampshire & Isle of Wight Local Government Association, in exploring a County Deal

Planning, Regeneration and Infrastructure

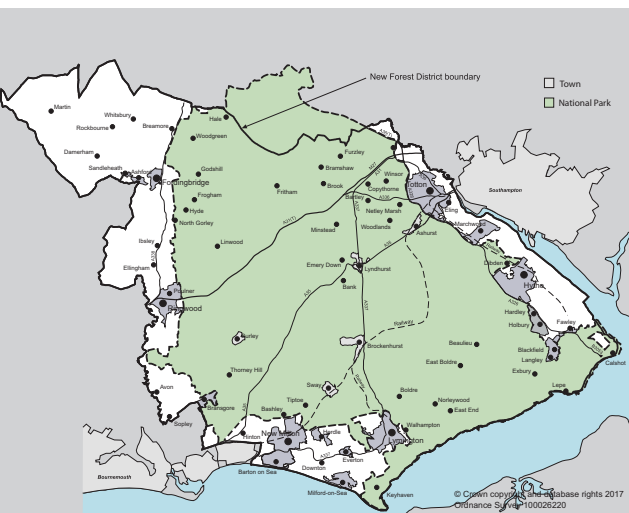
PORTFOLIO

*‘Encouraging
development that
meets local needs
and enhances the
special qualities of the
environment’*



Portfolio holder
Cllr Diane Andrews





Portfolio holder introduction

Delivering the vision of the Local Plan and ensuring a mix of homes and employment space, together with green infrastructure and sustainable transport options to meet the needs of residents is core to this portfolio. The approach to development must be proactive and enabling, encouraging development that meets local needs whilst delivering positive economic and social outcomes, while protecting and enhancing the special environmental qualities of the district.

Aligned to this is the delivery of a range of green infrastructure projects that enhance the natural environment and improve the quality of life for residents by creating places where communities can flourish. We will continue to work with partners across south Hampshire to develop a joint spatial strategy which will provide part of a robust evidence base for the next Local Plan. Greater emphasis will be placed on the early engagement of Building Control to add value to development proposals and ensure that buildings are safe. We will develop town centre regeneration plans, acknowledging the role our town centres need to play in supporting communities and providing the right mix of uses.

Cllr Diane Andrews

Planning, Regeneration and Infrastructure

Priorities

- Delivering the vision of the Local Plan and encouraging development that meets local needs and delivers positive economic, social, and environmental outcomes
- Working with partners, applicants, and developers to ensure a positive, timely and enabling attitude to development
- Using contributions to deliver green infrastructure projects that address the impact of development on the natural environment
- Ensuring Building Control are engaged at the earliest stage to make future development projects safe
- Working with the Partnership for South Hampshire authorities on a Joint Strategy and Statement of Common Ground to address future growth and unmet housing need
- Explore different delivery models to deliver our housing target including maximising the number of affordable homes
- Set a vision for the future of each of our towns

Key activities

- Enabling the delivery of sustainable development set out in the Local Plan supported by appropriate infrastructure
- Ensure that all development within the district is sustainable, resilient to changes in climate and creates healthy and biodiverse environments
- Deliver additional open space, play equipment, sports provision, cycling and walking opportunities and habitat creation areas
- Increase the number of developments that use NFDC Building Control service
- Progress work on the Joint Strategy for South Hampshire
- Develop a clear programme for spending monies collected through Community Infrastructure Levy
- Review the current issues within our town centres and work towards developing town centre plans or regeneration plans
- Explore how Local Design Codes could be developed for specific areas across the district
- Work with partners to develop and deliver infrastructure projects to provide sustainable transport options and manage water resources in a sustainable manner

Housing and Homelessness

PORTFOLIO

'Creating balanced communities and housing options that are affordable and sustainable'

62



Portfolio holder
Cllr Jill Cleary





Portfolio holder introduction

Providing more homes for local people continues to be a key issue and much of the focus is on delivering the Housing Strategy to ensure we meet the wider housing needs of the district, creating balanced communities and housing options that are affordable and sustainable.

The council is committed to providing more council houses, eradicating the use of Bed and Breakfast accommodation, and reducing homelessness. Building effective relationships with private rented sector landlords and agents through a landlord's forum will help improve standards, maintain confidence in the sector and improve access to our clients. This position is reflected in the priorities.

CLlr Jill Cleary

Housing and Homelessness

Priorities

- Meeting local housing needs and promoting sustainable growth
- Increasing the supply of high-quality affordable homes
- Improving the housing circumstances of those most in need
- Enabling the best use of housing to meet the needs of people, including support for a high quality, strong private rented sector

Key activities

- Deliver the key priorities identified within the Housing Strategy 2018
- Provide 600 new council homes by 2026 across social rent, affordable rent, and shared ownership tenures, including within New Forest villages
- Reduce homelessness through the provision of multi-agency support to sustain homes and tenancies and through the increase in access to private sector rented homes
- Protect the health and safety of tenants in private rented properties
- Minimise the use of emergency Bed and Breakfast accommodation for homeless households
- Design, deliver and enhance a multi-agency approach and housing pathway to achieve long-term accommodation solutions to end rough sleeping in the district
- Implement a new strategy to tackle empty properties and bring them back in to use
- Ensure that our existing housing stock is maintained to a high and safe standard
- Promote and implement greener housing initiatives when maintaining council stock and in the development of new council dwellings

People and Places

PORTFOLIO

'Engaging with our communities and maintaining the quality of the place in which they live'

64



Portfolio holder
Cllr David Russell





Portfolio holder introduction

The People and Places portfolio brings the community together with the place that they live in, ensuring access to services and a safe and clean environment. It recognises the importance of engagement and communication to provide information and seek the views of residents, listening to their needs.

The work to modernise service delivery in response to customers' changing needs and digital demands remains a key focus. Moving towards 24-hour access to online services, and using technology to enhance our service delivery, will be an important element of this.

The upkeep and maintenance of our trees and open spaces and the cleanliness of our streets is central to the quality of the place in which we live, and we will continue to deliver these services to ensure this remains the case.

Understanding and working with our communities has never been more important and we are committed to meaningful engagement with town and parish councils and the voluntary sector to deliver sustainable support, with continued support for the district's arts and cultural heritage.

Clr David Russell

People and Places

Priorities

- Putting residents at the centre of what we do and how we do it
- Modernising customer services and responding to changing needs
- Engaging with partners and the community to inform and contribute towards wider outcomes
- Ensuring our open space is clean, accessible, and well maintained, and contributes to the sustainable and natural environment of the New Forest
- Supporting the arts and cultural heritage of the New Forest

Key activities

- Continue to upgrade the back-office systems in preparation for enhanced website functionality designed around the customer
- Understand and respond to residents' demand and expectations in the delivery of customer services
- Provide grant funding to community groups and charitable organisations in support of the council's objectives in the community
- Continued engagement with town and parish councils
- Respond to future environmental, social and pest/disease challenges through the Tree Strategy
- Work with partners on initiatives to reduce the levels of littering and fly tipping
- Continue to provide more land to meet the demand for burial space

Finance, Investment and Corporate Services

PORTFOLIO

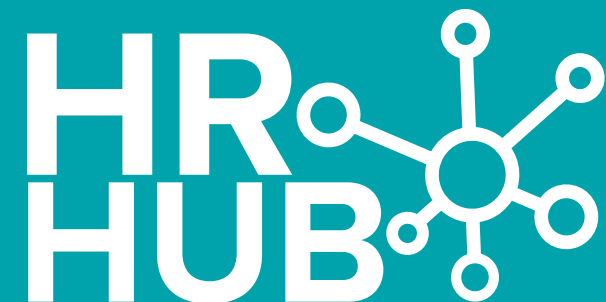
66

‘Enabling service provision and ensuring value for money for the council tax payer’



Portfolio holder
Cllr Jeremy Heron





Portfolio holder introduction

National pressures on funding for local authorities will remain a significant challenge and there is an ongoing need to respond to this to ensure the continued provision of frontline services which are underpinned by efficient and effective support services. Continued investment in ICT will be instrumental in delivering flexibility and efficiencies.

The acquisition and managing of quality assets local to the New Forest will ensure growth and employment opportunities are directed at the local economy, as well as providing a new source of income generation and a return on investment to help support the council's financial resilience and ensure value for money for the council tax payer.

We will continue to invest in the maintenance and upkeep of our assets and facilities to ensure they remain fit for purpose. Those in our community impacted by welfare reform will be supported with the migration to universal credit.

Cllr Jeremy Heron

Finance, Investment and Corporate Services

Priorities

- Protecting front line services through sound financial planning, including the collection of taxation with appropriate support for individuals and businesses
- Modernisation and innovative use of ICT to enhance operational efficiencies across all services
- Using investments to support financial resilience and the local economy
- Providing support to residents with benefits and welfare reforms, and supporting businesses to access financial reliefs and grants

Key activities

- Deliver the council's Medium-Term Financial Plan
- Modernise our corporate and line of business ICT applications
- Identify sites and opportunities in line with the Commercial Property Investment Strategy
- Continue to acquire properties through the council's Residential Property Company
- Deliver improved, more sustainable infrastructure to support operational services
- Deliver government support to businesses, including business support grants and retail discounts
- Continue to manage the impact of Universal Credit and review our Council Tax Reduction scheme to maximise automation

Partnering and Wellbeing PORTFOLIO

*'Improving the health
and wellbeing of our
community'*

88



Portfolio holder
Cllr Mark Steele





Portfolio holder introduction

Improving the health and wellbeing of our community and sustaining a healthy lifestyle legacy for future generations is an important focus of the portfolio, collaborating with partner agencies to ensure the wider health outcomes are achieved.

We will work to join up activity to enable these outcomes and embed key health prevention principles in our core services to support both physical and mental health.

Our regulatory services will continue to help protect our residents and visitors from risks to safety and health by working with businesses to provide support, advice and enforcement and improving the knowledge and choice by publishing inspection ratings. Environmental risks to health will also be prioritised to improve air quality.

It is recognised that the fear of crime is an important issue, and we will engage with the community to manage this fear, whilst keeping our communities safe through the delivery of the Safer New Forest priorities.

Cllr Mark Steele

Partnering and Wellbeing



Priorities

- Working with partners to improve the health and wellbeing of our residents
- Ensuring that public health prevention principles are embedded within core services of the council
- Increasing the level of physical activity within the district
- Providing affordable, accessible, and sustainable leisure facilities
- Ensuring regulatory services are delivered for the benefit of our residents
- Ensuring the New Forest remains a safe place to live, work and visit

Key activities

- Develop and deliver a Health and Wellbeing Strategy focussing on both physical and mental health, tackling health inequalities, and creating healthier communities
- Deliver the strategic objectives set out in the review of NFDC leisure centres
- Work with partners to increase the levels of activity within targeted groups
- Work with partners to help improve air quality in the area
- Create a safe environment for our residents and level playing field for local businesses to help them grow and develop
- Deliver the licensing function in line with policies which are relevant and legally compliant and address the challenges faced in the New Forest
- Deliver the Safer New Forest Partnership Plan through collaborative and innovative working with our strategic partners

Environment and Coastal Services

PORTFOLIO

‘Working to reduce the impact on our special environment and protecting communities by managing our changing coastlines’

70



Portfolio holder
Cllr Steve Davies





Portfolio holder introduction

To help us reduce our impact on the environment we will aim to provide the New Forest with a cost effective, sustainable and carbon efficient waste and recycling service that will maximise the recovery of valuable natural resources, align with the national strategy and meet the needs of our residents.

Managing our coastline remains a priority to protect our communities from the impacts of flooding and coastal erosion risk or to enable them to adapt to future flooding and coastal erosion risk. We will further explore our options for delivering our coast protection function as well as securing partnership funding to support the delivery of future flood and coastal erosion risk management activities.

Modernisation of car parking will ensure up to date facilities, contribute towards air quality and support the local economy.

Cllr Steve Davies

Environment and Coastal Services

Priorities

- Working with others to protect and enhance our natural environment
- Reducing waste and increasing recycling
- Developing plans and funding opportunities to protect our coastline
- Supporting sustainability and the local economy through the strategic review and use of car parking assets
- Developing a strategy for our assets at Keyhaven, considering environmental objectives, flood protection and the local economy

Key activities

- Contribute towards the overarching Sustainability Strategy which will set out our actions to protect the local environment and reduce our impact on climate change
- Develop and implement a new modern Waste Strategy for the Council working with the Project Integra Board
- Adoption of the Christchurch Bay & Harbour Flood & Coastal Erosion Risk Management (FCERM) Strategy to identify future flood and coastal erosion projects
- Review car parking infrastructure and technology and deliver the actions from the Parking Working Group to develop and implement a modern Car Park Strategy

Business, Tourism and High Streets

PORTFOLIO

*'Helping local
businesses to grow
and prosper'*

72



Portfolio holder
Cllr Michael Harris



Portfolio holder introduction

Economic wellbeing is central to a thriving community and there is a continued focus on helping local businesses to grow and prosper. Increased broadband and mobile connectivity remain a key objective to achieving this. We will engage with the wider business community and promote skills development through the increased take up of apprenticeships and upskilling of the economically active population of the New Forest.

We recognise that High Streets are changing, and we will support these businesses in new and different ways. There is an increasing need to respond to the social, environmental and technological challenges to businesses. We will support our High Streets to thrive and diversify and provide support for specific industries including forestry, agriculture and maritime.

We will support the visitor economy across the entirety of the New Forest district, including the National Park. We acknowledge that there will be challenges ahead for the hospitality industry due to the current issues with labour supply, and we will work with Go New Forest and other partners to address this.

Building on the success of Film New Forest in supporting the local economy, there is an opportunity to extend the promotion of the New Forest as a destination for the wider digital creative industries.

Cllr Michael Harris

Business, Tourism and High Streets

Priorities

- Continuing to work with partners and businesses to grow the New Forest economy
- Lobbying for essential improvements in broadband and mobile connectivity
- Helping businesses, industries and High Streets respond to social, environmental and technological changes and innovation
- Supporting the visitor economy across the New Forest district
- Continuing to promote the New Forest as a filming destination

Key activities

- Identify all businesses within the district and target engagement
- Lobby and work with partners to improve broadband and mobile connectivity
- Work in partnership to increase the uptake of apprenticeships and upskilling opportunities
- Encourage inward investment for the New Forest
- Support networking for changing High Streets. Encourage direct communication with landlords to consider new and vibrant uses for vacant premises for community or economic use
- Encourage communities to maintain behavioural changes developed during the pandemic around shopping locally to support the green economy
- Work with Go New Forest to promote tourism within the New Forest
- Establish a single point of entry to the council for businesses

Action plan and achievement measures

The following pages contain the plan of specific actions that will directly contribute towards the delivery of the priorities within each portfolio. These actions will be refreshed annually to keep them up to date.

Achievement indicators for each portfolio have been identified to help monitor progress against the delivery of the priorities and provide tangible measures of success.

Progress updates on specific actions and achievement indicators will be reported to the relevant Overview and Scrutiny Panel during the year.



Leader	Planning, Regeneration and Infrastructure
<p>Specific actions</p> <ul style="list-style-type: none"> • Annual review of the economic investment in the New Forest • In partnership with the LEP and other public bodies, support funding bids to the government to enable improvements in infrastructure • Actively contribute to the development of the Solent Freeport • Implement actions to make the council an employer of choice and continue to implement smarter working initiatives responding to the changes in where and how our people work • All council projects to demonstrate sustainability in their outcomes and the best use of assets • Actively engage with Government and Hampshire and Isle of Wight partners in exploring a County Deal 	<p>Specific actions</p> <ul style="list-style-type: none"> • Ensure that the planning system supports housing delivery across the district and delivers actions in the Housing Delivery Action Plan, monitored through an annual report to Cabinet • Develop and deliver an annual programme of projects to enhance natural green spaces and maximise the associated benefits including biodiversity and air quality • Review all supplementary planning documents and the community infrastructure levy process • Design and deliver new ICT system to improve and modernise delivery of the service by 2023, enabling officers to focus on delivering positive planning outcomes and enhancing the competitiveness of building control • Increase the market share for Building Control to ensure the safety of development • Determine planning applications and related submissions within the appropriate timeframe • Work with developers, businesses and land agents to identify development sites and promote employment land within the Local Plan strategic allocations • In partnership with others, work to develop and deliver sustainable transport and water management projects across the district that support our communities and local economy
<p>Achievement indicators</p> <ul style="list-style-type: none"> • Proportion of portfolio indicators above or on target (%) • Increase in vacancies filled first time (%) • Level of customer satisfaction (%) • Number of projects that NFDC are leading on with key partners that will result in more sustainable use of assets (Number) 	<p>Achievement indicators</p> <ul style="list-style-type: none"> • Increase in the number of houses completed each year (as set out in the Annual Authority Monitoring Report) (Number) • Increase in the number of green infrastructure projects delivered each year (Number) • Increase the number of Biodiversity Net Gain projects delivered each year (Number) • Year on year increase in the total amount of open space, play and sports provision, and cycling and walking infrastructure (Hectares/Metres) • Increase in NFDC Building Control Market Share (%) • Determination of planning applications within the nationally prescribed time frames (%) • Amount of additional employment floorspace created within the district (m²) • Number of projects that NFDC are leading on with key partners to promote and/or deliver sustainable transport options (Number)

Housing and Homelessness	People and Places
<p>Specific actions (awaiting response)</p> <ul style="list-style-type: none"> • Provide 600 new council homes by 2026 • Prevent the homelessness of at least 60% of clients deemed to be threatened with homelessness • Monitor and review the delivery of the Allocation Policy 2019 • Continue to work through actions from the Private Sector Housing Strategy including publishing the Empty Homes Strategy by 2021/22 • Deliver at least 40 units of council owned emergency accommodation by 2021/22 • Design, deliver and enhance a multi-agency approach and Housing pathway through twice-yearly multi-agency forums and meetings with operational partners • Improve standards by setting up a landlord's forum to meet twice-yearly by 2021/22 • Implement a new strategy to tackle empty properties by end of 2021/22 	<p>Specific actions</p> <ul style="list-style-type: none"> • Annual awarding of community grants • Working with others, develop a Community Strategy that aims to embed sustainable outcomes • Respond to changing customer needs through the Customer Task and Finish Group review of face to face, telephone and online service delivery • Develop a Grass Strategy, designed to support biodiversity • Monitoring of Tree Strategy, in response to future challenges • Develop a Litter Policy, working with the Community Task and Finish Group • Work with partners on initiative such as 'Operation Wolf' as part of fly tipping enforcement and continue to promote behavioural change on littering
<p>Achievement indicators (awaiting response)</p> <ul style="list-style-type: none"> • Number of additional council homes delivered (Number) • Increase in prevention duty cases successfully prevented (%) • Maintain the number of private sector lease properties (%) • Reduction in private sector property inspections resulting in Category 1 hazards (%) • Increase in rough sleepers entering accommodation pathway (%) • Reduction in the number of households in external emergency B&B accommodation at year end (Number) 	<p>Achievement indicators</p> <ul style="list-style-type: none"> • % of standard fly tipping incidents responded to within 24hrs (%) • % of specialist fly tipping incidents responded to within 3 days (%) • Number of trees removed from NFDC land (Number) • Number of trees planted on NFDC land (Number) • Website optimisations resulting in an improved customer experience (Number) • Website accessibility (%) • Increase in subscribers to resident's email (Number) • Average customer satisfaction rating of resident's email (%)

Finance, Investment and Corporate	Partnering and Wellbeing
<p>Specific actions</p> <ul style="list-style-type: none"> Balanced budget agreed annually in February Deliver the ICT strategy to modernise applications and infrastructure Identify opportunities and progress the Commercial Property Investment and the Residential Property Investment strategies Continue to work closely with the Department for Work and Pensions, New Forest Citizens Advice and stakeholders on preparing for the migration to Universal Credit Design new depot facilities for future requirements and in response to any changes to national waste strategy Deliver the Test and Trace Support payments to support those having to self-isolate 	<p>Specific actions</p> <ul style="list-style-type: none"> Development and delivery of the New Forest Health and Wellbeing Strategy during 2021/22 Monitor the delivery of the strategic outcomes from the Health and Leisure partnership with Freedom Leisure Monitor delivery of Mytime Active contract for Dibden Golf Centre to improve participation in golf and associated activities Undertake and develop community safety engagement opportunities to promote the work of the partnership and ensure the views of residents are reflected within key priorities Develop and promote the Safer New Forest Webinar, maximising participation of the wider partnership including the voluntary sector Report on the delivery and successes of the Safer New Forest Partnership Plan Manage the transition of digital switchover for Appletree Careline and focus activities on developing new areas of business growth opportunities Inspections and investigations to be prioritised based on high-risk activities that are critical to public safety and in line with the Food Standards Agency and Health and Safety Executive strategies for food safety, infectious disease control and health and safety Begin the recovery phase to the Covid-19 pandemic, providing sector specific business advice, supporting new businesses, and investigating complaints to meet the needs of residents Increase activity and engagement in targeted communities as part of the recovery from the Covid-19 pandemic
<p>Achievement indicators</p> <ul style="list-style-type: none"> Maintain high level of council tax collected (%) NNDR collected (%) Achieve a balanced budget with reasonable council tax increases (%) Budget variations (General Fund) (%) Increase in the value of residential investment (£million) Increase in the value of commercial investment (£million) ICT incidents resolved within SLA (%) Maintain a Remote Access Solution (VPN) (%) 	<p>Achievement indicators</p> <ul style="list-style-type: none"> Reduction in inactivity levels (%) Number of sedentary adults with recognised medical conditions enrolled in the freedom leisure active lifestyles referral programme (Number) Level of investment in the leisure centres by Freedom Leisure (£ value) Advice, support and guidance provided on food safety and compliance with covid requirements, to all new food businesses which have started up during the pandemic and those requesting assistance following reopening after lockdowns (%) Inspection of all higher risk food establishments to improve public safety (%) Increase participation in Community Safety engagement events and completion of annual crime and disorder survey (Number) Maintain residents' satisfaction on the low level of reported crime and anti-social behaviour within the district (%) Support Communities through programmes to improve the mental wellbeing of residents (Number) Increase the engagement with lower socio-economic communities (Number of projects)

Environment and Coastal	Business, Tourism and High Streets
<p>Specific actions</p> <ul style="list-style-type: none"> • Contribute towards the overall Sustainability Strategy, identifying local actions to address the impact of climate change • Cabinet approval of Waste Strategy by December 2021 • Procure an operations ICT system in order to support the council's waste strategy • Explore opportunities to support in the delivery of future FCERM activities and the council's role as the Coast Protection Authority • Develop a business case for submission to the Environment Agency to support beach management plan operations for Hurst Spit in the short-term • Work with the Environment Agency to develop a FCERM strategy for Hurst Spit to Lymington • Work with BCP Council in the delivery of the Christchurch Bay & Harbour Flood & Coastal Erosion Risk Management (FCERM) Strategy • Implement the findings of the Depot review • Review of car parks across the district to inform Car Parks Strategy including looking at the introduction of cycling parking in key locations and increasing the number of electric charging points • Review of Keyhaven Strategy 	<p>Specific actions</p> <ul style="list-style-type: none"> • Identify all businesses within the district using a range of sources and continue to engage with businesses on a regular basis using business e-news email contact • Establish a single point of entry to the council for businesses by 2022 • Identify options for improved connectivity in the district and develop an action plan • Establish a programme of activities across the year to support an increase in footfall in our High Streets, commencing with an online conference for local High Street businesses and stakeholders • Work in partnership to increase the uptake of apprenticeships and upskilling opportunities, including through Solent Apprenticeship Hub • Forge connections with location finders within the filming industry to promote the New Forest as a filming location • Launch new programmes and networks with partners to enhance support for businesses in the district • Work with partners to set up the youth employment hub and collaborate on New Forest Young Entrepreneurs • Work in partnership with Go New Forest to share key messages. Promote wider use of the of the district in order to manage capacity and improve visitor experience
<p>Achievement indicators</p> <ul style="list-style-type: none"> • Increase in household waste sent for reuse, recycling, and composting (%) • Increase in coastal funding to achieve specific actions (£) • Increase the number of electric charging points by 10 by 31/12/2022 (Number) • Total CO2 emissions saved through electric vehicle charging points (Number) 	<p>Achievement indicators</p> <ul style="list-style-type: none"> • Increase in apprenticeships within the district (Number) • Increase in businesses engaged in the economic development programme (Number) • Increase in subscribers to 'Helping local businesses grow' e-news (Number) • Participants in initial High Streets online conference (Number) • Participants in European Regional Development Fund business network (Number) • Participants in Youth Employment Hub (Number) • Participants in New Forest Young Entrepreneurs (Number) • Value of grants distributed by March 2022 (£) • Film New Forest - Value of filming in the district (£) • Location finding contacts within the filming industry (Number)

This page is intentionally left blank

**COMMUNITY, PARTNERSHIPS AND WELLBEING OVERVIEW AND SCRUTINY PANEL WORK
PROGRAMME 2022/2023**

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
18 JANUARY 2022			
Community Grants Report	To consider the report of the Task and Finish Group	Report	Ryan Stevens
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Safer New Forest Partnership - Priorities	To consider the Partnership Priorities	Report	Brian Byrne/Nikki Swift –
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders
Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall
Customer Services	To receive the Task and Finish Group's findings and recommendations	Report to Panel as required	Manjit Sandhu
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall

15 MARCH 2022			
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders
Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall
14 JUNE 2022			
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders
Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall

Community Strategy	To consider the draft strategy proposed by the Task and Finish Group	Report	Manjit Sandhu
Annual Performance and Provisional Budget Outturn	To receive an overview of performance and delivery of the corporate plan for 2021/22, and provisional outturn results for the General Fund and Housing Revenue Account.	Report	Alan Bethune / Rebecca Drummond / Sheryl Parry
13 SEPTEMBER 2022			
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Safer New Forest Partnership Plan	Update on progress with actions in the Plan	Verbal Update	Brian Byrne
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders
Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall

17 JANUARY 2023			
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders
Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall
Community Grants	To consider the recommendations of the Task and Finish Group	Report	Ryan Stevens
Safer New Forest Partnership - Priorities	To consider the Partnership Priorities	Report	Brian Byrne/Nikki Swift –
14 MARCH 2023			
Portfolio Holders' Reports and Performance Dashboards	To note performance data for each Portfolio	Reports to each Panel meeting	Jo Braid/Rebecca Drummond/ PF Holders

Health and Leisure Contract Working Group	To receive regular updates from Group	Report or presentation	Jon Randall
Hampshire Police and Crime Panel	Verbal update from Portfolio Holder	Verbal Update	Cllr Mark Steele/Brian Byrne
Dibden Golf Centre	To receive updates as appropriate	Verbal Update to Panel as required	Jon Randall

This page is intentionally left blank