

AT A MEETING of the POLICY AND RESOURCES SELECT COMMITTEE of the COUNTY COUNCIL held at The Public Service Plaza, Havant on Thursday, 10 April 2014.

PRESENT

Chairman:
p Councillor Jonathan Glen

Vice-Chairman
p Councillor Keith Evans

Councillors:

p Ray Bolton	p Patricia Stallard
p Adrian Collett	a Mark Staplehurst
p Criss Connor	a Elaine Still
a Keith House	p Bruce Tennent
p Robin McIntosh	p Pat West
p Andy Moore	p Sharyn Wheale

34. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Keith House, Cllr Mark Staplehurst and Cllr Elaine Still. Cllr Edward Heron, the conservative substitute Member, attended the meeting in place of Cllr Still.

35. **DECLARATIONS OF INTEREST**

Members were mindful that where they believed they had a Disclosable Pecuniary Interest in any matter considered at the meeting they must declare that interest at the time of the relevant debate and, having regard to the circumstances described in Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter was discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore Members were mindful that where they believed they had a Non-Pecuniary interest in a matter being considered at the meeting they considered whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, considered whether it was appropriate to leave the meeting whilst the matter was discussed, save for exercising any right to speak in accordance with the Code.

36. **MINUTES**

The Minutes of the Policy & Resources Select Committee meeting held on 23 January 2014 were confirmed as a correct record and signed by the Chairman.

Under Matters Arising it was noted under minute 33 that the meeting of the Economy Transport & Environment Select Committee had been moved from 27 March to 28 April and that Cllr Andy Moore was invited to attend the meeting on 28 April in relation to an item on the agenda regarding the Term Highway Contract.

37. **DEPUTATIONS**

No deputations were received at this meeting.

38. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman reported that he and the Vice Chairman had attended an event held by the Centre for Public Scrutiny regarding parliamentary scrutiny which included observing a Parliamentary Select Committee session. He would be considering opportunities to apply ways of working he had observed to scrutiny practice at the County Council. It was requested that such opportunities be circulated to other Select Committee Chairmen in future.

Information on forthcoming CfPS events be circulated to Select Committee Chairmen

The Chairman then gave an introduction to the main item on the agenda and the reason for holding the meeting at the Havant Public Service Plaza. Members were reminded that at the Committee meeting in July 2013 the Director of Policy & Governance highlighted that it was a priority for the County Council corporately to look at the County Councils relationship with local communities, and opportunities to improve how local people access public services to make this more joined up and coherent. The committee would be hearing more about the work taking place on this issue as the main item on the agenda today.

It had been requested that this meeting be held at the Havant Plaza, as a physical example of joint working between the County Council and a Borough Council. It was highlighted that following the meeting there would be an opportunity for a brief tour of the facilities at the plaza, to demonstrate how the set up supports the joined up approach.

39. **JOINT WORKING WITH COMMUNITIES**

The following Members declared a non pecuniary interest in relation to this item:

- Cllr Criss Connor - that he was Chair of an organisation supporting charities in Basingstoke, was the County Council's Member representative on the Basingstoke Voluntary Services organisation, and was involved with pilot work taking place in the Buckskin area of Basingstoke on neighbourhood working

- Cllr Patricia Stallard - that she was the County Council's Member representative on Community Action Hampshire
- Cllr Pat West – that she was the County Council's Member representative on Test Valley Community Services

The Chief Executive of Havant Borough Council and East Hampshire District Council gave a presentation on joined up public services and the work taking place on this agenda in the Havant area (see Item 6a in the Minute Book).

Members heard:

- That the Plaza had been a project supported by the County Council and managed in house, to renovate the existing borough council building and co-locate a number of public services under one roof including private and voluntary sector partners
 - That it was a priority, based on feedback from frontline staff, to bring in the Job Centre Plus in future, although a national Department for Work and Pensions property Private Finance Initiative arrangement was prohibitive
 - Existing processes had been questioned and re-designed, focused on the needs and wants of the customer
 - That the authority was seeking to learn from businesses, including being open to combining services in creative and unexpected ways which could prove successful, like Swatch and Mercedes working together on the Smart Car
 - The environment created at the Plaza supported a modern, accessible, calm atmosphere, and enabled clients to see representatives from different organisations at the same time
 - That co-locating staff from the district and the county created more joined up and effective public services, for example disabled facilities grants had reduced the time for processing requests from around three months to around three weeks
 - It was acknowledged that there were sovereignty issues to overcome when bringing in partners, and consolidating different ways of working
 - Shared IT had supported the smooth running of the Plaza, and data/information sharing between organisations was essential to the future effectiveness of public services
 - That a range of data indicated the deprivation of the Leigh Park area, therefore this area had been identified for particular focus
 - The approach was to look for 'causes of causes', to predict areas where need would arise, in order to implement earlier interventions

Following questions, Members heard:

- That the telephone system was not yet joined up;

Havant Borough Council calls were handled through a local call centre run by Capita rather than the Hampshire County Council contact centre

- That there were hurdles to co-locating Hampshire constabulary at the Plaza due to police property being handled centrally, and existing contracts for lease of property. However, the Police and Crime Commissioner was supportive of co-location with local authority partners therefore it was hoped progress could be made on this issue in the near future
 - That there was interest from staff in developing mobile apps for public services, however more data was required to demonstrate a business case for investment in this area. Some discussions between the County Council, Police and the Borough Council were taking place on this
 - That customer input had been sought on various aspects of the Plaza including appropriate walking routes to it from the town centre, the design, and a vote on what to call it undertaken through a local newspaper

The Director of Policy & Governance at Hampshire County Council gave a presentation on improving work with communities (see Item 6b in the Minute Book).

Members heard:

- That spending reductions for public services were expected to continue, while demand and expectations continued to increase, therefore there was a need to transform services to deliver better outcomes for less money
 - That the voluntary sector were pivotal to the future and for supporting community resilience
 - That public sector agencies were often reactive, and in future the intention was to become predictive instead, to get in early and provide support, to avoid the need for more complex and expensive interventions when problems developed
 - That new ways of working with communities were being explored in three areas: a project on domiciliary care in north Hampshire, a project on provision of services in a rural area in Test Valley, and provision in an urban area in Havant (Leigh Park)
 - Some headline service mapping had been undertaken on the Havant area, looking at the different County Council led services in the area, the different public sector physical assets in the area and a more informed understanding of grant spend across both organisations
 - The mapping demonstrated that there was a considerable amount of County Council activity and that having a better insight of other public sector operations, resources and physical assets in the area would be of undoubted benefit to the overall goals of improving service

coordination (sharing of data, intelligence, people and buildings), reducing duplication and cost and improving outcomes for residents.

Following questions, Members heard:

- That the data indicated a number of health issues had higher prevalence in the Havant area, and there was a need to work with commissioners such as the Clinical Commissioning Groups to critically examine existing approaches to tackling these issues. The County Council's Director of Public Health along with the portfolio holders for health and education had recently attended a meeting of the Havant Borough Council Cabinet to discuss health issues, and after some broad discussion, the importance of educational attainment, housing and employment to health outcomes was highlighted
- That it was intended to apply the learning from the three pilots to other parts of Hampshire, once there was evidence of what works, with the recognition that the principles may need to be applied differently in different areas
- That there was the opportunity to use technology to 'nudge' customers into different ways of accessing services, for example online, and provision of services online would suit the 'citizens of tomorrow' who were used to modern technology and expected 24/7 access

Members debated the issues they had heard about, including the following:

- That the Havant Plaza was inspirational, and there was desire to see the same approach adopted by other Districts. The break down of grant funding by theme was valuable, and it would be good to see this information for the whole of Hampshire
- Members supported the approach of seeking economies of scale by working across partners operating public services, while also maintaining a local focus
- That to change peoples behaviour it was important to identify the benefit to them
- That it was best for frontline engagement with the community to be undertaken by those most trusted by the public, which would often be voluntary organisations rather than councillors
- That it was important to overcome organisations desire to take ownership and credit for services delivered, so they could work together and accept the 'reflected glory' of the good outcomes achieved

RESOLVED:

That officers be thanked for their engaging presentations

That the Chairman work with officers to identify the next

Chairman to meet with officers to agree next steps

steps for the Select Committee's input to the joint working with communities agenda.

40. **ANNUAL REPORT OF THE WORK OF THE SELECT COMMITTEES**

The Committee considered the annual report of the Select Committees (see Item 7 in the Minute Book).

RESOLVED:

That the annual report of the work of the Select Committees is approved for submission to County Council, subject to a minor amendment to the wording of the Policy & Resources Select Committee summary (relating to the reporting of the discussion of the ACSO service).

41. **WORK PROGRAMME AND ONGOING WORK ACROSS ALL SCRUTINY COMMITTEES**

Members noted the work programme for the Committee and the overview of scrutiny activity across all Committees (see Item 8 in the Minute Book).

RESOLVED:

That the work programme is agreed, subject to any amendments arising from this meeting.

42. **FOLLOW UPS FROM LAST MEETING**

No follow ups were reported on this occasion.

Wording of P&R summary to be updated, and annual report submitted to County Council

Work programme be updated

Chairman, 24 July 2014