

AT A MEETING of the Policy and Resources Select Committee of HAMPSHIRE  
COUNTY COUNCIL held at the castle, Winchester on Thursday, 5th March,  
2020

Chairman:

\* Councillor Jonathan Glen

Councillor Keith Evans	* Councillor Jackie Porter
Councillor Adam Carew	* Councillor Bruce Tennent
* Councillor Fran Carpenter	* Councillor Michael Westbrook
* Councillor Adrian Collett	Councillor Bill Withers Lt Col (Retd)
* Councillor Roger Huxstep	
* Councillor Peter Latham	
Councillor Anna McNair Scott	
* Councillor Kirsty North	
* Councillor Russell Oppenheimer	

Also in attendance at the invitation of the Chairman:

Councillor Keith Mans, Leader and Executive Member for Policy and Resources  
Councillor Rob Humby, Deputy Leader and Executive Member for Economy, Transport  
and Environment  
Councillor Stephen Reid, Executive Member for Commercial Strategy, Human  
Resources and Performance  
Councillor Judith Grajewski, Executive Member for Public Health  
Councillor Jan Warwick, Executive Advisor on Climate Change.

**123. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Keith Evans, Anna McNair-Scott and  
Bill Withers. Councillor Chris Carter attended as the Conservative substitute  
member.

**124. 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.

**125. MINUTES OF PREVIOUS MEETING**

The minutes of the previous meeting held on 17 January 2020 were agreed as a correct record and signed by the Chairman.

**126. DEPUTATIONS**

No deputations were received on this occasion.

**127. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made no announcements on this occasion.

**128. UPDATE ON CLIMATE CHANGE**

The Committee received and noted a presentation given by the Director of Economy, Transport and Environment on the County Council's Climate Change Strategy and Action Plan (Item 6 in the Minute Book).

The Director informed the Committee of the new scope and targets for the County Council, which included Carbon neutrality by 2050 for the Council's own estate and wider Hampshire area. He also drew their attention to the current/planned activities for the county estate, transport, innovation/engagement and natural environment.

He also advised that the County Council had an important role to lead on change and engagement with parish councils, environmental groups and other partners. The Local Transport Plan was an important driver to changing ways.

Members acknowledged key strands of the Actions plan and a number of detailed questions were answered around:

- Increase in bus subsidies
- Promotion of cycling
- Sharing of carbon data and targets

**129. THE NEW APPROACH FOR IMPROVING CUSTOMER CONTACT**

The Committee considered a report and presentation from the Deputy Chief Executive and Director of Corporate Services detailing the new approach for improving Customer Contact.

Members were made aware that the extent to which people wanted or needed to speak directly to the County Council for help or guidance was changing, as people were making greater use of digital channels and services. The new approach would enable fuller integration with departments' front-line services, providing them with the best opportunity to:

- Reduce the existing costly failure demand and duplication

- Design and manage their contact services in a way which better supports their broader service model and the accurate and timely resolution of enquiries for their customers.

During discussion, a number of detailed questions were answered around the ease of access and visibility to the new systems.

RESOLVED:

That the approach being taken to improving customer contact within the County Council be noted.

130. **WORK PROGRAMME**

The Committee received and noted the Work Programme. There were no suggested amendments.

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Chairman,