

NOTICE OF MEETING

Meeting	Policy and Resources Select Committee
Date and Time	Thursday, 5th March, 2020 at 10.00 am
Place	Wellington Room, Elizabeth II Court South, The Castle, Winchester
Enquiries to	members.services@hants.gov.uk

John Coughlan CBE
Chief Executive
The Castle, Winchester SO23 8UJ

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

AGENDA

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest 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 is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Non-Pecuniary interest in a matter being considered at the meeting should consider whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

3. MINUTES OF PREVIOUS MEETING (Pages 3 - 8)

To confirm the minutes of the previous meeting held on 17 January 2020.

4. DEPUTATIONS

To receive any deputations notified under Standing Order 12.

5. CHAIRMAN'S ANNOUNCEMENTS

To receive any announcements the Chairman may wish to make.

6. UPDATE ON CLIMATE CHANGE (Pages 9 - 18)

To receive a presentation from the Director of Environment, Transport and Economy giving an update on Climate Change.

**7. THE NEW APPROACH FOR IMPROVING CUSTOMER CONTACT
(Pages 19 - 32)**

To consider a report of the Director of Corporate Resources providing an overview on the approach being taken to improving customer contact within the County Council.

8. WORK PROGRAMME (Pages 33 - 40)

To consider a report of the Director of Transformation and Governance – Corporate Services reviewing the work programme of topics to be considered by the Select Committee at future meetings.

ABOUT THIS AGENDA:

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact members.services@hants.gov.uk for assistance.

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

AT A MEETING of the Policy and Resources Select Committee of HAMPSHIRE
COUNTY COUNCIL held at The Castle, Winchester on Friday, 17th January, 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 Mike Thornton |
| * Councillor Peter Latham | |
| * Councillor Anna McNair Scott | |
| * Councillor Kirsty North | |
| * Councillor Russell Oppenheimer | |

*Present

Also in attendance at the invitation of the Chairman:

Councillor Keith Mans, Leader and Executive Member for Policy and Resources and
Councillor Stephen Reid, Executive Member for Commercial Strategy, Human
Resources and Performance.

113. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Tennent and Westbrook. Councillor Thornton attended the meeting as the Liberal Democrat substitute.

114. 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.

115. MINUTES OF PREVIOUS MEETING

The minutes of the last meeting were agreed as a correct record and signed by the Chairman.

116. DEPUTATIONS

There were no deputations received for this meeting.

117. CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed both the Leader and Executive Member for Policy and Resources and Executive Member for Commercial Strategy, Human Resources and Performance to the meeting.

118. 2020/21 REVENUE BUDGET REPORT FOR POLICY AND RESOURCES

The Select Committee received a report from Chief Officers and a supporting joint presentation from the Director of Corporate Resources and Director of Culture, Communities and Business Services regarding the proposed Revenue Budget for 2020/21 for the services within the portfolio of the Executive Member for Policy and Resources (see Item 6 in the Minute Book).

Members were updated on the financial position for the current year. Overall the outturn forecast for Policy and Resources cash limited budgets showed a balanced position. It was reported that for the HC3S trading unit, the combination of cost rises and a reduction in demand for school meals would cause a deficit for the 2019/20 financial year. However, actions were being put in place to mitigate the level of the eventual deficit.

RESOLVED:

That the Policy and Resources Select Committee supports the recommendations being proposed to the Executive Member for Policy and Resources and requests that feedback given on the County Councils management of the school meals service and advantageous land acquisition policy be noted:

To approve for submission to the Leader and the Cabinet:

- i. The revised revenue budget for 2019/20 as set out in Appendix 1.
- ii. The revenue budget for 2020/21 as set out in Appendix 1.

119. 2020/21 – 2022/23 CAPITAL PROGRAMME REPORT FOR POLICY AND RESOURCES

The Select Committee received a report from Chief Officers and a supporting joint presentation from the Director of Corporate Resources and Director of Culture,

Communities and Business Services (Item 7 in the Minute Book) on proposals for the 2020/21 to 2022/23 capital programme for Policy and Resources services within the Corporate Services and Culture, Communities and Business Services Departments.

The Director summarised the main points of the report. Following the ensuing discussion, the Chairman proposed the recommendation which was agreed.

RESOLVED:

That the Policy and Resources Select Committee supports the recommendations being proposed to the Executive Member for Policy and Resources:

To approve for submission to the Leader and the Cabinet:

- i. The capital programme for 2020/21 to 2022/23 as set out in Appendix 1.
- ii. The revised capital programme for 2019/20 as set out in Appendix 2.
- iii. The deferral of resources from 2019/20 to 2020/21 relating to schemes of £1.937 million as set out in paragraph 32 of the report.

120. SERVING HAMPSHIRE 2019-20 QUARTER TWO PERFORMANCE REPORT

The Committee received a report of the Chief Executive and Head of Law and Governance (Item 8 in the Minute Book) detailing the County Council's performance for the first half of 2019/20.

Members were given a high-level summary of the key areas of the report and noted that the overall performance measured against Serving Hampshire remained good during the first half of 2019/20, evidencing strong performance in the delivery of core services.

Discussions were had regarding how this Select Committee could effectively scrutinise the performance and risks within each of the service departments. The Chief Executive advised that it was the remit of the other Select Committees to carry out service specific scrutiny within their given areas. It was therefore agreed to review and explore options on how this information could be reported to this Committee in the future and that any changes would come about once the County Council's Strategic Plan was created for 2021.

The Committee also noted the awards/accreditations received by the County Council. It was agreed that Officers would explore the options as to how these could be more widely publicised to Members in the future.

RESOLVED:

That the Select Committee notes:

- a) the County Council's performance for the first half of 2019/20; and

b) the progress to advance inclusion and diversity.

121. **ANNUAL IT UPDATE**

The Committee considered a report on behalf of the Director of Corporate Resources by the Head of I (Item 9 in the Minute Book) updating the Committee on the main IT activity over the year and summarising its priorities ahead.

The Director summarised the main IT activities undertaken during the year which included:

- The Modern Desktop project to replace the legacy Hantsnet Desktop
- Completion of the Enabling Productivity Programme which delivered a refreshed device estate to Hampshire Staff
- Completed the implementation of SharePoint online as anew Electronic Document and Records Management System (EDRMS) and subsequent stabilisation project.
- Increased bandwidth across the corporate sites, as well as 90%+ of schools across Hampshire that take the service
- Creation of a Predictive Analytics Digital Platform (Microsoft Azure Analytics) to enable departmental access to a data lake, data modelling, reporting and visualisation (PowerBI) dashboards going forward.

The Director also answered a number of questions on the departmental priorities for the year ahead.

RESOLVED:

That the report be noted.

122. **WORK PROGRAMME**

The Committee received a report of the Director of Transformation and Governance – Corporate Services detailing the work programme for the coming year (Item 10 in the Minute Book).

RESOLVED:

That the work programme be agreed.

Chairman,

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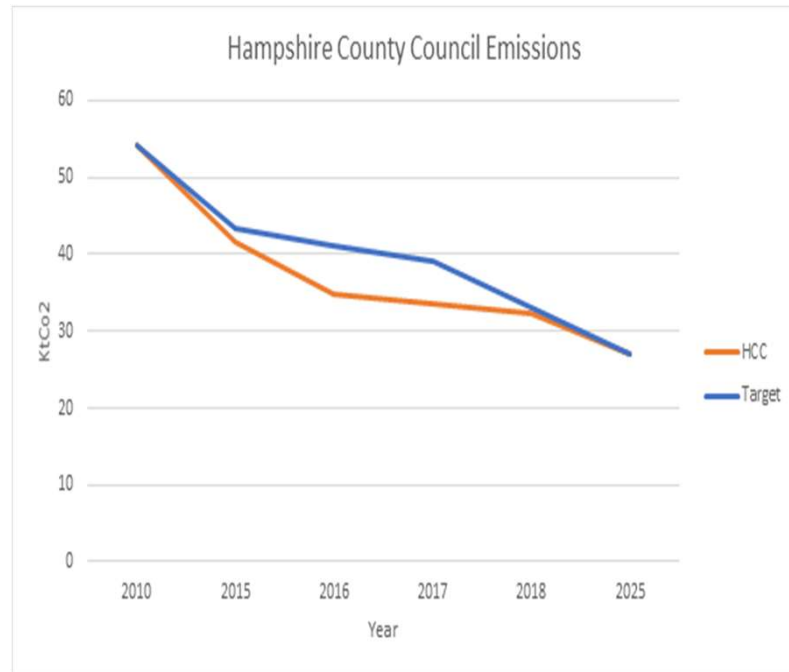
Update on Climate Change Strategy and Action Plan

Policy & Resources Select Committee 5th March 2020

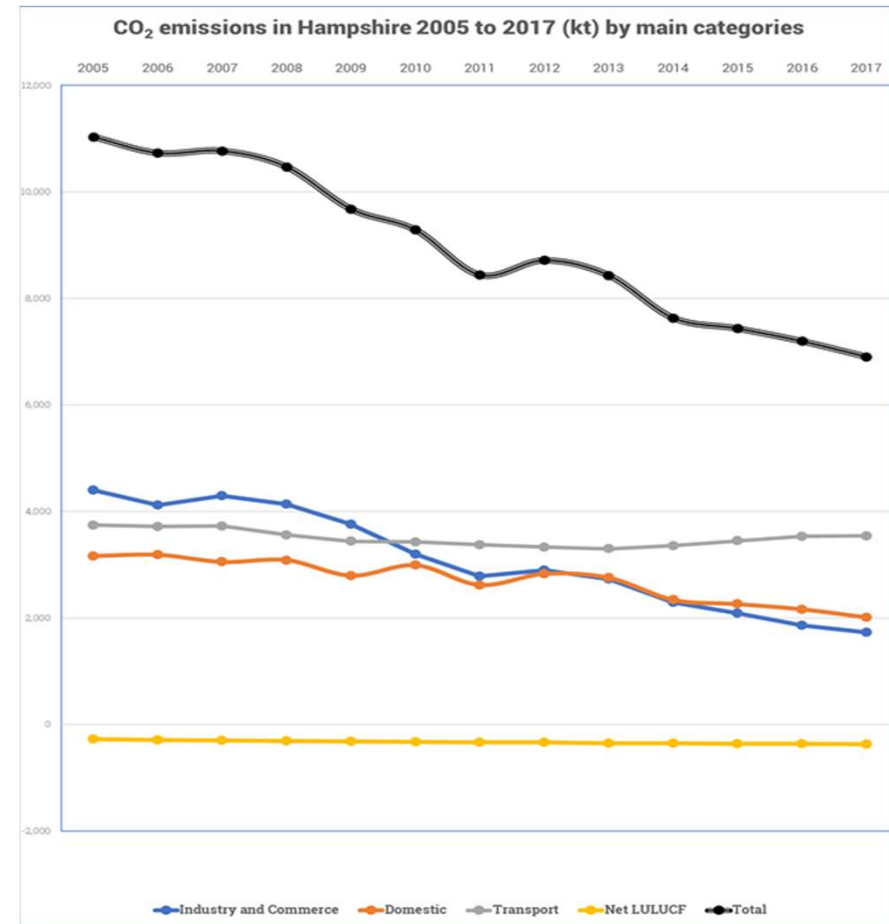
Stuart Jarvis, Director ETE

Chitra Nadarajah, Strategic Manager Climate
Change

Current Emissions



HCC's emissions represent only about 1% of the total Hampshire emissions. This is where our focus must be moving forward



New Targets & Scope



Scope 1 - direct emissions from owned or controlled sources. Scope 2 - indirect emissions from the generation of purchased energy. Scope 3 - all indirect emissions that occur in the value chain of the reporting company, including both upstream and downstream emissions



Target: Carbon neutrality by 2050 for the County Council's own estate and extending the target to include wider indirect emissions i.e. moving from Scope 1 to Scope 1-3 for HCC



Target: Carbon neutrality by 2050 for the wider Hampshire area which aligns with national government target – i.e. Scope 1-2



Target: Build resilience to impacts of a two-degree Celsius rise in temperature.

Carbon Trust - Baseline & Budget



Carbon Baseline Budget - using BEIS Business-as-Usual projections, calculate carbon budget – i.e. total emissions allowable whilst remaining within 1.5 °C limits. From this, 5 year budgets are set against which progress can be created.



Scenario Modelling - cost and benefits of each scenario, and the gap against current pipeline of projects.



Engagement – internal and external stakeholder engagement throughout resulting in a broad range of policies/projects and ideas across **mitigation and adaptation** – as well as potential owners – mapped against budget



Monitoring - user-friendly tool for HCC to track impact of decarbonisation interventions against baseline (including user training session) & enable development of **Impact Assessment Tool**.



Policy Review & Engagement

As an organisation our strategies and policies drive action and in order to ensure that everything we do takes account of climate change we must ensure it is embedded into BAU.



Review of all HCC policies and strategies in 2-5 years to drive action on climate change across all our services and partnerships



Review the Local Transport Plan, Health and Wellbeing Board Business Plan, Local Flood Risk Management Strategy, County Farms Estate, HR and Procurement Policies



Using digital as an enabler to reduce carbon emissions across HCC and our partners, for example working with health service providers to reduce the need to travel to clinics



Working with Districts and other public sector partners to ensure collaboration and sharing of expertise, opportunities for joint projects



Engagement with a wide range of stakeholders including Community Groups like Extinction Rebellion, Friends of the Earth, Winchester Action on Climate Change



Current /Planned Activity - HCC Estate



Establish a Salix De-carbonisation Fund of £1million to fund a range of energy saving initiatives on the County Council's corporate built estate, including solar PV for schools



Purchasing certified green energy where it can be guaranteed that more renewable energy sources will be purchased, moving towards carbon neutral by 2025



Transitioning more vehicles to electric, including ETE, and Land Survey vehicles



LED lighting and PV to extend to care homes, ETE depot buildings and street lighting. ETE depots to also have grey water recycling



HC3S will be increasing the plant-based menu at Ell court canteen and wider services, including schools



Current /Planned Activity - Transport



Review of Local Transport Plan provides a significant opportunity to increase journeys made using sustainable travel modes and reduce car dependence (Transport)



Transforming Cities funding to create better public transport walking and cycling infrastructure in and around Southampton and Portsmouth. This will include delivering Bus Rapid Transit, ticketing schemes and transport interchanges (Passenger Transport)



Pilots on walkable streets by separating cycleways and footpaths from roads, and crafting corridors of trees to filter pollutants from vehicles, resulting in more health benefits from active travel and better air quality from reduced emissions (Planning, Public Health)



Reducing emissions in delivering services through encouraging less travel within Adults' Health & Care by booking service users and carers into community hubs and having community transport for vulnerable older people (Adults Health and Care)



Ensuring our highways network is resilient to the impacts of climate change by identifying high risk areas for flooding and tree fall and ensuring a quick response (Highways)



Reducing emissions and improving air quality through traffic control (Highways)



Current/Planned Activity – Innovation/Engagement



Fuelling innovation and the circular economy by using recycled plastic for street furniture and using recycled asphalt pavement and base materials from waste for use in the highway network (Highways)



Promote low carbon technology – e.g. by changing suitable hot binder course materials to 'cold lay' for use on the highway network. (highways)



Whole system carbon assessment for waste undertaken (e.g. transport, waste disposal, recycling etc.) highlighting need to focus on reduction in residual waste for future system modelling (Waste)



Promoting sustainable food by developing a 'Hampshire eating out healthily' award which will prioritise locally sourced food and highlight businesses that provide this (Public Health)



Ambassadors of Climate Change will be identified for Children's Homes and foster carers to change shopping habits in order to reduce food waste (Children's services)

Current/Planned Activity – Natural Environment



Pilot climate positive country park to include rewilding and carbon sink creation



Programme of tree and wildflower planting on highways amenity land, funded by ringfencing 100% of capital receipts from sale of surplus highways land



Wildflower planting on highways grass verges in partnership with Plant Life



Tree Strategy and Strategic Alliance with Forestry Commission & Woodland Trust



Improve resilience to climate change by protecting and creating new native habitat, ensuring habitat connectivity and quality to facilitate species adaptation and the absorption of more flood water and carbon



Next Steps



Establish a Carbon Budget and Adaptation Pathway to 2050



Strategy and Action Plan published in Summer 2020 including “pioneer” programmes



Behavioural Insights led approach to Marketing & Communications, new Climate Change Website



Roll out of Greening Campaign to all Town & Parish Councils and local communities



HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker/Committee/Panel:	Policy and Resources Select Committee
Date:	5 March 2020
Title:	The new approach for Improving Customer Contact
Report From:	Director of Corporate Resources

Contact name: Stephanie Randall, Head of Transformation & Digital, Corporate Resources

Tel: 01962 846531

Email: stephanie.randall@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to provide an overview to the Policy and Resources Select Committee on the approach being taken to improving customer contact within the County Council.

Recommendation

2. It is recommended that the Policy and Resources Select Committee note the approach being taken to improving customer contact within the County Council.

Contextual Information

3. Hampshire County Council is responsible for the delivery and provision of a wide range of services across the whole county, many of which are supported by Hantsdirect, a Council operated customer contact centre based in Fareham.
4. Hantsdirect was created in the year circa 2007, with the intention of providing the residents of Hampshire with a simpler way to contact the County Council, and to generate economies of scale from centralising a number of the councils services in to a single contact centre, thereby freeing up capacity within the front-line services.

5. Hantsdirect currently manage the vast majority of initial in-bound contact received by telephone and email for the County Council. However, the way in which Departments deliver their front-line services has changed over time, with more services and information, which Hantsdirect has traditionally provided access to, now being available and accessed on-line.
6. As this shift in channel choice and contact behaviour increases further (as residents make greater use of the digital channels and services which continue to be made available to them), this will change the current nature of their interaction with the contact centre. Hantsdirect is increasingly becoming the first point of contact for more complex enquiries and transactions, many of which then need to be handed across to the relevant department for resolution, thereby reducing the value the contact centre offered when it was originally created.
7. Seamless integration of 'first points of contact' into the council, with each department's service delivery model is important for a number of reasons; to enable the further achievement of efficiencies within their end-to-end processes, providing an opportunity to re-design contact services around each departments developing digital service offer, whilst also recognising the increasing expectations of our customers and the desire to drive an improvement in customer satisfaction.
8. It is therefore key that the County Councils contact model is fit for purpose for a changing future environment, and able to respond flexibly to the meet the differing requirements of each department.
9. It is also important to note that technology now available to support the provision and efficient management of each departments contact channels has changed (e.g. improved digital on-line transactions, telephony, email and web chat channels). Available functionality is now more advanced and agile in terms of how it can be deployed and supported, providing increased opportunities to consider alternative approaches to delivering contact services which sit around and across the Council.
10. Following the completion of a research-based project completed in 2018 (supported the consultancy arm of the Institute of Customer Service), the Corporate Management Team agreed a number of design principles that would underpin our future contact model. Further to this, it is proposed to disaggregate the Hantsdirect contact centre, and to reposition these contact services into each department's respective management structure, providing the foundation for them to redesign their broader contact strategies and operating models in the future.
11. A General Enquiries function would be retained within Corporate Resources to triage and support the redirection of these types of enquiries to the most

appropriate service. This approach will help the County Council to better understand demand failure into the new contact model, and further develop the insight available to inform further potential opportunities to improve customer satisfaction.

12. Employees within the Hantsdirect team are currently being consulted on the proposed changes, with the view that this would be implemented during May 2020.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

It is not expected that the changes being introduced will have any impact on groups with protected characteristics.

Name of project or proposal: New approach for Improving Customer Contact

Is this project a Transformation project? (required): Neither T19 or T21

Name of accountable officer (required): Steph Randall

Email (required): stephanie.randall@hants.gov.uk

Department (required): Corporate Services

Date of assessment (required): 21/02/2020

Is this a detailed or overview EIA? (required): Overview

Describe the current service or policy: Hampshire County Council is responsible for the delivery and provision of a wide range of services across the whole county, many of which are supported by Hantsdirect, a Council operated customer contact centre based in Fareham.

Geographical impact (required): All Hampshire

Describe the proposed change: It is proposed to disaggregate the Hantsdirect contact centre, and to reposition these contact services and staff into each department's respective management structure. This change will not impact the way in which users currently contact the County Council.

Who does this impact assessment cover? (required): Service users

Has engagement or consultation been carried out? (required): No consultation has been undertaken with regard to the changes proposed as these will not impact the way in which users currently contact the County Council.

Age (required): Neutral

Disability (required): Neutral

Sexual orientation (required): Neutral

Race (required): Neutral

Religion or belief (required): Neutral

Gender reassignment (required): Neutral

Gender (required): Neutral

Marriage or civil partnership (required): Neutral

Pregnancy and maternity (required): Neutral

Poverty (required): Neutral

Rurality (required): Neutral

Neutrality statement (required): The changes proposed will not impact the current service provided to users, or the way in which they will contact the County Council.

Any other brief information which you feel is pertinent to this assessment –
N/A

Policy and Resources Select Committee

The new approach for improving Customer Contact

March 2020



Hampshire
County Council

www.hants.gov.uk

Background - Hantsdirect

- Created in circa 2007, Hantsdirect is the County Council's contact centre;
- When implemented, the model was ahead of its time;
- Provided a simpler route for Hampshire Residents to route their enquiries, whilst enabling economies of scale to be delivered, and freeing up front-line services;
- Hantsdirect manages the majority of in-bound contact by phone and email;
- Teams within Hantsdirect (aligned to service departments) action and respond to enquiries on behalf of departments where they can;
- Where unable to respond, these are directed on to the relevant service team.

A changing landscape

- The way in which our front-line services are delivered has changed, and continues to do so;
- More services and information, which were traditionally supported by Hantsdirect, are accessible on-line;
- This is changing the extent to which people want or need to speak directly to the County Council for help or guidance, as people make greater use of digital channels and services;
- Often more complex queries received by Hantsdirect need to be referred on to front-line service teams, causing hand-offs and delays;
- Over time, the value Hantsdirect once provided is diminishing;
- Crucial that a customer's first point of contact can integrate seamlessly into the relevant service / departments operating model to enable:
 - Efficiency in our end-to end-processes, ensuring enquires are resolved right, first time;
 - Ability to redesign contact services around developing digital services, whilst ensuring those that need help can continue to access this quickly and more effectively;
 - Continuous improvement culture for customer service;
- We need to ensure the County Councils contact model is fit for purpose within a changing environment – it needs to be agile and responsive to the differing needs of our services.

A changing landscape

- Technology already available (through investment in our digital platform) has opened up opportunities to provide contact services in a different way, whilst still retaining a single identity for the County Council:
 - It's no longer necessary for everyone to be sat in one office in a contact centre model;
 - We have the ability to handover and track in-bound and out-bound contact within and across different contact centres;
 - Investment in our digital platform, including our web pages, enables us to continue to build on our existing on-line services (including web chat), providing greater choice of channel and ways to transact with the council to our customers - which are also more cost effective;
 - Data and insight available to us on in-bound and out-bound contact within our contact centres, as well as on-line, is helping us to further identify 'first point of contact' failure demand, and therefore opportunities to improve these (and our end-to-end) services;

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Putting research in to practice

- Research based review completed 2018 – this included:
 - interviews, focus groups and surveys with internal and external stakeholders and customers (including HCC Councillors and Town & Parish Councillors and Clerks);
 - Call listening at Hantsdirect;
 - Demographic research;

The review sought to identify what (was perceived) to work well, or not, within the current contact approach, and where opportunities existed to improve / make the model more efficient and effective;

- The review established:
 - No clear principles existed for deciding how contact should be managed;
 - Hantsdirect is only one part of a highly complex array of contact and communications channels that have evolved over time between HCC and service users.

Putting research in to practice

Designing for success

Functional and emotional customer outcomes (or principles) underpinning our future approach for contact across HCC have been agreed:

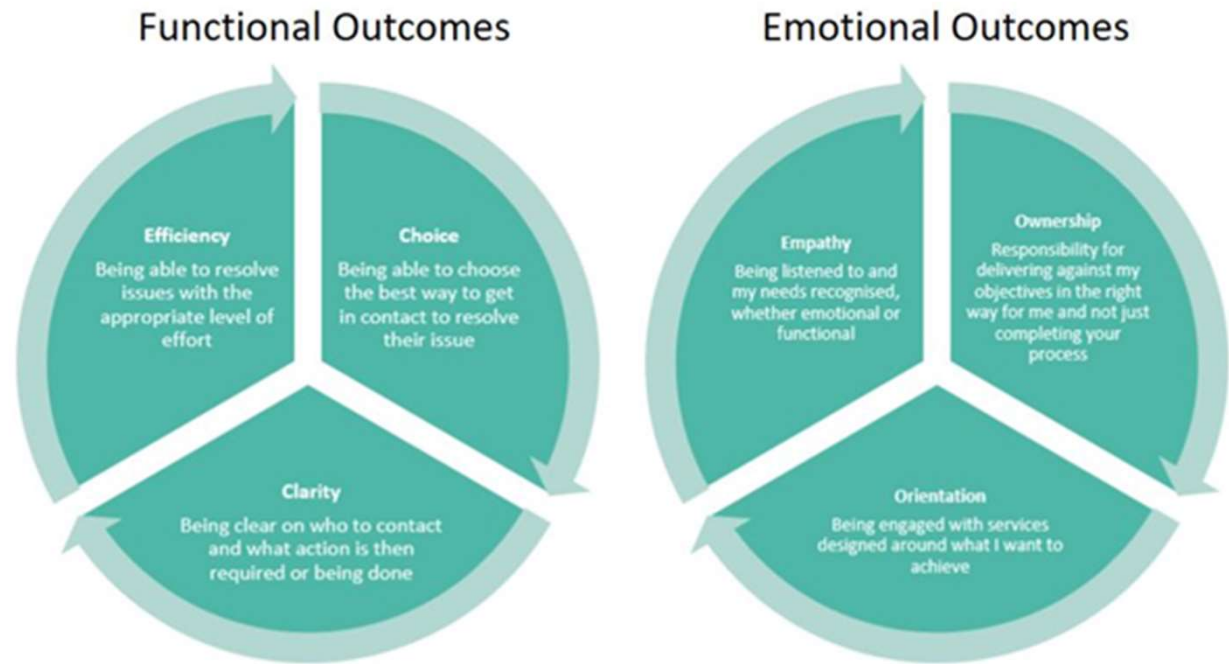
- Functional – how customers wish to interact

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- Choice
- Clarity
- Efficiency

- Emotional – the way contact feels, the true driver of success

- Ownership
- Empathy
- Orientation

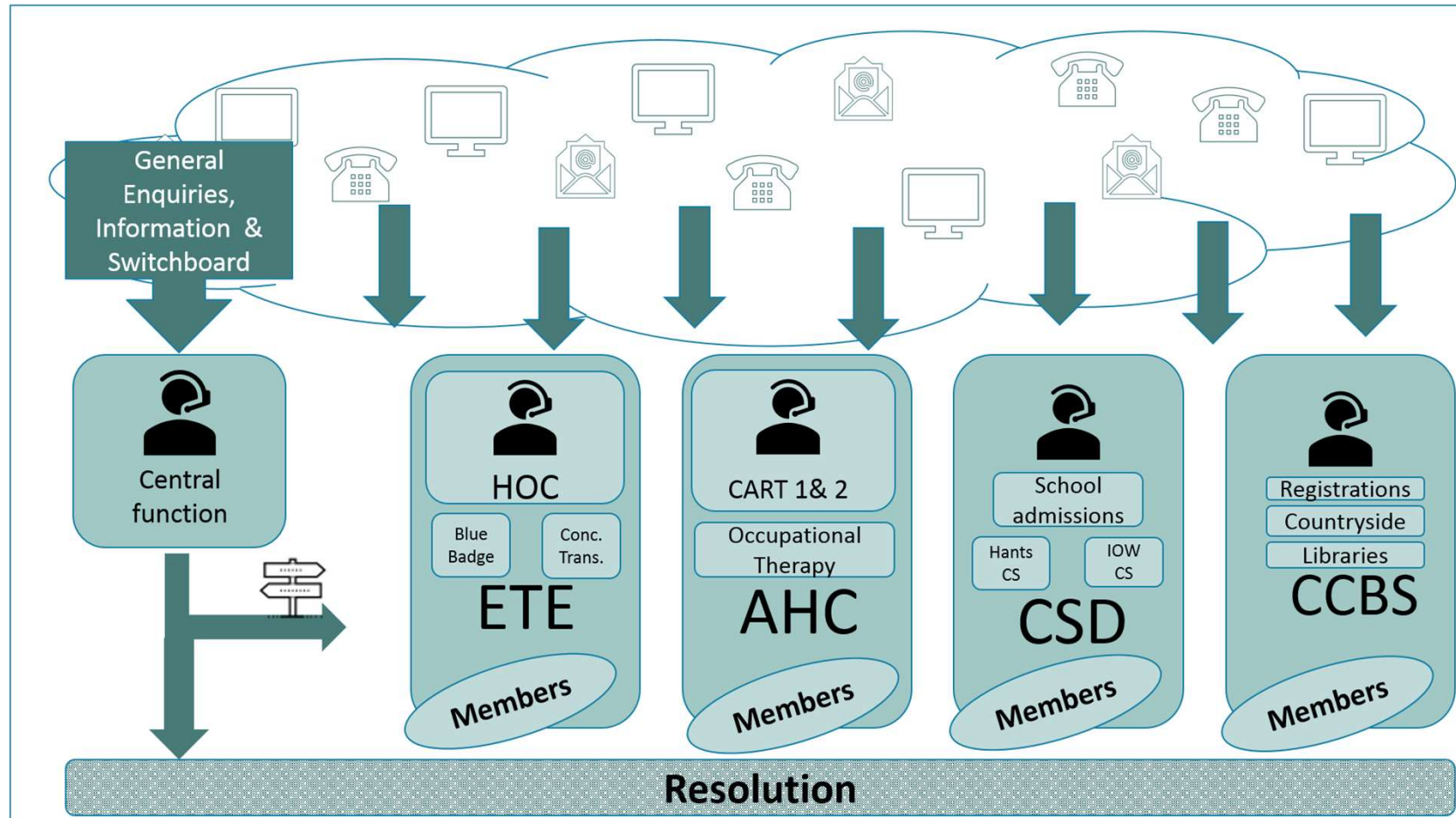


These principles seek to provide a common customer experience across the Council within a devolved model, which keep the importance of a good 'customer experience' at the heart of any new contact model

The new approach

- Disaggregation of the current Hantsdirect contact centre, repositioning these contact services into each department's respective management structure;
- This will provide the foundation for departments to redesign their broader service contact strategies and operating models to suit their individual business requirements, but within the framework of the agreed Customer Contact design principles;
- Enables full integration with the departments front-line services, providing them 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;
- Staff consultation on the proposals was undertaken during January and February 2020;
- Implementation of the new model will take place during **May 2020**;
- No impact for residents contacting the County Council – current contact channels (including telephone numbers) will remain in place as part of this initial implementation.

The new approach



HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Policy and Resources Select Committee
Date:	5 March 2020
Title:	Work Programme
Report From:	Director of Transformation and Governance – Corporate Services

Contact name: Louise Pickford, Democratic and Members Services

Tel: 01962 847355

Email: Louise.pickford@hants.gov.uk

Purpose of the Report

1. To review and agree the Work Programme for the Policy and Resources Select Committee.

Recommendation

2. That the Committee agrees the Work Programme as attached and makes any amendments as necessary.

REQUIRED CORPORATE OR LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	Yes

Section 100 D - Local Government Act 1972 - background documents

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Document

Location

None

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

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- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

This is a scrutiny review document setting out the work programme of the Committee. It does not therefore make any proposals which will impact on groups with protected characteristics.

WORK PROGRAMME – POLICY & RESOURCES SELECT COMMITTEE

Topic	Issue	Reason for inclusion	Status and Outcomes	5 Mar 2020	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021
Pre-scrutiny	Revenue and Capital Budgets	To pre-scrutinise the budget proposals for the Policy & Resources portfolio, prior to approval by the Executive Member.	Budget considered annually in January. (in recent years this committee has also received the budget setting item at the January meeting for additional context) In 2019 due to also scrutinise Transformation to 2021 savings proposals at Sept 2019 meeting.					✓
Budget Monitoring		<p>(a) Final Accounts considered at summer meeting, to see how the budget was managed for the year compared to plan.</p> <p>(b) Medium Term Financial Strategy – considered when appropriate to provide longer term financial context.</p> <p>(c) Planning for the 2019/20 budget gap</p>	<p>(a) Last considered June 2019</p> <p>(b) MTFS last considered June 2018.</p> <p>(c) transformation to 2019' update last received April 2018.</p>		✓			

Topic	Issue	Reason for inclusion	Status and Outcomes	5 Mar 2020	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021
Overview	Performance	To monitor how performance is managed corporately and consider the performance information to support identification of areas to focus scrutiny.	Members requested to consider the performance report annually. Last received June 2019, next update expected summer 2020. Mid-year update due Jan 2021.		✓			✓
Overview (Annual Item)	IT developments and issues (including Digital Strategy)	Monitoring contribution of IT to change programmes, major projects (e.g. rural broadband) and policy issues in relation to underpinning council services (e.g. disaster recovery plans)	Update has been considered annually. Last update received Jan 2020, next update due Jan 2021.					✓
Overview	Local Enterprise Partnerships	Requested by Chairman summer 2018	Introductory presentation Nov 2018, to retain for further scrutiny. Chief Executive and Chairman of both LEPs gave a presentation to March 2019 meeting. Retain for future meeting.					

Topic	Issue	Reason for inclusion	Status and Outcomes	5 Mar 2020	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021
Overview	Climate Change updates	Requested by Chairman Spring 2018.	Update received June 2019. Retain for March 2020 meeting.	✓				
Overview	The new approach for Managing Customer Contact	Requested by the Director of Corporate Resources		✓				
Crime & Disorder (Annual Item)	Duty to review, scrutinise, and report on the decisions made, and actions taken by 'responsible authorities' under the Crime and Disorder Act.	This duty passed from the Safe & Healthy People Select Committee to this committee in May 2014	<p>Introductory item on crime and disorder received at Oct 2014 meeting. Update on crime & disorder work (domestic abuse focus) received at Nov 2015 meeting. Update (with Prevent focus) Nov 2016 and short introduction from PCC. Supporting Troubled Families focus Nov 2017. Child Exploitation focus Nov 2018. Reducing Serious Violence Nov 2019.</p> <p>Request update on work of county strategy group (annual update due Nov 2020)</p>				✓	

Topic	Issue	Reason for inclusion	Status and Outcomes	5 Mar 2020	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021
Collation of Annual Report of Select Committee activity (Annual Item)	To support oversight of the scrutiny function, and the role of this committee to ensure scrutiny activity is having impact and being evaluated.	The constitution requires that this committee report to full Council annually providing a summary of the activity of the select committees	In recent years this has been prepared by financial year. Report for 19/20 to be approved at June meeting and submitted to July 2020 Full Council		✓			

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