

## **Minutes of the Executive**

**(to be confirmed at the next meeting)**

**Date:** Monday, 7 November 2016

**Venue:** Collingwood Room - Civic Offices

**Present:**

S D T Woodward, Policy and Resources (Executive Leader)  
T M Cartwright, MBE, Public Protection (Deputy Executive Leader)  
Miss S M Bell, Leisure and Community  
K D Evans, Planning and Development  
Miss T G Harper, Streetscene  
Mrs K Mandry, Health and Housing

**Also in attendance:**

B Bayford, Chairman of Health and Housing Policy Development and Review Panel  
Mrs S M Bayford, Chairman of Scrutiny Board  
M J Ford, JP, Chairman of Public Protection Policy Development and Review Panel  
A Mandry, Chairman of Planning and Development Policy Development and Review Panel  
Mrs M Brady, for Item 9(2)  
S Cunningham, for Item 8(1)  
P J Davies, for Items 8(1) and 9(2)  
Mrs K K Trott, for Items 8(1) and 9(1)



**1. APOLOGIES FOR ABSENCE**

There were no apologies given for this meeting.

**2. MINUTES**

RESOLVED that the minutes of the Executive held on the 10 October 2016 be confirmed and signed as a correct record.

**3. EXECUTIVE LEADER'S ANNOUNCEMENTS**

There were no announcements made by the Executive Leader at this meeting.

**4. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made at this meeting.

**5. PETITIONS**

There were no Petitions submitted at this meeting.

**6. DEPUTATIONS**

Deputations were received from Suzanne Freeman representing First Port at Homefayre House, and from PC Darren Graham of Hampshire Constabulary, both for item 8(1) – Public Spaces Protection Order.

**7. MINUTES / REFERENCES FROM OTHER COMMITTEES**

There were no references from other committees presented at this meeting.

**8. PUBLIC PROTECTION**

(1) Public Spaces Protection Order

Deputations on this item was received from Suzanne Freeman representing First Port at Homefayre House and PC Darren Graham of Hampshire Constabulary.

At the invitation of the Executive Leader, Councillors P J Davies, Mrs K K Trott and S Cunningham addressed the Executive on this item.

RESOLVED that the Executive agrees to implement a Public Spaces Protection Order under section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014.

**9. POLICY AND RESOURCES**

(1) Vanguard Progress

At the invitation of the Executive Leader, Councillor Mrs K K Trott addressed the Executive on this item.

RESOLVED that the Executive agrees:

- (a) to waive Contract Procedure Rules in order to extend the existing contract with the Vanguard Consultancy; and
- (b) to fund the extension of the existing contract from the spending reserve surplus to be replenished by subsequent savings from further interventions.

(2) Development of sites at 96 Highlands Road and 2 Fareham Park Road

At the invitation of the Executive Leader, Councillors P J Davies and Mrs M Brady addressed the Executive on this item.

RESOLVED that the Executive:

- (a) agrees in principle with the development of the site of the former Hampshire Rose Public House and No 2 Fareham Park Road for affordable housing;
- (b) approves a capital budget of up to £2,850,000 for the implementation of the development; and
- (c) agrees, in principle, that Aspect Building Communities Ltd should be the preferred method of delivery for the site.

(3) Finance Monitoring Report 2016/17

RESOLVED that the Executive notes the Revenue and Capital Budget Monitoring Report.

(4) Treasury Management Monitoring Report 2016/17

RESOLVED that the Executive notes the Treasury Management Monitoring Report for 2016/17.

(The meeting started at 6.00 pm  
and ended at 7.09 pm).



### Building Services

The Building Maintenance Service maintains 2,349 residential properties as well as the Council’s public buildings. The intervention took place in 2014 and looked at the responsive repairs element of the service.

**The old approach** Purpose: Maintain the Council assets to a high standard, within budgets and in accordance with Council policies

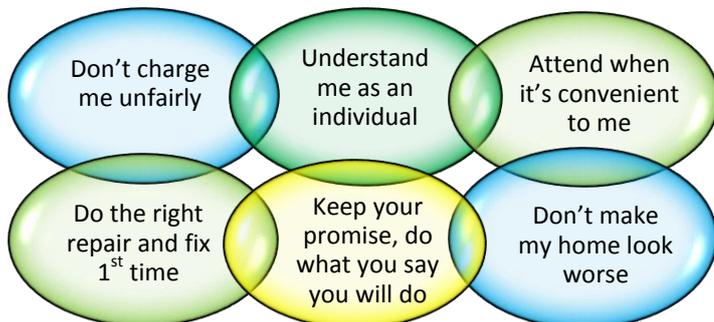


The Vanguard intervention highlighted that the service, as it was previously delivered, focused on making a surplus, controlling costs, policy compliance, and a basic premise that we didn’t trust the customer. When a request for repairs was received a surveyor would visit the property to determine what works were required.

The focus was generally only to deal immediately with repairs that were an emergency or considered urgent.

The surveyor would inform the customer that any other non-urgent works would be dealt with as part of a planned programme of works. This approach resulted in a lot of waste work and the average time to complete a repair was 89 days.

**The new approach** Purpose: Fix My Home



Following the Vanguard intervention, the focus is now on fixing the repair and doing what matters to the customer in a proportionate way, taking into account the circumstances. The tradesmen are empowered to determine what repair is needed and what is proportionate. The focus is on fixing the repair first time, as well as arranging a time to visit that is convenient for the customer.

*“Your tradesmen were very patient and understanding with my son, who has learning difficulties – they spoke directly with him, rather than over him, and didn’t make assumptions”*

Customer feedback

In the majority of cases, repairs are now being dealt with immediately, as we are doing ‘what matters’ for the tenant and not putting works off. This approach has reduced a significant amount of waste work from the system. The average time taken to complete a repair is currently 8 days and 60% of the jobs are completed within a single visit.

