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FAREHAM
BOROUGH COUNCIL

AGENDA FOR THE EXECUTIVE

Date: Monday, 4 September 2017

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Executive Members:

Councillor S D T Woodward, Policy and Resources (Executive Leader)

Councillor T M Cartwright, MBE, Health and Public Protection (Deputy Executive Leader)

Councillor Mrs K Mandry, Housing

Councillor Miss S M Bell, Leisure and Community

Councillor K D Evans, Planning and Development

Councillor Miss T G Harper, Streetscene

1. Apologies for Absence

2. Minutes (Pages 5 - 10)

To confirm as a correct record the minutes of the meeting of Executive held on 10 July 2017.

3. Executive Leader's Announcements

4. Declarations of Interest

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct.

5. Petitions

6. Deputations

To receive any deputations, of which notice has been lodged.

7. Minutes / References from Other Committees

To receive any reference from the committees or panels held.

Matters for Decision in Public

Note: Where an urgent item of business is raised in accordance with Part 3 of the Constitution, it will be considered with the relevant service decisions as appropriate.

8. Leisure and Community

Non-Key Decision

(1) Locks Heath Free Church - Matched Funding (Pages 11 - 28)

A report by the Director of Operations.

9. Health and Public Protection

Key Decision

(1) Biennial Review of Parking Enforcement Policy (Pages 29 - 50)

A report by the Director of Operations.

10. Policy and Resources

Key Decision

(1) Locks Heath Memorial Hall - Asset Disposal (Pages 51 - 58)

A report by the Director of Finance and Resources.

(2) Lease of space in the Civic Offices to West Hampshire NHS Clinical Commissioning Group (Pages 59 - 68)

A report by the Director of Finance and Resources.

Non-Key Decision

(3) Local Service Agreements (Pages 69 - 94)

A report by the Director of Finance and Resources.

(4) Old Portchester Parish Addresses (Pages 95 - 104)

A report by the Director of Finance and Resources.

P GRIMWOOD
Chief Executive Officer

www.fareham.gov.uk
23 August 2017

For further information please contact:
Democratic Services, Civic Offices, Fareham, PO16 7AZ
Tel: 01329 236100
democraticservices@fareham.gov.uk

FAREHAM
BOROUGH COUNCIL

Minutes of the Executive

(to be confirmed at the next meeting)

Date: Monday, 10 July 2017

Venue: Collingwood Room - Civic Offices

Present:

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

Also in attendance:

F Birkett, Chairman of Housing Policy Development and Review Panel
Mrs P M Bryant, Chairman of Licensing and Regulatory Affairs Committee
M J Ford, JP, Chairman of Health and Public Protection Policy Development and Review Panel
Mrs C L A Hockley, Chairman of Leisure and Community Policy Development and Review Panel
Mrs M Brady, for items 8(1) and 10(3)
S Cunningham, for items 8(1), 9(1) and 9(2)
P J Davies, for item 10(1)
R H Price, JP, for items 8(1), 9(2), 9(4) and 10(1)

1. APOLOGIES FOR ABSENCE

There were no apologies given for this meeting.

2. MINUTES

RESOLVED that the minutes of the Executive held on 05 June 2017 be confirmed and signed as a correct record.

3. EXECUTIVE LEADER'S ANNOUNCEMENTS

There were no Leader's Announcements given 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

The Executive received a deputation in relation to item 10(2) - Lease of Tennis Court at Burridge to 1st Sarisbury Green Scouts from Mr Toby Dickenson.

7. MINUTES / REFERENCES FROM OTHER COMMITTEES

There were no references from other Committees or Panels presented at this meeting.

8. HEALTH AND PUBLIC PROTECTION

(1) Pest Control Services

At the invitation of the Executive Leader, Councillors RH Price, JP, Mrs M Brady and S Cunningham addressed the Executive on this item.

RESOLVED that the Executive agrees:

(a) to introduce charging for rodent treatments but to keep it free of charge for those on the lowest incomes, as detailed in Appendix D of the report;

(b) to introduce a £30 fee to survey and quote for flea and bed bug treatments as a standard charge doesn't reflect the work involved for heavy infestations of these insects; and

(c) to give delegated authority to the Head of Environmental Health to waive any charges in appropriate cases.

9. PLANNING AND DEVELOPMENT

(1) Fareham (Town Centre): Final Regeneration Vision for Publication

At the invitation of the Executive Leader, Councillor S Cunningham addressed the Executive on this item.

RESOLVED that the Executive approves:

(a) the Final Regeneration Vision for Fareham Town Centre set out in Appendix A for publication; and

(b) approves that the Director of Planning and Regulation be authorised to make any necessary minor changes to the Final Regeneration Vision for Fareham Town Centre, providing that these do not change the overall direction, shape or emphasis of the document, prior to the document being published on the Council's website.

(2) Portchester Village Centre: Final Regeneration Vision for Publication

At the invitation of the Executive Leader, Councillors RH Price, JP and S Cunningham addressed the Executive on this item.

RESOLVED that the Executive approves:

(a) the Final Regeneration Vision for the Portchester Village Centre as set out in Appendix A of the report for publication;

(b) that the Director of Planning and Regulation be authorised to make any necessary minor changes to the Final Regeneration Vision for Portchester, providing that these do not change the overall direction, shape or emphasis of the document, prior to the document being published on the Council's website;

(c) that a further report be presented to a future meeting of the Executive giving details of opportunities to change parking arrangements in the Council's car parks to the south of the village centre; and

(d) that officers seek further updated advice on the existing retail health of the village centre and its future commercial prospects.

(3) River Wallington Gabion Replacement Works

RESOLVED that the Executive:

(a) approves funding for the replacement of the gabion basket retaining wall on the River Wallington, as outlined in confidential Appendix B of the report; and

(b) delegates authority to the Director of Planning and Regulation to procure and deliver the works, subject to the award of contract being made through an Individual Decision of the Executive Member for Planning and Development.

(4) Self and Custom Build Register

At the invitation of the Executive Leader, Councillor RH Price, JP addressed the Executive on this item.

RESOLVED that the Executive approves:

(a) the introduction of a set charging fee of £20 for applicants who wish to gain entry onto the self and custom build register with effect from the 1st August 2017;

(b) the introduction of an annual set fee of £10 to be charged for each base period that the applicant remains on the register with effect from 1st August 2017; and

(c) the introduction of a local connection test to ensure the register provides an accurate representation of local need for self and customer build in the Borough.

(5) Local Development Scheme

RESOLVED that the Executive:

(a) agrees to adopt the Fareham Borough Local Development Scheme 2017 as set out in Appendix A to the report; and

(b) authorises the Director of Planning and Regulation to make any necessary minor changes to the Local Development Scheme, providing that these do not change the overall direction, shape or emphasis of the document, prior to the document being published on the Council's website.

10. POLICY AND RESOURCES

(1) Draft Corporate Strategy 2017 - 2023

At the invitation of the Executive Leader, Councillors P J Davies and RH Price, JP addressed the Executive on this item.

RESOLVED that the Executive:

(a) approves that the draft Corporate Strategy be circulated for public consultation subject to the inclusion of the word "healthy" at paragraph 19(a) to read "strong, safe, healthy and inclusive communities"; and

(b) approves the implementation of the equality objectives in paragraph 32, for the next four years, as required by the Equality Act 2010.

(2) Lease of Tennis Court at Burridge to 1st Sarisbury Green Scouts

A deputation on this item was received from Mr Toby Dickenson.

The Executive agreed to bring this item forward on the agenda.

RESOLVED that the Executive agrees the Heads of Terms, as set out at paragraph 6 of the report, for a lease of the tennis court adjacent to the Burridge Village Hall for the location of a scout hut which will become the permanent home of the 1st Sarisbury Scout Group.

(3) General Fund and Housing Revenue Account Outturn 2016/17

At the invitation of the Executive Leader, Councillor Mrs M Brady addressed the Executive on this item.

RESOLVED that the Executive:

(a) approves to carry forward £272,200 to fund the completion of the General Fund expenditure programmes in 2017/18, as contained in the report;

(b) approves that £53,000 from the HRA Capital account is carried forward to fund the outstanding balances from the 2016/17 programme in 2017/18; and

(c) notes the contents of the report.

(4) Capital and Treasury Management Outturn 2016/17

RESOLVED that the Executive:

(a) approves that the General Fund capital programme for 2016/17 be approved and financed as set out in the report;

(b) agrees that the additional expenditure incurred, amounting to £89,622 be financed retrospectively from surplus capital resources;

(c) notes the update on the provision of a hotel at Fareham Shopping Centre, and agrees the revised estimated cost of the hotel development is funded by prudential borrowing; and

(d) notes the treasury management activity for 2016/17.

(The meeting started at 6.00 pm
and ended at 8.04 pm).

FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Policy and Resources
Subject:	**Locks Heath Free Church**
Report of:	Director of Operations
Strategy/Policy:	Grants Policy
Corporate Objective:	All corporate objectives apply

Purpose:
To provide details of matched funding requests received by the Council during the second quarter of the 2017/18 financial year.

Executive summary:
During the second quarter of 2017/18, the Council has received one matched funding request:

A matched funding bid has been received from Locks Heath Free Church towards the cost of extending and refurbishing its community facilities. It is anticipated that these works will, in addition to improving the existing areas, increase the variety of rooms available for hire by the local community.

The total cost of the project is £4.66 million, of which Locks Heath Free Church has identified £4,412,600 in donations, pledges, grants and a mortgage. They anticipate raising a further £248,000 in future donations.

Locks Heath Free Church has requested £40,000 towards their project to extend and refurbish their community facilities.

Recommendation/Recommended Option:
It is recommended that the Executive:

a) considers offering a matched funding grant of £40,000 to Locks Heath Free Church, in order to extend and refurbish the community facilities at their premises on Hunts Pond Road; and

b) agrees the award of funding, subject to agreeing satisfactory terms for community use to ensure that the facilities are made available for use by the community.

Reason:
To act as an enabler, assisting the local community in making improvements to local community facilities, and introducing new facilities for the benefit of all age groups within the community.

Cost of proposals:
The grant request is £40,000 and the Community Funding Budget currently has funds of £125,870.

Appendices:

A: Matched Funding Application – Locks Heath Free Church

B: Proposed Community Funding Agreement – Locks Heath Free Church

C: Proposed Community Funding Award Letter – Locks Heath Free Church

Background papers:

Reference papers:

Report to the Executive on 8 March 2010 – Review of Discretionary Grants

Report to the Executive on 17 May 2010 – Grants Review Update

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September 2017
Subject:	Locks Heath Free Church Matched Funding report
Briefing by:	Director of Operations
Portfolio:	Leisure and Community

INTRODUCTION

1. The purpose of this report is to provide details of any matched funding requests received by the Council during the second quarter of the 2017/18 financial year.

2. On 8 March 2010, the Executive considered a report on the various discretionary grants provided by the Council. The report included details regarding each category of grant and the level of funding available. Members agreed to combine a number of grants into a single pot for the 2010/11 financial year onwards.

3. The report also highlighted the need for the Council to take a more coordinated approach in assessing matched funding requests in the future.

4. It was agreed that the procedure for applying for matched funding be changed so that bids would be considered by the Executive on a quarterly basis. These Matched Funding reports would also identify matched funding requests "in the pipeline", to enable a more strategic approach to prioritising these requests.

CRITERIA

5. The criteria for matched funding awards are deliberately inexplicit. The Council will consider any project which benefits the local community and / or improves the local environment. Awards will usually only be made for capital projects.

6. Any matched funding application must demonstrate that the applicant will contribute an equal sum to the project as is being requested from the Council. This fosters a sense of commitment and ownership to the project from the local community, and as a result increases the likelihood that the benefits will continue to be valued and maintained in the future.

7. All successful applicants are required to sign a Community Use Agreement with the Council, to ensure that the project provides benefit to the local community. This enables an extension of this benefit to reach much further than the organisation making the application.

FINANCIAL IMPLICATIONS

8. The current balance of the community funding budget is approximately £125,870.

MATCHED FUNDING BIDS RECEIVED

9. Locks Heath Free Church is a popular church with a very supportive congregation. In addition to its function for acts of worship, the premises are well used by a local pre-school and a very well-attended church youth club.

10. A matched funding bid has been received from Locks Heath Free Church towards the cost of extending and refurbishing its community facilities. It is anticipated that these works will, in addition to improving the existing areas, increase the variety of rooms available for hire by the local community. The project is scheduled to commence in February 2018, with an anticipated timing of completion of autumn, 2019.

11. The total cost of the project is £4.66 million, of which Locks Heath Free Church has identified £4,412,600 in donations, pledges, grants and a mortgage. They anticipate raising a further £248,000 in future donations. Locks Heath Free Church is requesting £40,000 in matched funding towards the project.

COUNCILLOR CONSULTATION

12. Ward Councillor Pankhurst has confirmed her support for this application. Councillor Englefield, the remaining Ward Councillor, has yet to respond to the consultation.

MATCHED FUNDING BIDS "IN THE PIPELINE"

13. A potential matched funding bid from 1st Sarisbury Scout Group, to provide a purpose-built scout hut at Burridge Recreation Ground, has been identified.

RISK ASSESSMENT

14. The risks and opportunities associated with each funding bid are considered on an individual basis and details are included in each assessment document.

CONCLUSION

15. This report sets out details for the matched funding bid received from Locks Heath Free Church. The bid is for £40,000 towards the cost of extending and refurbishing its community facilities.

Enquiries:

For further information on this report please contact Claire Benfield (Ext 4495)

MATCHED FUNDING REQUEST

APPLICANT	Locks Heath Free Church

PROJECT DESCRIPTION	A matched funding bid has been received from Locks Heath Free Church requesting £40,000 towards the cost of extending and refurbishing the Church's community facilities. Locks Heath Free Church is a popular Baptist church with a large and supportive congregation. In addition to the religious activities of the Church, it also accommodates a busy pre-school and a thriving youth club. The Church's 'Build' project focusses on improving these community facilities. It incorporates the development of a dedicated pre-school suite, the inclusion of a new activity / sports hall, the creation of a new youth suite, the upgrading of the kitchen area, the creation of a large auditorium and the development of a room available for the community to hire. The project also includes additional parking on site.

PROJECT COSTS	The total project cost is £4.66 million.

PROJECT FUNDING	The Church has raised £1,661,000 to date. They have a further £1,051,600 in confirmed pledges, grant applications and vacant property, and have secured a mortgage for £1.7m. The remaining £248,000 is anticipated to be raised through further donations and events.

COMMUNITY BENEFITS	The renovated and extended facilities will improve the potential for more varied activities for both the pre-school and the youth club due to the development of dedicated areas. The creation of a multi-purpose room, auditorium and an activity hall increases the opportunities for the community to access local facilities, which are often fully booked in neighbouring community centres. In turn, this will help the Church imbed further into the community.

ENVIRONMENTAL BENEFITS	There are no significant environmental benefits.

LINKS TO THE COUNCIL'S CORPORATE PRIORITIES	This application is consistent with the Council's role as "a partner", where possible, to actively collaborate with other providers within the local area. Councillor Miss Pankhurst, one of the Ward Councillors, is supportive of the application and the Executive Leader has given "in principle" support subject to consideration by the Executive. Ward Councillor Englefield has, to date, not provided his views.

PROJECT RISKS	The project would be managed by the Church.

RECOMMEND	That the Executive gives consideration to making a matched funding award of up to £40,000 to this application, subject to: 1. The remainder of funding being in place. 2. Receipt of all Local Authority approvals. 3. The Church signing a Community Fund and Community Use Agreement, stipulating that the new facilities will be accessible to all the community.

FAREHAM
BOROUGH COUNCIL

COMMUNITY FUND & COMMUNITY USE AGREEMENT

PAYMENT OF COMMUNITY FUND AWARD FOR SUMS BETWEEN £5,000 AND £50,000

Contents

1. What constitutes the Award Agreement?
2. Commencement and Duration of Community Fund and Community Use Agreement
3. Your Responsibilities under this Community Fund and Community Use Agreement
4. Equal Opportunities
5. Confidentiality and Obligations under the Freedom of Information Act 2000
6. Payment of Community Fund, Invoice Procedure and Recovery
7. Project Delivery
8. Your employees/volunteers/sub-contractors
9 Complaints
10 Monitoring, Review Arrangements and Community Fund Completion Report
11 Legal Liability, Insurance and Indemnities
12 Default and Termination
13 Dispute Resolution
14 Assignment
15 Waiver
16 Amendment and Variations
17 Communications and Notices
18 Assets bought by you using Community Funds
19 Governing Law and Jurisdiction
20 Third Parties
21 Publicity
22 Community Use Terms
23 Entire Grant Agreement

SCHEDULE 1

The Council's Grant Award Letter

THIS COMMUNITY FUND AND COMMUNITY USE AGREEMENT is made the…
day of 2017

BETWEEN:

(1) FAREHAM BROUGH COUNCIL of Civic Offices, Fareham, PO16 7PU (the "Council") **AND**

(2) LOCKS HEATH FREE CHURCH of Titchfield Common, 255 Hunts Pond Road, Park Gate, Fareham, PO14 4PG (hereinafter referred to as "You or Your")

Together "Us" or "Our"

BACKGROUND INFORMATION

Fareham Borough Council is keen to support the local voluntary and community sector. One of the ways it does this is by awarding Community Funds to organisations and groups that meet its priorities, criteria and conditions of Community Fund aid as detailed in this Community Fund and Community Use Agreement.

In return for the payment of the Award by the Council to You and Your promise to complete the project described in Schedule 1, the Council and You agree as follows

1. WHAT CONSTITUTES THE AWARD AGREEMENT

1.1 The Community Fund and Community Use Agreement is formed of this Community Fund and Community Use Agreement and the Council's Community Fund Award Letter. You must read the whole Community Fund and Community Use Agreement before signing it.

1.2 You warrant that the execution copy of this Community Fund and Community Use Agreement was not altered in any way when it was in Your possession prior to execution and before returning it to the Council for execution by the Council other than any alteration in respect of which You gave clear prior express notification to the Council and obtained the Council's express written consent thereto. In the event that this Community Fund and Community Use Agreement is subsequently found to contain any alterations which were made without such notification and consent then You consent to any rectification of this Community Fund and Community Use Agreement to reinstate the drafting to that which removes the effect of any such alterations.

2. COMMENCEMENT AND DURATION OF COMMUNITY FUND AND COMMUNITY USE AGREEMENT

2.1 This Community Fund and Community Use Agreement shall start on ……. 2017 and end on……2019 ("the Community Fund and Community Use Agreement Period") unless extended by the Council in writing to You or terminated early in accordance with this Community Fund and Community Use Agreement.

3. YOUR RESPONSIBILITIES UNDER THIS COMMUNITY FUND AND COMMUNITY USE AGREEMENT

You shall use the Community Fund for the purposes for which it has been granted ("the Project"), as described in the Community Fund Award Letter and Your Application Form and in accordance with this Community Fund and Community Use Agreement.

4. EQUAL OPPORTUNITIES

4.1 You shall comply with the Equality Act 2010

4.2 Without prejudice to the generality of clause 4.1, You shall not treat one individual or group of people less favourably than others because of age, disability, gender reassignment, marriage and civil partnership, race, religion and belief, pregnancy and maternity, sex and sexual orientation, and You shall furthermore seek to promote equality among Your personnel and generally.

4.3 You shall take appropriate steps to prevent any unlawful discrimination by your employees towards members of the public when providing the Services which could amount to harassment or discrimination on any of the grounds described in clause 4.1. You shall ensure Your employees are not discriminated in their employment.

5. CONFIDENTIALITY AND OBLIGATIONS UNDER THE FREEDOM OF INFORMATION ACT 2000

You agree where necessary in relation to this Community Fund and Community Use Agreement or the Project to assist the Council as reasonably requested by the Council in meeting its legal obligations under the Freedom of Information Act 2000. You shall keep confidential all information and data received in whatever form pursuant to this Community Fund and Community Use Agreement

6. PAYMENT OF COMMUNITY FUND, INVOICE PROCEDURE AND RECOVERY

6.1 The Council will pay You the Community Fund, in a lump sum following evidenced completion of the project, as set out in the Community Fund Award Letter.

6.2 The Council does not guarantee the payment of the Community Fund or any part of it during the Community Fund and Community Use Agreement Period. The Council reserves the right to withdraw the Community Fund offer at any time during the Community Fund and Community Use Agreement Period, acting reasonably, giving a notice period of not less than ninety (90) days notice. The Council does not guarantee payment of the Community Fund beyond the Community Fund and Community Use Agreement Period.

6.3 The Council will, at its discretion, immediately recover the whole Community Fund or part, where Your Project is delayed and You are not granted an extension to the Community Fund and Community Use Agreement Period.

6.4 Where You spend less than the whole Community Fund, any unspent part shall be returned to the Council within thirty (30) days of the completion of the Project.

6.5 The Council may demand repayment of all or part of the Community Fund at its absolute discretion where You have acted dishonestly when making Your application for the Community Fund, breach the terms of the Community Fund and Community Use Agreement or You are investigated by HM Revenue and Customs, the Charity Commission, the Police or other regulatory or governing body and this results in an adverse finding against You or the Project will not meet its purpose upon completion or have received duplicate funding for the Project or any part of it from sources other than the Council.

6.6 The Grant sum is not subject to Value Added Tax (VAT) and no further payments will be made by the Council to cover any VAT costs not identified and included in the Grant Application.

7. PROJECT DELIVERY

7.1 You shall deliver the Project in accordance with the proposals and terms set out in the Community Fund and Community Use Agreement, the Community Fund Award Letter, Your Application Form, and, where appropriate, the Project plan.

7.2 You will comply with all codes of practice, guidelines, policy documents and other information and requirements set out in Your Equal Opportunities Policy/Scheme and Health and Safety Policy (if required).

7.3 You shall ensure that You have all necessary consents; including any approval consent, exemption licence or permission from any governmental or other authority or any person required for You to provide the Project and from the setting detailed in the Community Fund Application Form.

7.4 You must not Yourself, and You shall use all Your reasonable endeavours to procure that Your suppliers and contractors shall not, knowingly do or omit to do, anything in relation to this Community Fund and Community Use Agreement, the Project or in the course of Your/their other activities, that may bring the standing of the Council into disrepute or attract adverse publicity for the Council.

7.5 You must ensure compliance to any special customised conditions stated in the Community Fund Award Letter.

7.6 You shall promptly inform the Council if the Project cannot be delivered within the Community Fund and Community Use Agreement Period and request an extension. Any extension shall be at the Council's discretion.

8. YOUR EMPLOYEES/VOLUNTEERS/SUB-CONTRACTORS

8.1 If Your Project involves work with vulnerable adults, children, young people or other vulnerable groups You will ensure that You have a Safeguarding Children and or Safeguarding Adults policy in place to promote good practice and ensure

risks to vulnerable people are assessed and mitigated appropriately. You will obtain all approvals and licences and any profile checks, including but not limited to Disclosure and Barring Service ("DBS") checks on personnel (and the term "personnel" in this Community Fund and Community Use Agreement shall include Your volunteers), required by law. In any case You shall carry out a DBS check at a level appropriate to the role undertaken by the subject of the check on all personnel engaged in a Regulated Activity (as defined in the Safeguarding Vulnerable Groups Act 2006) or otherwise where DBS advice or guidance or a risk assessment shows such a check is desirable or necessary provided always that the law permits such a check to be carried out.

8.2 Where You have volunteers providing the Services or any part of it, You must have a written volunteers' policy.

9. COMPLAINTS

9.1 The Council and You will each appoint a Community Fund Officer to act on Our behalves on all matters in relation to the Community Fund and Community Use Agreement and the Project. For the purposes of this Community Fund and Community Use Agreement the Council's Community Fund Officer shall be as stated in the Community Fund Award Letter and Your Community Fund Officer shall be the person stated in the Community Fund Application Form.

9.2 You shall deal with any complaints about the Project, received from whatever source, in accordance with Your complaints procedure, which shall be made available to the Council upon request. You shall keep a written record of all complaints received in respect of the Project.

9.3 You shall provide a summary of all complaints received about the Project together with Your written response to the Council's Community Fund Officer twice a year. The Council shall use the information received in this clause 9.2 as part of its monitoring and review process described in clause 10 below.

10. MONITORING, REVIEW ARRANGEMENTS AND COMMUNITY FUND COMPLETION REPORT

10.1 Up to date, accurate and comprehensive records, monitoring information, invoices, bills and receipts must be kept by You which show how the Community Fund funding has been used for the term of this Community Fund and Community Use Agreement and for a period of 6 years after its termination howsoever caused.

10.2 The Council reserves the right to meet with Your Community Fund Officer at a time agreed between Us, to discuss the information collated by You under clause 10.1 above.

10.3 You may be requested to submit a short report to the Council's Community Fund Officer twice a year. A progress report may be due mid-way through the Community Fund and Community Use Agreement Period. The second report will be due after the end of the Community Fund and Community Use Agreement

Period. The dates each report is due are set out in Community Fund Award Letter or at a later time.

10.4 If requested by the Council You must submit Your audited/inspected accounts to the Council's Community Fund Officer for each financial year(s) of the Community Fund and Community Use Agreement Period as soon as they are available.

11. LEGAL LIABILITY, INSURANCE AND INDEMNITIES

11.1 You shall maintain full and proper insurance policies relevant to Your activities and shall when requested by the Council provide evidence of such insurance on demand.

11.2 You acknowledge that the Council's extent of involvement in the Project is restricted to providing funds to assist You to put the Project into practice. You shall be solely liable for Your personnel, the lawful performance of the Project and any and all claims demands, damage and proceedings which may arise and shall be liable and indemnify the Council against any expense, liability, cost, loss or proceeding in respect of any injury to or death of any person or damage to any property, real or personal whatsoever arising out of or caused by the performance of this agreement.

12. DEFAULT AND TERMINATION

12.1 The Council shall be entitled to terminate this agreement by immediate notice at any time:

12.1.1 if You have an administrative receiver or receiver appointed for the whole or any part of Your assets or any order made or resolution passed for Your administration or winding up (unless as part of a scheme of reconstruction or amalgamation) or compounds with or You convene a meeting of Your creditors or anything analogous to any forgoing under the law of any jurisdiction;

12.1.2 on occurrence of any events entitling the Council to withhold the Community Fund at clause 6;

12.2 The Council shall be entitled to terminate immediately and to recover any Community Fund paid together with any loss or damage resulting from termination if in relation to any agreement with the Council You or anyone acting on Your behalf have:

12.2.1 committed any offence under the Prevention of Corruption Acts 1889 to 1916 or the Bribery Act 2010, or

12.2.2 given any fee or reward the receipt of which is an offence under s.117 (2) of the Local Government Act 1972

12.3 The Council shall not be liable for any direct and indirect losses howsoever incurred by You upon the termination of the Community Fund and Community Use Agreement.

12.4 The right to terminate this Community Fund and Community Use Agreement is without prejudice to any other rights the Council may have under this Community Fund and Community Use Agreement or under general law or otherwise.

13. DISPUTE RESOLUTION

13.1 The Parties shall use their reasonable endeavours to resolve by agreement any dispute between them with respect to any matter relating to this Community Fund and Community Use Agreement.

13.2 In the event that a dispute cannot be resolved by agreement under clause 13.1 the Parties may refer the matter to an independent person whose decision shall be final and binding. The expenses incurred by such appointment shall be met equally between the Council and You.

14. ASSIGNMENT

14.1 You shall not assign, novate, sub-contract or otherwise dispose of any or all of Your rights and obligations under this Community Fund and Community Use Agreement without the prior written consent of the Council which may be granted subject to such reasonable conditions as the Council may require.

14.2 The Council may by written notice to You assign, novate, outsource or otherwise dispose of any or all of its rights and obligations under this Community Fund and Community Use Agreement at any time to any person having the legal capacity, power and authority to become a party to and to perform the obligations of the Council under this Community Fund and Community Use Agreement.

14.3 In the event that You wish to assign, novate, sub-contract or otherwise dispose of any or all of its rights and obligations under this Community Fund and Community Use Agreement and the Council grants consent thereto then You shall pay to the Council upon receipt of an invoice, in accordance with the rates applicable at the time of the assignment, novation, outsourcing or other disposition (and such rates may be obtained from the Council on request), all reasonable legal, administrative and other costs, charges and expenses incurred by the Council in connection with such assignment, novation, outsourcing or other disposition as applicable.

15. WAIVER

You acknowledge that a failure by the Council to act on any failure by You to observe any of the terms of the Community Fund and Community Use Agreement shall not be a waiver of its right to exercise any right or remedy to which it is entitled under this Community Fund and Community Use Agreement.

16. AMENDMENT AND VARIATIONS

Any amendment or variation to this Community Fund and Community Use Agreement shall be recorded in writing and shall be signed by or on behalf of both Parties.

17. COMMUNICATION AND NOTICES

All notices and communications shall be given to the Community Fund Officer of the respective parties and shall be deemed to be received by the Council and You.

18. ASSETS BOUGHT BY YOU USING COMMUNITY FUNDS

If any asset, which exceeds one hundred pounds (£100) in value, is acquired with funding from the Community Fund, You shall notify the Council and keep a record of such assets in an Asset Register and abide by any directions or conditions which the Council may make in respect of use, maintenance, insurance and disposal of such asset. You shall not be entitled to dispose of the said asset without the prior written approval of the Council, such approval not to be unreasonably withheld. The Council may require some or all proceeds of sale to be returned to the Council.

19. GOVERNING LAW AND JURISDICTION

This Community Fund and Community Use Agreement shall be governed and construed according to the laws of England and Wales and the Parties submit to the exclusive jurisdiction of the Courts of England and Wales.

20. THIRD PARTIES

For the purposes of the Contract (Rights of Third Parties) Act 1999 this Community Fund and Community Use Agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its provisions

21. PUBLICITY

You shall where reasonably possible provide that any publicity relating to the Community Fund Project will acknowledge the Council's financial support.

22. COMMUNITY USE TERMS

The payment of the community fund is subject to You agreeing that the facilities are available to hire by other not for profit making and local community groups (if and when requested). Any such organisation hiring the facilities will have individuals that are suitably qualified and have adequate equal opportunities, safeguarding and child protection policies in place.

23. ENTIRE COMMUNITY FUND AND COMMUNITY USE AGREEMENT

This Community Fund and Community Use Agreement constitutes the entire understanding between You and the Council relating to the subject matter of this Community Fund and Community Use Agreement and, save as may be expressly referred to herein, supersedes all prior representations, writings, negotiations or understandings

SCHEDULE 1

THE COUNCIL'S GRANT AWARD LETTER

AS WITNESSED this Community Fund and Community Use Agreement has been signed under hand for and on behalf of the Parties the day and year written above.

For and on behalf Fareham Borough Council

Signature

Print name and position

Occupation:

Signature of Witness: …….

Name: …….

Occupation: ……..

For and on behalf of the Organisation

Signature

Print name and position

Occupation:

Signature of Witness: …….

Name: …….

Occupation: ……

APPENDIX C

FAREHAM
BOROUGH COUNCIL

Director of Operations
Paul Doran

Contact: Claire Benfield

Ext.: 4495

Date: X September 2017

Dear Mr Mark Madavan

Community Fund Award Letter

Thank you for your recent application for funding from the Community Fund. Your application has been considered by the Council's Executive and I am pleased to inform you that the Council has agreed to award a grant of £40,000 to your organisation, Locks Heath Free Church. I have set out below the purpose and scope of the project funded by the award. Your organisation must use the award solely for the purposes set out in this Community Fund Award Letter.

The Project

The grant has been awarded to use towards reconfigurations and improvements to the Locks Heath Free Church building on Hunts Pond Road including: the development of a dedicated pre-school suite; the creation of additional rooms available to the community; the upgrading of the kitchen area; the development of a dedicated youth suite; the creation of a new activity and sports hall; the creation of a large auditorium; the development of a counselling room; and the inclusion of additional parking on site; as detailed in your application.

This Community Fund has been granted on the condition that the facilities will be made freely available to local community groups and organisations to hire in addition to the use by Locks Heath Free Church. It is also a condition of the grant that the Locks Heath Free Church secures a £1.7 million mortgage on the premises. The Council will require evidence that each of these conditions has been met. This includes details of the mortgage arrangement. There will also be a requirement to keep records of all the community groups that use the facilities which will be made available to the Council on request.

Department of Leisure and Environmental Services
Civic Offices Civic Way Fareham PO16 7AZ
Tel(01329) 236100 Fax: (01329) 550576
Answer phone: 01329 824630
leisureadmin@fareham.gov.uk DX 40814 (please state dept)

The grant will become payable to your organisation once your authorised officer has accepted the award conditions by signing and returning both copies of the attached Community Fund Agreement and when the building works are completed and facilities available to the community. Please do not date the Agreement.

I would like to draw your attention to one of the conditions of the Council's Community Fund where you are asked to acknowledge the support of Fareham Borough Council and use the Council's logo in all publicity material. A copy of the Council logo is at the top of this letter which is suitable for use on general publicity and letter headed paper. However, if your project is considering the use of the logo in a different style, i.e. a banner or notice board, please contact me and I will be able to advise you on alternative formats available.

You may be contacted to give an interview about your project by the local press. If you do not wish your details to be given to them, please let me know.

Would you please send me some photographs of your project e.g. event launch, group, photos, that I can use for Community Fund publicity. I am sure Ward Councillors would be happy to attend any launch event, please let me know and I will arrange this for you.

I would like to take this opportunity to wish you every success with your project.

Yours sincerely

Claire Benfield
Leisure and Community Officer

Encl

FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Health and Public Protection
Subject:	**Biennial Review of Parking Enforcement Policy**
Report of:	Director of Operations
Strategy/Policy:	
Corporate Objective:	A Safe and Healthy Place to Live and Work

Purpose:
This report sets out the Fareham Parking Enforcement Policy that details the main principles for enforcement that will be followed by officers. The policy is reviewed biennially and has taken account of any changes in the way the service is delivered and these have been incorporated into the policy which is attached as Appendix A and which is now being presented to the Executive for approval.

Executive summary:
The Council has an existing Parking Enforcement Policy, which details the main principles for the delivery of the decriminalised parking enforcement service for both off and on-street parking, for which the Council became responsible in April 2007. The policy at that stage was reported to the Public Protection Review Panel and was subsequently approved by the Executive.

The current Enforcement Policy was reviewed and approved by the Executive in October 2015. As part of the biennial review of the policy it has also been reported to the Health and Public Protection Policy Development and Review Panel on 25th July 2017. The Panel recommended that the revised draft policy, attached as Appendix A to this report be presented to the Executive for approval.

Recommendation/Recommended Option:
It is recommended that the Executive approves the updated Fareham Parking Enforcement Policy, as detailed in Appendix A to this report.

Reason:
To enable the effective and transparent enforcement and operation of the Fareham Parking Enforcement Service.

Cost of proposals:
There are no financial implications for the Council arising from consideration of this proposal.

Appendices: **A:** Parking and Enforcement Policy

Background papers: None

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September 2017
Subject:	Biennial Review of Parking Enforcement Policy
Briefing by:	Director of Operations
Portfolio:	Health and Public Protection

INTRODUCTION

1. In April 2007 the responsibility for on-street parking enforcement was transferred from the Police to Fareham Borough Council. The responsibility for enforcement in the Council's car parks was also included with these powers. The powers are commonly known as Civil Parking Enforcement (CPE) and are undertaken as part of the Parking Enforcement Service. CPE includes the issuing of Penalty Charge Notices (PCNs) for the contravention of parking regulations.

2. The Council's parking policies and procedures reflect the requirements of the Traffic Management Act 2004 and the associated regulations and guidance.

FAREHAM PARKING ENFORCEMENT POLICY

3. The Council's Parking Enforcement Policy sets out the main principles for both off and on-street parking enforcement. The policy reflects the requirements of the Civil Enforcement Regulations, in particular on challenges and representations relating to PCNs.

4. The main theme of the Statutory Guidance, which is reflected in the policy, is that the making and enforcing of parking regulations is done in a transparent, legal and comprehensive fashion. As part of this the Council is required to regularly review and publish its policies and reports; along with communicating this with the public.

5. As part of the work to meet the Statutory Guidance, the current policy is published on the Council's website to ensure that it is available to the public, and the policy is being presented to members as part of the biennial review process.

6. The current policy is working well and no feedback has been received from the Traffic Penalty Tribunal that requires the Council to make any specific changes or additions. A number of minor changes or additions to the Enforcement Policy have been made since the last review in June 2015, and are highlighted in **bold** in Appendix A.

7. Within the policy document there are some references to charges for some parts of the service. Any charges that are discussed have previously been agreed by the Executive.

8. Under the Traffic Management Act 2004, it is policy for Members not to be part of the process for resolving challenges, representations or appeals to PCNs. Member representation is required on the Parking and Traffic Regulations outside London (PATROL) Joint Committee. At present the Executive member for Health and Public Protection is the Council's representative, with the Executive member for Planning and Development as deputy.

LEGAL IMPLICATIONS

9. The Council is required to have regard to the Statutory Guidance for Parking Enforcement. The most recent guidance strongly encourages the Council to have a Parking Enforcement Policy and to make it available online. Failure to have a policy or to publish it online could undermine the Council's ability to deliver a consistent parking enforcement service.

CONCLUSION

10. The proposed policy document, attached as Appendix A, is submitted to the Executive for approval. The policy takes account of that part of the Traffic Management Act that came into effect on 31 March 2008, which Members considered in March 2008. It is this updated policy that will be used and referred to by officers in undertaking the enforcement of both on and off street parking within the Borough.

Reference Papers:

Report to the Executive 5 February 2007, Parking Enforcement Policy
Report to the Executive 4 February 2008 Traffic Management Act – Implications for Fareham Parking Enforcement
Report to the Executive 7 April 2008, Parking Enforcement Policy
Report to the Executive 6 April 2009. Parking Enforcement Policy
Report to the Executive 12 April 2010, Parking Enforcement Policy
Report to the Executive 4 April 2011, Parking Enforcement Policy
Report to the Executive 10 June 2013 Parking Enforcement Policy
Report to the Executive 5 October 2015 Parking Enforcement Policy

Enquiries:

For further information on this report please contact Kevin Wright (Ext 4359)

APPENDIX A

FAREHAM BOROUGH COUNCIL

Fareham Parking Enforcement Policy

1. Introduction

Traffic Regulation Orders

Traffic Regulation Orders (TROs) **have previously been introduced by** ~~are introduced by~~ Fareham Borough Council (as the agent for Hampshire County Council, which is the Highway Authority) on roads within the Borough to regulate the use of highways by both moving and parked vehicles. In doing so, the objectives are to:

- Promote the safe use of highways
- Manage the competing demands for road space, e.g. traffic movement, bus stops, loading for access to premises and parking
- Give priority when considered necessary to different classes of users, e.g. disabled people, residents.

As a result of funding cuts to the Traffic Management function by Hampshire County Council, the Executive at its meeting on 5th December 2016 agreed to cease the agency agreement with HCC, therefor all future TRO's will be introduced by HCC.

Fareham Borough Council was granted delegated authority in 2007 from Hampshire County Council to act as the Enforcement Authority on the County's behalf to enforce on-street contraventions and recover any debts and to pursue, through the County Court, any unpaid debts. As such, Fareham Borough Council is the Enforcement/Issuing authority.

Off-street car parks

The Borough Council also manages the use of its off-street car parks through an Off-street Parking Order which allows for charges and time limits to be introduced to ensure the best use of car parks and a turnover of vehicles where necessary.

Fareham Parking Enforcement

Hampshire County Council and Fareham Borough Council together have achieved Special Parking Area status for the Borough which means that as from April 2007 parking contraventions became decriminalised and Fareham Borough Council is responsible for enforcement of all orders controlling parking within the Borough.

Parking contraventions, both on-street and in Council car parks will be enforced by the serving of a Penalty Charge Notice by a Civil Enforcement Officer.

Fareham Parking Enforcement is also able to deal with parking on zigzag markings on pedestrian crossings as well as the Police, who may still issue Fixed Penalty Notices incurring penalty points and for parking on or across dropped kerbs which causes obstruction, also double parking on the highway and persistent offenders.

Public Accountability

With Fareham Parking Enforcement, the locally elected Council will have responsibility for both the way in which parking on Fareham's streets and car parks is managed and the level of enforcement of the parking controls to achieve the objectives.

2. Objectives of Parking Control and Enforcement

Traffic Regulation Orders to control parking are introduced by **Hampshire County Council** ~~the Council~~ and enforcement of the regulations is undertaken in order to:

- Make Fareham Borough a safer place, to drive, walk or cycle through
- Ensure that pedestrians may walk safely without fear or obstruction, especially in pedestrianised areas and outside schools
- Keep traffic flowing freely
- Ensure good access to properties adjoining highways for loading and unloading
- Ensure that there is a fair and even distribution and turnover of available parking spaces throughout the Borough, not only for visitors, but also for residents, traders, customers and businesses
- Ensure that designated disabled bays are used only by those persons lawfully displaying a valid disabled Blue Badge in accordance with the regulations pertaining to the international Disabled Badge Scheme, and the Blue Badge Scheme: rights and responsibilities in England booklet issued by the Department for Transport, and meeting the needs of those with disabilities, some of whom will be unable to use public transport and are dependent entirely upon the use of a car.
- Ensure that parking places designated for use by specific vehicles such as taxis, buses, and goods vehicles only bays are kept clear for their intended use
- Ensure that parking places within a residents' parking scheme contain only vehicles that have on display, a valid resident's parking permit or visitor permit.
- Minimise parking on verges and footways where there is a restriction on parking on the highway for road safety, maintenance and environmental reasons

3. Legislation

The enforcement of parking regulations by Fareham Borough Council will be carried out within the relevant powers under the following Acts:

The Traffic Management Act 2004 (as amended) of which has now superseded;

The Road Traffic Regulation Act, 1984 (as amended)

The Road Traffic Act, 1991 (as amended)

Also by the following Traffic Regulation Orders (TROs):

The Road Traffic (Permitted Parking Area and Special Parking Area) (County of Hampshire) (Borough of Fareham) Order 2007

The Borough of Fareham (Waiting Restrictions and Street Parking Places) (Consolidation) Order 2014 (as amended)

Borough of Fareham (Off Street Parking Places) (Consolidation) Order 2007 (as amended)

Any other order made or any other Act, Regulation, which enables enforcement by the Council to achieve the objectives set out in this policy.

4. Special Provisions

Blue Badge holders

Traffic Regulation Orders introduced by **Hampshire County** Council will, wherever practicable, follow national statutory requirements and advice on good practice in respect of facilities provided for disabled persons badge holders.

Off-Street Car Parks

Exemptions will allow blue badge holders to park within spaces reserved for disabled badge holders provided the badge is valid and displayed in the front of the windscreen the correct side up displaying the serial number and expiry date, (as detailed in “The Blue Badge Scheme, Rights and Responsibilities in England” booklet, issued from the Department of Transport which is sent to all Badge Holders) and that the vehicle has been used or is about to be used to give the holder of the badge better access to a desired location.

Blue Badge Holders may also park free of charge in any other non designated bay for a maximum of 24 hours, provided the badge is displayed correctly. This exemption does not include the pay on foot **barrier controlled** car parks.

On-Street

On single and double yellow lines, exemptions for vehicles displaying a blue badge will allow parking for up to three hours except where there is a ban on loading and unloading provided the badge is valid, properly displayed as above accompanied by the clock and the vehicle has been used or is about to be used by the holder of the badge. Badge holders are required to park with due consideration for other road users and if a vehicle causes an obstruction the CEO may disregard the exemptions offered by the blue badge and issue a PCN, also the police may take action under separate regulations.

Blue badge holders may park in any limited waiting on-street free of charge and in excess of the limited time **including residents parking bays** providing the badge is displayed correctly, as detailed above, unless there is signage explaining the contrary. Care must be made to check for any restrictions/signage when parking the vehicle.

Suspension of Parking Places

The Council has the power to suspend all or part of any parking places or car park and thereafter permit or prevent certain vehicles to park.

Suspensions will not be undertaken lightly and most will be for reasons of traffic flow or safety. However, in instances such as where a large removal lorry or vehicles associated with works on an adjacent property are required to be parked close by, a suspension may be agreed.

Such permission will be granted by the Council for specific circumstances and on payment of an administration fee as agreed from time to time by the Council, a dispensation will be issued which must be displayed on the vehicle at all times that it is parked in the suspended parking place.

Dispensations

There are times when it may be acceptable or unavoidable for vehicles to be parked where restrictions apply. Under strictly controlled circumstances, the Council may issue a dispensation permitting a vehicle to be parked without the driver having to comply with the regulations.

A dispensation will contain any conditions that the Council may stipulate and will be issued on payment of an administration fee as agreed from time to time by the Council.

The dispensation must be displayed on the vehicle at all times that it is parked in the suspended or nominated parking place or area.

Acceptable purposes to which a dispensation may apply include:

- Extended loading and unloading of goods, materials, tools or equipment.
- Continuous use of vehicles as a workshop (not storage only), where there is fixed equipment in the vehicle which is required to perform the work in progress (in this context fixed means cannot be unloaded from the vehicle).
- Fitting of replacement glass (except for emergency boarding up purposes) when a dispensation is not required.
- Collectors of significant amounts of cash from premises where a risk of crime may exist if the vehicle is parked some distance from the premises
- Trade vehicles visiting a controlled parking zone for working in a premises within that zone

Professional Carers

Numerous care organisations operate within the Borough as a result of contract arrangements with Social Services and the Local Health Authority as well as privately arranged care. Vehicles may often display badges issued by the various organisations but, due to the variety of badges in circulation none are recognised by Hampshire County Council or Fareham Borough Council as valid authorities to park in contravention of orders prohibiting or restricting waiting.

Upon receipt of a written request Fareham Borough Council will consider the request and if satisfied that the permit is required issue its own permits to allow genuine professional carers to park within **residents parking scheme** areas **for up to one hour** to enable them to care for residents. Permits may be issued upon application, which must be supported by an official letter from the care organisation or, in the case of a private carer (relative etc) confirmation from the resident's GP that he/she is in need of regular, permanent care within their home. Any abuse of such permits may result in them being withdrawn.

It is not felt that there is a need for carers to park within Council car parks free of charge or for longer than the permitted free time. However, this is a matter which is kept under review by the Council.

Carers are not exempt from yellow line restrictions and must not contravene them. A dispensation/permit may be issued to carers to enable them to park in contravention of a yellow line, (in an emergency) or limited wait on street whilst not at their normal place of work and whilst visiting a client or patient.

Administration charges

Where a Dispensation is required to be issued by the Council for purposes above or action is taken to suspend all or part of a parking place, the Council may make a charge for the service at a rate agreed from time to time by the Council, to cover the administration and enforcement costs.

5. Statement of Intent

(i) **Hampshire County** Council will introduce orders regulating parking as appropriate to meet local needs as outlined **above for on street restrictions, Fareham Borough Council will introduce restrictions in council owned car parks as required.**

(ii) The Council will enforce parking regulations fairly, lawfully and without discrimination. All Civil Enforcement Officers are trained to a required standard in the legislation governing parking activities and in Council policies and values, and will operate in accordance with a standard handbook.

(iii) Enforcement can take place at any time and on any day depending on the hours of control of specific parking regulations. Enforcement will also take place if on street parking contraventions have been highlighted by members of the public, these will be placed on the "Hot Spot" list, the CEO's will then target these areas as appropriate, via a tasking process at daily briefings.

(iv) Enforcement of regulations will focus on achievement of objectives relating to road safety (including safety of pedestrians at school premises), traffic movement, loading/unloading requirements, and proper use of priority parking places, turnover at commercial centres, nuisance, environmental factors and special events.

(v) It is not the policy of this Council to clamp and remove vehicles; although there are legal powers in place to do so. Any such action on-street would require the consent of Hampshire County Council, on whose behalf Fareham Borough Council is acting. There are powers to do so for persistent offenders with 3 or more Penalty Charge Notices under TMA.

(vi) Where the driver of a vehicle is relying on a blue disabled Person's Badge for exemption from parking regulations, it is the policy of Fareham Borough Council to issue a Penalty Charge Notice (PCN) if the badge is not displayed correctly. If a challenge is received regarding a PCN each case will be considered on its own merits. This course of action reinforces the need for disabled badge holders to use and display the blue badge and clock correctly, and avoids misunderstanding at a later date**.**

(vii) The primary task of the Civil Enforcement Officers (Parking) is to assist the motorist in parking in compliance with the regulations, whilst keeping the Borough free from congestion and highway obstruction.

(viii) It is Council policy to pursue debt incurred by non-payment of penalty charges within the current legislation, which includes registration of the debt at the County Court and obtaining a warrant of execution for recovery action by Court Enforcement Officers (certified bailiffs), this will inevitably incur extra costs.

(ix) The Parking Enforcement Service will aim to be as open and fair as possible and will review its policies, procedures and practices at regular intervals, which will be available to the public for consultation at any time. This will also include reports of the income and expenditure as well as the Penalty Charge Notice, issues and cancellation statistics.

6. Summary of Enforcement Procedure

Management

Enforcement of regulations and consideration of challenges, representations and appeals against Penalty Charge Notices will be managed by the Council's in-house Parking Enforcement Service.

The level of penalty charge is set by the Council within a range determined by the Government. The level of charge will be based upon the type of contravention.

This Council has adopted the Band 2 tariff that sets the Penalty Charge Notice at £70 with a reduced rate of £35 if paid within 14 days of the date of issue of the notice, for the higher level of contraventions.

The lower level of contraventions is set at £50 with a reduced rate of £25 if paid within 14 days of the date of issue of the notice.

It is the responsibility of each driver to park legally and there is generally ample opportunity to do so for every situation throughout the Borough. The driver must also observe and adhere to, any restrictions in place at the time whenever the vehicle is parked.

Where a vehicle is parked in contravention of a prohibition, restriction or conditions of parking a penalty charge becomes payable.

The main objective of a Civil Enforcement Officer (CEO) is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. A CEO has a duty to serve a Penalty Charge Notice; if there is sufficient evidence that a contravention has occurred.

Part of the process of issuing a PCN involves a CEO making a note of the vehicle make (where able), colour and registration number, details of which appear on the PCN. Additionally the position of tyre valves is also noted in some circumstances.

Anyone who has been issued with a PCN has the opportunity to make an informal challenge to the PCN or to pay the penalty charge. An informal challenge is the initial letter or e-mail of appeal sent to parking services. This will be investigated and all evidence and mitigating circumstances considered.

Should no challenge to the PCN be received, FBC will pursue the registered keeper of the vehicle for the outstanding debt.

Further consideration of an unresolved dispute involves a formal challenge by the owner of the vehicle or person in charge of the vehicle at the time. A challenge is part of the formal procedure the next stage of which can be an appeal to an Independent Adjudicator.

Independent Adjudication is achieved through the Traffic Penalty Tribunal (TPT), a body set up by the Government which must be used in settlement of disputes by each local authority operating decriminalised parking enforcement, and are independent of the Council.

The TPT procedure replaces the previous role of the Magistrates' Court in resolving civil disputes for parking contraventions.

All challenges, representations and appeals must be in writing or e-mailed to parkingservices@fareham.gov.uk (This must include the PCN number and address)

The management process in serving PCNs and the follow-up procedure will be in strict adherence to the processes laid down by the *Traffic Management Act 2004* and *The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007.*

Obstruction

Within current civil enforcement legislation the offence of obstruction cannot be enforced through the process of civil parking enforcement. CEO's can only enforce parking 'contraventions' where there are yellow lines associated with a Traffic Regulation Order. Without such restrictions enforcement associated with vehicles parked in an obstructive manner can only be undertaken by the police (Section 137 of the Highways Act 1980).

Pavement Parking

Paved footways (pavements), are predominantly constructed/provided for pedestrian use. Vehicles that are parked partly, or wholly on pavements, particularly where they are narrow, may present:

1. a hazard to pedestrians, causing an obstruction, which may result in them having to step off the pavement onto the carriageway thus putting themselves in danger;

2. a hazard by restricting the width of the pavement making it difficult for someone with a pushchair or wheelchair; or a pedestrian with visual impairments, to pass safely - again this person may have to step onto the carriageway to avoid the obstruction;

3. a hazard due to the damage caused by driving on and off the pavement – broken flags etc.

If there are yellow lines (waiting restrictions) on the carriageway adjacent to the pavement, then a PCN could be issued to a vehicle parked on the footway, as such parking may be in contravention of the waiting restrictions. Waiting restrictions cover the highway from centre of the carriageway to the back of footway.

If there are no waiting restrictions (eg: no single or double yellow lines) on the carriageway adjacent to the pavement, then CEO's have no powers to take action. If a vehicle is blocking the pavement in these circumstances, the Police should be contacted, as such parking may constitute an obstruction of the highway (Highways Act 1980).

Service of a Penalty Charge Notice (PCN)

The Council believes that the introduction of parking controls of any kind is in the interest of general or, in some cases, specific road users or sections of the community. If any regulation is perceived as being unjust or unnecessary an appraisal can be requested.

Drivers who park in contravention of the parking regulations will be served with a Notice to pay the PCN, which will be affixed to the vehicle or handed to the driver. It is the policy of this authority to take a photograph, whenever possible, of every contravention, in order to prove the contravention and where appropriate the fact that the PCN was legally placed on the vehicle. These images will be available and provided at the earliest opportunity, should a challenge be made.

If the CEO has been prevented from serving the PCN by actions or threats from the driver or other person, a Regulation 10 PCN/Notice to Owner will be served on the registered keeper of the vehicle by first

class post. Any person receiving this may receive a discount of 50% for a period of 14 days after the date of receipt of this notice.

Fareham Borough Council encourage CEO's to use their discretion and judgement in certain situations, for example, where the CEO feels that a verbal warning rather than issuing a PCN for a contravention and is still with, or returns to, the vehicle before a PCN has been served.

Challenge of PCN

Drivers will be given 14 days from the date of service of the PCN in which to either pay the penalty charge at the discounted rate, or challenge the penalty charge. Every case in which a penalty charge is challenged will be investigated on its own merit, and mitigating circumstances will be taken into account.

It is standard practice to request proof of these circumstances wherever possible, for example, if a valid pay and display ticket or permit is produced or we receive evidence of loading and unloading such as a delivery note and/or receipt and in emergency cases proof of the emergency.

If a challenge to a PCN is received, and does not constitute grounds for waiving the charge, the opportunity to pay the discounted rate will be re-offered for a further 14-day period from the date of receipt of the rejection letter.

The Secretary of State considers that the exercise of discretion should, in the main, rest with back office staff as part of considering challenges against PCNs and representations against a Notice to Owner (NtO). This is to protect CEOs from allegations of inconsistency or favouritism. It also gives greater consistency in the enforcement of traffic regulations.

Notice to Owner (NTO)

If no payment has been received within 28 days after the date of service of the PCN, irrespective of whether the driver/owner has previously challenged the penalty charge, then Parking Services will obtain the details of the registered owner/keeper of the vehicle from the Driver Vehicle Licensing Agency (DVLA).

The registered owner/keeper of the vehicle is legally the person responsible for payment of the charge.

A NtO will be served by 1st class post to the registered owner/keeper upon receipt of these details from the DVLA, and may not be served before the expiry of 28 days from the date of service of the PCN.

Regulation 10 Penalty Charge Notice

This form is served if the CEO is prevented, by the actions of the driver or third party, from serving a PCN. Details are obtained from the DVLA and the Regulation 10 PCN/NTO is served. The registered keeper of the vehicle has 14 days to pay the PCN at the 50% discounted rate. If no payment is received after 28 days of service then the charge will increase by 50% and a charge certificate will be served.

Formal Challenge

The owner/driver may then make a formal challenge in respect of the charge, and this will be investigated by Parking Services where a decision will be made after investigating and considering all the presented facts.

All challenges must be made in writing or e-mailed to: parkingservices@fareham.gov.uk and must be made not later than the last day of the period of 28 days beginning with the date on which the NtO is served. Any challenges made outside of this period may be disregarded by the Council. If this is the case you may still contact the TPT by post asking them to consider the late appeal and request the Council to re-consider, (contact the Council for details).

If the challenge against the charge is not accepted, a formal notice of rejection under Part 6 of the Traffic Management Act 2004 will be served to the appellant. This correspondence will contain details of the steps that can be taken by the appellant if he or she wishes to appeal to the TPT.

At this stage there will be no opportunity for the reduced charge to be paid.

Appeal to the TPT www.trafficpenaltytribunal.gov.uk

It is the policy of this council to contest every formal appeal to the TPT, unless the appellant produces additional evidence that was not previously forthcoming.

Fareham Borough Council will not pursue enforcement of PCN simply to test whether the appellant will progress the challenge to the TPT.

Members of the public are able to access this web site **www.patrol-uk.info** for further information of appeals to the TPT and the rights of motorists relating to Civil Enforcement and the whole process up to and including bailiff stage. Downloadable forms will be available.

Charge Certificate

A minimum of twenty-eight days after the date of issue of the NtO or Regulation 10 PCN, Parking Services will serve a Charge Certificate to the registered owner/keeper of the vehicle, which will increase the

original charge by 50%. At this stage there is no legal right of appeal but all cases may be considered by its own merit.

After a further period of 14 days a pre debt registration letter is sent advising of cost and next stage of bailiff.

Registration and collection of debt

After a minimum of 14 days after the date of issue of the pre debt registration letter, Parking Services will register the debt at the Traffic Enforcement Centre which is a branch of the County Court set up to handle registration of debt from non-payment of penalty charges for England and Wales. This action will increase the charge on each case by a further £7 to cover the appropriate court fee for this service and registration.

The registered owner/keeper will be informed of this debt registration and, if no response is received within 21 days of the date of registration, then Enforcement Agents (Certificated Bailiffs) will be instructed to recover the debt on the Council's behalf. This could incur substantial extra costs being added onto the outstanding amount. The outstanding debt is then handled by the debt recovery company acting for the Council and any payment or correspondence must be sent to them.

7. Consistency and Proportionality

All CEO's and Parking Office Support staff are trained to the same standards by way of an in-house manual, formal training in the form of City in Guilds qualification or equivalent and on-going monitoring and refresher training.

At any of the legal stages throughout the enforcement process, up to the issuing of the warrant stage, mitigating circumstances will be considered in order to produce a reasonable and sustainable decision.

This Authority has a policy of allowing an observation period when vehicles are parked on double yellow lines. This is to allow for any loading or unloading of heavy goods, however should there be evidence from a CEO that it is immediately evident that no loading/unloading is taking place; an instant PCN will be served.

Although Fareham Borough Council has always allowed a grace period of 10 minutes to allow customers to return to their vehicle, this has now been made a statutory undertaking.

On 6th April 2015 the Deprtment for Communities and Local Government (DCLG) who are now responsible for off street parking and the Department for Transport introduced a new Statutory Instrument to alow a 10 minute parking grace period, this applies to paid for or free parking

spaces both on-street and off-street (in Council owned car parks or similar), the exact wording of the Statutory Instrument is:

"If a vehicle is parked legally on a designated parking bay when it is initially parked, then you should apply a ten minute grace period before issuing a PCN from the moment it becomes parked illegally."

An explanation of this is provided below:

A vehicle parked on a residents bay overnight when controls are not in place (and the vehicle is allowed to park), will receive a 10 minute grace period from the moment controls commence.

A vehicle that parks on a residents bay, shared use bay or pay and display bay when controls are already in force, and the driver does not display a permit/scratch card or pay and display ticket is liable for a PCN without the need for a 10 minute grace period (any usual observation periods apply).

A vehicle parked on a single yellow line (and not in a designated parking place) outside of the hours of control will be liable to an immediate PCN without the 10 minute grace period when controls commence (any usual observation periods apply).

A vehicle parked in a bay that is not designated for that class of vehicle can receive an immediate PCN without the 10 minute grace period if it parks when controls are already in force. 10 minutes grace will need to be given if it is parked legally before controls commence (any usual observation periods will apply).

It is important to note that grace periods only apply to designated parking places where a person is permitted to park. A road with a restriction (e.g single yellow line) or prohibition (e.g double yellow line) is not a 'designated' parking place either during or outside of the period of the restriction or prohibition.

In cases of extreme hardship, customers may be given the opportunity to pay the full charge in instalments. Each case will be dealt with on its own merits and a request for such should be made in writing or by e-mail to parking services. It is important to list all/any outstanding PCN'S.

At every stage that correspondence is sent to a registered owner/keeper or appellant, that person will be advised of the next course of action that will apply. All correspondence will be matched and input into the relevant case and responded to within appropriate timescales. Further advice is available on the Council website; **www.fareham.gov.uk**

Parking Services will use whichever databases are lawfully available to them to pursue details of drivers that have committed a contravention of

the parking regulations, and are fully compliant with the requirements of the Data Protection Act.

Fareham Borough Council pursues a policy of non-discrimination for all drivers and for that reason will consider the use of an agency to enforce payment by residents in countries other than England and Wales.

Parking Services undertakes not to disclose information held on its databases to a third party unless the request is from a Law Enforcement Agency and is in order to prevent or detect crime.

Parking Services will endeavour to ensure that patrolling takes place in all areas of the Borough on a regular but prioritised basis as resources permit.

Measurement of performance of the Parking Enforcement function will take place regularly through the service plan monitoring process applicable to all Council departments.

8. Rights of Appeal

Specific rights of appeal will be set out in all of the Notices and correspondence referred to in the above procedures.

The procedure for dealing with parking appeals is set down in Part 6 of the Traffic Management Act 2004 and The Civil Enforcement of Parking Contraventions, Representations and Appeals Regulations 2007.

Traffic Penalty Tribunal

The TPT exists as an independent body to determine appeals against Penalty Charges. If an owner or the person in charge of the vehicle at the time of the service of the PCN chooses to appeal to the TPT, then the right to pay the charge at the reduced rate will be forfeited**.** There is no additional charge to motorists for this service.

Appeals must be in writing and the adjudication may be requested either by post a telephone hearing or in person. Personal appeals would normally be heard in Portsmouth or Southampton but appellants may nominate any of the locations used by the Adjudication Service throughout the country. The correct form and details for this will be sent to the appellant within the formal rejection notice, as an appeal may not be made unless a NTO has been served.

The TPT has the power to award costs, either to the appellant or to the Council if either party is found to have behaved in a vexatious or frivolous manner.

Decision

The Adjudicator's decision is final and neither the Council nor the driver/owner or person in charge of the vehicle can argue their case in another court at a later date. In certain limited circumstances an adjudicator's decision can be reviewed. For example, if an adjudicator makes a mistake in law the decision may be reviewed in the High Court.

The adjudicator may refer a case back to the Council. This may be if further evidence has been sent or received by them from the appellant. In these cases the file will be reviewed by a Council Officer independent of the parking services where after review and consultation a decision will be made whether to continue pursuing the case or not to contest it.

9. Contacts

For further information on this policy, please contact the Fareham Parking Enforcement Service on 01329 236100, or visit **www.fareham.gov.uk**

10. Complaints

Corporate Complaints Procedure

Our policy is to try to be as helpful and fair as possible in providing council services. If you have any suggestions for improving our services; if you have any comments or if you are dissatisfied with the way in which you have been treated, please talk to a member of our staff who knows about the situation and explain what the problem is. They will try to resolve the matter for you immediately.

If this is not possible please contact a Customer Services Adviser within the Customer Service Centre by telephoning 01329 236100, who will endeavour to resolve the matter to your satisfaction or advise you how to make a formal complaint through the council's complaints procedure. Alternatively, please e-mail customerservices@fareham.gov.uk.

The corporate complaints procedure provides the Council with the opportunity to investigate and, where appropriate, provide a remedy in circumstances where the Council is alleged to have been guilty of "maladministration" which has caused injustice (and where there is no other reasonable avenue available to the complainant to appeal or seek redress).

It is important to note, however, that the corporate complaints system cannot entertain objections against the merits of a decision on a penalty charge which has been properly taken but with which the complainant does not agree.

Local Government Ombudsman

In the event that the complainant remains dissatisfied after the Council has investigated the complaint, the complainant may refer his/her complaint to the Local Government Ombudsman, who is independent of the Council. It must be emphasised that the Ombudsman will not consider a complaint where more than 12 months has elapsed since the alleged act/omission (unless the Ombudsman thinks that it is reasonable to look into the matter despite the delay).

The Role of Council Members

The Secretary of State, in his publication "Guidance on decriminalised parking enforcement outside London" (LAC 1/95) advises that *"given the semi-judicial role of the representation process, local authority members should play no part in deciding on individual representations".*

It is the policy of Fareham Borough Council that Council members will not be part of the process of resolving challenges, representations or appeals. Member representation is however required on the Traffic Penalty Tribunal Joint Committee. Fareham's representative is the Executive Member for Health and Public Protection with the Executive Member for Planning and Regulation as a deputy representative.

11. Reviews

It is important that the Council should monitor its performance in applying its Corporate Enforcement Policies so that it can assess the impact and effectiveness of its Policies and ensure that those Policies are assisting the Council in meeting its aims and objectives in each respective service area.

The Council publishes its standards in responding to letters of all kinds and will report annually on parking enforcement. This will also advise on the issue/cancellation and income within the Parking Service.

The Fareham Parking Enforcement Policy will be reviewed biennially and this, alongside the Council's annual service plans, will provide a basis for measuring implementation and improvement of those policies and procedures. Policies will also be the subject of periodic consultation processes, e.g. with relevant bodies and organisations.

12. Staff Well Being and Health and Safety

The Council takes the Health, Safety and Welfare of its staff very seriously and will take all appropriate legal action against any member of the community that either verbally or physically threaten or injure staff whilst in the execution of their duties.

All Civil Enforcement officers are now required to wear Body Worn Video Cameras (BWV) whilst carrying out their duties.

13. Contacts and responsibility

Head of Parking and Enforcement,
Department of Operations,
Civic Offices,
Fareham,
Hants, PO16 7AZ Tel: 01329 236100.
Email: parkingservices@fareham.gov.uk

FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Policy and Resources
Subject:	**Locks Heath Memorial Hall - Asset Disposal**
Report of:	Director of Finance and Resources
Strategy/Policy:	Asset Management Plan
Corporate Objective:	A Dynamic, prudent and progressive Council

Purpose:
To obtain the approval of the Executive to the sale of the Locks Heath Memorial Hall site.

Executive summary:
The Locks Heath Memorial Hall is vacant, in poor condition and not fit for purpose. This report asks the Executive to declare the Locks Heath Memorial Hall surplus to requirements and seeks approval to dispose of the asset and obtain a capital receipt for the Council.

Recommendation/Recommended Option:

It is recommended that the Executive agrees that:

a) the Locks Heath Memorial Hall is declared surplus to the Council's requirements;

b) an outline planning application is submitted for residential use of the site;

c) subject to the receipt of planning consent, the site is placed in the open market for potential purchasers to submit offers on a competitive basis; and

d) acceptance of an offer is delegated to the Director of Finance & Resources following consultation with the Executive Leader.

Reason:
To obtain the approval of the Executive to the sale of the Locks Heath Memorial Hall site.

Cost of proposals:
The sale will secure a capital receipt for the Council. Initial marketing costs will be required when the site is placed in the open market.

Appendices: **A:** Locks Heath Memorial Hall Site Plan

Background papers: None

Reference papers: None

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September 2017
Subject:	Locks Heath Memorial Hall - Asset Disposal
Briefing by:	Director of Finance and Resources
Portfolio:	Policy & Resources

INTRODUCTION

1. Locks Heath Memorial Hall is owned by Fareham Borough Council and leased to Locks Heath Community Association. The Association holds a 20 year lease on the property which expires in March 2018. Appendix A shows the land that is included within that lease.

2. The original build is dated to 1922 and the property was purchased by the Council in 1966 for the sum of £2,200. The hall is served by WC's, a small kitchen, storage facilities and a secure outdoor space.

3. The Association has experienced ongoing issues over recent years with its governance arrangements which have resulted in limited use of the facility and a deterioration of the internal fabric of the building.

4. Despite efforts from the Council and from One Community, the organisation funded by the Council to provide support for community and voluntary organisations, the Association has now folded.

5. The vacant property is in poor condition and not fit for purpose and is therefore surplus to requirements. This report seeks approval to dispose of the asset and obtain a capital receipt for the Council.

BACKGROUND

6. In January 2016, the Council was made aware that the Locks Heath Community Association only had one remaining trustee who wanted to stand down. The implication for this being that the organisation would be in default of the lease and there would be nobody to operate the building.

7. The Council has an arrangement with One Community, an organisation who provide help and support to community and voluntary organisations. One Community were asked to take on a temporary administrative role in order to keep the facility open.

8. While assisting in this capacity, One Community also sought to recruit new trustees for the Community Association to enable it to continue to function. A meeting was organised with the existing user groups to discuss them standing as trustees, but there was no interest.

9. One Community's Volunteer Centre produced a flyer, asking for volunteers, including the role of secretary and caretaker, but unfortunately nobody came forward. The Charity Commission was informed of the situation and without any remaining trustees the process of closing down the charity was instigated.

10. The Chief Executive of One Community acted as interim Treasurer to handle the affairs of the Charity in the short term to coordinate the closure of the Charity and to ensure all income and expenditure is dealt with appropriately.

11. As the Association has defaulted on the lease, the responsibility for the building falls to Fareham Borough Council. The property is in poor condition and not fit for purpose and would require a significant capital investment to bring it up to an acceptable standard.

12. In the circumstances the Council had no option but to explore alternative accommodation for the existing users of the building and all these user groups have been found alternative accommodation in nearby community facilities.

PLANNING ADVICE

13. Advice was sought from the Head of Development Management on the use of the site redeveloped for residential use. The following advice was received.

14. The size of the site and the character of development within the area (in particular the bungalows on either side of the site) would inform the scale and design of any replacement buildings.

15. The area is characterised by regularly spaced, detached buildings which adhere to a uniform building line. As the dwellings on either side are bungalows, it would be expected that any replacement building to be of a similar height. It is therefore unlikely that a two storey development in this location would be acceptable, although chalet style development (i.e. rooms within the roof space) may be acceptable. The provision of one building designed to look like a house but, in reality, containing two flats may be an option. But it is unlikely that more than two units could be provided given the policy requirement to respect the character of the area, provide car parking, amenity space etc.

16. The advice received and maximum number of units suggested will prevent the site being retained by the Council and redeveloped for affordable /social housing. Therefore, a sale to a private developer is proposed.

DISPOSAL OF THE ASSET

17. There were covenants on the property when it was purchased by the Council. However, these covenants are not particularly onerous and would not preclude redevelopment of the site. They relate to such things as not building within 30 feet of the road, not using the land for gravel or sand extraction or as a burial ground and not selling or manufacturing alcohol.

18. It is proposed that the Council submits an outline planning application for the redevelopment of the site for residential purposes. Subject to planning consent being

obtained the site will be placed in the open market by the Council's retained agent so that maximum market coverage can be achieved with offers sought from interested parties on a competitive basis. This will achieve best value.

19. Interested purchasers will submit offers based on what they will want to build on the site. The offers are expected to be conditional on the successful applicant receiving detailed planning consent. The Council will not bind itself to accept any of the offers received. It is suggested that the acceptance of any offer is delegated to the Director of Finance & Resources in consultation with the Executive Leader.

FINANCIAL IMPLICATIONS

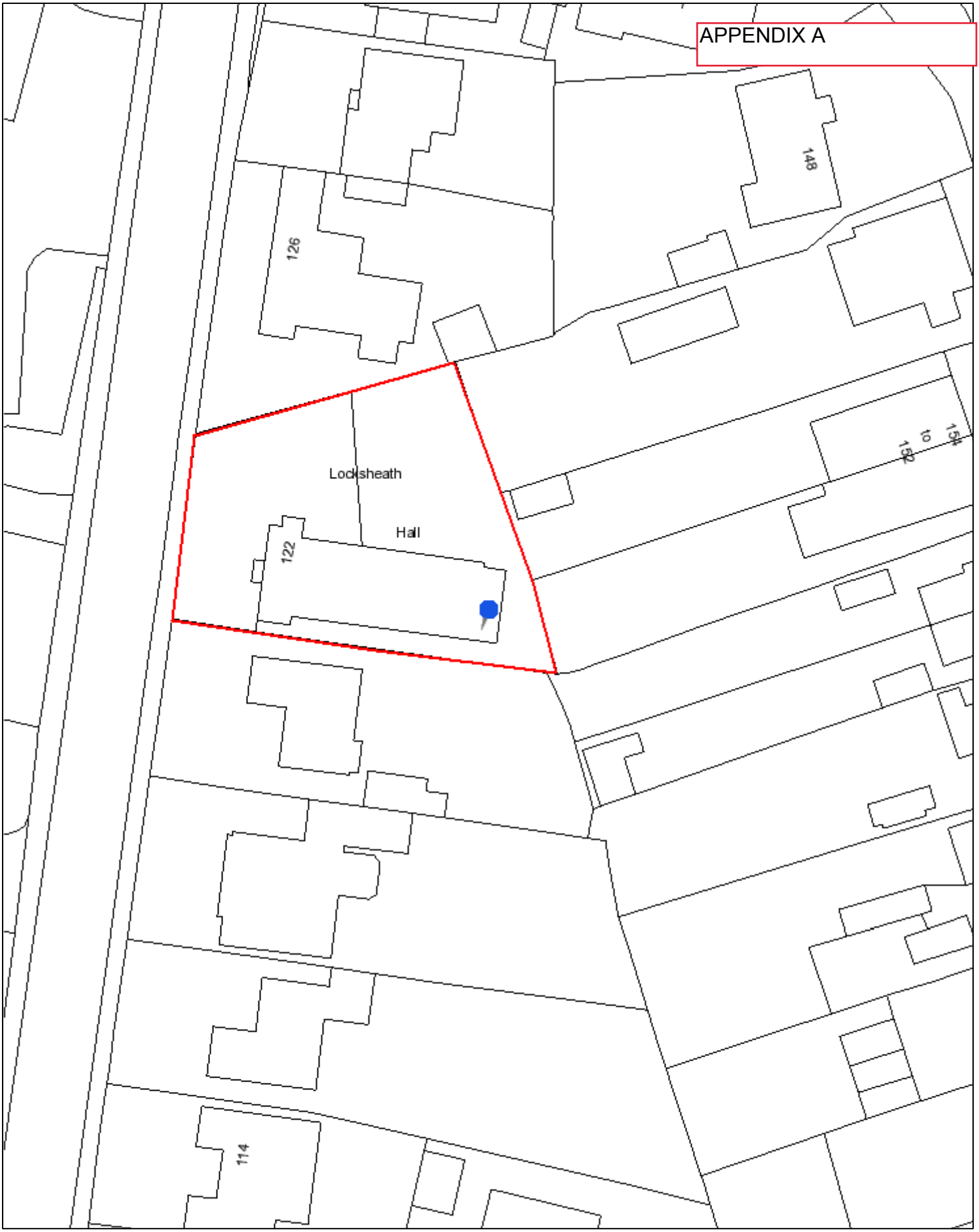
20. The sale will secure a capital receipt for the Council. Initial marketing costs will be required when the site is placed on the open market.

CONCLUSION

21. The Locks Heath Memorial Hall is vacant, in poor condition and not fit for purpose. This report asks the Executive to declare the Locks Heath Memorial Hall surplus to requirements and seeks approval to dispose of the asset and obtain a capital receipt for the Council. The Executive are therefore requested to agree the recommendations set out in the report.

Enquiries: For further information on this report please contact Mark Bowler. (Ext 4420)

APPENDIX A



Locks Heath Memorial Hall Boundary Map

FAREHAM
BOROUGH COUNCIL

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FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Policy and Resources
Subject:	**Lease of office space in Civic Offices to the West Hampshire NHS Clinical Commissioning Group**
Report of:	Director of Finance and Resources
Strategy/Policy:	Asset Management Plan
Corporate Objective:	A dynamic, prudent, progressive and best practice Council

Purpose:
To obtain the Executive's approval to the heads of terms provisionally agreed with the West Hampshire NHS Clinical Commissioning Group (CCG) for the lease of office space in the Civic Offices.

Executive summary:
The Council has been in discussion with the CCG to occupy floor 5 in the Civic Offices. This will have advantages to the Council as it will build on the leases granted to Public Health England, Community Rehabilitation Company, Hampshire County Council and Motiv8. The lease will secure an additional public sector organisation to occupy space in the Civic Offices.

The rent and service charge paid by the CCG will offset the running costs of the building. The confidential Appendix A sets out the heads of terms provisionally agreed with the CCG for the approval of the Executive.

Recommendation:
It is recommended that the Executive approves:

(a) the heads of terms, as provisionally agreed with the West Hampshire NHS Clinical Commissioning Group as shown on the Confidential Appendix A; and

(b) that delegated authority be given to the Director of Finance and Resources, following consultation with the Executive Leader to agree the final terms.

Reason:
To obtain approval to the heads of terms provisionally agreed with the CCG for the lease of accommodation within the Civic Offices.

Cost of proposals:
The Council will receive from the CCG the rent and service charge set out in the confidential Appendix A.

Appendices:

Appendix A: Confidential Executive Briefing Paper detailing Heads of Terms provisionally agreed with the West Hampshire NHS Clinical Commissioning Group (Exempt By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.)

Appendix B: Drawing of Floor 5

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September 2017
Subject:	Lease of office space in the Civic Offices to the West Hampshire NHS Clinical Commissioning Group
Briefing by:	Director of Finance and Resources
Portfolio:	Policy and Resources

INTRODUCTION

1. The Council has been in discussion with the West Hampshire NHS Clinical Commissioning Group (CCG) who expressed interest in the lease of office space on floor 5 of the Civic Offices. A drawing showing the space on floor 5 is attached as Appendix B. The following information regarding the interest in relocating to the Civic Offices has been provided by the CCG.

2. The Continuing Healthcare Team covers five Clinical Commissioning Groups (CCGs) in Hampshire and has its base in Fareham. The Team has received investment for transformation and the way that they deliver their service. As a result, a hub and locality model has been developed, with the hub remaining in Fareham. All the management and administrative staff are based in Fareham as well as the locality teams for South East Hampshire and Fareham & Gosport CCGs.

3. As a result of the transformation, the size of the team has increased and CCG no longer has enough space in Fareham Health Centre with no room for expansion. They have rented temporary office space in Segensworth to accommodate the remainder of the team. The plan is to have the whole team in one office location. Having searched for office space in and around the Fareham area, the decision was taken to move their staff to the Civic Offices.

4. All the administrative work for the Continuing Healthcare team will be undertaken from the Civic Offices. CCG will also have meetings with external agencies and patients and their carers.

5. The leasing of additional space will build on the leases already granted.

    a. Public Health England - half of floor 2

    b. Community Rehabilitaion Company (Probation) - floor 3

c. Hampshire County Council and Motiv8 - floor 4

6. The lease will secure an additional public sector organisation to occupy space in the Civic Offices, helping to facilitate collaboration between public bodies and effective use of public assets by co-location. Furthermore, the lease will generate another income stream to offset the running costs of the building as well as making a significant contribution to the Council's efficiency plans. The lease will help to achieve the objective, included in the Council's Asset Management Plan, to efficiently use the Council's operational property in terms of running costs.

HEADS OF TERMS AGREED WITH THE HAMPSHIRE NHS CLINICAL COMMISSIONING GROUP

7. The confidential Appendix A sets out, for the approval of the Executive, the lease heads of terms provisionally agreed with the CCG. The terms at this stage are still provisional and could be amended before the lease is completed. Therefore the Executive is requested, if it proves necessary, to delegate approval of the final terms to the Director of Finance and Resources in consultation with the Executive Leader.

8. To facilitate the occupation of the CCG it is anticipated that works will be required to adapt floor 5 for their use. The cost of these works will be met by the CCG.

FINANCIAL IMPLICATIONS

9. The Council will receive the rent and service charge as set out in the confidential Appendix A from the CCG. Over the period of the lease, subject to the break clause not being exercised and increases in the rent and service charge, the letting of this space will provide the Council with income in excess of £1m , which will offset the running costs of the Civic Offices and make a significant contribution to the Council's efficiency plans.

RISK ASSESSMENT

10. The risks arising from the occupation of the accommodation in the Civic Offices by the CCG e.g. health and safety will be covered in the lease to be granted.

CONCLUSION

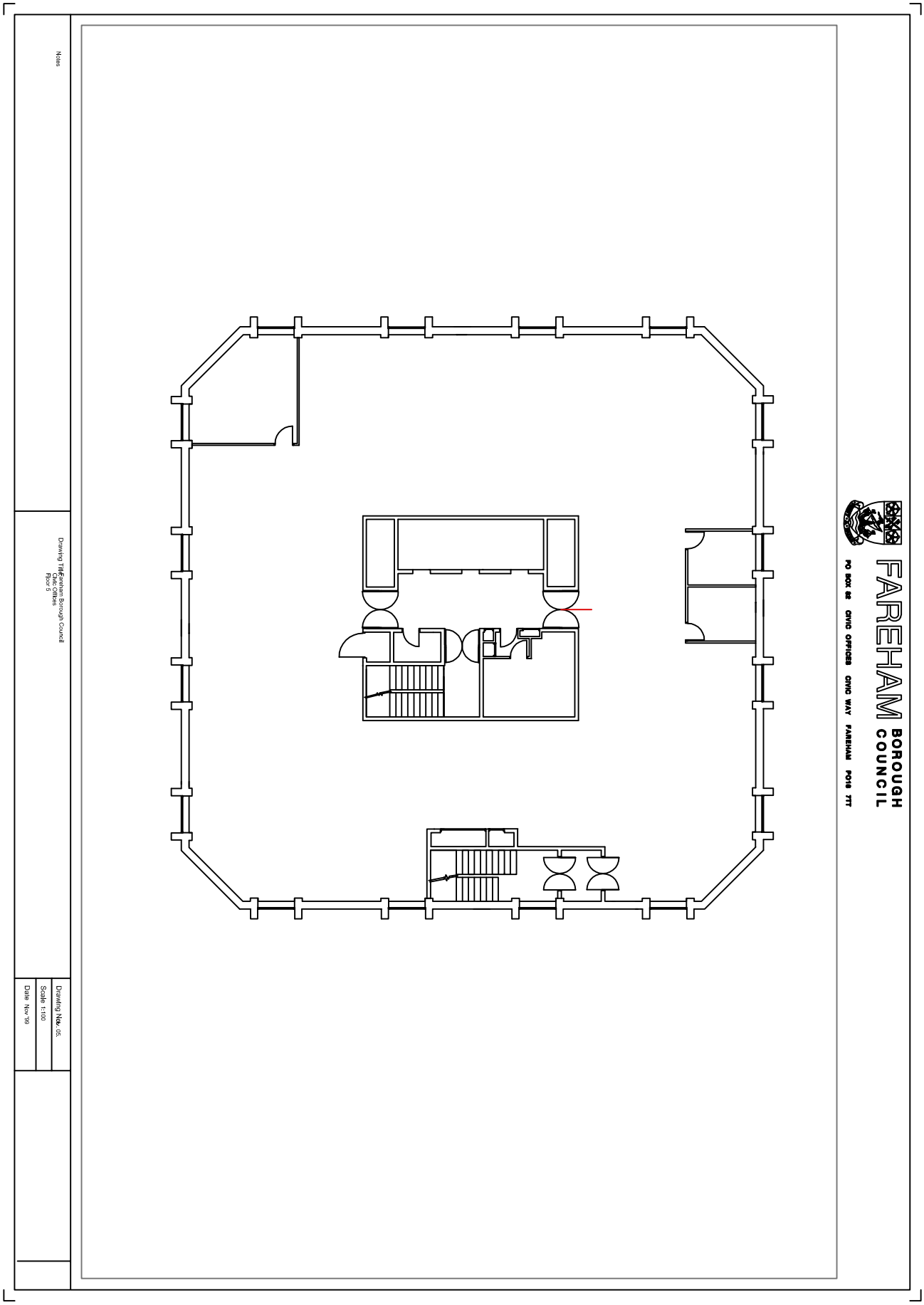
11. Terms have been provisionally agreed for the lease of accommodation in the Civic Offices to the CCG. This will have advantages for the Council as it will secure another public sector organisation to occupy space in the Civic Offices. The rent and service charge, received from the CCG, will offset the running costs of the building.

12. The Executive is recommended to approve the provisional heads of terms set out in the confidential Appendix A and, if required, the final terms be delegated to the Director of Finance and Resources in consultation with the Executive Leader.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

APPENDIX B


Notes
Drawing Title Fareham Borough Council
CMC Offices
Floor 5
Drawing No. 05
Scale 1:100
Date Nov '99
FAREHAM BOROUGH COUNCIL
PO BOX 88 CIVIC OFFICES CIVIC WAY FAREHAM PO16 7TT

FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Policy and Resources
Subject:	**Local Service Agreements**
Report of:	Director of Finance and Resources
Strategy/Policy:	Corporate Strategy 2011-2017
Corporate Objective:	All Corporate Objectives Apply

Purpose:
To provide an overview of the Council's performance for the 2016/17 financial year.

Executive summary:
The Council's strategic framework includes Local Service Agreements to provide details of actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy. This annual review is an opportunity to consider how well the whole Council is performing as well as in key service areas.

Recommendations:

It is recommended that the Executive:

(a) notes the Council's performance for the 2016/17 financial year; and

(b) agrees that the 10/10 survey results be reported annually

Reason:
To provide details of Fareham Borough Council's performance for the 2016/17 financial year.

Cost of options:
There are no cost implications associated with the recommendations in this report.

Appendices **A:** Local Service Agreements April 2016 to March 2017

Background papers: None

Reference papers: Corporate Strategy 2011-2017

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September 2017
Subject:	Local Service Agreements
Briefing by:	Director of Finance and Resources
Portfolio:	All Corporate Objectives Apply

1. The Council's strategic framework includes Local Service Agreements to provide details of the actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy. This report is the fifth update since the Local Service Agreements were implemented in 2012.

2. Overall, performance across the indicators is comparable to previous years. There have been some significant changes in several areas as outlined below:

    a. Recorded crime within Fareham increased 11.7% from the previous year.

    b. An additional 96,000 visitors were recorded as visiting a Leisure Centre. This increase follows the opening of Holly Hill Leisure Centre in October 2016.

    c. The time taken to re-let Council homes has reduced by 15 days. This is the second year of reporting following the Vanguard Intervention and follows a significant increase in the time taken, because of the new method of measuring the end-to-end times.

    d. There has been improvement in the time taken to complete housing repairs, between January and March 2017. The figures show an improvement of 3.7 days on the previous year.

    e. Expenditure on community funding has dropped by approximately £129,000 since 2015/16. There were also 21 fewer grants awarded in 2016/17 than 2015/16.

3. Appendix A is a copy of the Local Service Agreement document updated with the details for the 2016/17 financial year.

10/10 SURVEYS

4. It was agreed at a meeting of the Executive on 7 December 2015, that the 10/10 surveys would replace the biennial Residents' Survey, which had been running since the year 2000, as the major way for measuring resident satisfaction.

5. The Residents' Survey has proven useful in providing a general overview of resident satisfaction with the whole Council. However, it only provided a snapshot of satisfaction every two years, often on services which were never or rarely used by residents. The questions, in the survey, were closed and did not provide specific information on how services could be improved.

6. The introduction of the Vanguard Method in 2013, has since required a clear understanding of what matters to customers and their personal journeys. This, combined with the rise of social media which allows people to give detailed and timely feedback on services, brought into question the value of the Residents' Survey.

7. The 10/10 customer satisfaction surveys were identified as an approach that would enable individual service areas to collect high quality feedback in a timely and less resource intensive way. The 10/10 surveys have so far focused on those service areas that have worked through a Vanguard intervention.

8. The 10/10 survey approach involves Heads of Service/Intervention Leads telephoning customers and asking three questions:

    a. **Question 1:** What does good service look like to you?

    b. **Question 2:** Please rate the service you received from 1 to 10, with 1 being very bad and 10 very good.

    c. **Question 3:** If we didn't get 10, what can we do next time to make sure we do?

9. These open-ended questions allows us to track satisfaction levels and analyse comments on specific areas that could be improved further. Service leads can then action these where necessary.

10. The following have so far conducted at least one round of 10/10 surveys:

    a. Housing

    b. Building Services – responsive repairs

    c. Benefits

    d. Development Management

    e. Environmental Health

11. Some areas that have undertaken a Vanguard Intervention, such as Parking Enforcement, are less likely to provide useful customer satisfaction data. This is because people are not likely to be satisfied about anything to do with being issued with a Penalty Charge Notice. More service areas will begin undertaking 10/10 surveys as they proceed through their own Vanguard interventions.

Housing

12. The Housing intervention focused on the housing allocation process. Using the 10/10 surveys, the following areas were shown to be the most important to customers accessing the service:

a. Good communication –officers both listening to their needs and keeping them up to date

b. Simplicity of process

c. Speed of process

d. Finding a property that meets their needs

13. The average overall score given by customers was 9.5. The lowest score received was 7 out of 10. Looking at the comments given, a majority focused on the quality of service provided by the officers e.g. ‘everyone was wonderful’ and ‘absolutely brilliant.’

14. Employees within the service have reflected on the feedback given and will use it to further improve the service.

Building Services – responsive repairs

15. The Building Services Team maintain the Council’s properties and respond to customer requests for repairs. The service is primarily delivered by Council operatives supported by contractors when needed.

16. Using the 10/10 surveys, the following areas were shown to be the most important to customers accessing the service:

a. A quick response

b. Attend on time

c. Polite operatives

d. Get the job done

17. Only two respondents gave a score of less than 10, with the average being 9.4. Several respondents praised the swiftness of our response and the politeness of the operatives. Only one respondent gave a relatively poor score of 5 out of 10. This customer made several comments explaining the score they provided.

a. The repair did not stay fixed

b. We did not attend when we said we would

c. We did not call to say that we would not be attending on time

18. Sometimes a repair does not stay fixed. When this happens, someone will always make a return visit to identify and fix the problem. Responsive Repairs currently attends approximately 90% of the appointments they say they will. The lack of feedback about being unable to attend an appointment has been reviewed and will be used to help prevent similar problems occurring in the future.

Benefits

19. The Benefits intervention team reviewed the process for handling new claims and changes of circumstances for Housing Benefit and Council Tax Support.

20. The new approach sees a Benefit Assessment Officer assigned responsibility for each claim, which they process to completion.

21. When 'change of circumstances' customers were asked, what was important, the following themes emerged:

    a. Help me understand how changes affect my benefits

    b. Quick service

22. Using the 10/10 surveys, customers informing us of a change of circumstances gave the service an average score of 9.8. Comments included, 'very helpful' and 'officers gave advice that I wanted to know and made sure I understood'. Every customer gave a score of 10 apart from one person who gave a 9. When asked, what could be done to get a 10, the customer could not think of anything we could do to improve.

23. When asked, customers making a new claim, said the following were important to them:

    a. Having someone understand my situation

    b. Understanding what I'm entitled to

24. Using the 10/10 surveys, customers making a new claim gave the service an average score of 9.8. The supporting comments were very positive. For example:

    a. "You were brilliant, I was in a financial mess and facing homelessness. Everyone worked so hard to help me"

    b. "…I came in not knowing anything and within half an hour I really understood what I was entitled to and how much I would need to pay on my council tax and rent."

Development Management

25. The intervention within Development Management focussed on the planning application decision process. The new method has increased communication with officers, giving good advice to applicants and their agents throughout the application process. Officers look to make decisions as soon as practically possible, rather than rigidly focusing on targets.

26. Responses to the survey highlighted the following issues as important to customers:

    a. Getting a quick decision

    b. Quality and consistent advice

    c. Good communication with officers throughout the process

27. The average score given by customers was 9.3 out of 10. Several customers praised the amount of contact provided and the quality of the advice offered. There were also several respondents who favourably compared the Council's performance to neighbouring planning authorities.

28. The lowest score given, by a respondent, was 7. The customer said that they would have given a 9, based on how their application was handled, but there were some inconsistencies in the advice they received at the pre-application stage. The customer did point out that this case was an exception and that most of their applications go through the Council without fault.

Environmental Health

29. The Environmental Health team deal with different service areas such as pollution, infectious diseases, pest control, health and safety and dog control. The initial intervention focused on the Pollution Team and noise complaints.

30. As part of the intervention, the team moved to a more informal, personal style, with officers meeting face-to-face with customers and neighbours. The new approach is significantly faster and generally takes 2-3 weeks to complete.

31. Customers raised the following themes, as important to them, during the surveys:

    a. Resolve the problem quickly

    b. Get some peace and quiet

32. The average score given by noise complaint customers was 8.8 out of 10, with 8 being the lowest given. The comments were generally positive, but a couple of respondents were concerned about a recurrence of the noise. When questioned further the customers were confident about who to contact and how to obtain a successful resolution.

33. Several other services within Environmental Health have also worked through an intervention. The Pest Control service received scores mostly between 8 and 10. A Dog Control customer gave a score of 5. When asked for a reason why, the customer stated that they wanted more reassurance, but were otherwise vague on what could be done better. The combined overall score for Environmental Health was 8.9.

NEXT STEPS

34. As the quarterly 10/10 surveys progress it will be possible to analyse performance over time. More service areas will carry out 10/10 surveys as they complete interventions. It is proposed that the results will be annually reported back to the Executive.

FINANCIAL IMPLICATIONS

35. There are no anticipated financial implications associated with this report.

CONCLUSION

36. The Council's performance across most Local Service Agreements is broadly comparable or better than in previous years.

37. The 10/10 surveys indicate a high level of customer satisfaction with those services that have undertaken a Vanguard intervention. The results of future surveys will be reported annually to the Executive.

Enquiries:

For further information on this report please contact Annette Rickman, Customer Service Manager (ext. 4418).

APPENDIX A

FAREHAM
BOROUGH COUNCIL

Local Service Agreements

How are we doing?

Performance from April 2016 to March 2017

Fareham Borough Council
Civic Offices, Civic Way, Fareham PO16 7AZ

What are Local Service Agreements?

This document provides an overview of how the Council is performing and provides more detail about the Council's Vision and Priorities as set out in the Corporate Strategy.

What are the priorities?

- To Protect and Enhance the Environment
- To Maintain and Extend Prosperity
- To ensure Fareham remains a Safe and Healthy Place to Live and Work
- To provide a range of Leisure and Cultural Opportunities for Health and Fun
- To work with key partners to enable and support a Balanced Housing Market
- To build Strong and Inclusive Communities
- To be a Dynamic, Prudent and Progressive Council

Why do we have Local Service Agreements?

Each priority has a number of measurements that allow the Council to monitor how well it is performing from year-to-year. The information allows the Council to make sure it remains on track in achieving its goals; whilst also providing an opportunity to tackle any issues that right arise.

The Local Service Agreements provide a way for the Council to be open and transparent, by making its performance available to the residents of the Borough.

The 10/10 surveys are included here for the first time. Replacing the Residents' Survey the 10/10 surveys provide one of the key methods of understanding levels of customer satisfaction with our services.

Protect and Enhance the Environment

What is this priority about?

We need to look after our historic buildings and natural environment for future generations. Producing less waste, more recycling and using fewer natural resources are all things we can do to help make this happen.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Reduce the quantity of household waste and maximise the amount that is reused or recycled;
- Provide leadership to residents and businesses in the Borough to reduce energy, conserve natural resources and save money.

What else are we doing?

Planning the future shape of the Borough

- Preparing plans that guide the future use and development of land within the Borough.

Ensuring high quality development

- Providing planning advice to applicants seeking to undertake development in the Borough.
- Ensuring planning applications meet the Council's policies.

Conserving and improving public spaces

- Protecting historic buildings and areas, trees and wildlife areas.
- Undertaking environmental improvements in public spaces.

Managing the coast and responding to climate change

- Keeping the beaches clean.
- Looking after coastal and flood defences.
- Preparing for and adapting to a changing climate.
- Helping residents to improve home energy efficiency.

Enabling easy access to well managed public and open spaces

- Providing and maintaining parks, open spaces, woodlands and allotments for your enjoyment.
- Mowing the grass.

Improving local air quality and ensuring land is free from contamination

- Improving air quality through the local air quality action plan.
- Continuously monitoring air quality.
- Investigating land for contamination.
- Ensuring local businesses do not pollute the environment.

Keeping streets and open spaces clean and tidy

- Cleaning the streets.
- Providing litter bins.
- Removing abandoned vehicles.
- Fining people for littering, dog fouling and fly tipping.
- Providing clean toilets for public use.
- Removing graffiti.

Providing a sympathetic and caring burial service

- Maintaining cemeteries.
- Arranging burials and working in partnership to run Portchester Crematorium.

Collecting waste

- Collecting household, garden, health care waste and recyclable materials.
- Providing assisted collections for households in need.
- Providing chargeable collections for bulky household waste, trade waste and commercial recycling.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

What percentage of household waste is sent for reuse, recycling and composting?

In 2016/17, 33.6% of household waste was sent for reuse, recycling and composting.

This is an increase of 0.7% on the previous year.

How long does it take to deal with incidents of fly-tipping on public land?

In 2016/17, 97.0% of fly tipped waste on public land was removed within five working days.

This is an increase of 0.4% on the previous year.

How long does it take to remove abandoned vehicles?

In 2016/17, 61.5% of abandoned vehicles were removed within 5 working days of the expiry of the Removal Notice. This is a decrease of 5.1% on the previous year.

How long does it take to remove offensive graffiti from council property?

In 2016/17, 94.4% of offensive graffiti was removed from our property within five working days of any sightings or reports. This is an improvement of 8.7% on the previous year, with a similar number of cases between both years.

Maintain and Extend Prosperity

What is this priority about?

We will work with our partners to support and promote the economic life of the Borough. Developing and improving lively town and district centres offering a range of shopping, leisure and employment opportunities will be vital to achieving this priority.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Work with partners towards the delivery of a successful airfield and aviation-led employment area at Daedalus;
- Improve Fareham town centre by providing better shopping, parking, access and public services;
- Support economic growth and skills through the Partnership for Urban South Hampshire and the Solent Local Enterprise Partnership.
- Develop Locks Heath District Centre to meet the needs of local residents for shopping, community and leisure facilities and to complement neighbouring shopping centres and Fareham Town Centre.

What else are we doing?

Enabling employment opportunities

- Securing an adequate supply of land for business development in easy to get to locations.
- Encouraging new businesses and attracting well-paid jobs to the borough.
- Working with partners to enable residents to improve their workplace skills.
- Managing the Council's commercial land and properties.

Meeting transport and mobility needs

- Providing travel choices that are accessible and environment friendly.
- Supporting the provision of public and community transport.

Improving town and district centres

- Planning a district centre for Welborne and for maintaining the prosperity of Fareham town centre.
- Identifying new sites for business development.
- Carrying out environmental improvements.
- Working in partnership with the Fareham Town Centre Management initiative.
- Supporting the provision of markets.
- Providing a range of off-street parking choices.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

What percentage of retail space in Fareham Town Centre is occupied?

In June 2016, 91.5% of the shops were occupied, which represents a decrease of 0.4% from June 2015.

What percentage of people are claiming Jobseeker's Allowance?

In April 2017, 0.6% of working age residents in Fareham were claiming Jobseeker's Allowance. The average for the South East for this period was 1.2%.

A Safe and Healthy Place to Live and Work

What is this priority about?

We will work with others to continue to provide an environment where people of all ages feel safe. We will also ensure that measures are in place to protect the health and safety of people who live, work or visit the Borough.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Work with our Community Safety Partnership to continue to reduce anti-social behaviour and crime and disorder in Fareham.

What else are we doing?

Reducing crime and disorder

- Providing CCTV coverage across the Borough in partnership with Gosport Borough Council.
- Providing community lighting for the safety of pedestrians on the public highway, parks and open spaces.

Protecting the health and safety of people

- Controlling pests and preventing the spread of infectious diseases.
- Collecting stray dogs and encouraging responsible dog ownership.
- Controlling the pollution of air, land and water.
- Ensuring businesses comply with food safety and health and safety legislation.
- Licensing and checking of premises, vehicles and people to ensure activities are undertaken and provided safely.
- Using powers to ensure residents live in satisfactory housing conditions.
- Ensuring public safety and protecting the community against the consequences of major incidents.
- Providing an emergency out-of-hours service.
- Protecting public health and preventing nuisance.

Managing highways, traffic and parking

- Assisting Hampshire County Council to manage traffic and keep the highways safe.
- Managing car parks and residents' parking schemes, applying traffic regulations, and taking action against parking offences.

Promoting good health

- Working with Fareham and Gosport Clinical Commissioning Group to improve access to health facilities.

Ensuring new and existing buildings are safe

- Ensuring building works comply with building regulations and safety standards.
- Providing residents with pre-application advice on construction related projects.
- Providing a 24 hour emergency response service for unsafe buildings.
- Ensuring the safe demolition of buildings.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

How do customers rate the environmental health service?

On a scale of 1 to 10, with 1 being the worst and 10 being the best, the environmental health service received an average score of 8.9 out of 10. An average score of 8.8 was given for the noise complaints service. Feedback, for both services, from those customers that did not award a score of 10 has been taken on board to help with the continuing process of improving the service.

Has there been a reduction in the level of crime and disorder?

The crime and disorder rate for 2016 was 11.7% higher than the rate in 2015. Overall crime in Fareham remains low, with total reported crime being the 3rd lowest in Hampshire and the Isle of Wight.

How well does the Fareham Community Safety Partnership's performance compare with other similar partnerships in Hampshire?

In 2016, Fareham's Community Safety Partnership was ranked 3rd best out of the 14 Community Safety Partnerships in Hampshire.

What percentage of places for eating out or shopping for food have rating of satisfactory, good or very good (3* or above)?

In 2016/17, 93.9% of businesses were rated satisfactory, good or very good, a reduction of 2.7% on the previous year.

Provide Leisure and Cultural Opportunities

What is this priority about?

We will provide opportunities for residents and visitors of all ages to socialise with other members of our communities; participate in arts and entertainment activities and improve their fitness and health.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Provide community facilities in the Western Wards including a swimming pool, cemetery, allotments, parkland and sports pitches;
- Modernise community centres and sports pavilions giving priority to Fareham Town;
- Develop new and improved parks, play areas and sports facilities.

What else are we doing?

Providing leisure and cultural opportunities

- Providing a balanced programme of arts and entertainments activities at Ferneham Hall.
- Providing play equipment to meet the needs of the local community.
- Providing swimming, indoor sport and fitness facilities at Fareham Leisure Centre.
- Providing opportunities for residents and visitors to the Borough to explore the local history of the area.

How well are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

What percentage of adults in the Borough regularly exercise?

In the year to November 2016, 70.6% of adults aged 16+, in Fareham, were considered to be active. Active is defined as doing at least 150 minutes of physical activity each week. This is higher than the national average of 60.7%.

How many people have watched a performance at Ferneham Hall?

In 2016/17, approximately 65,800 people watched performances at Ferneham Hall. This is an increase of around 200 people on the previous year.

How many people visited Westbury Manor Museum?

In 2016/17, approximately 13,600 people visited the Museum, a decrease of 2,900 visitors on the previous year. This reduction is partly due to Westbury Manor being closed from 11 February for refurbishment work.

How many people visited Fareham or Holly Hill Leisure Centre?

In 2016/17, approximately 781,900 people visited either Fareham or Holly Hill Leisure Centre, an increase of 96,000 people on the previous year. Holly Hill Leisure Centre opened in October 2016 and received over 210,000 visitors up to the end of March 2017.

A Balanced Housing Market

What is this priority about?

We will work with our partners to ensure that the residents of Fareham have access to good quality housing that is affordable and offers a choice of tenures. We will take action to prevent homelessness and help people to secure good quality accommodation. We will support vulnerable people to access housing suitable for their needs and help them to keep their tenancies going.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Enable the provision of 500 new affordable homes throughout the Borough by 2017;
- Modernise and improve sheltered housing across the Borough, including the redevelopment of Collingwood House, Fareham.

What else are we doing?

Supporting and enabling an affordable housing market

- Enabling access to rented homes for people on low incomes and people who are homeless or vulnerable.
- Ensuring that there is enough land for housing development across the Borough.
- Ensuring that all sectors of the community are able to be housed appropriately.
- Working with landlords to maintain housing standards.
- Offering advice and grants to help reduce energy costs.
- Providing home safety and security checks.
- Providing grants to adapt homes to enable people with disabilities to live independently.

Preventing homelessness

- Providing advice and assistance to prevent homelessness.
- Ensuring that good temporary accommodation is available for homeless people in priority need.

Providing access to affordable housing

- Providing affordable homes for people in housing need.
- Providing a support and advice service to the Council's tenants.
- Repairing and improving the Council's housing.
- Consulting and involving the Council's tenants in the way the service is delivered.

Maintaining the Borough's rented housing stock

- Assessing local housing conditions.
- Providing advice on the legal standards for rented housing.
- Improving standards of Houses in Multiple Occupation (HMOs).
- Reducing the level of hazards under the Housing Health and Safety Rating System.
- Improving home energy ratings under the Standard Assessment Procedure (SAP).
- Bringing empty properties back into use.
- Reducing the number of vulnerable households living in sub-standard homes.
- Working closely with private sector landlords to improve housing conditions and standards of management and maintenance.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

On a scale of 1 to 10, with 1 being the worst and 10 being the best the following services were rated by customers.

How do customers rate the housing allocations service?

The housing allocations service received an average score of 9.5 out of 10.

How do customers rate the planning service?

The planning application service received an average score of 9.3 out of 10.

How do customers rate the housing repairs service?

The housing repairs service received an average score of 9.4 out of 10.

Feedback from those customers that did not award a score of 10 has been taken on board, within all services, to help with the continuing process of improvement.

How many new affordable homes have been provided?

In 2016/17, 80 new affordable homes were provided.

How long does it take to re-let Council homes?

In 2016/17, the average re-let time was 36.8 days. This is an improvement of 15.3 days on the previous year.

How is the Council performing on housing repairs?

In 2016/17, the Council attended 88.9% of appointments on time, which is an improvement of 3.4% on the previous year.

It took an average of 5.9 days to complete a housing repair in 2016/17. This is an improvement of 3.7 days on the performance in 2015/16.

Strong and Inclusive Communities

What is this priority about?

We will give people greater influence and power over the decisions that affect their lives and build more inclusive communities by providing easy and affordable access to information and services provided by the Council.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Tackle the underlying causes of deprivation through projects such as the Fareham Park 'Gateway' Project;
- Focus on customer needs and satisfaction through improved communications and targeted service delivery.

What else are we doing?

Building stronger communities

- Providing opportunities for local people to get involved in their neighbourhoods.
- Ensuring customers can make their views known to the Council.

Building inclusive communities

- Making sure all customers can access the Council's services.

Enabling people to play an active part in society

- Helping vulnerable or disadvantaged people to become involved in community activities and use community facilities.
- Planning and providing community and leisure facilities.
- Providing grants to voluntary organisations.
- Ensuring that people who are eligible to vote are registered to vote.

Paying housing and Council Tax Support

- Providing a housing benefit and council tax benefits service.
- Investigating all allegations of benefit fraud.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

How do customers rate the benefits service?

On a scale of 1 to 10, with 1 being the worst and 10 being the best, the benefits service received an average score of 9.8 out of 10. Every customer gave the service a score of 10,except one who gave a score of 9.

How long does it take to deal with new Housing Benefit claims?

In 2016/17, it took an average of 8 days to process new claims, an improvement of 1 day on the previous year.

How long does it take to deal with new Council Tax Support claims?

In 2016/17, it took an average of 9 days to process new claims, an improvement of 1 day on the previous year.

How much have we paid out in community funding?

In 2016/17, we approved 20 grants worth £134,850 and paid out 17 grants worth £34,850 in community funding. The remaining grants will be paid when the works reach the stage agreed with the organisations.

A Dynamic, Prudent and Progressive Council

What is this priority about?

We will make clear decisions that can be understood by all. Action will be taken to improve our openness in decision-making. Above all our priority is to offer good value for money. We will do this by providing high levels of service that gain high levels of customer satisfaction. We will do this and still keep council tax levels low when compared to other district councils.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Maximise the value gained from assets that are owned by the Council;
- Save money, raise income and work in partnership with others to achieve more for less and continue to minimise council tax increases.

What else are we doing?

Managing the Council's resources

- Publishing a statement of the Council's accounts.
- Maintaining effective financial control and internal audit.
- Maximising the rate of Council Tax collection.
- Preventing, detecting and investigating fraud and corruption.
- Putting plans in place to keep our services going in an emergency.

Ensuring transparent decision making

- Supporting elected members to carry out their role.
- Providing timely access to meeting papers and maximising decisions made in public.
- Setting rules and procedures to be followed by the Council and Committees when carrying out their business.

Encouraging local democracy

- Registering residents who are eligible to vote in elections.
- Organising elections.
- Reviewing boundaries and election arrangements.

Ensuring suitable measures are in place to bring about steadily improving services

- Demonstrating continuous improvement and achievement of value for money.
- Maximising partnership arrangements with other organisations to benefit the Borough.
- Reviewing services and achieving better value for money.

How are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

How much Council Tax due is collected?

The Council Tax collection rate for 2016/17 was 99.1%. This is an increase of 0.1% on the previous year.

How low is Fareham's Council Tax compared to other district councils in England?

Council Tax for a band D property is £1,512.62 a year in Fareham. From this Fareham Borough Council only takes a sum of £150.22 to help fund your services. The majority of the Council Tax is passed on to the County Council, the Police and the Fire Authority.

For 2017/18, Fareham's Council Tax is the 13th lowest out of all 201 district councils in England.

How much of the Business Rates due are collected?

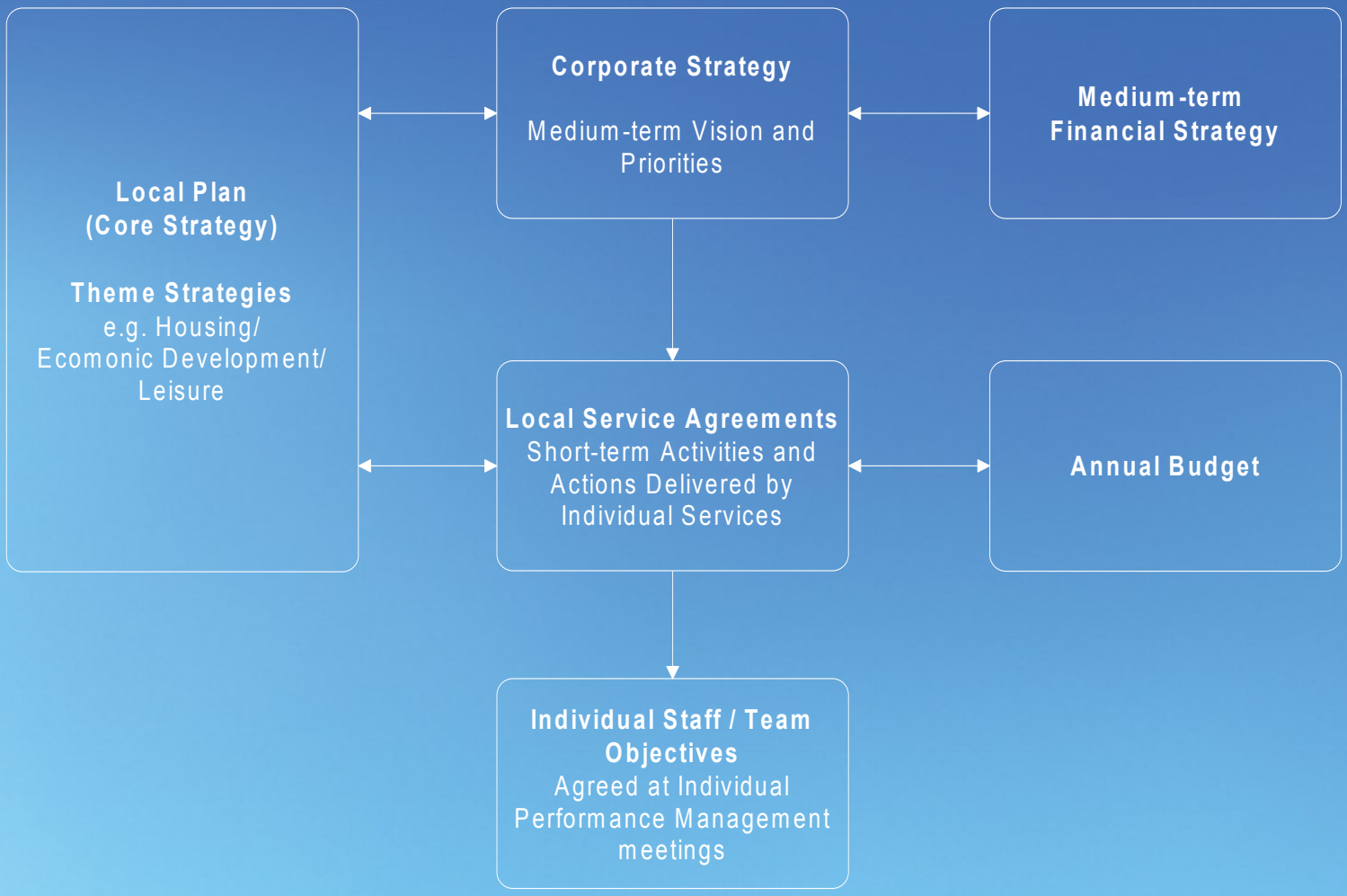
In 2016/17, 98.8% of the business rates due were collected. This is a reduction of 0.2% on the previous year.

How many people turn out to vote at local elections?

In the last local election (May 2017), 36.6% of the registered electors turned out to vote at the Fareham Borough Council election. This was 0.9% higher than the average turnout across the whole of Hampshire.

The turnout at the General Election (June 2017) was 71.5%, which was 2.8% above the overall UK turnout figure of 68.7%.

Strategic Framework



Fareham Borough Council

Civic Offices, Civic Way, Fareham PO16 7AZ

FAREHAM
BOROUGH COUNCIL

Report to the Executive for Decision
04 September 2017

Portfolio:	Policy and Resources
Subject:	**Old Portchester Parish Addresses**
Report of:	Director of Finance and Resources
Strategy/Policy:	Community Engagement Strategy
Corporate Objective:	Strong and Inclusive Communities

Purpose:
To consider requesting that Royal Mail consult on adding Portchester as a new locality to the addresses in the old Portchester Parish, following receipt of a petition.

Executive summary:
On 15 December 2016, a petition was presented to a meeting of the Council, titled "Preserve the unique identity of Portchester," stating that *"We the undersigned petition the Council to preserve the unique identity of Portchester as a village and not simply a part of Fareham by lobbying Royal Mail to maintain the name of Portchester in postal addresses".*

The petition comprised over 1,500 signatures. The Council agreed that it would write to Royal Mail to affirm the unique identity of Portchester and request that the name Portchester continues to be used in postal addresses.

In Spring 2017, Royal Mail changed the postal town address line in Portchester addresses to Fareham.

In response to the change by Royal Mail and the petition received in 2016, it is proposed that Portchester would be added as an additional line to all properties within the area defined as the old Parish of Portchester. The change is proposed as part of the Corporate Objective for strong and inclusive communities, which recognises the distinct communities within the Borough.

Recommendation:
It is recommended that the Executive approves the proposal to request that Royal Mail consult on adding Portchester as a new locality to the addresses within the old Portchester Parish, subject to support being obtained from the MP for Fareham and Hampshire Chamber of Commerce by the Council.

Reason:
Portchester is a distinct community within the Borough of Fareham. There was strong opposition to Royal Mail's proposal to change Portchester postal addresses, as evidenced by a petition with over 1,500 signatures. The recommendation represents the Council's support for distinct communities and its efforts to help preserve them.

Cost of proposals:
There are no costs associated with the proposals, due to the required consultation being the responsibility of Royal Mail.

Appendices: **A:** Map of Old Portchester Parish
B: Properties without Portchester locality

Background papers: None

Reference papers: Portchester parish map

FAREHAM
BOROUGH COUNCIL

Executive Briefing Paper

Date:	04 September
Subject:	Old Portchester Parish Addresses
Briefing by:	Director of Finance and Resources
Portfolio:	Policy and Resources

INTRODUCTION

1. Every house and business in the UK is given a postal address by Royal Mail. The postal address is a sorting and routing instruction to Royal Mail employees, and not always a geographically accurate description of where a property is actually located. Table 1 outlines the address format used by Royal Mail

Royal Mail Address Format		
Address Data	**Postal Requirement**	**Example**
Name of addressee (title, initials, surname)	Not if building name or number present	Mr A Smith
Company/Organisation	Not if building name or number present	Acme Plc
Building name	Not if building number present	Acme House
Number of building & name of street or road	Yes	3 High Street
Additional Locality	Where similar road names exist within a Post Town area or there is another operational requirement	Hedle End
Post Town (capital letters)	Yes	SOUTHAMPTON
County	No	Hampshire
Postcode (capital letters)	Yes	SO31 4NG

2. In August 2016, Royal Mail announced that it was considering changing the post town in Portchester addresses from Portchester to Fareham. Operational reasons were given by Royal Mail at the time of the proposal:

- The local sorting office covering Portchester properties is in Fareham
- Portchester is not needed in the address to ensure mail is delivered correctly

3. Following Royal Mail's announcement, the Council received a petition in December 2016 asking the Council to lobby Royal Mail to "preserve the unique identity of Portchester as a village…" and to "Save Portchester from being taken off postal addresses and being unrecognised by the Post Office." The petition was initiated by Councillor Fazackarley and received over 1,500 signatures.

4. The petition was presented at a meeting of the Council on 15 December 2016 and it was agreed that the Council would write to Royal Mail to request that the name Portchester continued to be used in postal addresses. A letter was then sent by the Executive Leader to Royal Mail on 20 December 2016.

5. In early 2017, Royal Mail replaced the postal town of Portchester with Fareham in the addresses of Portchester properties.

PORTCHESTER AS A LOCALITY

6. Helping to maintain strong and inclusive communities is a priority within the Council's Corporate Strategy. As part of this priority, consideration has been given to identifiying methods of helping to preserve the identity of Portchester, following the changes made by Royal Mail.

7. Royal Mail only makes changes to the post town for operational and efficiency reasons. There is no route for requesting that the Portchester addresses be returned to how they were before, displaying Portchester in the post town line.

8. A potential solution could be to add Portchester as a locality line to addresses where there is sufficient support from residents and businesses to do so. The address below provides an example of what the addition of a locality line would do to such addresses.

1 Winnham Drive	**would become…**	1 Winnham Drive
Fareham		Portchester
PO16 8QE		Fareham
		PO16 8QE

9. Royal Mail will consider adding locality information in the following circumstances:

   (a) There is no impact on the quality of service or efficiency of deliveries.

   (b) The change is supported by customer representatives. The scale of the changes in Portchester means that support will be required from the Local Chamber of Commerce, Member of Parliament as well as Fareham Borough Council.

   (c) There is a clearly defined geographical boundary with details of the properties affected.

   (d) There is a response from at least 50% of the people polled by Royal Mail and a majority favour the change.

10. The points below provide a response to each of the requirements outlined by Royal Mail:

    (a) There is not perceived to be any impact on Royal Mail services, in adding Portchester as a locality. There are no similarly named areas within the Borough, so there should not be any confusion with the information being added to addresses.

    (b) It is proposed that the Council would contact Suella Fernandes, MP for Fareham, and Hampshire Chamber of Commerce to confirm their support, before contacting Royal Mail again.

    (c) It is proposed that the old Portchester parish be used as the area where the locality information will be applied. This is a clearly defined geographical area, which has a historic basis. Appendix A to this report includes a map outlining the area covered by the old Portchester parish according to Church of England records. The Parish originally covered areas of Portsmouth but these will not be included in the request to Royal Mail.

    (d) The response to the petition would indicate that there is a significant amount of support for this change to take place, but a 50% response rate is a much higher than usual anticipated response to a survey.

11. Of the nearly 8,200 addresses within the current Portchester Wards, approximately 6,800 fall within the old Portchester Parish. Furthermore, approximately 6,400 of the properties already have Portchester as a locality line in their postal addresses. It is proposed that the remaining, approximately 400, properties have Portchester added as a locality line to their postal addresses. Appendix B to this report outlines the roads, and number of properties in them, which do not have Portchester as a locality line in their addresses.

CONCLUSION

12. Earlier in 2017, Royal Mail changed the postal town details for Portchester following a public consultation in late 2016. Addresses were changed to have a postal town of Fareham instead of Portchester.

13. In response to the change, and a petition submitted to the Council during Royal Mail's consultation period, it is proposed that a request be submitted to Royal Mail to add the locality of Portchester to addresses in the old Portchester Parish. This would affect approximately 400 properties and would be subject to support being obtained from the local MP and Chamber of Commerce.

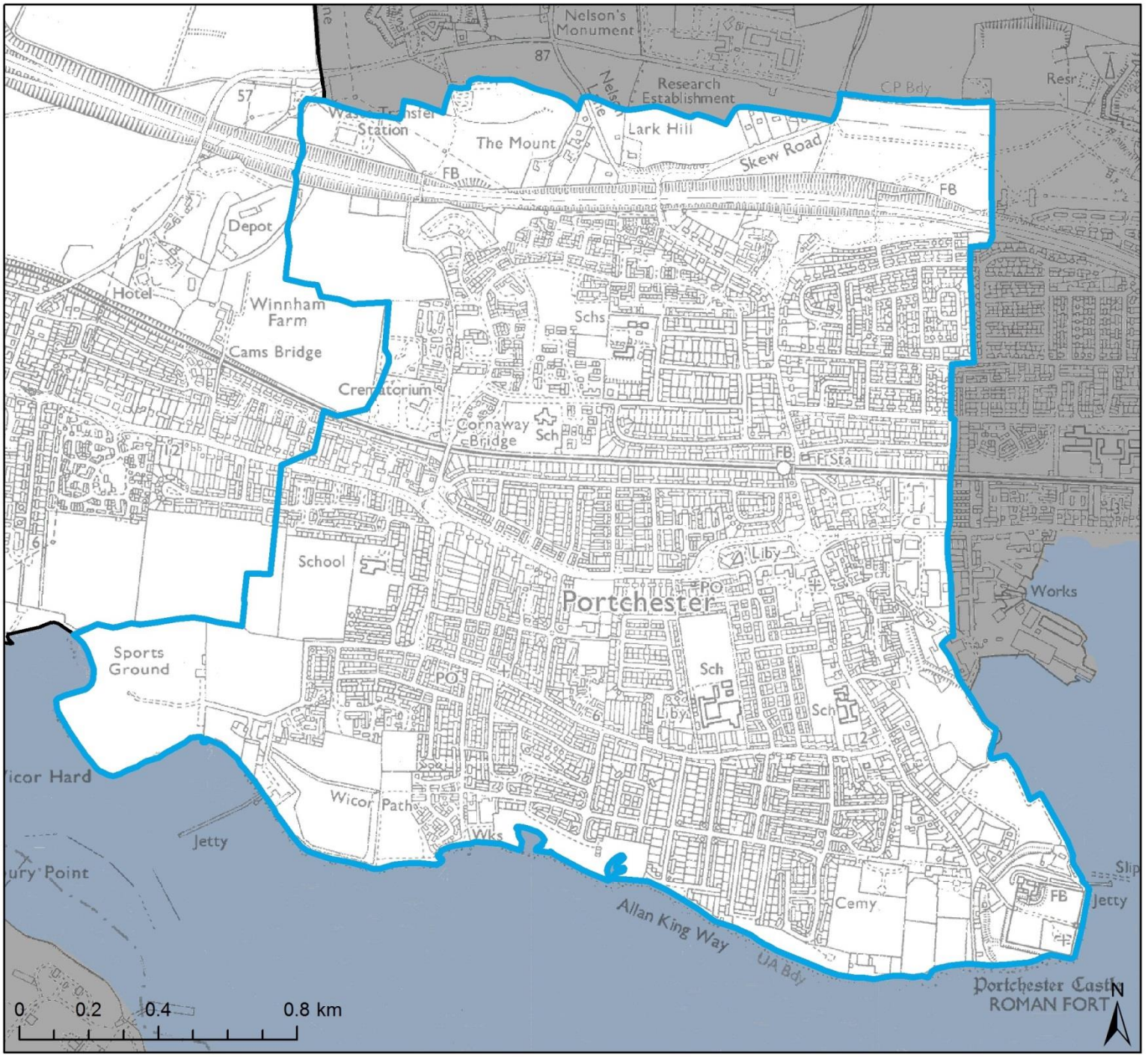
14. It is a Council priority to promote strong and inclusive communities, part of which is recognising the distinct communities that make-up the Borough. The inclusion of Portchester in addresses helps to support the community and maintain its distinct character.

Enquiries:

For further information on this report please contact Roy Brown, Customer Engagement Manager (ext. 4409).

OLD PARISH OF PORTCHESTER

Appendix A



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Appendix B: Properties Without Portchester Locality

The information below provides an overview of the roads and number of properties that do not have Portchester locality information.

Street Name	Number of Properties
Bayly Avenue	47
Buriton Close	12
Chalky Walk	1
Conifer Mews	3
Garden Court	41
Kilwich Way	14
Lancaster Close	11
Merrow Close	12
Merton Crescent	28
Mountview Avenue	14
New Priory Gardens	20
Norman Close	17
Nyewood Avenue	3
Portchester Road	22
Postern Close	60
Queen Mary Rd	16
Ribble Gardens	30
Romsey Avenue	10
Rudgwick Close	11
Seaview Close	13
Solent View	18
Stone Leigh Close	12