

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2081

### Record of Decision by Executive Monday, 4 February 2019

<b>Portfolio</b>	Housing
<b>Subject:</b>	<b>Void Property Works and Component Improvement Package Works Contract 2019-2022</b>
<b>Report of:</b>	Managing Director of Fareham Housing
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council

#### **Purpose:**

To consider the tenders received and to award a contract for the provision of void property works and component improvement package works to council properties.

This report provides the Executive with information on the Council's obligation to maintain its properties to a lettable standard and provide improvements. It provides details on a new contract to provide void property maintenance and component improvement works on a 3-year term, with option to extend for a further 2 years.

#### **Options Considered:**

During the discussion of this item, the Executive Leader moved that the meeting temporarily go into private session to enable Members to ask questions about the information contained in the confidential Appendix to the report.

RESOLVED that in accordance with the Local Government Act 1972 the public and Press be excluded from this section of the meeting on the grounds that the matters to be dealt with involve the likely disclosure of exempt information, as defined in Paragraph 1 and 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Following discussion of the information contained in the confidential Appendix to the report, the meeting moved back into public session.

As recommendation.

#### **Decision:**

RESOLVED that the Executive awards a contract to the contractor achieving the highest scoring tender based on cost/quality/service as detailed in the confidential Appendix A to the report.

**Reason:**

To ensure void repair works are delivered to the lettable standard effectively and efficiently.  
To provide improvements and disabled adaptations to occupied properties effectively and efficiently. To provide additional support to deliver responsive repairs.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2082

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Finance Strategy, Capital Programme, Revenue Budget and Council Tax 2019/20</b>
<b>Report of:</b>	Director of Finance & Resources
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council

#### **Purpose:**

This report seeks final confirmation of the recommendations to be made to Council on 22 February 2019, in respect of the revenue budget, capital programme and council tax for 2019/20.

On 07 January 2019, the Executive reviewed the Council's overall finance strategy and considered proposals relating to the capital programme, revenue budgets and the council tax for 2019/20. This report updates the Council's budgets to reflect the decisions taken on 07 January 2019.

The capital programme for the years 2018/19 to 2022/23 will be £39,229,000.

The revenue budget for 2019/20 will be £8,666,400. With retained business rates estimated to be £1,897,692 and a deficit to be paid to the collection fund of £106,236, the total amount due from the council tax payers will be £6,874,944.

Taking these changes into consideration, the council tax for 2018/19 will be £160.22 per Band D property. This represents an increase from the council tax set for 2018/19 but would be within the referendum limit set by the Government.

#### **Options Considered:**

A tabled item was presented in respect of this item to clarify that the Council Tax payment of £160.22 per Band D property will apply for the 2019/20 municipal year and not 2018/19 as stated in the Executive Summary section of the report.

A tabled item was also presented to correct paragraph 21 of the report to show that the net rates payable from National Non-Domestic Rates for 2019/20 (after Transitional arrangements and reliefs) is £42,307,239.

As recommendation.

**Decision:**

RESOLVED that the Executive approves and recommends to the meeting of the Council to be held on 22 February 2019:

- (a) the capital programme and financing of £39,973,000;
- (b) an overall revised revenue budget for 2018/19 of £8,440,500;
- (c) a revenue budget for 2019/20 of £8,666,400;
- (d) the remainder of the surplus in the spending reserve remains in the reserve to cover the anticipated future funding shortfalls as set out in paragraphs 16-19;
- (e) a council tax for Fareham Borough Council for 2019/20 of £160.22 per band D property, which represents a £5.00 increase when compared to the current year and is within referendum limits; and
- (f) an unchanged Council Tax Support scheme for 2019/20.

**Reason:**

To allow the Council to approve the Council Tax for 2019/20.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2083

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Housing Revenue Account Budget and Capital Plans 2019/20</b>
<b>Report of:</b>	Director of Finance & Resources
<b>Corporate Priority:</b>	Providing housing choices

#### **Purpose:**

This report seeks Executive approval for the revised budget for the Housing Revenue Account 2018/19, the base budgets and rent increases for 2019/20 and the Capital programme with its financing for the years 2018/19 to 2022/23.

The Executive recommended, and the Council approved in February 2018, the base budget and rent increase for 2018/19, for Housing Revenue Account (HRA) services.

This report sets out the Housing Revenue Account revised budget for 2018/19 and base budget for 2019/20 along with the capital programme and financing for the years 2018/19 to 2022/23. The report examines the issues affecting the Housing Revenue Account including rent changes with effect from 01 April 2019.

A new Affordable Housing Strategy is currently being developed and is expected to be consulted on in early 2019. This, together with any findings and outcomes arising from the 2019 Stock Condition Survey, will inform future revisions to the 2019/20 revenue and capital budgets for future financial years.

Council budgets are susceptible to change in the level of expenditure and income caused by factors inside and outside the Council's control. A risk assessment has been carried out to indicate the effect on housing balances of changes in the level of expenditure and income. This can be used to estimate the account balances needed to provide a prudent level of reserves and a working balance.

#### **Options Considered:**

As recommendation.

**Decision:**

RESOLVED that the Executive approves and recommends to the meeting of the Council to be held on 22 February 2019 that:

- (a) rents be approved for Council Dwellings as set out in paragraph 17 with effect from 1 April 2019;
- (b) rents for Council garages be increased by 4.2% with effect from 01 April 2019;
- (c) the revised budget for 2018/19 be approved;
- (d) the base budget for 2019/20 be approved; and
- (e) the capital programme and financing for 2018/19 to 2022/23 be approved.

**Reason:**

To allow the Council to approve the Housing Revenue Account budgets for 2019/20

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2084

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Review of the Council's Vision and Outline Strategy for Daedalus</b>
<b>Report of:</b>	Director of Finance & Resources
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council; Maintain and extend prosperity; Protect and enhance the environment

#### **Purpose:**

To review the progress made in delivering the Council's adopted Vision and Outline Strategy for Daedalus, and to agree the priority actions for the next 5 years.

In March 2015, the Council acquired land at Daedalus, then developed its Vision for the airfield and development areas, together with a series of objectives designed to achieve it. The Vision was adopted on 12 October 2015.

The Executive established a Member Working Group to oversee the delivery of the Vision, chaired by the Deputy Leader of the Council. Councillor Trevor Cartwright. A review of progress has been undertaken and is set out in the documents attached to the report. The review was considered by the Member Working Group in December and it was subsequently reported to the Policy and Resources Scrutiny Panel on 17 January 2019.

The report demonstrates that significant progress has been made in delivering the Vision three years after it was adopted, across each of the objectives. A number of unplanned activities were also undertaken or facilitated in that period, the most notable being the IFA2 Interconnector development, a NATS radar training facility, a MEOSAR search and rescue facility and the extension to the Fareham Innovation Centre.

A key objective within the Vision was to achieve a financially sustainable position overall, and the report indicates that this should broadly be achieved in 2018/19.

Recognising the substantial progress already made, priorities for the next five years have been identified to continue making progress with the Vision and, if these are agreed, they will guide investment decisions at Daedalus in the coming years.

Once the report has been considered by the Executive, a communications plan will be developed to share the report and future proposals with interested parties during February and March. This will include a static display in locations across the borough, targeted events for tenants and prospective businesses, as well as a public engagement event for local residents. E-panel, social media and local media would also be used to raise awareness of the revised plans.

**Options Considered:**

As recommendation.

**Decision:**

RESOLVED that the Executive:

- (a) considers the progress made in delivering the adopted Vision for Daedalus;
- (b) agrees the priorities and action plan for the period 2019-2023; and
- (c) requests officers to undertake a range of actions to publicise the Council's plans and encourage feedback.

**Reason:**

To demonstrate progress made in one of the Council's priority actions and seek approval for a revised plan for the period 2019-2023.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2085

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Treasury Management Strategy &amp; Capital Strategy 2019/20</b>
<b>Report of:</b>	Director of Finance & Resources
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council

#### **Purpose:**

This report considers the draft Treasury Management Strategy and the new Capital Strategy for 2019/20, prior to its submission to the Council for approval.

Regulations require the Council to prepare and formally approve both an annual Treasury Management Strategy and Capital Strategy. The documents for 2019/20 are attached as Appendix A and B to the report for consideration by the Executive before being submitted to Council for approval.

The main highlights in the Treasury Management Strategy are:

- i) The level of capital expenditure estimated for 2019/20 is £28.8 million. The current estimate is that £16.2 million of this will be met by new borrowing.
- ii) The strategy includes a new investment strategy which covers commercial property investments. The Council has £59 million of investment properties.

The new Capital Strategy gives a high-level overview of how capital expenditure, capital financing, asset management and treasury management activity contribute to the provision of services along with an overview of how associated risk is managed and the implication for future financial sustainability.

#### **Options Considered:**

As recommendation.

**Decision:**

RESOLVED that the Executive:

- (a) endorses the draft Treasury Management Strategy and Capital Strategy for 2019-20, attached as Appendix A and B to the report; and
- (b) agrees to submit the report to Council for approval.

**Reason:**

In accordance with the Code of Practice for Treasury Management in the Public Services, the Prudential Code and guidance from the Ministry of Housing, Communities and Local Government (MHCLG), the Treasury Management Strategy and Capital Strategy to be approved by full Council.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

# FAREHAM

## BOROUGH COUNCIL

2018/19  
Decision No.  
2086

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Unreasonable Complaint Behaviour Policy</b>
<b>Report of:</b>	Head of Leisure and Corporate Services
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council

#### **Purpose:**

This report provides details of a proposed policy for dealing with unreasonable complaint behaviour.

The Council received a large number of customer enquiries, with most being dealt with quickly and effectively and with a positive outcome for the customer. Occasionally, however, a customer may be dissatisfied with our response or the outcome to their enquiry, at which point they can escalate their complaint using the Council's corporate complaints procedure. A copy of this procedure is attached as Appendix A to the report.

The Council's complaints procedure explains how customers can make a complaint and the procedure that will be followed. At stage one of the complaint procedure, the Head of Service in the department responsible for the service will investigate the complaint. If the complainant is unhappy with the response, the complaint can be escalated to stage two of the process, where the Director of the department responsible for the service will review the complaint.

If the customer remains unhappy with the stage two response, they can ask the Local Government and Social Care Ombudsman (LGSCO) for an independent review.

Whilst the Council is committed to dealing with all complaints fairly, on occasion, our employees may have to deal with unreasonable, persistent or vexatious behaviour from our customers.

The LGSCO provides guidance notes to help local authorities and other bodies within their jurisdiction develop a proportionate approach when responding to unreasonable complaint behaviour, based on their view of good practice with these complainants.

The LGSCO provides the following definition of unreasonable complaint behaviour:

*Unreasonable and unreasonably persistent complainants are those complainants who, because of the nature or frequency of their contact with an organisation, hinder the organisation's consideration of their, or other people's complaints.*

As well as taking up a lot of officer time, on occasion, the behaviour of the complainant may be rude, derogatory, sarcastic or threatening. Whilst this type of behaviour happens rarely, a policy has been produced using the LGSCO's definition of unreasonable complaint behaviour together with their guidance. This policy will ensure that the Council's customers, employees and Councillors understand how the Council will deal with the complaints of this nature.

**Options Considered:**

As recommendation.

**Decision:**

RESOLVED that the Executive adopts the Unreasonable Complaint Behaviour Policy, as set out in Appendix B to the report.

**Reason:**

The Council does not currently have a policy for dealing with unreasonable complaint behaviour. The adoption of this policy will help deal with complaints of this nature, whilst also protecting the wellbeing of the Council's employees.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019

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## BOROUGH COUNCIL

2018/19  
Decision No.  
2087

### Record of Decision by Executive

Monday, 4 February 2019

<b>Portfolio</b>	Policy & Resources
<b>Subject:</b>	<b>Vanguard Progress Update</b>
<b>Report of:</b>	Head of Leisure and Corporate Services
<b>Corporate Priority:</b>	Dynamic, prudent and progressive Council

**Purpose:**

Works on phase five of the Vanguard interventions are now under way with interventions commencing in Tenancy Services and Building Control Partnership, an expansion of the Streetscene intervention and a continuation of works in Democratic Services.

Significant lessons have been learnt from each intervention to date and new ways of working have been implemented, which have resulted in a more responsive customer focused approach.

The main purpose of the initial contract was to improve the overall customer experience; the interventions have however generated unplanned savings of £1,132,300 per annum, with further savings likely in the future.

The contract with the Vanguard Consultancy is nearing completion, however it is recognised that, on occasions, the support and guidance of a Vanguard consultant may be required. A call-off arrangement is therefore in place, with a budget of £20,000 set aside from the spending reserve surplus.

**Options Considered:**

As recommendation.

**Decision:**

RESOLVED that the Executive notes the content of the report.

**Reason:**

To continue the programme of transformational change within the Council, improving the experience of our customers, empowering our employees, and identifying savings through improved efficiency.

**Confirmed as a true record:**

Councillor SDT Woodward (Executive Leader)

Monday, 4 February 2019