

**Hart District Council – Decisions taken by Cabinet on Thursday, 5 August 2021**

Agenda Item No	Topic	Decision
<b>A1</b>	MINUTES OF THE PREVIOUS MEETING	<p>At the previous meeting of Cabinet, Members considered the Welcome Back Fund and the Joint Chief Executive updated Members on:</p> <ul style="list-style-type: none"> <li>• The working party's progress on the Council's bid for an e-commerce platform. The working party agreed to survey Hart's local businesses to see what they think of the introduction of an E-Commerce platform for the district, in order to understand and benchmark demand/interest in the service.</li> <li>• Also, as a point of clarification, a funding bid from Fleet Bid was confirmed as a net figure, not including VAT, which therefore means that if they choose a contractor who is VAT registered an additional level of payment will need to be made.</li> </ul> <p>The Chairman announced the nomination of Councillor Drage to fill the outside body representation for Blackwater Valley Recreation and Countryside Management Committee and that the Council will no longer be representing Inclusion Hampshire or with The Vine Centre (Cllr Bailey confirming ongoing discussion around engagement with The Vine Centre, on a different footing.</p> <p>Based on the updates above and the minutes supplied, for the meeting of 1 July 2021, they were confirmed and signed as a correct record.</p>
<b>A7</b>	HART DISTRICT COUNCIL CUSTOMER CARE POLICIES	<p>Members were presented with the refreshed and updated Council's Customer Care Standards which reflects the changing nature of demand from our residents. The refreshed policy responds to our customer needs and expectations and includes a more defined reference to social media and unreasonable behaviour.</p> <p>Members asked what steps were being taken to improve our ability to evidence service performance, responding to our customers and the use of generic email addresses. The Joint Chief Executive informed Cabinet Members that Hart is updating their website, streamlining</p>

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		<p>email contact details and are improving communication by looking at improving our telephone system.</p> <p>Members questioned feedback received from our customers on delivery of our services and were informed that we are reporting service standards on a monthly basis to ensure we are working smarter and more efficiently. Cabinet were told there will be a subsequent report going to Overview &amp; Scrutiny Committee outlining our complaints service.</p> <p><b>DECISION</b></p> <p>That Cabinet approved:</p> <ol style="list-style-type: none"> <li>1. The revised Customer Care Standards as set out in Appendix A.</li> <li>2. The revised Policy and Guidance for Dealing with Unreasonable Customer Behaviour as set out in Appendix B.</li> </ol>
A8	COMMUNITY TRIGGER POLICY	<p>The Community Trigger was introduced in the Antisocial Behaviour, Crime and Policing Act 2014 to provide a mechanism for victims of persistent anti-social behaviour to request that relevant bodies undertake a case review.</p> <p>Overview and Scrutiny Committee had a useful debate about this paper and asked for a point in Section 9 regarding anonymity to be clarified. The policy has been updated to reflect this request with a clearer explanation and the insertion of a footnote around the requirements of local authorities to publish Community Trigger data but not Community Triggers themselves. Further questioning was asserted around plans to communicate and promote the policy which will be addressed comprehensively upon adoption.</p> <p>Cabinet approval was sought for the policy be drawn up so it can be adopted and implemented.</p> <p>Members considered:</p>

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		<ul style="list-style-type: none"> <li>• What factors constitute a qualifying complaint?</li> <li>• The impact on community.</li> <li>• That the policy reflects what can be done to improve circumstances what has been done and how we can improve the situation.</li> <li>• Mental health will be considered, and anonymity will remain.</li> </ul> <p>Members agreed that this is a great mechanism to bring agencies together to discuss complaints and resolve situations.</p> <p><b>DECISION</b></p> <p>Cabinet approved the adoption of the Community Trigger Policy.</p>
A9	REVISED SAFEGUARDING POLICY & PROCEDURE AND MODERN SLAVERY TRANSPARENCY STATEMENT	<p>The Safeguarding Policy &amp; Procedure was last updated in 2018 and is due for revision and update this year to include some additional information around Child Criminal Exploitation (CCE) and a new procedure for submitting referrals directly to Children’s or Adult’s Services, as appropriate. The Modern Slavery Transparency Statement aims to show the council’s commitment to ensuring there is no Modern Slavery in the council’s supply chains.</p> <p>Overview and Scrutiny Committee had a useful debate about the Safeguarding Policy &amp; Procedure and asked for an additional appendix to be considered in a second draft to clarify around safeguarding in partnership. The paper has been updated to reflect this request. There was a further suggestion to produce a Quick Guide to Safeguarding reference sheet which will be created and circulated to staff and elected members by end of September 2021. There were no changes requested to the proposed Modern Slavery Transparency Statement.</p> <p>Cabinet approval was sought for the revised Safeguarding Policy &amp; Procedure and Modern Slavery Transparency Statement papers be drawn up so they can be adopted and implemented.</p>

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		<p>Members considered the areas of concern and want to be more proactive on investigating specific cases. It was confirmed that our duty is to facilitate and bring attention to issues, raise concerns to the approved services and pass on the information for them to solve.</p> <p><b>DECISION</b></p> <p>Cabinet approved the adoption of the revised Safeguarding Policy &amp; Procedure and Modern Slavery Transparency Statement.</p>
<b>A10</b>	PARKRUN	<p>Cabinet were asked to approve for Parkrun volunteers to establish a new event at Edenbrook Country Park.</p> <p>The Countryside Manager answered questions raised:</p> <ol style="list-style-type: none"> <li>1. Access to the park and parking; There are concerns that the Leisure Centre and the carpark (for people visiting the Country Park) is inadequate, particularly when heavily used at the weekends. How will we prevent issues from car parking?</li> </ol> <p><b>Answer:</b> The organisers are in talks with both Everyone Active and Calthorpe Park School to agree the use of their car parks for event participants.</p> <ol style="list-style-type: none"> <li>2. Emerald Avenue has been used by parents collecting children from Calthorpe Park School which creates a dangerous situation for other road users on a blind bend. How will we prevent Park Run participants creating highway issues?</li> </ol> <p><b>Answer:</b> The organisers are in contact with all the participants and are very clear to runners where they can park and walk to the starting point. This will also be signposted.</p>

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		<p>3. The space outlined for use by Park Run is not just for dog walking but is well used for meeting friends, picnics, for young children to fly kites and play, and for the elderly come to sit on the benches when it is cool in the morning and late afternoon. How is it proposed that non Parkrun users access the field when the run route encircles the field, are they to be effectively banned from using the Park?</p> <p><b>Answer:</b> We agree there are some temporary restrictions to accessing all the park during this period, but we will work with Parkrun to make sure that there is available space away from the event for other users and ask that this is signposted. Marshalls will also be manning points where people will cross to maintain safety. Routes can be adapted, and more space will become available at the Country Park in time with the construction of the Grove Farm extension and that will lessen the impact and leave most of the park free for other users.</p> <p>4. How can we prevent conflict between runners, dogwalkers, cyclists and other people using the park?</p> <p><b>Answer:</b> We encourage good behaviour from all our users but understand that this is not always easy. Participants are briefed before the run and have a “code of conduct” that encourages mindfulness to other park users.</p> <p>5. During heavy rain it is quite common for many of the paths to become flooded. This may encourage runners to run off the paths and onto the grassed areas causing damage to the flood plain. It takes days for the paths to recover from heavy rain and from October to March they barely recover at all. How will we prevent damage in such circumstances?</p> <p><b>Answer:</b> The event will not run during times were high rainfall or flooding is forecast. The route will be inspected, and the event cancelled if not found suitable.</p>

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		<p>6. The grassed embankment, which is manmade, and runs from the Country Park car park alongside the residential properties is not owned or maintained by the Council but by all Edenbrook Village residents who pay a management fee that covers the maintenance of the embankment. What protections will there be to prevent the runners and spectators using this embankment and causing damage?</p> <p><b>Answer:</b> The contract will make sure that Parkrun is liable for any damages. We will also speak to them about suitable measure to protect this area from damage and any remedial action (such as barriers) to help protect this area.</p> <p>7. The events may also lead to noise and litter. Whilst the Park Run is anticipated to only last an hour, this will depend on how many people turn up and how fast they get round the route. How will the natural beauty of the area and the many different species of wildlife be protected?</p> <p><b>Answer:</b> We have deliberately kept the routes away from the areas with high wildlife value. Participants are briefed beforehand and have a “code of conduct” that encourages mindfulness to other park users. Parkrun volunteers tidy the site after the event and collect litter from along the route. Anyone has the right to enjoy the park after the event as it is a country park open to all users. We believe that the Parkrun is an event typical to country parks and is held in many across the country.</p> <p>8. How do we ensure the health and safety for those on site and ensuring emergency services have suitable access to the Country Park in the event of an accident?</p> <p><b>Answer:</b> The Country Park has an “emergency plan” that is shared with the emergency services and covers these eventualities. Risk assessments will also be taken the by the event</p>

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		<p>organisers and the emergency plan will be shared with them.</p> <p>Members discussed at great length, their concerns about limiting capacity and the popularity of these events in other local areas. Natural England confirmed that this use of SANG is totally acceptable for these events and Members considered the possibility of relocating Parkrun events to the Bramshott Park site once this is more established. Members were cautious of putting conditions on the trial contract without understanding the future impact. On reflection, there were also concerns on the impact of business to the Leisure Centre, impact on local residents and parking restrictions.</p> <p><b>DECISION</b></p> <p>The Chairman moved a new recommendation as follows:</p> <p>That,</p> <ol style="list-style-type: none"> <li>1. Hart enter in a 12 month agreement with Parkrun UK to enable them to establish a trial Parkrun event at Edenbrook Country Park, subject to conditions associated with the Park Run including the effective management of car parking (delegated to the Countryside Manager in consultation with the Portfolio Holder to finalise the specific terms of the agreement). This will be reviewed in six months, or earlier if there is a serious issue which permits for the immediate cancellation of the trial, delegated to the Countryside Manager in consultation with the Portfolio Holder.</li> </ol> <p>Members agreed the new recommendation and Cabinet agreed:</p> <ol style="list-style-type: none"> <li>1. That Hart enter in a 12 month agreement with Parkrun UK to enable them to establish a trial Parkrun event at Edenbrook Country Park, subject to conditions associated with of the Park Run including effective management of car parking (Delegated to the</li> </ol>

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		<p>Countryside Manager with consultation with the Portfolio Holder to finalise the specific terms). This will be reviewed in six months, or earlier if there is a serious issue which permits for the immediate cancellation of the trial, delegated to the Countryside Manager in consultation with the Portfolio Holder.</p> <p>2. That £1,000 funding be drawn down from the Health Eating and Lifestyles reserve to contribute towards the set up.</p>
A11	TREASURY MANAGEMENT OUTTURN 2020/2021	<p>Cabinet considered the Council's Treasury Management activities during the 2020/21 financial year. The S151 Officer confirmed that we had met all the requirements for the CIPFA Code of Practice and borrowing levels are within all indicators required.</p> <p><b>DECISION</b></p> <p>The Treasury Management Outturn statement during the financial year ended 31 March 2021 be noted.</p>