

Public Document Pack



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Agenda

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| Name of Meeting | CORPORATE SCRUTINY COMMITTEE |
| Date | TUESDAY 10 OCTOBER 2023 |
| Time | 5.00 PM |
| Venue | COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT |
| Committee Members | Cllrs J Robertson (Chairman), P Spink (Vice-Chairman), R Downer, W Drew, S Ellis, J Lever, K Love, C Quirk and S Redrup |
| Co-opted Members | Simon Cooke (IWALC), Vacancy (HALC) |
| | Democratic Services Officer: Megan Tuckwell democratic.services@iow.gov.uk |

1. **Apologies and Changes in Membership (If Any)**

To note any changes in membership of the Committee made in accordance with Part 4B paragraph 5 of the Constitution.

2. **Minutes** (Pages 5 - 10)


To confirm as a true record the Minutes of the meeting held on 12 September 2023.

3. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.

4. **Public Question Time - 15 Minutes Maximum**

Members of the public are invited to make representations to the Committee regarding its workplan. Questions may be asked without notice, but to guarantee a full reply at the meeting a question must be put (including the name and address of the questioner) in writing or by email to democratic.services@iow.gov.uk, no later than two clear working days before the start of the meeting. The deadline for written questions is Thursday, 5 October 2023.

 Details of committee meetings can be viewed on the Council's [website](#). This information may be available in alternative formats on request. Please note the meeting will be recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however be aware that the public gallery is not a supervised area.



5. **Progress Update** (Pages 11 - 12)

To receive an update on the progress against the outcomes arising from previous meetings, and to provide an update on any outstanding actions.

6. **Committee's Workplan:**

(a) Forward Plan (Pages 13 - 24)

To identify any items contained within the Council's forward plan which would benefit from early consideration by scrutiny, either before the Cabinet makes a decision or to monitor post-implementation, and should therefore be included in the Committee's work programme. The forward plan can be viewed online [here](#).

(b) Committee's Work Programme 2023-25 (Pages 25 - 30)

To note the content of the current work programme, and to consider the inclusion of any additional items. Members of the public are invited to submit in writing to the Committee possible items for inclusion in its workplan.

7. **Call-In of Browns Golf Course Lease Decision** (Pages 31 - 50)

To consider a call-in of the delegated decision taken on 1 September 2023.

8. **Pre-Decision Scrutiny - Draft Island Planning Strategy** (Pages 51 - 52)

To consider the Cabinet report and any recommendations from the Policy and Scrutiny Committee for Neighbourhoods and Regeneration following discussion of the item at the 5 October 2023 meeting.

9. **Scams and Fraud Prevention** (Pages 53 - 66)

To consider the councils approach and partnership working in regard to scam and fraud prevention as outlined in the scoping document approved in May 2023.

10. **Members' Question Time**

A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting. To guarantee a reply, a question must be submitted in writing or by email to democratic.services@iow.gov.uk no later than 5pm on Friday 6 October 2023.

CHRISTOPHER POTTER
Monitoring Officer
Monday, 2 October 2023

Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email christopher.potter@iow.gov.uk, or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email justin.thorne@iow.gov.uk.

Notice of recording

Please note that all meetings that are open to the public and press may be filmed or recorded and/or commented on online by the council or any member of the public or press. However, this activity must not disrupt the meeting, and if it does you will be asked to stop and possibly to leave the meeting. This meeting may also be filmed for live and subsequent broadcast (except any part of the meeting from which the press and public are excluded).

If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

If you require further information please see the council guide to reporting on council meetings which can be found at <http://www.iwight.com/documentlibrary/view/recording-of-proceedings-guidance-note>

All information that is recorded by the council is held in accordance with the Data Protection Act 2018. For further information please contact Democratic Services at democratic.services@iow.gov.uk

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Minutes

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|------------------------|--|
| Name of meeting | CORPORATE SCRUTINY COMMITTEE |
| Date and Time | TUESDAY 12 SEPTEMBER 2023 COMMENCING AT 5.00 PM |
| Venue | COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT |
| Present | Cllrs J Robertson (Chairman), P Spink (Vice-Chairman), R Downer, W Drew, S Ellis, J Lever, K Love, R Quigley and C Quirk |
| Co-opted | Simon Cooke (IWALC) |
| Also Present | Cllrs L Peacey-Wilcox, J Bacon, P Fuller, J Jones-Evans and P Jordan Sharon Betts, Laura Gaudion, Wendy Perera, Christopher Potter, Megan Tuckwell, Melanie White and Simon Wiggins |
| Also Present (Virtual) | Cllr M Oliver Dawn Lang |

23 Apologies and Changes in Membership (If Any)

Cllr Vanessa Churchman was in attendance as a substitute for Cllr Suzie Ellis. Simon Cooke was welcomed to the committee as the newly appointed IWALC representative.

24 Minutes

RESOLVED:

THAT the minutes of the meeting held on 11 July 2023 be confirmed as a true record.

25 Declarations of Interest

No declarations were received at this stage.

26 Public Question Time - 15 Minutes Maximum

Mr Simon Richards submitted a written question in relation to the proposals for the future arrangements of Children's Services. A written response was provided (PQ37/23).

27 Progress Update

The chairman presented the report which provided an overview of the progress against actions and outcomes from previous meetings.

Reference was made to the request of the committee in January 2023 to receive a copy of the review of leisure centres once it had been completed. It was confirmed that the review was still underway.

Reference was made to the request of the committee in February 2023 to receive a copy of the signed heads of agreement in relation to the proposed disposal of Kingston Marine Park. It was confirmed that this would be circulated to the committee once complete.

The chairman advised that he had again discussed with the Leader the formal request made by members of the committee in March 2023 to view the confidential Floating Bridge settlement. It was advised that the request would be dealt with by the new Leader of the Council following the meeting of Full Council on 20 September 2023.

RESOLVED:

THAT the progress report and updates be noted.

28 Committee's Workplan:

28a Forward Plan

28b Committee's Work Programme 2022-25

Consideration was given to the committee's work programme and the committee were invited to identify any item contained within the published forward plan that would benefit from early consideration within the committee's own workplan or one of the policy and scrutiny committees.

Concerns were raised in relation to the senior organisational restructure of the council and the impact this could have on service delivery, with particular regards to regeneration. It was agreed that the impact of any reduced staffing capacity could be considered at a future meeting of the Policy and Scrutiny Committee for Neighbourhoods and Regeneration by reviewing the Regeneration Strategy given the new context and climate.

Consideration was given to the scoping document for a future agenda item on the Maintenance and Restoration of Listed Buildings. It was agreed that the scope would be widened to include privately-owned listed buildings.

Comments were made in relation to the forward plan item on the Disposal of potential housing site(s) in East Cowes, due for consideration by the Cabinet in November 2023. It was requested that a report be provided outlining the reasons as to why the appendix (summarising responses which were submitted as commercial in confidence) would be restricted.

It was confirmed that the Housing Strategy 2020–2025 Action Plan Progress Report (due for consideration by the Cabinet in October 2023) would be considered by the Policy and Scrutiny Committee for Neighbourhoods and Regeneration.

Discussion took place regarding the approach to scrutinising the budget and the committee requested to see a copy of the draft savings programme when available.

The chairman confirmed that he had been given notice of the Regulation 10 general exception notice regarding the approval of the lease of the Parklands Centre to the Alzheimer Café.

RESOLVED:

- i) THAT the forward plan, and the committee's workplan, be noted.
- ii) THAT the scoping document for a future agenda item on the Maintenance and Restoration of Listed Buildings be agreed, with the scope widened to include privately-owned listed buildings.

29 Pre-Decision Scrutiny - Children's Services Future Arrangements

Consideration was given to the report which outlined the proposed arrangements for the termination of the Children's Services partnership with Hampshire County Council and the potential options for future service delivery, ahead of its consideration by the Cabinet at its meeting on 14 September 2023.

No comments were made in relation to the content of the report, and support was expressed for the proposed recommendation which sought to terminate the current partnership, returning the overall management of Children's Services functions to the Isle of Wight Council, with arrangements for 'buy-back' of specialist services where there was a cost-benefit. Following discussion, it was:

RESOLVED:

THAT the report and its recommendation to Cabinet be supported.

30 Pre-Decision Scrutiny - Housing Affordability Supplementary Planning Document (SPD)

The committee received the report which recommended the adoption of the Housing Affordability Supplementary Planning Document, prior to its consideration by the Cabinet at its meeting on 14 September 2023.

Comments were made regarding the funding needed to undertake housing needs surveys (to inform the housing mixes being sought at the local level), and the council's ability to enforce the document and negotiate with developers in order to offer deeper discounts from market value. Questions were raised in relation to the 'local connection' criteria; particularly around the potential for the exclusion of Island residents in seasonal employment, and any conflicts this criteria had against the local needs criteria for those in rural areas. Concerns were raised around the purpose of the document particularly regarding how it sought to make housing affordable to residents on-or-below the average Island wage.

Following discussion, it was:

RESOLVED:

- i) THAT the Cabinet be asked to differentiate between transient and seasonal workers in the 'local connection' criteria, to ensure that long-term Island residents in seasonal employment are not disadvantaged.
- ii) THAT the report and its recommendations to Cabinet be supported, subject to the above considerations.

31 Quarterly Performance Monitoring Report Q1 2023-24

Consideration was given to the report which provided a summary of progress against Corporate Plan activities for Quarter 1 of 2023-24 and detailed any issues which required attention (and the remedial action in place to deal with these).

Discussion took place regarding daily ongoing financial management and the plans in place to address forecasted structural deficits and pressures. Comments were made regarding benefits payments and how the council compares to other authorities in issuing the correct entitlement.

Questions were raised regarding the delays to the Corporate Plan refresh, and it was confirmed that this would be considered by the new Leader of the Council following the meeting of Full Council on 20 September 2023. It was suggested that this be considered by the committee when available.

Discussion took place regarding the banding criteria on the housing register, and the Director of Adult Social Care Housing Needs confirmed that future reporting could show a breakdown of housing bandings in relation to homelessness, temporary accommodation, and emergency accommodation.

Comments were made in relation to the review which had been commissioned to look into the two remaining issues which impact the efficiency and operation of Floating Bridge 6, with a report setting out the findings and recommendations for the council's consideration and approval by December 2023. It was requested that the committee receive a copy of this report when available.

Following discussion, it was:

RESOLVED:

THAT a copy of the report setting out the findings and recommendations following the review of Floating Bridge 6 be presented to the committee when available.

32 Corporate Complaints Annual Report 2022-23

The committee received the annual report on corporate complaints and sought assurance that service improvements were being driven through lessons learnt.

Comments were made in relation to the high number of complaints made against Island Roads and the lack of detail on learning outcomes and a breakdown of complaints data. It was agreed that the Cabinet Member for Transport and

Infrastructure, Highways PFI and Transport Strategy would be contacted for a written response. It was requested that the Policy and Scrutiny Committee for Neighbourhoods and Regeneration be asked to look into more detail on the data from Island Roads on Fix My Street.

Discussion took place regarding the strengths-based approach adopted by Children's Services to resolve complaints with an emphasis on contacting complainants to seek a resolution via telephone or an in-person meeting, which had improved outcomes and reduced the escalation of complaints. It was recommended that this approach be adopted for corporate complaints where possible.

Following discussion, it was:

RESOLVED:

- i) THAT Island Roads be asked to provide more data on complaints including a breakdown of categories and detail on learning outcomes.
- ii) THAT the adoption of face-to-face discussions with complainants to resolve corporate complaints (where possible), be recommended.

33 Members' Question Time

No written questions were received.

Cllr Vanessa Churchman asked an oral question in relation to the costs associated with mainland placements for children with specialist needs, and whether consideration could be given to creating an Island-based residential unit to mitigate some of those costs. It was agreed that this would be referred to the Policy and Scrutiny Committee for Children's Services, Education and Skills.

Cllr Peter Spink asked an oral question in relation to the Housing Affordability Supplementary Planning Document (SPD), requesting that the Cabinet Member for Planning, Coastal Protection and Flooding identifies (with reference to the report) what the SPD does to make affordable housing affordable to residents on-or-below the average Island wage. It was advised that a written response would be provided.

CHAIRMAN

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Corporate Scrutiny Committee - Progress on Actions & Outcomes

| Meeting Date | Agreed Action | Responsibility | Update | Actioned |
|--------------------------------|--|--|---|----------|
| Outstanding Actions | | | | |
| 10 January 2023 | Forward Plan The committee requested a copy of the review of leisure centres once it has been completed. | Cabinet Member for Economy, Regeneration, Culture and Leisure | Update from 12 September meeting: Still anticipate the review being ready in autumn time | |
| 7 February 2023 Page 11 | Asset Management/ Property Rationalisation The heads of agreement in relation to the proposed disposal of Kingston Marine Park be circulated to the committee once they are signed. | Cabinet Member for Economy, Regeneration, Culture and Leisure | Update from 12 September meeting: There had been some delays with getting details finalised but it would be shared when available | |
| | Cowes Floating Bridge The committee to determine the scope of the request to view the confidential delegated decision with the reasons for this and the outcome being sought together with the Councillors wishing to view the papers. | Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health, and Homelessness | Update from 12 September meeting: The chairman advised that the outstanding Floating Bridge settlement request would be dealt with by the new leader after they are elected. | |
| 12 September 2023 | QPMR Q1 The committee requested the Corporate Plan refresh comes to Corporate Scrutiny when available. | Chief Executive | | |
| | QPMR Q1 The committee requested that the report setting out the findings and recommendations following the review of the Floating Bridge comes to Corporate Scrutiny when available. | Cabinet Member for Transport and Infrastructure, Highways PFI and Transport Strategy | | |

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|---|--|--|--|--------|
| | Members Questions Cllr Spink asked for a written response to be provided prior to Cabinet on what the SPD does to make affordable housing affordable by residents on or below the average island wage. | Cabinet Member for Planning, Coastal Protection and Flooding | A response has been provided and circulated to the committee. Further questions have been asked and awaiting a response. | Sep-23 |
| Actions Completed (Since Last Meeting) | | | | |
| 11 July 2023 | Acquisition Strategy Cllr Adams asked a question on modular housing, it was advised a written response would be provided outside of the meeting. | Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health, and Homelessness | A response has been provided and circulated to the committee | Sep-23 |
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Isle of Wight Council Forward Plan - October 23 - January 24

The Forward Plan is a list of all Key Decisions that are due to be considered no earlier than 28 clear working days from the date of this notice by the appropriate Decision Making Body or individual including those deemed to be key decisions.

A list of all Council Members can be found on the Council's web site from this link

The Leader of the Council (also responsible for Strategic Oversight) is Cllr Lora Peacey-Wilcox.

Other members of the Cabinet are:

Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness - Cllr Ian Stephens

Cabinet Member for Transport and Infrastructure, Highways PFI and Transport Strategy - Cllr Phil Jordan

Cabinet Member for Children's Services, Education and Lifelong Skills - Cllr Debbie Andre

Cabinet Member for Economy, Regeneration, Culture and Leisure - Cllr Julie Jones-Evans

Cabinet Member for Planning, Coastal Protection and Flooding - Cllr Paul Fuller

Cabinet Member for Finance, Climate Change and Biosphere - Cllr Jonathan Bacon

Cabinet Member for Regulatory Services, Community Protection, Waste and ICT – Cllr Karen Lucioni

Please note that any items highlighted in yellow are changes or additions from the previous Forward Plan

**Any decisions that are intended to be made in private with the exclusion of press and public, where for example personal or commercially sensitive information is to be considered, in accordance with the Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012, will require the publication of specific notices, including the reason(s) for the meeting to be held in private.

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|--|---------------------------------------|--|---|---|
|--|--|---------------------------------------|--|---|---|



| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|---|--|---------------------------------------|--|---|---|
| <p>Lease of Browns Golf Course</p> <p>The previous tenant gave notice to end their period of tenancy just prior to the summer break. The authority has made every attempt to advertise this opportunity in time, so the facility could be open for the summer at the request of members. There was some interest, and a successful candidate has been appointed. A decision is required now that the leases have been produced, to award this 5 year lease</p> | <p>Cabinet Member for Economy, Regeneration, Culture and Leisure</p> <p>Councillor Julie Jones-Evans</p> <p>Date 1st added: 1 August 2023</p> | <p>Not before 30th Aug 2023</p> | <p>Leaders authority - Browns Lease_Redacted Upcoming Decision Notice Report</p> | <p>Advertisement of the opportunity</p> | <p>Open</p> |
| <p>Adoption of EV Chargepoint Infrastructure Strategy</p> <p>Following a period of public consultation, an Electric Vehicle Charging Infrastructure Strategy has been developed. This provides detail on the roll out of public chargepoints and associated policies to ensure that a lack of charging infrastructure does not act as a barrier to electric vehicle ownership.</p> | <p>Cabinet</p> <p>Cabinet Member for Infrastructure, Highways PFI and Transport (Archived 19 May 2023)</p> <p>Date 1st added: 2 May 2023</p> | <p>14 Sep 2023</p> | | <ol style="list-style-type: none"> 1. Public – via public consultation 2. Stakeholders – via public consultation 3. Town, Parish or Community Councils – via webinars 4. Internal Council Services – direct contact on technical issues | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|---|---------------------------------------|--|---|---|
| <p>QPMR Q1 - 2023-24</p> <p>To provide a summary of progress against Corporate Plan activities and measures for the period January 2022 to March 2023. To inform Cabinet of areas of particular success, issues requiring attention and remedial activity in place to deal with these. To provide a report on the financial position of the council for the same period</p> | <p>Cabinet</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 31 May 2023</p> | <p>14 Sep 2023</p> | | | <p>Open</p> |
| <p>Local Bus Service Enhanced Partnership Plan and Scheme</p> <p>To seek approval for the proposed Local Bus Service Enhanced Partnership Plan and Scheme with Southern Vectis, based on the recently adopted Bus Services Improvement Plan.</p> | <p>Cabinet</p> <p>Cabinet Member for Transport and Infrastructure, Highways PFI and Transport Strategy Date 1st added: 5 June 2023</p> | <p>14 Sep 2023</p> | | <p>N/A</p> | <p>Open</p> |

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| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|--|---------------------------------------|--|---|---|
| <p>Housing Affordability Supplementary Planning Document (SPD)</p> <p>Seeking formal adoption of the 'Housing Affordability Supplementary Planning Document (SPD)' following a period of public consultation that will take place in June/July 2023. The principle of preparing and adopting a Housing Affordability SPD was agreed at the Housing Members Board in April 2023.</p> | <p>Cabinet</p> <p>Cabinet Member for Planning, Coastal Protection and Flooding</p> <p>Date 1st added: 5 June 2023</p> | <p>14 Sep 2023</p> | | <p>Statutory consultation to be undertaken in line with planning legislation for 6 week period to include key stakeholders and the public with targeted consultation to RSLs and developers providing affordable housing.</p> | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|--|---------------------------------------|--|---|---|
| <p>Better Care Fund 2023-2025</p> <p>The Better Care Fund (BCF) programme supports the Isle of Wight Council (IWC) and Integrated Care Board (ICB) to successfully deliver integrated working that best supports Island residents. The requirements of the BCF are set by NHS England (NHSE), including details on financial and contractual arrangements. The Cabinet is asked to note the 2022/23 BCF end of year submission and to approve the work undertaken to date and to delegate to the Director for Adult Social Care and Housing Needs for the Isle of Wight (IWC) and the ICB (Isle of Wight place) Place Director authority to further develop the BCF 2023 – 2025 templates in line with the national guidance and deadlines.</p> | <p>Cabinet</p> <p>Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness Date 1st added: 5 July 2023</p> | <p>14 Sep 2023</p> | <p></p> | <p>Stakeholders - LA, ICB</p> | <p>Open</p> |
| <p>Children's Services - Future Arrangements</p> <p>To confirm the arrangements for the termination of the Children's Services Partnership with Hampshire and consider potential options for future service delivery.</p> | <p>Cabinet</p> <p>Date 1st added: 16 August 2023</p> | <p>14 Sep 2023</p> | <p>None</p> | <p>Partnership stakeholders Internal Council Services</p> | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|---|---|---------------------------------------|--|---|--|
| <p>Isle of Wight Youth Justice Plan</p> <p>It is a statutory requirement for all Youth Justice Services to complete an annual Youth Justice Plan. This plan is written in accordance with the Youth Justice Board guidance using their standard template.</p> <p>One of the requirements under Regulation 4 of the Local Authorities (Functions and Responsibilities) (England) Regulations 2000, is for this plan to be signed off by full council (section 5.28 of the guidance)</p> | <p>Full Council</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 1 August 2023</p> | <p>20 Sep 2023</p> | | <p>N/A</p> | <p>Open</p> |
| <p>Disposal of the former Sandham Middle School site, Perowne Way, Sandown, IW</p> <p>Disposal of the site to enable housing delivery</p> | <p>Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness</p> <p>Councillor Ian Stephens Date 1st added: 5 September 2023</p> | <p>4 Oct 2023</p> | | <p>Local member and Sandown Town Council</p> | <p>Part exempt Appendices will contain confidential heads of terms</p> |
| <p>125 Year Lease of Rew Valley Sports Centre and playing fields, Ventnor to The Island Free School</p> <p>Rew Valley Sports Centre – grant of a new lease to the Island Free School</p> | <p>Cabinet Member for Finance, Climate Change and Biosphere</p> <p>Councillor Jonathan Bacon Date 1st added: 5 September 2023</p> | <p>5 Oct 2023</p> | | | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
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| Housing Strategy 2020 – 2025 Action Plan Progress Report 2023 | Cabinet Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness Date 1 st added: 1 August 2023 | 12 Oct 2023 | Housing Strategy 2020 – 2025 Action Plan Progress Report 2023 | | Open |
| Island Planning Strategy | Cabinet Full Council Cabinet Member for Planning, Coastal Protection and Flooding Date 1 st added: 17 March 2022 | 9 Nov 2023 | | Internal and External Full public consultation | Open |
| <p>As the Draft IPS was not agreed on 5 October, Full Council is to specify its objections and to formally refer the matter back to the Cabinet.</p> | | 15 Nov 2023 | | | |
| Disposal of potential housing site(s) in East Cowes | Cabinet Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism (archived 19 May 2023) Date 1 st added: 6 July 2022 | 9 Nov 2023 | | East Cowes Waterfront Implementation Group and local member | Part exempt Yes – appendix summarising appraisal of responses to EOI issued in April 2022 – responses were submitted as commercial in confidence |

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|---|--|---------------------------------------|--|--|---|
| <p>Local Council Tax Support</p> <p>Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council ahead of the finance Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p> | <p>Cabinet</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 5 July 2023</p> | <p>9 Nov 2023</p> | | <p>Public/Service Users Stakeholders Town, Parish & Community Councils Internal Council Services</p> | <p>Open</p> |
| <p>Adoption of three LCWIPs (East Cowes & Whippingham; Cowes, Gurnard & Northwood; Brading, Bembridge & St Helens) as a Supplementary Planning Documents (SPD)</p> <p>Following a period of public consultation, Cabinet to be asked to adopt three separate Local Cycling and Walking Infrastructure Plans (LCWIP) for East Cowes & Whippingham; Cowes, Gurnard & Northwood; and Brading, Bembridge & St Helens as Supplementary Planning Documents (SPD) that post adoption can be used as a material consideration in planning decisions.</p> | <p>Cabinet</p> <p>Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism (archived 19 May 2023) Date 1st added: 1 March 2023</p> | <p>11 Jan 2024</p> | | <p>Prior to the cabinet decision, a formal 6 week public consultation in the LCWIPs will have taken place in line with Planning legislation for the adoption of SPDs, including consultation with a number of statutory consultees</p> | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|--|---------------------------------------|--|--|---|
| <p>Local Council Tax Support</p> <p>Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p> | <p>Full Council</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 5 July 2023</p> | <p>17 Jan 2024</p> | | <p>Consultation to be undertaken if decision is made to make changes to the scheme for 8 weeks. Each claimant will be written to advising them of the changes, advice sent through the anti-poverty meetings, online survey via questionnaire explaining the proposals and likely impact – paper survey on request, People Matter consulted, Age Friendly Group provided with details, letter to the Parish Councils, Letter sent to the police commissioner and fire authority. www.iwight.com Press releases. Face to face communication at customer service points. The council's Facebook and Twitter sites (weekly promotions). Information on the front page of iwight.com</p> | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|--|---------------------------------------|--|---|---|
| <p>Review of Polling Places and Districts</p> <p>Review of Polling Places and Districts</p> | <p>Full Council</p> <p>Cabinet Member for Finance, Climate Change and Biosphere Date 1st added: 5 September 2023</p> | <p>17 Jan 2024</p> | | <p>Direct contact with Elected Members, previous Independent Candidates, Local Political Parties, Parish & Town Councils and those with a speciality in access for persons with a disability. Members of the public via Press release, etc.</p> | <p>Open</p> |
| <p>The adoption of the Newport Harbour Masterplan Supplementary Planning Document</p> <p>Whether to adopt the draft Newport Harbour Masterplan as a supplementary planning document</p> | <p>Cabinet</p> <p>Cabinet Member for Levelling Up, Regeneration, Business Development and Tourism (archived 19 May 2023) Date 1st added: 7 September 2022</p> | <p>8 Feb 2024</p> | | | <p>Open</p> |
| <p>Determination of School Admission Arrangements for 2025/26</p> <p>To determine the Isle of Wight Council's school admissions arrangements for 2025/2026.</p> | <p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 5 July 2023</p> | <p>8 Feb 2024</p> | | | <p>Open</p> |

| Title and Summary of Proposed Decision | Decision Making Body and name of relevant Cabinet Member | Meeting Date/Proposed Publishing Date | Relevant documents submitted to decision maker to be considered* | Consultees (including town and parish councils) and Consultation Method | May report or part of report be dealt with in private? If so - why? |
|--|---|---------------------------------------|--|---|---|
| <p>Determine School Academic Year/Term Dates for 2025/2026</p> <p>To seek approval from the Cabinet on the determination of the pattern of school term and holiday dates for the school year 2025/2026.</p> | <p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 5 July 2023</p> | <p>14 Mar 2024</p> | | | <p>Open</p> |
| <p>Director of Public Health Annual Report - Childhood Obesity - Call to Action</p> <p>To note the Annual Report of the Director of Public Health 2023/24 and to endorse any recommendations with the report.</p> | <p>Cabinet</p> <p>Deputy Leader and Cabinet Member for Adult Services and Housing, Public Health and Homelessness Date 1st added: 5 September 2023</p> | <p>14 Mar 2024</p> | | <p>N/A</p> | <p>Open</p> |
| <p>Post 16 Transport Policy Statement 2024</p> <p>To seek Cabinet approval for the Post 16 Transport Policy Statement which applies to the 2024 academic year. The Post 16 policy statement must be published annually by 31 May each year.</p> | <p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1st added: 5 July 2023</p> | <p>9 May 2024</p> | | | <p>Open</p> |

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Corporate Scrutiny Committee - Workplan 2022-25

The committee is responsible for Scrutiny functions in respect of decisions and activities within the remit of the council, the Cabinet, Cabinet members, officers, and any functions not otherwise expressly delegated to another Scrutiny committee

| Date | Agenda Items | Description & Background | Lead Officer/Cabinet Member |
|-----------------|--|---|---|
| 10 October 2023 | Pre-Decision Scrutiny - Draft Island Planning Strategy | To consider the Cabinet report and any recommendations from the Policy and Scrutiny Committee for Neighbourhoods and Regeneration following discussion of the item at the 5 October 2023 committee meeting. | Cabinet Member for Planning, Coastal Protection and Flooding |
| | Carbon Offsetting | To consider the councils approach to carbon offsetting. | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Scams and Fraud Prevention | To consider the councils approach and partnership working in regard to scam and fraud prevention. | Cabinet Member for Regulatory Services, Community Protection, Waste and ICT |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| 7 November 2023 | Pre Decision Scrutiny - Disposal of potential housing site(s) in East Cowes | To consider the option to dispose, subject to securing planning permission, on one or both of the council owned development sites known as Maresfield Rd and Albany ahead of it going to Cabinet on 9 November 2023 | Cabinet Member for Economy, Regeneration, Culture and Leisure |

| | | | |
|------------------------|---|--|---|
| | IW Community Safety Partnership Annual Report 2022-23 | To consider the annual report of the partnership in accordance with the Committee's statutory function to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions. | Cabinet Member for Regulatory Services, Community Protection, Waste and ICT |
| | Perpetrator Programme | To consider what work is ongoing to reduce perpetrators reoffending. | Cabinet Member for Regulatory Services, Community Protection, Waste and ICT |
| | Quarterly Performance Monitoring Report Quarter 2 2023-24 | To consider the Council's performance measures for Quarter 2 of 2023-24 | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| 9 January 2024 | Draft budget proposals 2024- 25 | To comment on outline budget proposals. | Leader / Cabinet Members / Section 151 Officer |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| 6 February 2024 | Budget proposals for 2024-25 | To comment on draft budget proposals | Leader / Cabinet Members / Section 151 Officer |
| | Pre Decision Scrutiny - The adoption of the Newport Harbour Masterplan Supplementary Planning Document | To consider the draft Newport Harbour Masterplan as a supplementary planning document prior to decision at Cabinet | Cabinet Member for Economy, Regeneration, Culture and Leisure |
| | Quarterly Performance Monitoring Report Quarter 3 2023-24 | To consider the Council's performance measures for Quarter 3 of 2023-24 | Cabinet Member for Finance, Climate Change, and Biosphere |

| | | | |
|----------------------|--|--|---|
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| 12 March 2024 | Scrutiny Annual Report | To review the work of Scrutiny and make recommendations for improvements where appropriate. | Chairman of the Corporate Scrutiny Committee / Scrutiny Officer |
| | Policy Framework Annual Review | To review the Council's list of policies to ensure that they are being reviewed and refreshed timely and effectively. | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Performance Management Framework | To receive an update on progress made following a refresh of the framework | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| 7 May 2024 | | | |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| June 2024 | Quarterly Performance Monitoring Report Quarter 4 2023-24 | To consider the Council's performance measures for Quarter 4 of 2023-24 | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| July 2024 | | | |

| | | | |
|-----------------------|--|--|---|
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| September 2024 | Corporate Complaints Annual Report 2023-24 | To consider the annual complaints report to ensure that this is helping to drive service improvement through lessons learnt. | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| October 2024 | | | |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| November 2024 | IW Community Safety Partnership Annual Report 2023-24 | To consider the annual report of the partnership in accordance with the Committee's statutory function to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions. | Cabinet Member for Regulatory Services, Community Protection, Waste and ICT |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| January 2025 | Draft budget proposals 2025-26 | To comment on outline budget proposals. | Leader / Cabinet Members / Section 151 Officer |

| | | | |
|----------------------|---------------------------------------|--|---|
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| February 2025 | Draft budget proposals 2025-26 | To comment on draft budget proposals | Leader / Cabinet Members / Section 151 Officer |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |
| March 2025 | Scrutiny Annual Report | To review the work of Scrutiny and make recommendations for improvements where appropriate. | Chairman of the Corporate Scrutiny Committee / Scrutiny Officer |
| | Policy Framework Annual Review | To review the Council's list of policies to ensure that they are being reviewed and refreshed timely and effectively. | Cabinet Member for Finance, Climate Change, and Biosphere |
| | Committee's Workplan | a) Forward Plan To identify any items due to be determined that would benefit from pre- or post-decision scrutiny. b) Committee's Work Programme 2022-25 | Committee |

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Agenda Item Introduction

| | |
|-----------|---|
| Committee | CORPORATE SCRUTINY COMMITTEE |
| Date | 10 OCTOBER 2023 |
| Topic | CALL-IN OF BROWNS GOLF COURSE LEASE DECISION |

BACKGROUND

A delegated decision by the Cabinet Member for Economy, Regeneration, Culture and Leisure on the Lease of Browns Golf Course was published on 1 September 2023. A Call-In for this decision was received on 7 September 2023 signed by eight councillors.

Responses to the concerns raised were provided by relevant officers however the councillors felt that the Call-In should proceed to a formal meeting for wider discussion.

FOCUS FOR SCRUTINY

Following consideration of submissions in relation to the Call-In, the relevant Scrutiny committee may take the following action:

- Accept the decision made by the Cabinet or Cabinet member, in which case the decision takes effect immediately,
- Accept the decision made by the Cabinet or Cabinet member and make recommendations associated with that decision, in which case the decision takes effect immediately,
- Accept the decision made by the Cabinet or Cabinet member and add an item to the committee's workplan to review the effect of the decision at a later date, in which case the decision takes effect immediately.
- Refer the decision back to the Cabinet or Cabinet member with recommendations. The relevant Scrutiny committee must set out in writing the nature of its concerns that the Cabinet or Cabinet member must consider before making a final decision.
 - If the concerns and recommendations are not accepted, the Cabinet or Cabinet member must state their reasons before implementing the decision.
 - If the Cabinet or Cabinet member implements the decision as originally intended, then the committee can consider adding an item to its workplan to review the effect of the decision at a later date.
- If advice is received from the Monitoring Officer that the decision is unlawful or outside the Policy Framework; or from the Chief Finance Officer that the decision is outside the Budget, the decision cannot be implemented and must be referred back to the Cabinet or Cabinet member with recommendations or to Full Council if the Policy Framework or Budget needs amending.

If, after debating the Call-In, no motion is formally proposed, seconded, and agreed by the relevant Scrutiny committee, then the minute shall record this, and the decision of the Cabinet or Cabinet member can be implemented.

DOCUMENTS ATTACHED

- Appendix 1 - Leaders Authority
- Appendix 2 - Signed Decision
- Appendix 3 - Decision Report
- Appendix 4 - Call-In Request
- Appendix 5 - Response Briefing Note

Contact Point: *Melanie White, Statutory Scrutiny Officer,*
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk

ISLE OF WIGHT COUNCIL

RECORD OF EXECUTIVE DECISION – LEADER OF THE CABINET

Title of Matter: Browns Golf Course lease

Decision maker: Cllr Lora Peacey-Wilcox, Leader of the Cabinet

Power(s) giving authority to make an executive decision: Section 9E (2) of the Local Government Act 2000 and under all other enabling powers.

Decision: To grant delegated authority to Cllr Julie Jones-Evans as Cabinet Portfolio Member for Economy, Regeneration, Culture and Leisure to decide whether or not to grant a five-year lease for Browns Golf Course, and if so, to decide to whom/what body the lease is granted and the terms of the lease.

Date of decision: 01 August 2023.

Reason for decision: To facilitate effective and efficient administration.

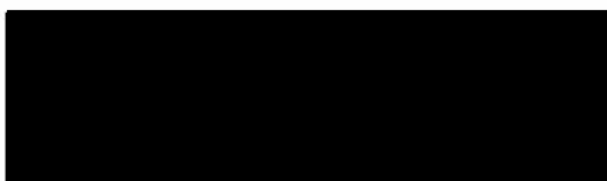
Details of any alternative options considered and rejected by the member when making the decision: None

Record of any conflict of interest declared by any Cabinet member consulted by the Leader of the Cabinet which relates to the decision: None

Dispensations granted by the Head of Paid Service in respect of any declared conflicts of interest: None

Background documents referred to: None

Signed:

A large black rectangular redaction box covering the signature of the Cabinet Leader.

Cllr Lora Peacey-Wilcox, Leader of the Cabinet

Date of written record: / August 2023

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ISLE OF WIGHT COUNCIL

RECORD OF EXECUTIVE DECISION

Title of Matter: Browns Golf Course, Sandown – Confirm the Award of 5-Year Lease

Decision maker: Cllr Julie Jones Evans, Cabinet Member for Economy, Regeneration, Culture and Leisure

Power(s) giving authority to make an executive decision: Section 9E (2) (b) (ii) of the Local Government Act 2000 and under all other enabling powers.

Decision:

That the award of a 5-year lease for Browns Golf, putting and clubhouse, including a mutual six-month break clause allowing for its early termination if required, be agreed.

Date of decision: 1 September 2023

Reason for decision: To enable the facility to be open for that period (including for the remainder of the 2023 season) and because it was the most financially advantageous offer received.

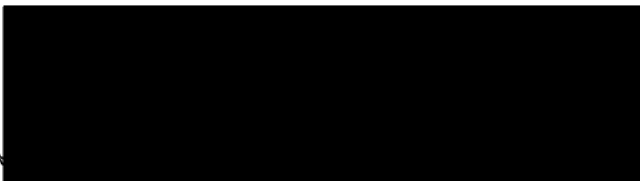
Details of any alternative options considered and rejected by the councillor when making the decision: Option 2: Not to award a 5-year lease for Browns Golf, putting and clubhouse.

Record of any conflict of interest declared by any Cabinet member consulted by the Leader of the Cabinet which relates to the decision: None

Dispensations granted by the Head of Paid Service in respect of any declared conflicts of interest: None

Background documents referred to: Delegated decision report.

Signed:

A large black rectangular redaction box covering the signature of the Cabinet Member.

Cllr Julie Jones-Evans, Cabinet Member for Economy, Regeneration, Culture and Leisure

Date of signature: 1 September 2023

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Delegated decision report

DECISION UNDER DELEGATED POWERS

DECISION CANNOT BE TAKEN BEFORE 29 AUGUST 2023

Title **BROWNS GOLF, SANDOWN – CONFIRM THE AWARD OF 5-YEAR LEASE**

Report to **CABINET MEMBER FOR ECONOMY, REGENERATION, CULTURE AND LEISURE.**

EXECUTIVE SUMMARY

1. The paper seeks approval to confirm the award of a 5-year lease for Browns golf, putting and clubhouse.

RECOMMENDATION

2. That the Cabinet Member for Economy, Regeneration, Culture and Leisure agrees the award of a 5-year lease for Browns Golf, putting and clubhouse; the lease will have a mutual six-month break clause allowing for its early termination if required.

BACKGROUND

3. The initial lease offer was for the front putting green and clubhouse with a lease period of 5 years and whilst 29 expressions of interest were received in total, only eight submissions were received by the deadline of 2pm on 5 May 2023. Out of the eight submissions, only two included a financial offer and none of the responses were compliant with the requirements set out in the information/application pack.
4. On 10 May 2023 it was agreed with the Director of Neighbourhoods and the Cabinet member for Climate Change, Environment, Heritage, Human Resources and Legal and Democratic Services to contact each of the eight parties that made a submission and offer a five-year lease for the clubhouse, putting green and part of the area to the north of the clubhouse which incorporates the pitch and putt courses. The revised area, subject of a proposed lease, is shown edged in red on the plan which forms Appendix 1.

5. The revised lease opportunity was sent to each of the eight parties on Friday 12 May, with a deadline for response of 2pm on Friday 26 May. Four formal offers were received; these varied significantly, and it was necessary to issue supplementary questions to obtain further information to allow the offers to be evaluated.
6. The submissions were independently evaluated by three staff; Strategic Manager Commercial Services, Leisure Facility Manager, Leases and Licences Manager; they were evaluated on a range of criteria – rental sum, operating hours and proposals, waste management, food hygiene, relevant experience, and references.
7. An evaluation consensus meeting took place on Friday 9 June and the submission from bidder number two came out on top scoring 29 out of a possible 35; their submission was very thorough and set out how they would manage and develop the facility to promote awareness, use and increase income.
8. The table below sets out the evaluation scores for all submissions:

| Bidder number | Evaluation score (maximum total 35) |
|---------------|--|
| One | 27 |
| Two | 29 |
| Three | 9 - extremely limited information was provided; the bid was considered non-compliant and not considered further. |
| Four | 18 |

9. On 4 July, the Assistant Director for Neighbourhoods and Cabinet Member for Economy, Regeneration, Culture and Leisure were briefed on the outcome of the process as well as the condition of the clubhouse and extent of priority 1 and 2 repairs that are required.
10. It was agreed by the Director of Neighbourhoods and Cabinet member that a lease should be offered to bidder number 2 as it was the most financially advantageous offer and would ensure that the facility could open for the majority of the remainder of the 2023 season. However, in order to minimise expenditure on the building this would initially be limited to the putting greens, pitch and putt course and the front (southern) section of the pavilion which would allow the sale of ice creams, beach, and tourist goods, hot, and cold refreshments.
11. The potential tenant was made aware of this and was happy to proceed on the basis that the lease would initially be limited to the putting greens, pitch and putt course and the front (southern) section of the pavilion. However, they are keen to see the rest of the building repaired and refurbished so that the full potential of their business plan can be realised.

12. Accordingly Heads of Terms for the lease were issued to bidder number 2 who has signed and returned these to enable the lease to be produced; staff met them on site to run through operational details and they commenced trading on Saturday 29 July.

STRATEGIC CONTEXT

Responding to climate change and enhancing the biosphere

13. The recommendation supports the UN sustainable development goals for: (8) Decent Works and Economic Growth by supporting local growth of a business that employs local staff and supply chain (11).

Economic Recovery and Reducing Poverty

14. The proposal provides a short-term economic benefit and the opportunity for the Isle of Wight Council and the new tenant to progress long-term investment plans with the aim of sustaining and growing the facility which would benefit the local economy of Sandown and the visitor economy of the Island.

Impact on Young People and Future Generations

15. The proposed lease ensures that the facility is open and would sustain and create additional job opportunities for young people in this area of the Island. It also compliments the existing range of leisure and social activities available for young people in Sandown which include those provided by the Sandown Youth Forum.

Corporate Aims

16. The proposal will support the following aspirations of the Corporate Plan:
 - (i) Keep the council solvent and take all the measures we can to improve the financial position of the council.

CONSULTATION

17. Consultation has taken place with the Director of Neighbourhoods and Cabinet Member for Economy, Regeneration, Culture and Leisure.

FINANCIAL / BUDGET IMPLICATIONS

18. In terms of the works to the front of the clubhouse and to the roof of the toilets a capital budget of £65,000 is available; this is made up of a £32,000 underspend from a leisure scheme, £20,000 from the Property Services capital maintenance budget with the remainder coming from the Repairs and Renewals Fund.
19. The successful rental offer from bidder number two was: -
 - 2023 - £1,000 per month of operation plus 20% of net profits
 - 2024 to 2027 - £8,000 plus 20% of net profits

LEGAL IMPLICATIONS

20. The council has the power to dispose of property under section 123 of the Local Government Act 1972, which requires it to achieve 'best consideration' in any disposal. The council must follow the statutory open space disposal procedure as set out in section 123 (2A) of the Local Government Act 1972.

EQUALITY AND DIVERSITY

21. The council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
22. There are no direct implications for equality and diversity as a result of the specific recommendations of this report.

PROPERTY IMPLICATIONS

23. Following the termination of the previous lease an independent property condition survey was commissioned and this showed that the following works were required to the clubhouse: -
- Priority 1 (urgent, action needed within 6 months) – £117,000.
 - Priority 2 (essential, action needed within 2 years) - £91,100.
 - Priority 3 – (long term, action needed within 10 years) - £33,100.
24. The figures shown above were based on the visual inspection which was the basis of the condition survey and standard industry rates; in order to obtain accurate figures detailed quotations are required from relevant contractors.
25. The condition survey was reviewed to split out the estimated cost of works for each of the three key areas: -
- Front section – £58.8k
 - Rear section – £74.7k
 - Toilets - £40.5k
26. Officers identified a budget of £65,000 for the front section and this included a 10% contingency for any unforeseen issues. Through obtaining fixed price quotations this enabled the majority of priority 1 works to be undertaken to the front section of the clubhouse. All of the internal works were completed by 27 July to enable the facility to open whilst the external works to the area were scheduled for completion early/mid-August.
27. It was also possible to instruct works to re-roof the toilets as well as undertaking identified works to the interior to replace water damage sections of the ceiling and the redecoration of these areas. These works are contained within the £65,000 budget and are scheduled for completion mid-September.

28. This is a proposed 5-year lease with a mutual break clause and will exclude security of tenure under the Landlord & Tenant Act; permitted use will be for pitch and putting and for the sale of beach/tourist goods, ice creams and refreshments.

OPTIONS

29. That the Cabinet Member for Economy, Regeneration, Culture and Leisure agrees the award of a 5-year lease for Browns Golf, putting and clubhouse; the lease will have a mutual six-month break clause allowing for its early termination if required.
30. Option 2: Not to award a 5-year lease for Browns Golf, putting and clubhouse.

RISK MANAGEMENT

31. If the council does not agree to confirm the award the 5-year lease as advertised and in accordance with the offer received or decides to vary the term, then it is possible that the tenant may walk away from the facility resulting in its closure. If this happens it is unlikely that a further tenant could be secured to enable any part of the site to reopen of the remainder of the 2023 season.
32. If the council does not agree to confirm the award the 5-year lease as advertised and in accordance with the offer received or decides to vary the term, then it is possible that the tenant may walk away from the facility resulting in its closure. If this happens it is unlikely that a further tenant could be secured to enable any part of the site to reopen of the remainder of the 2023 season.
33. Furthermore, failure to confirm the award of the 5 -year lease and closure of the site would leave the Isle of Wight Council liable for the costs of grounds maintenance costs over the winter and spring 2024 period which would cost in the region of £7k.
34. The award of a 5-year lease ensures the short-term future of the site but due to the flexibility within the lease does not adversely impact the development of longer-term plan for the site and surrounding areas.

EVALUATION

35. The evaluation of the offers received has informed the decision to award the lease which in turn ensure that this high-profile facility is open for the remainder of the 2023 season and provides the tenant and Isle of Wight Council with security of its continued operation until the end of 2027.

APPENDICES ATTACHED

36. Appendix 1 – Browns site plan.

BACKGROUND PAPERS

37. The Heads of Terms which are signed by the incoming tenant used to inform Legal Services for the preparation of the lease.

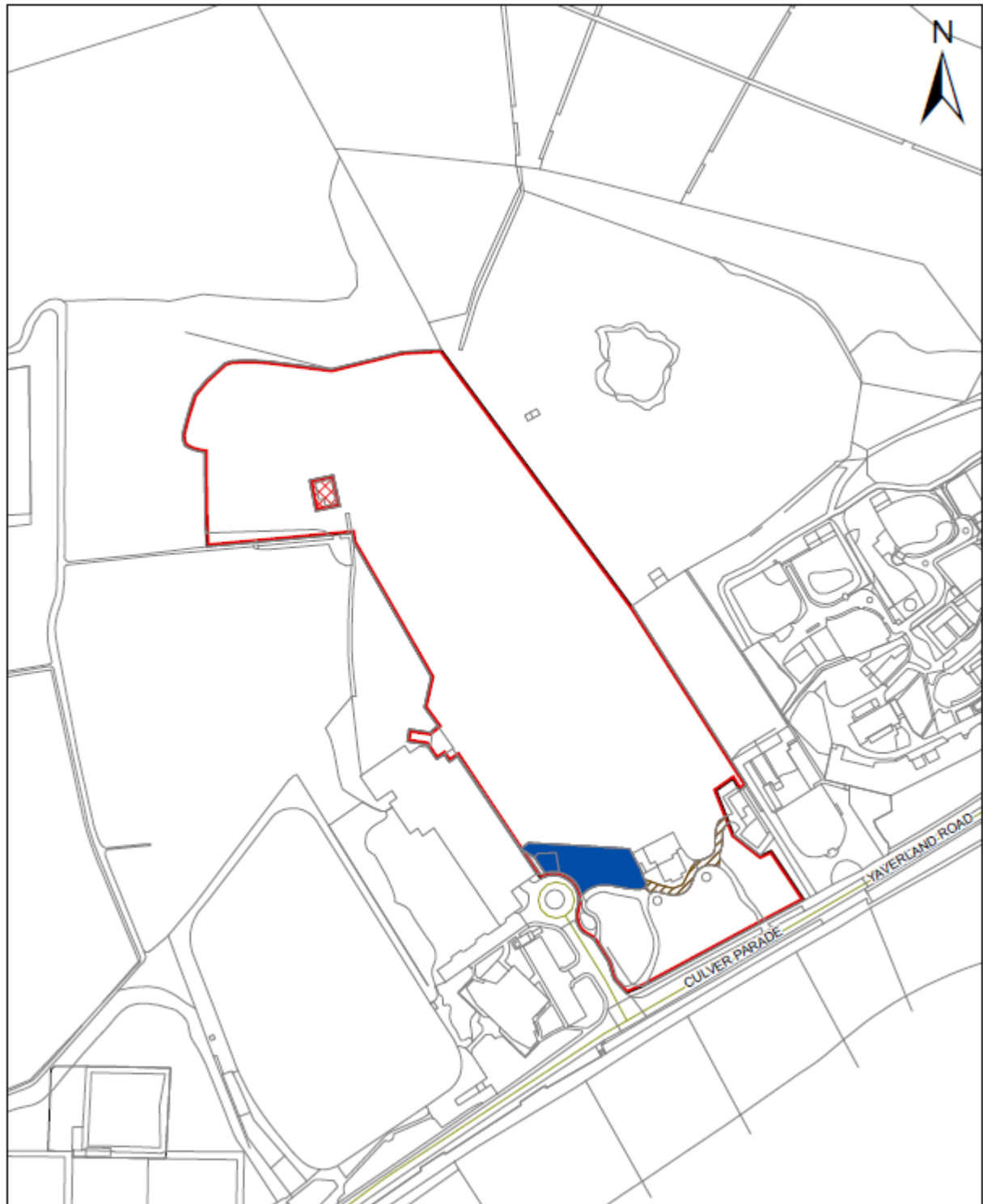
Contact Point: Sean Newton, Strategic Manager Commercial Services
sean.newton@iow.gov.uk

COLIN ROWLAND
Director Neighbourhoods

CLLR JULIE JONES-EVANS
*Cabinet Member for Economy, Regeneration,
Culture and Leisure*

Appendix 1 – Browns lease site plan (excluding PLUTO building hatched)

Browns Golf Course, Culver Parade, Sandown
[Scale 1:2500 @ A4]



Meters
0 50 100

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July 2023

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ISLE OF WIGHT COUNCIL

CALL-IN REQUEST NOTICE FORM (SCRUTINY)

[Part 3 of the Constitution Section 9 'Scrutiny and the Call-in Procedure']

[PART 3 - Scrutiny and the Call-In Procedure.pdf \(moderngov.co.uk\)](#)

This form may be used to request a call-in of an executive decision which may be called in under the terms of the above procedure.

Call-in is requested of the decision set out below.

Decision Details

Decision: That the award of a 5-year lease for Brown's Golf, putting and clubhouse, including a mutual six-month break clause allowing for its early termination if required, be agreed.

Date of decision: 1 September 2023

Decision maker: Cllr Julie Jones-Evans, Cabinet Member for Economy, Regeneration, Culture and Leisure.

[Decision - Lease of Browns Golf Course - Isle of Wight Council \(moderngov.co.uk\)](#)

Those councillors requesting the call-in

Cllr Joe Robertson, Chairman of the Corporate Scrutiny Committee (the lead member for this call-in)

Cllr Chris Quirk, Member of Corporate Scrutiny Committee

Cllr Warren Drew, Member of Corporate Scrutiny Committee

Cllr Richard Quigley, Former Chair of Corporate Scrutiny

Cllr Michael Beston, Bay Councillor

Cllr Paul Brading, Bay Councillor

Cllr Tig Outlaw, Bay Councillor

Cllr Ian Ward, Bay Councillor

[NB. A scrutiny member may not sign a call-in request if the matter is only of specific reference to their own electoral division (i.e. their ward)].

Reason(s) for the call-in:

The three Bay Town and Parish Councils contributed significantly towards the creation of a Bay Regeneration Plan, which is scheduled to be published in draft form within the next couple of months. The full site at Yaverland is Council owned and Browns is only part of that whole site, but a part that seriously compromises access to the remainder. The whole of the Yaverland site was seen by those who

worked on the Bay Regeneration Plan to be a pivotal site that was central to regeneration of the whole Bay Area.

Blocking redevelopment of the site for five years is contrary to the interests of the Bay and is not supported by most local Town and Parish Councillors, and flies against the principles of localism and public consultation. The very limited consultation carried out was almost entirely with individuals with a pecuniary interest in maintaining the status quo.

Taking the decision prior to completion of the Bay Regeneration Plan and committing the Council to investing significant capital funding on the site in a way that may not or may not be compatible with the Bay Regeneration Plan is perverse. The suggestion that there is a break clause in the contract is misleading as both parties have to agree to any early termination of the lease.

Desired outcomes from the call-in:

Defer decision on the granting of a lease until the Bay Regeneration Plan is completed and approved.

Grant a Licence to Occupy for one year initially to the business hoping to benefit from the lease.

Make a decision on the future of the whole Yaverland site based on the Bay Regeneration Plan in consultation with Sandown Town Council, Lake Parish Council and Shanklin Town Council once the Bay Regeneration Plan is approved

Date of Call-in Request: 07/09/2023

Signatures (wet or electronic):

1. Cllr Joe Robertson, Chairman of the Corporate Scrutiny Committee
2. Cllr Chris Quirk, Member of Corporate Scrutiny Committee
3. Cllr Warren Drew, Member of Corporate Scrutiny Committee
4. Cllr Richard Quigley, Former Chair of Corporate Scrutiny
5. Cllr Michael Beston, Bay Councillor
6. Cllr Paul Brading, Bay Councillor
7. Cllr Tig Outlaw, Bay Councillor
8. Cllr Ian Ward, Bay Councillor

Please when complete deliver to:

Democratic Services e-mail address: democratic.services@iow.gov.uk

(Please also copy in the Monitoring Officer and the Scrutiny Officer).



Briefing Note

| | |
|-----------|---|
| Committee | CORPORATE SCRUTINY COMMITTEE |
| Date | 10 OCTOBER 2023 |
| Title | CALL-IN OF BROWNS GOLF COURSE LEASE DECISION |

BACKGROUND

1. The purpose of the Delegated Decision was to consider the award of a 5-year lease for Browns golf, putting and clubhouse.
2. The decision was signed off by Cllr Julie-Jones Evans - Cabinet Member for Economy, Regeneration, Culture and Leisure – on Friday 1 September 2023.
3. On Friday 8th September 2023 a notice of call-in was received which was supported by Cllr Robertson (the Lead Member), Cllr Beston, Cllr Brading, Cllr Drew, Cllr Outlaw, Cllr Quigley, Cllr Quirk, and Cllr. Ward.
4. The outcome sought from the call-in is assurance that the Council has the benefit of a break clause to invoke on its own volition should the Council wish to gain possession of the land in order to facilitate future regeneration projects.

RESPONSE

5. Whilst there is a tenant in place and has been trading since 29 July 2023 there is not a current lease; the tenant has signed and returned the Heads of Terms which are used to inform the drafting of the lease by the Council's legal team.
6. The break clause from the draft lease is below: -

Break Clause

39. Definitions:

Break Date: a date which is at least 6 months after service of the Break Notice.

Break Notice: written notice to terminate this lease specifying the Break Date.

39.2 Either the Landlord or the Tenant may terminate this lease by serving a Break Notice at any time on the other party.

39.3 A Break Notice served by the Tenant shall have no effect if, at the Break Date:

39.3.1 the Tenant has not paid any part of the Rent, or VAT in respect of it, which was due to have been paid; or

39.3.2 vacant possession of the whole of the Property is not given.

- 39.3.3 *there is a subsisting material breach of any of the tenant covenants of this lease relating to the state of repair and condition of the Property.*
- 39.4. *Subject to Clause 39.3, following service of a Break Notice this lease shall terminate on the Break Date.*
- 39.5. *Termination of this lease on the Break Date shall not affect any other right or remedy that either party may have in relation to any earlier breach of this lease.*
7. It should be noted that the offers for the lease were on the basis of a 5-year lease and the tenant has already incurred a considerable amount of expenditure based on recovering this over 5 years.

FURTHER QUESTIONS

8. Further clarification was sought on if the lease was terminated early by the Council that there would be no liability on the Council relating to lost income or investment in infrastructure expenditure incurred by the lease holder, on what was being spent by the Council and also the income that the lease would be expected to generate over the five year life of the lease and whether the decision had the potential to seriously undermine the Bay Regeneration Plan.

FURTHER RESPONSE

9. As set out in the delegated record the works to the front of the clubhouse and to the roof of the toilets a capital budget of £65,000 is available; this is made up of a £32,000 underspend from a leisure scheme, £20,000 from the Property Services capital maintenance budget with the remainder coming from the Repairs and Renewals Fund.
10. The successful rental offer from the bidder number two was:
- 2023 - £1,000 per month of operation plus 20% of net profits
 - 2024 to 2027 - £8,000 plus 20% of net profits
11. Legal services have confirmed that although heads of terms were sent out and agreed with the occupier, no contractual relationship exists at this time and therefore any monies that have been spent by the occupier have been at their own risk and it is not a liability of the council.
12. The draft lease contains provisions for a break clause which enables either the landlord or Tenant to terminate the lease with six months' notice; – this allows for future developments to the wider site to be considered and determined as part of the overall Place Plan aspirations for Sandown and the Bay area.
13. In terms of the implications of this decision on the Bay Area Place Plan, the Place Plan will primarily provide the themes and principles which should be carried through the thinking of any regeneration, redevelopment or community development ideas that come forward.
14. The Browns site had been discussed prior to the main PP consultation event (Think Space Event) at a stakeholder event at the Trouville and was fresh in people's minds at that time. It was mentioned at the Think Space Event as an

asset and an opportunity but our consultants made it clear that they were not in a position make a decision on the future of that site, rather to understand the themes and principles that are important to people so any future long-term decision could be guided by a local need/want.

15. Accordingly, the anticipation of the Place Plan should not prevent business as usual activities to safeguard respective assets like the Brown's pavilion building. Should another viable concept come forward the break clause in the draft lease is considered sufficient. It is unlikely that material change could occur ahead of the terms of that clause.
16. There are numerous other projects running concurrently with the development of the place plan, based on various individual business justifications. It is anticipated that when the Place Plan is formally adopted, each of these will look to it to provide some guiding principles, but we wouldn't expect to delay any of these projects or put them/viability/funding at risk in order to await the plan.

CONCLUSION

17. The councillors that submitted the call-in request determined that the call-in should go to a formal meeting for discussion.

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Agenda Item Introduction

| | |
|-----------|---|
| Committee | CORPORATE SCRUTINY COMMITTEE |
| Date | 10 OCTOBER 2023 |
| Topic | PRE-DECISION SCRUTINY – DRAFT ISLAND PLANNING STRATEGY |

BACKGROUND

The draft Island Planning Strategy is due to go to Cabinet and Full Council in November 2023. The committee will consider any comment or feedback from the Policy and Scrutiny Committee for Neighbourhoods and Regeneration, that will be reviewing the strategy at its meeting on 5 October 2023.

FOCUS FOR SCRUTINY

The role of the committee is not to act as a 'shadow Cabinet'. Its function is to ensure that the principles of decision making have been complied with:

- taking into account all relevant considerations and ignoring those which are irrelevant
- compliance with finance, contract and all other procedure rules
- due consultation and proper advice is taken, and alternative options considered before decisions are reached
- impartiality and an absence of bias or pre-determination
- any interests are properly declared
- decisions are properly recorded and published
- decisions are proportionate to the desired outcome
- respect for human rights and equality impacts
- a presumption in favour of transparency and openness
- clarity of aims and desired outcomes
- due consideration of all available options
- reasons are given for decisions

OUTCOME

Does the committee support any proposed recommendations, or wish to report any comment to Cabinet?

APPROACH

A verbal update to be provided from the Chairman of the Policy and Scrutiny Committee for Neighbourhoods and Regeneration.

Contact Point: Melanie White, Statutory Scrutiny Officer,
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk

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Agenda Item Introduction

| | |
|-----------|-------------------------------------|
| Committee | CORPORATE SCRUTINY COMMITTEE |
| Date | 10 OCTOBER 2023 |
| Topic | SCAMS & FRAUD PREVENTION |

BACKGROUND

There are many words used to describe fraud: Scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick. Fraud is when a person lies to you, or 'scams' you, to gain an advantage, such as taking your money or learning private information about you. This could be via email, text, phone or in person, either on the street or on your doorstep. In the first half of 2022 alone, criminals stole a total of £609.8 million through scams, according to UK Finance data. In June last year, Citizens Advice warned that more than three quarters of UK adults had been targeted by a scam in 2022 – a 14% increase compared with 2021.

The IOW Trading Standards Service joined forces with the Police, Fire and Rescue, Age Friendly Island and the Citizens Advice Bureau to form a partnership called IWASP (Isle of Wight Against Scams Partnership). These organisations work together to protect people on the Isle of Wight from scams, doorstep crime, fraud and to support victims.

FOCUS FOR SCRUTINY

- How would the Council describe the current status of personal fraud on the Island?
- How do the Council make the public aware of how to report personal fraud?
- Cases of personal fraud locally (e.g., any data on prevalence / demographics / types, what the departments encounter, case studies etc.)
- Partnership working with stakeholders (e.g., internally with other Council departments, Police, victim support, voluntary sector) around this issue.
- How does the Council highlight this issue and help in reducing the risk of people becoming a victim of personal fraud (e.g., anti-fraud campaigns / messages, examples of best practice from other Local Authorities in tackling this)?
- Any Council-specific support mechanisms in place for personal fraud victims?
- Has there been an impact from COVID-19 on local cases / types?

APPROACH

A report to be provided.

DOCUMENTS ATTACHED

Appendix 1 – Scams and Fraud Prevention Report

Contact Point: Melanie White, Statutory Scrutiny Officer,
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk



Committee report

| | |
|-----------|--|
| Committee | CORPORATE SCRUTINY COMMITTEE |
| Date | 10 OCTOBER 2023 |
| Title | SCAMS AND FRAUD PREVENTION |
| Report of | CABINET MEMBER FOR REGULATORY SERVICES, COMMUNITY PROTECTION, WASTE AND ICT |

EXECUTIVE SUMMARY

- Corporate Scrutiny Committee have requested a report on scams and fraud prevention with the following expected benefits and outcomes:
 - To understand the process for reporting personal fraud offences, including the role of key stakeholders in the handling of cases.
 - To establish how the public are made aware of the required reporting mechanisms and how this is reinforced by local organisations, including work around reducing the risk of becoming a victim of fraud.
 - To ascertain the ways in which local victims of fraud are identified and supported.
 - To identify any local COVID-19 related fraud concerns and whether any targeted awareness raising / support may be required.

BACKGROUND

- There are many words used to describe fraud: Scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick. Fraud is when a person lies to you, or 'scams' you, to gain an advantage, such as taking your money or learning private information about you. This could be via email, text, phone or in person, either on the street or on your doorstep.
- In the first half of 2022 alone, criminals stole a total of £609.8 million through scams, according to UK Finance data. In June last year, Citizens Advice warned that more than three quarters of UK adults had been targeted by a scam in 2022 – a 14% increase compared with 2021.
- The Trading Standards team within the council is responsible for a wide range of consumer protection legislation including weights & measures, fair trading, doorstep crime, product safety, animal health & welfare, agriculture, intellectual property, underage sales, explosives licensing in addition to our work protecting local consumers and businesses from scams and fraud.

5. The team originally joined forces with the Police, Fire and Rescue, Age Friendly Island and Citizens Advice Bureau to form a partnership called IWASP (Isle of Wight Against Scams Partnership). These organisations work together to better protect people on the Isle of Wight from scams, doorstep crime, fraud and to support victims. This partnership has now grown to include 42 partners currently. The charter aims to prevent and protect, identify and record through to enforcement for access to justice and restoration. Partners who are part of this charter are committed to achieving these objectives.
6. In **2022/2023** we were able to save local residents **£212,995** as a result of our interventions. This is a combination of scam victims where we have intervened, along with assisting consumers achieving redress in other consumer related issues and fraud. Consequently, we received 58 referrals regarding financial abuse, 23 referrals from the national Scams Hub and responded to 82 direct service requests regarding scams/financial abuse.

CORPORATE PRIORITIES AND STRATEGIC CONTEXT

Corporate Aims

7. Our purpose is to work with and support the Island's community, finding ways to help it to satisfy its needs independently or to provide services directly where necessary. We value:
8. Being community focused: This means, wherever possible, putting the needs of our residents first.
9. Working together: This means engaging realistically with partners to make the most of integrated working, helping communities to help themselves and being a strong council team that delivers on these values.
10. Being effective and efficient: This means being the best that we can be in how we organise and deliver our services, using all our limited resources wisely and carefully, getting on with things where we can.
11. Being fair and transparent: This means making decisions based on data and evidence and in an open and accountable way.

FOCUS FOR SCRUTINY

How would the Council describe the current status of personal fraud on the Island?

12. In the Government Fraud Strategy: Stopping Scams and Protecting the Public published in May 2023, a fraud involves an act of dishonesty, normally through deception or breach of trust, with the intent to either make a gain or cause a loss of money or other property. The term 'fraud' is an umbrella term for crimes that vary in nature. In England, Wales and Northern Ireland, most offences come under the Fraud Act 2006.¹
13. Fraud is the largest crime type and levels have grown in recent years. In the year ending December 2022, there were an estimated 3.7 million incidents of fraud in

¹ [Tackling fraud and rebuilding trust \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

England and Wales – over 40% of all crime. Fraud levels spiked during the Covid pandemic, growing to over 5 million incidents in the year ending December 2021.

²

14. In relation to scams, the National Trading Standards (NTS) Scams Team ³ estimate that detriment caused to UK consumers following postal, telephone and doorstep scams is in the region between £5 and £10 Billion a year. The aims of the NTS Scams team are to **identify** victims, **intervene** and protect victims from further victimisation, **investigate** criminal activity, **inform** local authorities and agencies on how to work with and support scam victims, and to **influence** people at local, regional and national levels to **take a stand against scams**.
15. Locally on the island, we use a national formula from the NTS Scams Team to calculate detriment and savings to local residents as a result of our interventions for scam and doorstep crime victims. In addition, this has an estimate of the potential healthcare savings as a result of interventions along with the savings made from recruited Scam Marshals and call blockers that are installed at local resident's properties.
16. In **2022/2023** we were able to save local residents **£212,995** as a result of our interventions. This is a combination of scam victims where we have intervened, along with assisting consumers achieving redress in other consumer related issues and fraud. Consequently, we received 58 referrals regarding financial abuse, 23 referrals from the national Scams Hub and responded to 82 direct service requests regarding scams/financial abuse.
17. We are seeing many examples where local consumers are losing thousands of pounds to scams along with other fraud related issues (namely for home improvement works at present) that are under criminal investigation. In some cases, we are seeing evidence that scam victims are borrowing money after they have run out of their own funds to keep providing money to the scammer as they believe what they are being told is true.
18. Additionally, we are seeing examples that businesses are being subjected to scams, although this is not on the same level as what consumers are experiencing. Two examples include cold calls being received asking if they want to support their local school by advertising their business in a drugs awareness publication at a cost of £199. There was no mention of further payments and shortly afterwards a sample of the publication was received. A few months later they were contacted again and informed they were committed to a year of payments which needed to be paid. They incurred threats over many phone calls to pay up and advised bailiffs were 40 minutes away. If they arrived on site, they were told they would incur an additional £1,000 charge. Unfortunately, this business paid the demand.

²<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingdecember2021#fraud>

³ The National Trading Standards (NTS) Scams Team helps tackle mass marketing scams and disrupts the operations of perpetrators behind mail scams. It works in partnership with agencies across the country to identify and support victims of mass marketing fraud. The team provides guidance, best practice and establishes a centre of excellence to assist local authorities in supporting local victims and taking local enforcement action.

19. Another example that is starting to become common are fake advertisements for plant machinery being advertised at local business premises. We have seen cases where people have travelled from various places in the country to collect their purchase after already paying a deposit (or in some cases in full) to find that the item doesn't exist and the advert is fraudulent. The local business that has had their address used is then having to defend that they are not behind the advert and they don't have any knowledge until the purchaser turns up. Further help and guidance for businesses can be found on the NTS 'Friends against Scams' website ([Friends Against Scams - Businesses Against Scams](#)).

How do the Council make the public aware of how to report personal fraud?

20. There's a range of ways that the public can report fraud related matters to Trading Standards and other agencies. Primarily our first point of contact for consumer related issues regarding goods and services is handled by the Citizens Advice consumer helpline. Here consumers will be able to receive first step advice on a range of consumer issues (including scams and fraud). We are notified of all advice provided and we have certain criteria where cases are referred to us locally for further investigation and action. One of those examples are vulnerable consumers who require advice and assistance when they have been subjected to a scam. This service ensures that complaints and reports made are recorded and accessible by any Trading Standards Service and other agencies who we work with.
21. We are unable to investigate every report that is made to us and we are intelligence led. This means that each case made to us is recorded and if a trend is recognised, this will be considered for further investigation. Reports made by a victim of a scam will receive a response with further advice and assistance offered by the Service. In most cases we will also advise that if someone has been scammed, defrauded or experienced cyber crime that this is reported to Action Fraud.⁴
22. For businesses who want to report a complaint and require advice, this is dealt with directly by Trading Standards.

Doorstep Crime

23. For matters involving doorstep crime where a trader is present at a local resident's property, they can call the Council where there is an option to report doorstep crime. This is a priority area where officers will attempt to attend with the Police to investigate this further.
24. It can affect anyone but often the elderly and vulnerable are targeted by rogue traders offering home improvement services. They may offer services such as roofing or building work, tree surgery and other garden services, or cleaning of paths and drives to name some examples.
25. Rogue traders will usually insist on starting the work that day and will often ask for cash upfront. They may offer to take the resident to withdraw money. We always advise residents to be wary of leaflets being delivered as they don't

⁴ Action Fraud is the UK's national reporting centre for fraud and cyber crime. Their website address is www.actionfraud.police.uk which is used for reporting. In addition, you can also report and get advice by calling 0300 123 2040.

necessarily guarantee that a trader is genuine. We are seeing tactics being used where the trader will purchase a local looking telephone number to put on these flyers to make the resident think they are a local trader to contact should anything go wrong with the work. Some of the phrases we have seen being used by rogue traders include:

- “We are only in the area today”
 - “We were doing a job in the area and we have some materials left over”
 - “I noticed you’ve got a few loose tiles on your roof”
 - “If you pay cash, we’ll give you a discount”
 - “This cut-price special offer is only available if you sign today”
- Further advice can be found on our website. ⁵

The Banking Protocol

26. ‘The Banking Protocol’ is a partnership between financial institutions, Police, Trading Standards and victim support organisations. Victims, particularly our elderly and vulnerable residents are targeted for a range of fraud offences. They are often encouraged to attend a bank in person to withdraw large sums of cash and are regularly accompanied and/or observed by the offender whilst doing so.
27. Its primary objective is to identify victims who are being tricked by fraudsters and withdrawing or transferring funds to fraudsters. The protocol creates a standard method for the prevention of such fraud and enables a provision of support to the victim once they are identified to reduce further susceptibility to fraud along with apprehending the offenders.
28. It works by the victim attending the financial institution and requesting a cash withdrawal or transfer. Trained staff assess if this is unusual or out of character and ask further questions to establish if the customer is a potential victim of fraud (along with establishing whether the suspect is in the vicinity). If so, they will call the Police on 999 quoting ‘Banking Protocol’ and a unit is deployed to undertake the initial investigation. Other agencies, i.e. Trading Standards and Action Fraud are informed and a decision will be taken on the most appropriate course of action and by which agency, e.g. a case of doorstep crime relating to work carried out at a consumer’s home will be investigated by Trading Standards.
29. We are still involved in providing talks to community groups when these are requested to explain about scams and fraud along with how to protect against becoming a victim. Consequently, we have received requests from attendees about friends or family members who they are concerned about where we have then visited and assisted them.

Cases of personal fraud locally (e.g., any data on prevalence / demographics / types, what the departments encounter, case studies etc.)

30. The number of scams in circulation and targeting residents is very wide and they are constantly changing and evolving. We use national guidance to assist with our messaging to explain what scams are in circulation when speaking to residents which can be found in the ‘Little Book of Big Scams’⁶.

⁵ [Doorstep Crime \(iow.gov.uk\)](http://iow.gov.uk)

⁶ [The Little Book of Big Scams – 5th Edition \(nationwide.co.uk\)](http://nationwide.co.uk)

31. Example case studies of scams we have dealt with recently and reported through our media team:

- *People on social media offering property to rent and taking deposits for properties that they don't own.*
- *Fake websites – these can pop up on social media and Google appearing to be very convincing. The most recent was an offer for up to 90% off Wilko, which has currently been in the news as closing down, hence making residents think this would be genuine.*
- *A scam call from someone purporting to be from a well-known motor breakdown cover company to ask for payment for renewal of membership. The resident knew that this wasn't about to expire so realised it was a scam.*
- *Being vigilant with increasing reports of Courier Fraud. Police have received 17 reports since the beginning of August with one couple losing £70,000. One victim reported receiving a phone call from someone claiming to be a police officer at a London police station who told him his cards had been cloned and he needed to withdraw money from two bank accounts for collection. Others have been told that their cards have been involved in fraudulent activity involving counterfeit notes and in each case the victims are told to withdraw cash from their banks which would then be collected by a "courier".*
- *A member of the Trading Standards team received an email claiming that their parcel had experienced some "hiccups". She hadn't ordered anything but one look at the email address proved that this was a scam as it hadn't come from a legitimate delivery company.*
- *We have worked and are still working with the National Trading Standards Scams Team to return money to local residents following a historical international mass marketing scam in the USA. Officers are working to identify those victims and return their money.⁷*

The Banking Protocol in practice

32. An example of the Banking Protocol working in practice was when it was activated at a bank in Newport following an elderly resident who wanted to withdraw a large sum of cash after a rogue trader had cold called them and carried out jet washing of their driveway and property walls. The resident was recently widowed and agreed for the work to be carried out but was not given any statutory cancellation notice.⁸ Typically the work was agreed at a lower price but the trader insisted on cash at a much higher amount when the work was completed. The bank believed it was an unusual withdrawal from the customer and activated the 'Banking Protocol' with the trader due to return later that day to collect payment.

⁷ [UK victims of international mass marketing scam to be compensated from recovered monies - National Trading Standards](#)

⁸ When work is agreed at a consumer's property for over £42 a cancellation notice giving 14 days to cancel the contract is required under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

33. Police and Trading Standards Officers attended the bank to collect further details and arranged to be at the resident's property when the trader returned resulting in full details of the trader being obtained, a warning being issued on this occasion and the resident saving money.

Fraudulent Trading

34. In March 2023, Simon Regan who was a director of Angel Coatings Ltd was jailed for three years and disqualified from being a company director for six years following one of the largest cases ever brought by the Isle of Wight Council.
35. He was in the business of laying resin drives and charged residents and businesses across three counties many thousands of pounds for work which in many cases was not up to scratch. Residents were met with repeated false promises when trying to get their work put right and he was convicted following a Crown Court trial lasting five weeks at Southampton Crown Court.
36. During the trial, the court heard evidence from 65 witnesses from the Isle of Wight, Hampshire and Devon where Regan's companies had committed offences. The collective fraud of these contracts was valued at around £300,000.
37. His offending included gross overcharging, works that were poorly or incompetently installed, ten year guarantees that were worthless or had little value, remedial works that were only partially undertaken or not undertaken at all and the non-return of deposits paid when cancellation rights had been exercised.
38. Witnesses told the court Regan, 58, would make threats to rip up the driveways if he didn't receive payment in full and when civil action was attempted in the county court, he would threaten consumers again. Further details of the case can be found in our press release.⁹ This case will be featuring in the BBC One Defenders UK television programme later in 2023 or early in 2024.
39. The Council were successful in using Part 29 (Fraudulent trading) under section 993 of the Companies Act 2006 for this investigation.

Proceeds of Crime Act 2002 (POCA)

40. Proceeds of Crime is the term given to money or assets gained by criminals during the course of their criminal activity. The Isle of Wight Council, along with other authorities have powers to seek to confiscate these assets so that crime doesn't pay. By taking out the profits that fund crime, we can help disrupt the cycle and prevent further offences. Financial investigations under POCA are always considered in Trading Standards fraud based cases in accordance with our Enforcement Policy.

Partnership-working with other stakeholders (e.g., internally with other Council departments, Police, victim support, voluntary sector) around this issue.

41. Isle of Wight Against Scams Partnership (IWASP)¹⁰

⁹ [Rogue trader jailed for three years \(iow.gov.uk\)](https://www.iow.gov.uk/news/rogue-trader-jailed-for-three-years)

¹⁰ [Partners and Charter \(iow.gov.uk\)](https://www.iow.gov.uk/news/partners-and-charter)

42. Trading Standards originally joined forces with the Police, Fire and Rescue, Age Friendly Island and Citizens Advice Bureau to form a partnership called IWASP (Isle of Wight Against Scams Partnership). These organisations work together to better protect people on the Isle of Wight from scams, doorstep crime, fraud and to support victims. This partnership has now grown to include 42 partners currently. The charter aims to prevent and protect, identify and record through to enforcement for access to justice and restoration. Partners who are part of this charter are committed to achieving these objectives and range from a variety of public and private sector organisations.
43. IWASP is crucial for our partnership working to keep island residents safe and protected from scams. Through this partnership we are able to train these partners to recognise scams, deliver our messages and make referrals when required. Referrals are received from partners regarding potential victims, which allows Trading Standards to step in and help where we can. It is through this essential partnership approach that these victims are now not suffering alone.
44. In 2020 the Isle of Wight Council was recognised as a national leader in transformation in the iESE Transformation Awards for winning the gold award in the 'Customer Focus' category for the Isle of Wight Against Scams partnership.
45. We are currently working with Age UK delivering online safety awareness through their digital workshops across the island in order to keep Isle of Wight residents safe from online scams and fraud.¹¹
46. Another project established by the NTS Scams Team is the Multi Agency Approach to Fraud (MAAF) with agencies working together to combat fraud. We are involved with partners including other Trading Standards Services, Victim Support and the Police with the aim of encouraging further joint working around scams and doorstep crime.
47. In addition, we have regular monthly meetings between Trading Standards and the local Police teams at their briefings where intelligence on current scams and fraud-based offending is shared between agencies to ensure a joined up approach.

Adult Safeguarding

48. Officers are trained to identify safeguarding concerns whilst carrying out our work in this area and referrals have been made on many occasions. In addition, staff in Adult Services are recognising when referrals need to be made of local residents who are potentially subjected to a scam or other related fraud.
49. Victims of scams, whether that is mass marketing fraud or doorstep crime, are victims of financial abuse. As a result, the Care Act 2014¹² puts all local authorities under a duty to take steps to prevent individuals being subjected to financial abuse.

¹¹ [Digital Resources and Learning \(ageuk.org.uk\)](https://www.ageuk.org.uk/digital-resources-and-learning)

¹² [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

50. Added to this the, “Statutory Guidance to support Local Authorities implement the Care Act 2014” recognises that Trading Standards have a valuable contribution to make in ensuring adults are safeguarded, saying:

14.29 In all cases this is financial abuse and the adult at risk can be persuaded to part with large sums of money and in some cases their life savings. These instances should always be reported to the local police service and local authority Trading Standards Services for investigation. The Safeguarding Adults Board will need to consider how to involve local Trading Standards in its work.

14.30 These scams and crimes can seriously affect the health, including mental health, of an adult at risk. Agencies working together can better protect adults at risk. Failure to do so can result in an increased cost to the state, especially if the adult at risk loses their income and independence.

How does the Council highlight this issue and help in reducing the risk of people becoming a victim of personal fraud (e.g., anti-fraud campaigns / messages, examples of best practice from other Local Authorities in tackling this)?

51. When new scams are reported or particular ones are retargeting local residents and businesses, we act to ensure these messages are passed to our Communications Team to ensure they are publicised to warn as many members of the public as quickly as possible.
52. In addition, our website¹³ is updated with the current scams in circulation along with details on how to report a scam and further advice about keeping residents, their family and friends safe.
53. Every year support is given to the ‘Scams Awareness Week’ campaign run by Citizens Advice and supported by Trading Standards. With the cost of living crisis with residents facing increased financial pressures and scams on the rise, it’s an opportunity to promote further awareness and to spread messages how residents can keep safe and protected.

Friends Against Scams¹⁴

54. This was an initiative developed by the NTS Scams Team whereby you can complete a scams awareness session online. Anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of an everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and loved ones. Once the session is completed, participants are encouraged to turn their knowledge into action to spread the word, protect others and take a stand against scams. Since the initiative was developed there are now over one million ‘Friends Against Scams’ nationwide.

Scam Marshals¹⁵

¹³ [Current Scams \(iow.gov.uk\)](https://www.gov.uk/guidance/current-scams)

¹⁴ [Become a Friend Against Scams by completing the Online Learning course, then "Take a Stand Against Scams" \(friendsagainstscams.org.uk\)](https://www.friendsagainstscams.org.uk/)

¹⁵ [Scam Marshals play a huge role in helping the National Trading Standards \(NTS\) Scams Team to stop scam mail \(friendsagainstscams.org.uk\)](https://www.friendsagainstscams.org.uk/)

55. A Scam Marshal is any resident in the UK who has been targeted by a scam and now wants to fight back and take a stand against scams. Scam Marshals do this by sharing their own experiences, helping others to report and recognise scams and sending any scam mail that they receive to the NTS Scams Team so that it can be utilised as evidence in future investigative and enforcement work. This work by Scam Marshals plays a huge role in helping to stop scam mail altogether. Scam Marshals are present on the island.

Scam Champion¹⁶

56. 'SCAMchampions' are Friends Against Scams who want to do more. They host awareness sessions and recruit Friends and drive Friends Against Scams forward in their communities or workplace. SCAMchampions attend an additional session to give them a fuller understanding of the laws surrounding scams and some presentation tips.

No Cold Calling Zones

57. No Cold Calling Zones were set up in various places on the island in partnership with other agencies in supporting Parish and Town Councils. The zone is signposted to indicate to everyone that they are entering a No Cold Calling Zone. This is with the objective to discourage cold callers from these areas and it gives residents the opportunity to collectively discourage the often unwelcome practice of cold calling.
58. In addition to the zones being signposted, door stickers are provided to residents to display on their front doors warning cold callers that they do not buy goods or services at the door. These stickers are also available to other island residents who don't live in a zone. The wording on these stickers have received legal opinion that a trader may commit an offence by ignoring the consumers request not to receive a cold call¹⁷.

Regional working and sharing best practice

59. Through our regional network, Trading Standards South East (TSSE) there's focus groups that cover all of the areas that Trading Standards are responsible for as detailed at the beginning of this report. The 'Protecting Older and Vulnerable Consumers' focus group where officers from other Local Authorities meet virtually approximately once or twice a year is an opportunity for best practice to be shared and to obtain advice on emerging issues.

Trader Approval Scheme¹⁸

60. The Trader Approval Scheme (TAS) was set up to assist local businesses to demonstrate that they are committed to trading honestly and fairly. In addition, it gives the Council the ability to recommend traders who have been through a vetting procedure and give local residents the confidence to choose a genuine trader rather than a doorstep caller.

¹⁶ [Friends Against Scams - Become a SCAMchampion and spread the word](#)

¹⁷ By ignoring a consumer's request not to have cold callers at their property could be a potential criminal offence under Regulation 7 (Aggressive Commercial Practices) of the Consumer Protection from Unfair Trading Regulations 2008.

¹⁸ [About the Trader Scheme \(iow.gov.uk\)](#)

61. The businesses listed on the scheme will vary in size, expertise and cost. We always advise to make sure the business that has been chosen matches consumer expectations and to seek several quotes before proceeding with the work. All current members are listed on our website.¹⁹

Any Council-specific support mechanisms in place for personal fraud victims?

62. In addition to the support mechanisms mentioned in this report, we participate in the NTS Scams Team call blocker projects²⁰. A call blocker is a unit that filters unwanted scam and nuisance phone calls from a landline phone number. Data shows that from previous call blocker projects, supplied units have blocked 91% of scam and nuisance calls. The units plug into an existing landline phone and phone line and it works alongside broadband and/or lifeline/pendant devices that are already installed.
63. The NTS Scams Team has secured funding to provide **free**²¹ call blocking units to help protect people in receipt of scam and nuisance phone calls on their landline phone. However, there is a limited supply of units and applications can be made online to check eligibility by completing a questionnaire. Units will be allocated on a first come first served basis. Locally, we have applied for a further six units (as of September 2023) for vulnerable residents who have been identified by IWASP partners and through our own scams work.
64. In addition, we have a limited supply of our own call blocker units that we can supply to local residents for them to trial with the aim of them being able to purchase their own units to block scam phone calls.
65. Consequently, we are then able to access data to see the amount of nuisance and scam phone calls that are being blocked thus protecting our local residents.

Has there been an impact from COVID-19 on local cases / types?

66. There was an increase of scams during the pandemic with those mainly being reported relating to Covid-19 in some form. Some examples related to NHS test and trace scams and scams when the vaccinations were being rolled out. The types of scams being seen now are those we saw before the pandemic along with new variations, some examples of which are detailed in this report.

¹⁹ [Trader Approval Scheme \(iow.gov.uk\)](https://www.iow.gov.uk)

²⁰ [Friends Against Scams - Call blocker](#)

²¹ *There is no charge associated with obtaining a call blocker. However, on the day you set-up the unit and every Sunday after, the unit will perform a link through the phone line to trueCall's head office (0208 area code in London). This may incur a cost charged at standard call rates, if the user's call tariff does not include free evening and weekend calls. During this link, the unit will transfer a list of the recently blocked scam and nuisance calls for the NTS Scams Team to investigate. However, the unit will also perform this link if it is reset (e.g. turned on/off, unplugged/plugged in, during a power cut). The NTS Scams Team recommends that once set-up, the user does not unplug or switch off the power from the unit or the phone, to avoid any unnecessary charges. At no point will anyone contact the user out of the blue from the project and request money. The trueCall Secure+ call blocking unit comes with three years free access to the internet control panel. This control panel allows the user to view incoming and outgoing calls and the ability to set up the unit preferences. However, after three years, the user will be asked to opt in to continue this service, which there is a charge for. This payment is not automatic and the control panel is not necessary for the unit to work.*

67. In relation to other fraud-based cases, we are seeing an increase in complaints (and subsequent investigations being commenced) in the home improvement sector with consumers spending thousands of pounds. Unfortunately, this is resulting in work being completed unsatisfactorily and in some cases, not being started or completed at all.

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