Portsmouth
CITY COUNCIL

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NOTICE OF MEETING

ECONOMIC DEVELOPMENT, CULTURE & LEISURE SCRUTINY PANEL

MONDAY, 9 JANUARY 2017 AT 5.00 PM

CONFERENCE ROOM A - CIVIC OFFICES - FLOOR 2

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If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

Membership:

Councillor Hannah Hockaday (Chair)
Councillor Steve Hastings (Vice-Chair)
Councillor Alicia Denny
Councillor Yahiya Chowdhury
Councillor Lee Hunt
Councillor Matthew Winnington

Standing Deputies

Councillor Ben Dowling
Councillor Scott Harris
Councillor Suzy Horton
Councillor Ian Lyon
Councillor Gemma New
Councillor Steve Pitt

(NB   This Agenda should be retained for future reference with the minutes of this meeting.)

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: www.portsmouth.gov.uk

A G E N D A

1   **Apologies for absence**

2   **Declarations of Members' Interests**

3   **Minutes of Previous Meeting - 17 November 2016** (Pages 3 - 6)

RECOMMENDED that the minutes of the EDCL Scrutiny Panel held on 17 November 2016 be approved as a correct copy and signed by the Chair.

4   Smarter Cities Review (Pages 7 - 18)

The panel will continue the review of Smarter Cities by considering evidence from PCC officers on Information Technology and how it assists our residents:

  i)   Meredydd Hughes, Assistant Director of Property & Housing Services will cover:
    • How PCC uses IT to manage our stock through the property database and also how we use it to manage our energy consumption and pay our bills.
    • The IT measures that we install on our estates and within our residents' properties.

  ii) Colette Hill, Assistant Director of Property & Housing Services (Environment) will speak about waste management technological progress.

5   Date of Next Meeting

The next EDCL Scrutiny Panel meeting is taking place on Thursday 26th January at 5pm to hear from Professor Steffen Lehmann, University of Portsmouth (Sustainable Architecture).

Members of the public are now permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting or records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

Agenda Item 3

ECONOMIC DEVELOPMENT, CULTURE & LEISURE SCRUTINY PANEL

MINUTES of the meeting of the Economic Development, Culture & Leisure Scrutiny Panel held on Thursday, 17 November 2016 at 5.00 pm at the Guildhall, Portsmouth

Present

Councillor Hannah Hockaday (in the Chair)

Councillors   Steve Hastings
                Lee Hunt
                Matthew Winnington

18. Apologies for absence (AI 1)

Councillor Denny and Councillor Chowdhury had sent their apologies for absence for this meeting and Councillor Hunt apologised that he could only be present for part of the meeting.

19. Declarations of Members' Interests (AI 2)

There were no declarations of members' interests.

20. Minutes of Previous Meeting - 20 October 2016 (AI 3)

RESOLVED that the minutes of the previous meeting held on 20 October 2016 be approved as a correct record.

21. Smarter Cities Review (AI 4)

i)   <u>Nick May PCC Head of Information Solutions - Digital Strategy</u>

Nick May wished to update the panel on the aims for the production of a PCC Digital Strategy:

What is it? - this is a central government initiative to help generate better outcomes and operational efficiencies. Locally the emphasis will be on providing infrastructure which will attract new businesses in to the area and help the economic growth across the city.

Nick was speaking with Directors across the council regarding their departments' use of technology (such as health care, waste management) to improve the quality of life for Portsmouth residents.

The presentation made reference to successfully funded projects in other cities - Manchester, Bristol and Glasgow.

At PCC the way forward is to use innovative technology to improve services, to do more for less cost to the council.   Information sharing was also being

expanded, as seen in the closer relationship between social care and health and this could help tackle bed-blocking with the fast exchange of information (with the necessary security measures).

PCC will also be able to have a more mobile workforce through the use of portable devices, with many staff not being '9 to 5' office based. Use of 'cloud'[1] technology was key to this, and a cloud strategy would need to be developed to ensure that information is secure. This would form part of the IT Strategy.

PCC partnership working also meant exploring the sharing of IT infrastructure with Solent NHS and the CCG for the health partnerships - currently some of these staff were sharing office space in the Civic Offices but each organisation had its own WiFi.

The Next Steps - these included:
- Improving 4G and WiFi access across the city (5G is approximately a year to 18 months' away)
- **Ducting Concessions** - some local authorities are already putting their own ducting in roads when they are dug up, which gives the LA ownership and the ability to commission services.

During discussion of the provision of **infrastructure**, Claire Upton-Brown reported that the government is taking forward legislation for internet provision in new developments. The panel members felt that such provision was important for the economic development of the city. Nick May reported that the Tipner & Horsea development would be 'Smart City Enabled' (this could also include sensors monitoring pollution levels on site).

The Combined Authority model for regional funding could bring opportunities for funding for infrastructure as well as City Deal. Nick reported that at the Dunsbury Hill Farm site the high-speed Broadband had been important for attracting businesses.

Other areas:
- Telecare - to encourage independent living for residents
- Investment in 'Eudroam' system to ensure connection for students in the city
- Waste containers sensors - allows efficiencies of emptying regimes
- Coastal defences - can also use sensors
- Building management to ensure more energy efficiency through automated systems

Funding Opportunities - the panel were keen to know what was available and being applied for. Nick reported that Manchester Council was at the forefront of maximising grant opportunities by giving resources to the bid process (which was labour intensive). Nick would be looking further at where the potential funding was for projects to benefit Portsmouth. At the current time there was no specific funding for the Digital Strategy. He was therefore

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[1] 'Cloud storage' is where data is stored on remote servers accessed from the internet

working closely with the PCC directorates who will be submitting these as a part of their Directorate Business plans.

ii)   <u>Louise Wilders PCC Director of Community & Communication - Digital customer services and income opportunities</u>

Louise Wilders gave a presentation on the customer and communications developments which linked to the Digital Strategy in seeking better outcomes and securing efficiencies.   This was through better connectivity and access to public information from PCC and also to promote better quality of life.

Digital Customers: The effect of increased interaction with technology is to free capacity, as seen at the City Helpdesk whose staff could then help with more complex cases. The presentation showed that the use of the **'My Portsmouth' App** can be used to report problems (such as fly-tipping) which can be dealt with in a speedier manner. The My Portsmouth App had recorded 2000 reports in the first 6 months of its launch. PCC's 'Channel Shift' project had been to encourage use of technology by residents who are comfortable using digital interfaces, and a move towards a more "24/7" culture so that payments could be made to the council at any time (with the provision of automated cash machines) and claims (such as for benefits) can be made on-line at any time, with the use of 'intelligent forms' (which have built-in prompts).   Statistics included:
- 77% of direct debits were now set up by customers online.
- It was predicted that the savings by such changes would amount to £1.7m by 2018/19.

Next Steps - these included:

Local democracy - developing the use of the 'Mod Gov' application to trial the app with councillors and to extend the information being accessible to the public. This would also mean less paperwork for councillors.

Communications & income - looking at the provision of a digital Flagship - to be more information to the public and to look at targeting the interests of customers - such as the use of 'Beacon Technology' with interaction from smart devices to the digital hoardings used for adverts which would know the location of customers. Louise reported that Edinburgh had 11 digital advertising boards within a heritage site.

Community involvement - there is a need to look at engaging with small communities, which could be through social media channels.   The presentation included an advert on 'Next Door' which had been successful in America and there could be a role for councillors to play in this. Facebook was already being used to publicise consultation processes and peaks were seen in the receipt of responses following posts on it.

Councillor Lee Mason, Cabinet Member for Resources, reported that the smart forms were designed so they could be completed by all customers, to be inclusive. The cash-machine in the Civic Offices' foyer would be accessible from the outside. He was aware of the benefit in embracing

technology and quoted an example of a social services client in Kent who had been given a tablet device to do on-line shopping so he didn't need a carer to do this for him, which was therefore an efficiency.

The panel members were keen for planning and licensing applications to be publicised using smart technology to keep local communities updated. Officers responded that the functionality was there and this may need to be better explained to the public and widely advertised and its expansion would be considered. There was the need to be careful in the use of the My Portsmouth App to ensure that unsolicited information was not sent to people who had not signed up to, so opt in/out options should be available for advertising by PCC.

Councillor Hockaday as chair thanked Louise and Nick for their very interesting presentations.

22. Dates of future meetings (AI 5)

A provisional date for the next meeting was suggested as Monday 5th December at 5pm to hear from Meredydd Hughes (PCC Housing & Property) and the January meeting to hear from Prof. Steffen Lehmann was agreed as 26th January at 5pm.
[Post meeting note: The meeting of 5th December proved inconvenient so was not confirmed]

The meeting concluded at 6.15 pm.

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Councillor Hannah Hockaday
Chair

Portsmouth
CITY COUNCIL

Waste Management and the Smart City

January 2017

So what is a smart city?

- *The intelligent and integrated use of technology and information to help cities function more efficiently and create a better quality of life for its citizens*

- SC's aim to be centred on the citizen - giving them the opportunity to engage and have more of a say in the services provided to them by the public sector

- A citizen may want to know how much waste they produce and what happens to that waste.

www.portsmouth.gov.uk

Waste Management

Managing waste effectively is extremely important for a number of reasons:

- public health
- the environment
- managing volumes and costs
- promoting sustainability

Background to waste in Portsmouth

In Portsmouth (annually) we produce:

Kerbside	
Refuse	48169.85
Glass	1910.44
Dry Mixed Recyclables (DMR)	8766.3
Textiles	281.03
Garden Waste	1233.08
HWRC	
Amenity Refuse	3653.92
Soil/Rubble	2803.12
Wood	2618.58
Plasterboard	158.67
Garden Waste	2345.11

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- We currently work as part of a Hampshire wide partnership Project Integra (PI) and use the Energy Recovery Facility (ERF) and Mixed Recyclables Facility (MRF) at Dundas Lane

What smart technology is used in the waste industry?

- Public smart bins

- RFID tagging/fill sensors

- GPS

- Route optimisation

- Call management

- PDAs

- Less so - on board weighing, tagged bins

So what could we do?

- At Household level - RFID bin tagging technology exists (though not widely used yet in the UK)

- Could lead to 'pay as you throw'

- Route level - could be shared by collection route

- HWRC - breakdown by type of waste

- Waste data flow quite complex - but we could show it by waste type…is on www.wastedataflow.org.uk
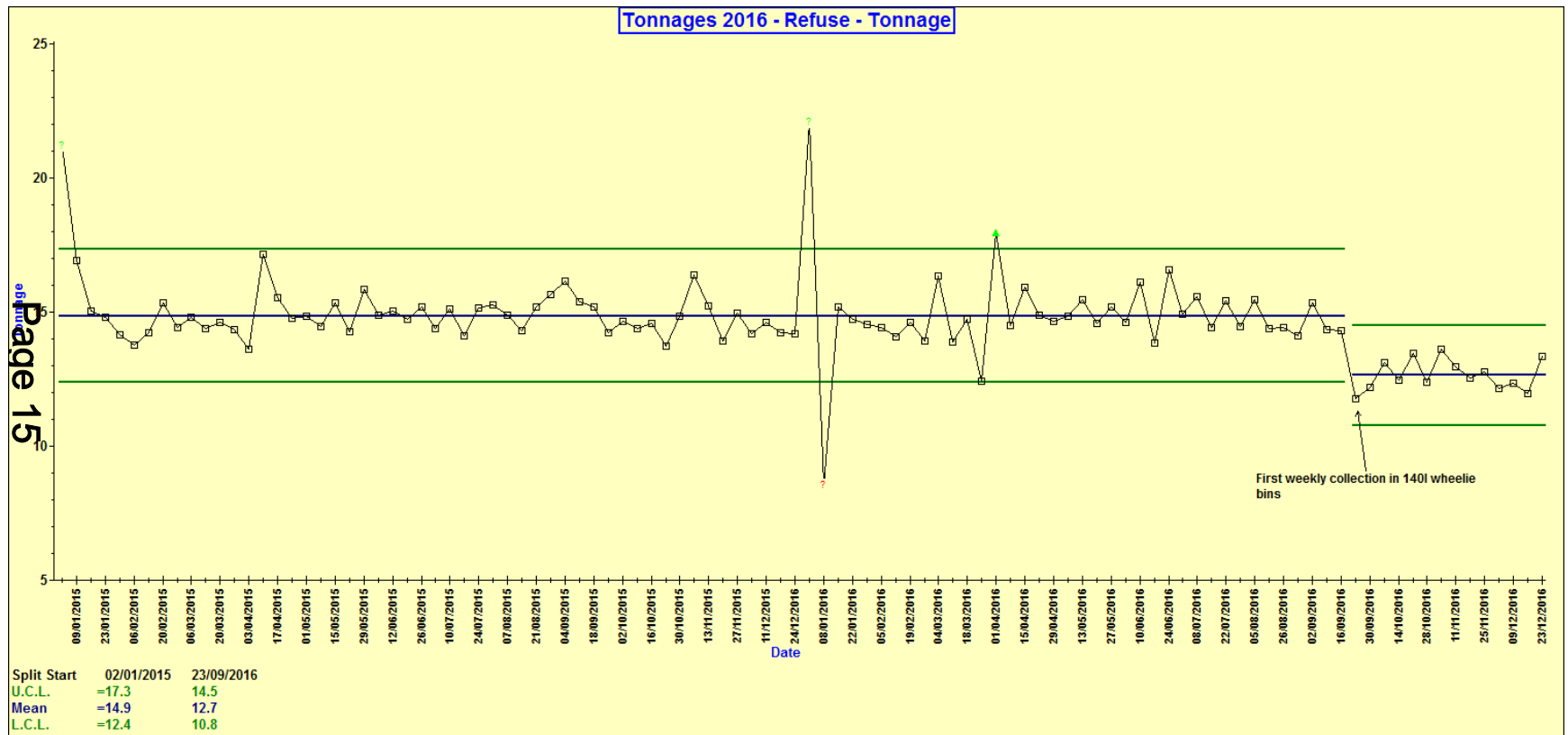
www.portsmouth.gov.uk

Who might make use of the data?

- Residents - book bulky collection, find nearest recycling facilities, info about what they can recycle

- How their neighbourhood is performing

- Government - National recycling statistics to hold LA's to account

- City Waste managers - need to understand how their collection systems are performing (or not) and bring forward efficiency measures.

So what are we doing in Portsmouth and what more can we do…

- Weight of waste - we collect weight of waste and recycling by round which can identify a specified area - we are beginning to look at this in order to understand where we can target resources to reduce waste and increase recycling – also to see if what we do is making any difference

Tonnage data – by round

Tonnages 2016 - Refuse - Tonnage

First weekly collection in 140l wheelie bins

Split Start	02/01/2015	23/09/2016
U.C.L.	=17.3	14.5
Mean	=14.9	12.7
L.C.L.	=12.4	10.8

So what are we doing in Portsmouth and what more can we do…(cont.d)

- Record where the waste comes from - we do this by round and we also breakdown other waste types by fly tip/fridge freezers/green waste/TVs etc.

- Improving our analysis of data and acting on it

- Consistent reporting format from contractor eg red hangers (PDA use)

- Developing a systems approach – the waste management team and Biffa are working to 'enable recycling and remove waste on the collection day'

- We are looking into areas where 'fill sensors' might be used and whether there are savings in collection possible

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Any questions?

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Property & Housing Services Repairs and the Smart City

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December 2016

So what is a smart city?

- *The intelligent and integrated use of technology and information to help cities function more efficiently and create a better quality of life for its citizens*

- SC's aim to be centred on the citizen - giving them the opportunity to engage and have more of a say in the services provided to them by the public sector

- A resident may want to manage appointments for work in their property, or know how long a repair takes to complete or how much energy their block consumes.

Repairs & Maintenance

Managing the condition of our properties is extremely important for a number of reasons:

- Well being of residents and building users
- Health & safety of residents and building users
- Maintaining our building assets
- Effective use of resources – Revenue & Capital
- Energy conservation and sustainability

Property repairs in Portsmouth

In Portsmouth we manage and maintain over 15,000 assets and annually undertake the following average number of activities on these properties:

Assets	
Flats	8,080
Houses	4,177
Maisonettes	1,921
Bungalows & bedsits	601
Schools, offices, leisure sites, care homes	236
Activity	
Day to Day repairs	50,782
Electrical Installation Condition report (EICR)	1,786
Gas safety Inspection in 2016	13,665
Hard wired Smoke detector install / replacement	1,098
Void properties	1,059

www.portsmouth.gov.uk

Energy consumption and production across our Property portfolio

- Electrical consumption 36Million KWhrs - £4.6Milion
  - This equates to enough electricity to light and power a 3 bed house for 10,285 years

- Gas Consumption 35Million KWhrs - £1.1Million
  - This equates to enough gas to provide heating, cooking etc. for a 3 bed house for 2,840 years

- Solar PV production in 2016 2.5Million KWhrs
  - Combined £442,000 income and cost avoidance
  - This equates to enough electricity to light and power a 3 bed house for 714 years

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What smart technology are we using in our repairs service to assist our service delivery

- Property & Housing Asset database
- ½ Hour meters for energy consumption
- Sim card / Bluetooth connectivity for PV Solar panels
- Building Management System (BMS) Wi-Fi
- Heat meters in sheltered accommodation
- Mobile Tablets – Gas Engineers
- PDAs – Zeta safe for Legionella records
- Integrated Receptions systems (IRS) for Freeview TV, connection to SKY+, SKY Q and DAB radio.

How do we use this data?

- **PHS Database**
  - Repair history and status
  - Repair trends, building / element concerns.
  - Resident / vandalism issues.
  - Contractor standard of workmanship / call backs / defective works
  - Future works programmes
    - Health & Safety and statutory compliance for gas, electricity, water and fire
    - Building element actual life span. Kitchens. Bathrooms, GCH boilers.
    - Input for future planned maintenance programmes – budgets, staff and contractor resources.
- **½ hour meter readings – Stark and Systems link**
  - Accurate 24 hour energy use data – trends / waste
  - Accurate bill validation and payments
  - Retrospective energy bill validation and repayment

How do we use this data? Cont'd

- Solar PV sim card
  - Remote reporting of solar energy production
  - Remote monitoring of solar panel performance, repairs / breakdowns.

- BMS System
  - Energy conservation and Improved reliability of controls
  - Centralised control, remote monitoring and diagnostics

- Heat meters in sheltered blocks
  - Accurate individual charging of heating use.
  - Analysis of individual usage – lack of consumption / fuel poverty

- Mobile Tablets and PDA's
  - On site access to repair history / plant and installation information.
  - Real time uploading of inspection certificates, test reports.

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Future developments?

- At domestic level empowering residents to take responsibility for their properties
  - Via a link to the HPS Asset database booking repairs directly, track progress of repair, arranging appointments for annual gas safety check, EICR's, smoke detector test and replacement etc.

- Heat meters to all communal heating systems
  - Pay as you use rather than an equal fraction of the whole bill
  - Be responsible and manage your own usage

- Roll out of more Solar PV installations
  - Innovative battery storage
  - Sharing of solar generated electricity / solar Co-op

- IRS to all blocks of flats
  - SKY+, SKY Q, Cable TV, DAB radio
  - Wi-Fi, IT connectivity, LiFi (Light Fidelity – Wi-Fi via LED lights)

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Future developments? Cont'd

- **Further empowerment for School Bursars, Building and FM managers.**
  - Registering and tracking repairs "live"
  - Access and re-assurance around compliance and Health & Safety
    - Asbestos records and locations
    - Statutory testing for gas, electricity, water and legionella
  - Energy consumption via Stark and systems Link
    - Monitoring of use and adjustment
    - Payment of bills
  - Continued Solar PV roll out.
    - Income generation for PCC via FiT and PPA
    - Solar battery storage and solar electricity co-op

Any questions?

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