



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Thursday, 28th October, 2021 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr S.J. Masterson (Vice-Chairman)

Cllr Gaynor Austin
Cllr Jib Belbase
Cllr M.S. Choudhary
Cllr R.M. Cooper
Cllr K. Dibble
Cllr L. Jeffers
Cllr Mara Makunura
Cllr Nem Thapa

Standing Deputies

Cllr Sue Carter
Cllr Sophie Porter

Enquiries regarding this agenda should be referred to the Administrator, Adele Taylor, Democracy and Community, Tel. (01252) 398831, Email. adele.taylor@rushmoor.gov.uk.

A G E N D A

1. **MINUTES OF THE PREVIOUS MEETING – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 24th August, 2021 (copy attached).

2. **COMMUNITY SERVICE ORGANISATIONS –**

To receive presentations from Alex Hughes, the Chief Executive of Citizens' Advice Rushmoor, and Donna Bone, the Chief Executive of Rushmoor Voluntary Services, which will provide an update for the Committee on the services provided by each of the organisations, funding and governance arrangements, services during the pandemic and future work and challenges.

3. **WORK PLAN – (Pages 5 - 12)**

To consider the Work Plan for the 2021/22 Municipal Year (copy attached).

MEETING REPRESENTATION

Members of the public may ask to speak at the meeting on any of the items on the agenda by writing to the Committee Administrator at the Council Offices, Farnborough by 5.00 pm two working days prior to the meeting.

Applications for items to be considered for the next meeting must be received in writing to the Committee Administrator fifteen working days prior to the meeting.

OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Tuesday, 24th August, 2021 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr Mrs. D.B. Bedford (Vice-Chairman) (In the Chair)
Cllr S.J. Masterson (Vice-Chairman)

Cllr Jib Belbase
Cllr M.S. Choudhary
Cllr K. Dibble
Cllr L. Jeffers
Cllr Mara Makunura
Cllr Nem Thapa

Apologies for absence were submitted on behalf of Cllr Gaynor Austin, Cllr R.M. Cooper and Cllr M.D. Smith

12. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 22nd July, 2021 were **AGREED** as a correct record.

13. FOOD WASTE SERVICE - COMMUNICATIONS AND EDUCATION PLAN

The Committee welcomed Gill Chisnall, Corporate Manager Communications and Ruth Whaymand, Contracts Manager, who were in attendance to give a presentation on the communications and education plan for the new food waste collection service.

The Committee was advised on a number of issues, these included:

Work Streams – it was noted that collection arrangements with the Council's contractor, SERCO, were being reviewed to incorporate the new service, this had some legal and financial implications, due to round changes and a rebalancing of top heavy rounds to ensure a smoother service to residents. It was advised that two Recycling Support Officers had been recruited, on a one year contract, to support the launch of the new service, both would be carrying out engagement with residents prior to, during and after the launch. Their role would also include monitoring feedback and adapting the communications to address residents' concerns. IT systems were being updated to allow for a customer self-serve portal to report missed collections/check collection days, the crew would also be able to log problems from hand held devices in real time.

Caddies and Liners – It was advised that the service would be launched in two phases, the first phase would be to individual properties and phase two would be to

properties with shared facilities, such as flats. As part of phase one, it was noted that households would be provided with a 23L kerbside caddy, a 5L kitchen caddy and a one-off roll of liners. It was noted that the use of liners wasn't necessary and these could be substituted with alternatives such as bread bags, newspaper etc. It was advised that the caddies were due to arrive in early September but the liners had been slightly delayed. Once everything was in place the "go live" date would be announced for phase one. The launch of the service to shared facility properties (phase two) was likely to commence in spring 2022.

Engagement/Communications – It was noted that a Leadership Group within the Council had been established to consider the implications of introducing a food waste collection service. The Group had considered opportunities/barriers, especially with harder to reach groups and had spent time learning from the experiences of other councils and industry specialists, WRAP (Waste and Resource Action Programme). Following the establishment of a Member Working Group, a communications plan had been developed. Initially, social media had been used to raise awareness of the importance of a food waste collection service, following the adoption of the Council's Climate Change Strategy. More recently, "teaser" leaflets had been distributed to all households and further information, such as a "how to guide" and "tips" leaflets, would be circulated with the delivery of the caddies, in September 2021, to phase one properties. To complement this, social media would continue to be used to raise awareness of the new service and offer tips and advice on how to get the most from the service, this would include a "how to" video. The food waste advisers would also be promoting the service and offering help and advice to residents, community groups and harder to reach communities. Communications would increase around the launch and would continue to be monitored post launch to assess how the new service was being received by residents.

Leadership Project – the Leadership Group had been asked to consider how best to engage with harder to reach groups, in particular the language barriers with the Nepali community and the transient nature of the military community. Translation of leaflets/videos etc. would be available to help engage with the Nepali community, this had worked well during the pandemic. A Nepali speaking Customer Services Unit Adviser would also be trained and available to offer advice, translations and face to face engagement, when necessary. It was noted that the Group had liaised with the military and options for engagement with military personnel included, information distributed via the Garrison magazine, BFBS radio, welcome packs, attendance at coffee mornings etc. In addition, as part of the phase two work, it was advised that consideration would be given to engaging Resident Food Waste Champions in flatted developments, the Council would work with these individuals to help get neighbours on board with the new arrangements for recycling food waste.

Members discussed the presentation and raised a number of issues, including:

- Request for a Members "frequently asked questions" document to help address residents' concerns
- Request for a Members Seminar giving a step by step guide to how phase one will be launched

- Request for Food Waste Advisers to visit local neighbourhood shopping centres, such as North Town, to engage with residents
- Request for an “alert sticker” to be placed on caddies before delivery stating the start date of the service – this would be considered and, in addition, it was noted that a sticker would be placed on general waste bins requesting “no food waste”
- Joint working with Registered Providers as part of phase two? – it was noted that conversations with registered providers would be initiated by the Council to assist with engaging their residents. The rollout of phase two would be much slower. The engagement of the nominated resident champions may lead to different solutions being required for different blocks
- On the question of alternate weekly collection on general and recycling waste, it was noted that WRAP had suggested that councils offering alternate weekly collections got better participation rates than those offering weekly collections of other waste streams
- Nepali engagement, it was requested that a presentation could be given to some of the key members of the Nepali community to help engagement. It was suggested that Ms Whaymand or Ms Chisnall could attend a forthcoming Community Leaders meeting to give a presentation
- Expansion into food waste collection for commercial services – it was noted that the focus was currently on the domestic collection of food waste, as part of phases 1 and 2. Commercial services would be explored in the future

In response to a question, it was noted that by diverting food waste to recycling streams less domestic waste was being incinerated, this gap could be backfilled with commercial waste, which was currently going to landfill.

The Chairman thanked Ms Whaymand and Ms Chisnall for their presentation.

14. **WORK PLAN**

The Committee **NOTED** the current work plan.

It was noted that the agenda for the next meeting in October 2021 might include a presentation from Citizens’ Advice and Rushmoor Voluntary Services on their activities and joint work with the Council.

It was suggested that a review of VIVID Housing could be carried out following recent land ownership issues in the North Town area. It was agreed that this would be followed up at the next Progress Group.

The meeting closed at 8.38 pm.

CLLR MRS D.B. BEDFORD (VICE-CHAIRMAN) (IN THE CHAIR)

OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN

The purpose of the work plan is to plan, manage and co-ordinate the ongoing activity and progress of the Council's Overview and Scrutiny Committee. It will be updated regularly and presented to each meeting of the Committee. It will include issues that are currently being actioned as well as those that will be subject to future work.

The Committees Terms of Reference are as follows:

- to perform all overview and scrutiny functions on behalf of the Council;
- to appoint such formal sub-committees and informal task and finish groups as it considers necessary to assist it in discharging its functions;
- to prepare and approve the overview and scrutiny work programme so as to ensure that the Committee's time is effectively and efficiently utilised;
- to undertake investigations into such matters relating to the Council's functions and powers as:
 - (1) may be referred by the Council, Committees, the Cabinet, or the Leader; or
 - (2) the Committee may consider appropriate; or
 - (3) have been referred to the Committee pursuant to the "call-in" procedure set out in the Overview and Scrutiny Procedure Rules in Part 4 of this Constitution. (These can be decisions taken by the Cabinet, a Cabinet Member, key decisions taken by an officer or under joint arrangements).
- to monitor and review the performance of the Council and services against relevant performance indicators and adopted plans;

- to review and/or scrutinise decisions proposed to be made (pre-decision scrutiny) or actions taken in connection with the discharge of any of the Council's functions;
- to review existing policy and strategy with a view to securing continuous improvement in the way in which the Council's functions are exercised, having regard to a combination of economy, efficiency and effectiveness;
- to make reports and/or recommendations to the full Council and/or the Cabinet in connection with the discharge of any functions;
- to review and/or scrutinise any matter affecting the area or its inhabitants;
- to discuss initiatives put forward for consideration by individual members of the Committee and any relevant 'call-for-action' in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution; and
- to consider petitions referred to the Overview and Scrutiny Committee in accordance with provisions set out in the Petition Scheme set out in Part 4 of this Constitution.

(A) ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE TASK AND FINISH GROUPS

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2021/22)	TIMETABLE	CURRENT WORK	STATUS
To monitor the performance and activities of Registered Providers working in the Borough.	Task and Finish Group established consisting of: Cllrs. D. B. Bedford, T.D. Bridgeman, R.M. Cooper, K. Dibble, Nem Thapa and M.D. Smith.	2021/22	At the planning meeting in August it was agreed that the following RP's would be reviewed during the 2021/22 Municipal Year: Stonewater – 18th October, 2021 MTVHA – 15th November, 2021 VIVID – 17th January, 2022 A review will also take place of the questions included in the Schedule of Questions used as part of the review process.	Green
To review the Council Tax Support Scheme	Council Tax Support Task and Finish Group established, consisting of: Cllrs. D.B. Bedford, J.B. Canty, Christine Guinness, Lee Jeffers, M.J. Roberts and M.D Smith.	2021/22	The Group met on 17th August when a discussion was held on the purpose of the group and some CT data was analysed. Additional data was reviewed at the meeting on 6th October, 2021, and a further meeting would be held on 25 th November to finalise the report for Cabinet.	Green

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2021/22)	TIMETABLE	CURRENT WORK	STATUS
Educational Improvement	<p>A Task and Finish Group has been set up consisting of:</p> <p>Cllrs. Gaynor Austin, D.B. Bedford, M.S. Choudhary, Nadia Martin, S.J. Masterson and M.D. Smith.</p>	2021/22	<p>Arrangements will be made for a meeting to be held after the start of the Autumn term. Hampshire County Council representatives will be invited.</p>	
Highways Agency Task and Finish Group	<p>A Task and Finish Group has been set up consisting of:</p> <p>Cllrs. Gaynor Austin, Jib Belbase, P.J. Cullum, K. Dibble, Lee Jeffers and S.J. Masterson</p>	2021/22	<p>A meeting will be as soon as possible in the 2021/22 Municipal Year with representatives from Hampshire County Council (HCC) to discuss working arrangements, following which there is likely to be a further meeting where the Group will be asked to consider proposed changes to those arrangements.</p> <p>This will conclude the work of this Group.</p>	

(B) OTHER ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE

ISSUE	TIMETABLE	CURRENT WORK	STATUS
Safer North Hampshire and Policing Matters	2021/22	At its meeting in July, 2021 representatives from Hampshire Police and the Community Safety teams gave an update on current issues and addressed a number of specific queries raised by Members.	Green
Food Waste Service – Communications and Education Plan	2021/22	At the meeting in August the Committee received a presentation on the communications and education plan for the launch of the Food Waste Service. The Committee endorsed the plans and would keep a watching brief on the service as it developed.	Green

OVERVIEW AND SCRUTINY COMMITTEE

WORKFLOW – OCTOBER 2021- APRIL 2022

DATE		ITEMS
28th October 2021 (NEW DATE)		<ul style="list-style-type: none">Major community support organisations - Rushmoor Voluntary Services and Citizens' Advice
9th December 2021		<ul style="list-style-type: none">Grub HubSupporting Communities Strategy
17th February 2022		<ul style="list-style-type: none"><i>HCC Cabinet Member for Education plus local Headteacher/Principle</i>
7th April 2022		<ul style="list-style-type: none"><i>Food Waste Service – Update</i><i>Champions Annual Reports</i>
Potential Future Items for Committee		<ul style="list-style-type: none">Enforcement of C19 Rules and Regulations (23.06 PG)

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2021/22

(Circulate the Cabinet Forward Plan, the Committee Work Plan and notes of the previous Committee meeting to each meeting of the Progress Group)

DATE	ITEM	NOTES
9 August 2021	Pay Policy Review	A Group would be appointed (consisting of 4 Cons/2 Lab). Three meetings were proposed to allow for data analysis and discussion. KE would lead the work.
	Food Waste Service – Comms/Education	This item would be discussed at the meeting on 24th August. The presentation would cover <ul style="list-style-type: none"> • A general update • What’s happened/what’s to come (content/method/timings) • How separation issues will be dealt with • Comms to specific groups
	Training Session	It was noted that a training session would be held in person on 14th September, 2021 at 7pm. Details would be circulated to Members.
30 September 2021	Food Waste	Comms excellent. Look to receive a report back at April meeting.
	North Town land ownership issues	Briefing paper to be circulated to Members in October
	28 October meeting	New date agreed RVS and/or CA to be invited email Members in advance for any issues they want to have covered
	Training Session	1st December to be ran by SEE remotely. Invite standing deputies and any other councillors who would benefit
9 November 2021		
13 January 2022		

Last Updated 19/10/2021

10 March 2022		
Items for Future Progress Meetings	<ul style="list-style-type: none">• Revenue Protection and Debt Collection Procedures	