



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Thursday, 15th September, 2022 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr A. Adeola
Cllr Gaynor Austin
Cllr L. Jeffers
Cllr Prabesh KC
Cllr Mara Makunura
Cllr Marina Munro
Cllr Sophie Porter
Cllr S. Trussler

Standing Deputy

Cllr Jib Belbase
Cllr Nadia Martin

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 21st July, 2022 (copy attached).

2. COMMUNITY SAFETY AND POLICING –

To receive an update from District Inspector Emma Hart, Hampshire Police, and James Knight, Service Manager – Place Protection, on the current position and to highlight the following issues raised by the Committee:

- Police
 - General introduction - experience and initial thoughts on priorities for Rushmoor
 - Update on latest key local policing matters – numbers and trends etc.
 - Current significant issues
 - Resources and finances
 - Impacts seen from reductions in County Council youth services
 - Understanding priority / deployment from your perspective
 - Response times around the 101 service
- Community Safety
 - Key Issues in Rushmoor
 - Update on PSPO's
 - Place Protection projections
 - Community Safety Partnership – timelines/planning

The Portfolio Holder for Operations has been invited to the meeting for this item.

3. WORK PLAN – (Pages 5 - 12)

To consider the Work Plan for the 2022/23 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 Thursday, 21st July, 2022 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr A. Adeola
Cllr Gaynor Austin
Cllr L. Jeffers
Cllr Prabesh KC
Cllr Mara Makunura
Cllr Marina Munro
Cllr Sophie Porter
Cllr S. Trussler

7. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 16th June, 2022 were agreed as a correct record.

Cllr Makunura requested to be removed from the Educational Improvement Task and Finish Group due to other commitments. Membership of this Group would be considered at the next meeting of the Progress Group.

8. CABINET CHAMPION - ROLES AND RESPONSIBILITIES 2022/23

The Committee welcomed Cllr Mara Makunura, who had been appointed as Cabinet Champion for Equalities and Diversity for the 2022/23 Municipal Year. Cllr Makunura provide an overview on the priorities for the year.

Cllr Makunura advised on the purpose and role of the Equalities and Diversity Champion. The purpose had been to support the delivery of the Equalities and Diversity Action Plan and work with partners to address issues for people with disabilities.

The roles and priorities of the Champion would be to:

- Work to identify and promote cultural, religious and heritage festivals and events in the Borough - This would be done through the establishment of a Rushmoor Cohesive Communities Group (RCCG), made up of two representatives from each community group settled in the Borough. The Group would work together to support each other's communities/events and support Council lead events throughout the year. The Group aimed to

promote under reached communities across the Borough and engage them with a wider range of local events.

- Work to improve awareness of Members and Officers of equality, diversity and disability issues in the Borough - It was advised that Cllr Makunura had been the Health and Wellbeing Champion during 2021/22 and part of the work undertaken had been to establish the Rushmoor Accessibility Action Group (RAAG). The Group would be addressing access issues across the Borough and working with the Police and Crime Commissioner to help tackle related hate crime and antisocial behaviour issues.
- Promoting culture – a plan was in place to work with the Rushmoor International Association (RIA) to help promote the different cultures within the Borough to the Council's Twin Towns/Sister Cities.
- Monitor the Equality and Diversity Action Plan and influence proposals for future phases of its delivery – It was planned that regular meetings would be held with the Assistant Chief Executive, Rachel Barker, to highlight issues that had been raised at both RCCG and RAAG to help guide the work moving forward and support existing projects.
- Updates on the work would be provided to the Cabinet and Committee as appropriate.

The Committee discussed the report, and the following was noted in response to queries raised:

- It was advised that the recommendations made following the Local Government Association (LGA) Peer Review, that took place as a result of the Black Lives Matter motion in June 2020 had, in the main, been achieved
- Cllr Makunura advised that the RAAG were currently looking into options to address the availability of Makaton friendly signage, signing at official Council meetings, audio recordings of Council publications such as the Arena magazine and QR codes for blind people to read signage.
- Consideration be given to obtaining funding from the Levelling Up Fund for events etc.
- Consideration be given to how the Committee would measure the success for the Champion roles

The Chairman thanked Cllr Makunura for her report.

9. CORPORATE CUSTOMER CONTACT INDICATORS

The Committee welcomed Marybeth Quaintmere, Customer Services Manager and Mary Timmins, Customer Services Team Leader who were in attendance to give a presentation on current customer contact data in relation to calls to Customer Services, walk in arrangements and demand through other access channels.

The Committee received an overview of the Customer Services (CS) team. The team consisted of 18 members of staff, currently, two males, four with English as their second language, four part time, one six-month fixed term contract and one vacant post.

During the pandemic it was noted that many changes had been made on the way the service had been delivered. These changes had shaped the way the service was offered going forward, including where work sat within teams/services. Examples of work that had shifted from individual services to the CS team included:

- Local Tax - work transferred included copy bills, discounts, direct debit enquiries and other low complexity work – more complex issues and recovery were still dealt with by the Local Taxation team.
- Housing – during the pandemic it was highlighted that duplicate contacts were increasing with customers contacting both Housing and CS. A six-month trial was being undertaken to understand demand and identify non specialist housing work, to allow for a process to be designed to respond appropriately to different enquiry types. The outcomes so far, had allowed CS to respond to customers who had criteria based or update enquiries, a dedicated officer had been appointed with three additional advisors trained to pick up any overflow work as required.

The Committee reviewed call data since the beginning of 2022. The data showed calls answered and abandoned and other contact streams, such as email, Love Rushmoor, various webforms, PCN's, etc. The data related to use of the Council's reception area had also been reviewed and this had shown a significant drop in numbers using this drop in, face to face offer. As an example, 63 customers had attended reception to make a payment since January, 2022, pre pandemic this figure had been 2,849. Data had also been provided on digital take-up in relation to waste and environmental services, this had shown an increase per quarter for these services.

Moving forward the Committee noted a number of areas that had been identified that could impact on the service provided by the CS team, these included:

- Move of off-street parking to the CS team
- New telephony systems
- Replacement of the Customer Relationship Management (CRM) system and developments thereafter
- Housing trial (three months remaining)
- Post and print project
- Council tax digital offer
- Recruitment
- Office move

Following a discussion, a number of queries were raised by the Committee, these included:

- Demand and management of staff - it was advised that demand could be identified on a half hourly basis if required, and resource shifted to accommodate as necessary. In general, demand predictions and actuals were aligned
- Consideration be given to a dedicated Councillor enquiry line – this would be taken away for consideration
- Warm handovers would be available on the new system ensuring customers reached an appropriate officer
- Consideration of a multilingual receptionist – this would be taken away for consideration, however a translation service was available, and connection was usually very quick
- CRM funding – it was advised that funding was in place
- Reference numbers could be used as part of the new system to help track calls and responses
- How could the Love Rushmoor App be used more effectively?

The Chairman thanked Ms Quaintmere and Ms Timmins for their presentation.

10. **WORK PLAN**

The current Work Plan was noted.

It was noted that potential items for the meeting on 15th September, 2022 were Community Safety and Policing and Farnborough Airport.

The meeting closed at 9.07 pm.

CLLR M.D. SMITH (CHAIRMAN)

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 2022/23)	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 Diane Bedford, Peter Crerar, Mike Smith, Nem Thapa, Keith Dibble and Sophie Porter.	2022/23	A planning and review would be held on 31 st August to commence the process for 2022/23.	
To review the Council Tax Support Scheme	Council Tax Support Task and Finish Group established, consisting of: Cllrs Diane Bedford, Lee Jeffers, Mike Smith, Stuart Trussler, Christine Guinness and Mike Roberts.	2022/23	<p>For the year the Group will also be looking at cost of living issues following the motion presented to the council in April, 2022.</p> <p>At its meeting in August 2022, the Group agreed to meet in October 22 to receive an update from the service and third sector partners on the impact of the cost of living increases on residents. In light of this evidence, the Group would discuss and consider what options would be available for providing additional support from the Council directly. Members agreed to look at the</p>	

Last Updated 31/08/2022

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	TIMETABLE	CURRENT WORK	STATUS
			Council Tax Support scheme and any possible changes in the light of this discussion and evidence.	
Educational Improvement	A Task and Finish Group has been set up consisting of: Cllrs Diane Bedford, Peter Cullum, Mike Smith, Gaynor Austin and Jules Crossley.	2022/23		

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

ISSUE	TIMETABLE	CURRENT WORK	STATUS
Safer North Hampshire and Policing Matters	2022/23	A further review will be undertaken in 2022/23	
Food Waste Service – Communications and Education Plan	2022/23	An update briefing note will be circulated in Spring/Summer 2022.	
Supporting Communities	2022/23	An update on the Strategy and Action Plan would be provided in December 2022	
Primary Care Networks	2022/23	The PCNs would be invited back to a future meeting.	
Cabinet Champions	2022/23	A review of the Role and Priorities of the Cabinet Champions was undertaken at the meetings in June and July, 2022. The champions would be invited back to the committee in March 2023 to report back on their progress during the year.	
Corporate Customer Contact Data	2022/23	At the meeting in July a presentation was provided on customer contact data. It was requested that a follow up presentation be provided towards the end of the municipal year. An open invitation was given to Members to observe the CSU, contact should be made with Marybeth Quaintmere or Mary Timmins to arrange.	

OVERVIEW AND SCRUTINY COMMITTEE

WORKFLOW – June 2022- March 2023

DATE		ITEMS
16th June 2022		<ul style="list-style-type: none"> • Cabinet Champions (Climate Action & Armed Forces) • Performance Monitoring
21 st July 2022		<ul style="list-style-type: none"> • Cabinet Champion (Equalities) • Corporate Customer Contact Indicators
15 th September 2022		<ul style="list-style-type: none"> • Community Safety/Police (Emma Hard DC/James Knight)
20 th October 2022		<ul style="list-style-type: none"> • Property Services • Parks and Playgrounds
1 st December 2022		<ul style="list-style-type: none"> • <i>Supporting Communities Strategy and Action Plan – update</i>
9 th February 2023		<ul style="list-style-type: none"> •
30 th March 2023		<ul style="list-style-type: none"> • Corporate Customer Contact Indicators – Follow up • Cabinet Champions (Climate Action, Armed Forces and Equality and Diversity)
Potential Future Items for Committee		<ul style="list-style-type: none"> • <i>Farnborough Airport</i> • <i>Regeneration</i> • <i>Business Plan</i> • <i>Car Boots</i> • <i>Asset Review/Property Investment</i> • <i>Waste and Recycling</i> • <i>Charitable Support</i>

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2022/23

(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
11 July 2022	Priorities	<p>A discussion was held on priorities for the year, these included;</p> <ul style="list-style-type: none"> • Customer response data • Farnborough Airport – how it effects the environment/economy • Property Investment/Asset Review • Regeneration • Food Waste Service • Crime and Disorder • RVS/CA Draft Service Level Agreements
30 August 2022	<p>Property Services</p> <p>Community Safety/Policing</p>	<p>Item from Tim Mills at October meeting to cover:</p> <ul style="list-style-type: none"> - Overview of investments/returns/portfolio - Community buildings – is the current approach right? - Are current practices performing well? - How the change in the financial climate will inform practices moving forward - Internal/external resources <p>Item from James Knight (Community Safety) and Emma Hart (Police) at September meeting, to cover:</p> <p>Community Safety</p> <ul style="list-style-type: none"> - Key issues in Rushmoor - Update on PSPO's - Place Protection projections (3yrs) - Community Safety Partnership - timelines/planning <p>Police</p> <ul style="list-style-type: none"> - Plan/vision for the future

		<p>Farnborough Airport</p> <p>Parks and Playgrounds</p>	<ul style="list-style-type: none"> - Crime levels - Priorities/resourcing – including 101, feedback to residents, managing expectations <p>Work around them and host a one off meeting if necessary.</p> <p>James Duggin to provide an outline at the meeting in October on the investment and operational plan for parks and playgrounds.</p>
29 September 2022			
3 November 2022			
2 March 2023			
Items for Future Progress Meetings			