

# Public Document Pack



## RUSHMOOR BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on  
Thursday, 15th June, 2023 at 7.00 pm*

**To:**

Cllr M.D. Smith (Chairman)

Cllr A. Adeola  
Cllr Gaynor Austin  
Cllr Jessica Auton  
Cllr Mrs. D.B. Bedford  
Cllr Jules Crossley  
Cllr K. Dibble  
Cllr Mara Makunura  
Cllr S.J. Masterson  
Cllr Sophie Porter  
Cllr S. Trussler

**Standing Deputy**

Cllr Abe Allen  
Cllr Peter Cullum  
Cllr Nem Thapa  
Cllr Gareth Williams

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

# A G E N D A

## 1. APPOINTMENT OF VICE - CHAIRMAN/CHAIRMEN –

To appoint a Vice-Chairman/Chairmen of the Committee for the 2023/24 Municipal Year.

## 2. MINUTES OF THE PREVIOUS MEETING – (Pages 1 - 6)

To confirm the Minutes of the Meeting held on 30th March, 2023 (copy attached).

## 3. REGISTERED PROVIDERS TASK AND FINISH GROUP - ANNUAL REPORT 2022/23 – (Pages 7 - 12)

To receive the Registered Providers Task and Finish Group Annual Report 2022/23. Report No. PG2307 is attached on the work of the Task and Finish Group during the 2022/23 Municipal Year. The Committee is asked to consider the recommendations.

## 4. CUSTOMER SERVICES CONTACT INDICATORS - UPDATE –

To receive an update on the current customer contact data in relation to calls to customer services, walk in arrangements and demands through other access channels. Following a meeting in July, 2022, at which, a number of changes had been noted by the Committee, an update would also be provided on the impact of these changes.

## 5. APPOINTMENTS 2023/24 –

To consider the setting up of Task and Finish Groups for the 2023/24 Municipal Year and where appropriate appoint Members:

- Overview and Scrutiny Progress Group – the proposed representation for the 2023/24 Municipal Year is the Chairman (Cllr. M.D. Smith), the Vice-Chairman and two Members each from the Conservative and Labour Groups.
- Council Tax Support - the representatives for the 2022/23 Municipal Year were:

Chairman	Cllr M.D. Smith
Vice-Chairman	Cllr Mrs D.B. Bedford
Conservative Group	Cllr Lee Jeffers Cllr S. Trussler
Labour Group	Cllr Christine Guinness Cllr M.J. Roberts

- Review of Registered Providers – the representatives for the 2022/23 Municipal Year were:

Chairman	Cllr M.D. Smith
Vice-Chairman	Cllr Mrs D.B. Bedford
Conservative Group	Cllr Nem Thapa

	Cllr S. Trussler
Labour Group	Cllr K. Dibble Cllr Sophie Porter

- Farnborough Airport - new Task and Finish Group for 2023/24, the Group should consist of four Conservative Group Members and two Labour Group Members.

A report on nominations will be made at the meeting.

6. **WORK PLAN – (Pages 13 - 26)**

To consider the Work Plan for the 2023/24 Municipal Year (copy attached).

A copy of responses from Hampshire County Council relating to the letter (copy attached) sent on behalf of the Committee and the Policy and Project Advisory Board in February, 2023 is attached for reference.

**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.

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# OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Thursday, 30th March, 2023 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 Sophie Porter  
Cllr S. Trussler

Apologies for absence were submitted on behalf of Cllr Marina Munro

## **26. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 9th February, 2023 were agreed as a correct record.

The Chairman reported on the absence of Cllr Prabesh KC from three consecutive meetings of the Committee held on 20th October, 1st December 2022 and 9th February 2023. Under the Council's Constitution, Standing Order 4 (5) stated that 'if any Member shall be absent from three consecutive meetings of a committee, he or she shall cease to be a Member thereof, unless he or she shall in the opinion of the Committee show reasonable grounds for their absence.'

It was noted that the Chairman had been in contact with Cllr KC and had accepted the reasons for his absence at these meetings, and it was agreed that Cllr KC should be allowed to participate in the meeting.

## **27. MANAGEMENT OF DAMP AND MOULD WITHIN THE LOCAL HOUSING SECTOR**

The Committee welcomed James Duggin, (Executive Head of Operations), Suzannah Hellicar (Service Manager – Housing) and Hilary Smith (Private Sector Housing Manager) who were in attendance to provide a presentation on the management of damp and mould in the local housing sector. Cllr Maurice Sheehan, Operational Services Portfolio Holder, was also in attendance.

The presentation covered the following:

- Legislation – the Council followed the Housing Act 2004 Part 1 Legislation, which incorporated the Housing Health and Safety Rating System (HHSRS). The HHSRS provided operating guidance and enforcement guidance.
- Managing disrepair in Rushmoor – It was noted that complaints were received by email, phone or via the website from both social and private tenants. Each case was allocated to an officer with the expectation of a response to the claimant in three working days. Urgent cases were expedited. The process recommended that tenants contacted landlords directly, prior to contacting the Council. The Council offered advice, information and inspection, assessment and action where appropriate. It was advised that damp and mould could be caused by a number of factors, examples of which were shared with the Committee. These included:
  - Penetrating/rising damp
  - Lack of ventilation
  - Lack of heating
  - Overcrowding
  - Poor energy efficiency
  - Tenant behaviour
- The Rochdale case and the Government response – the Committee was apprised of the case in Rochdale where a two year old had passed away. His death had been attributed to living in a flat that had damp and mould present. The Government had responded by issuing a directive under Section 3 (3) Housing Act 2004, followed by a request for and overview of, how local authorities dealt with damp and mould complaints in the Private Sector.
- Rushmoor’s response – It was noted that all complaints of damp and mould were now inspected and assessed under the HHSRS. It was noted that there had been an increase in complaints since the Rochdale case, although the numbers of complaints had now evened out. The Committee noted that larger Housing Associations were establishing damp and mould teams within their organisations to deal with complaints.
- Data – the Committee reviewed Council data on disrepair issues and it was noted that numbers had increased in the first quarter of 2023. It was also noted that the number of complaints from both the private and social housing sectors had evened out, whereas in the previous year, complaints had mainly come from the social housing sector.
- HHSRS – Government Consultation – it was noted that questions within the consultation had centred around the condition of housing stock (as far as the authority was aware). The Committee noted that the team had concerns that the existing legislation, which was complex and time consuming, was not fit for purpose. This had been raised as a concern in the Council’s response. It was also noted that damp and mould scored low in the HHSRS outcomes, making formal enforcement challenging, this had also been raised in the response.

The Committee noted a number of proposed changes which were being considered, these included:

- Social Housing –
  - The Social Housing Regulation Bill
  - Tighter restrictions and timescales
  - More power to Housing Regulators
  - Ofsted type inspections of Housing providers
  - Quicker process through the Ombudsman
  
- Private Sector –
  - Review of guidance on health impacts of damp and mould
  - New guidance on dealing with damp and mould – Summer 2023
  - Potential review of HHSRS as a system for assessing disrepair

The Chairman thanked Mr Duggin, Ms Hellicar and Ms Smith for their presentation.

The Committee discussed the presentation and **ENDORSED** the process, working arrangements and way forward. However, a number of actions were raised and agreed, as follows:

<b>ACTION</b>	<b>BY WHOM</b>	<b>WHEN</b>
Provision of a shared spreadsheet to allow Members to note complaints made directly to them that don't have Council involvement	Hilary Smith – Private Sector Housing Manager	May 2023
Repairs and living conditions to be added to the questions used by the Registered Providers Task and Finish Group	Cllr Diane Bedford and Zoe Paine – Strategy and Enabling Manager	June 2023
Arrange a visit for the Housing Team to attend the Community Hub "Meet and Greet" Network Session at the Garrison to meet local military families to discuss the situation with the condition of military housing (held every third Thursday of the Month)	Hilary Smith – Private Sector Housing Manager	June 2023
Consideration be given to establishing a Group for Private Landlords similar to the Registered Providers Group	Hilary Smith – Private Sector Housing Manager	June 2023

Note:

The following interests were noted during the meeting Cllr Prabesh KC (private landlord in the Borough) and Cllr Keith Dibble (Director of Rushmoor Homes Limited). Both were permitted to remain in the meeting.

## 28. **CABINET CHAMPIONS**

The Committee welcomed the three Cabinet Champions, Cllr Steve Masterson (Climate Change), Cllr Nem Thapa (Armed Forces) and Cllr Mara Makunura (Equality and Diversity) who were in attendance to provide a review of the work undertaken during the 2022/23 Municipal Year. Rachel Barker, Assistant Chief Executive was also in attendance with Cllr Sue Carter, Democracy, Strategy and Partnerships Portfolio Holder and Jill Shuttleworth, Corporate Manager – Democracy joining the meeting remotely.

### **(1) Climate Change**

The Committee noted the report from the Climate Change Cabinet Champion and in particular the work undertaken by the Climate Change Working Group (CCWG). The Group had heard from a number of external speakers, this had allowed the Council to align its plans with those of key stakeholders who also had a significant role to play in reducing emissions across Rushmoor. Progress monitoring on the Council's Carbon Footprint had also been a key piece of work for the Champion and it was noted that this was due to conclude shortly with a report being made to the CCWG at its next meeting.

It was noted that during the year, the Climate Change Strategy and Action Plan had undergone a review process against the agreed actions. Strong progress had been made against a number of actions, including the rollout of food waste collections, the launch of the Repair Café and work with local schools to raise awareness. The Strategy and Action Plan was currently undergoing a refresh, taking into account the new carbon footprint data. It was felt that the Strategy and Action Plan should be more focussed with a smaller number of key projects to be delivered.

Communication and engagement had also been a key area during the year, activities included an article in Arena, increased frequency of updates to Members via the Chief Executive's bulletin and continued engagement with key stakeholders. A number of events were also being planned for later in the year, these included Big Green Week and an Eco Fair.

The Committee discussed the Report and made a number of comments, in particular, taking account of the proposed reduction in the number of Cabinet Champions from three to two. Following the Outcomes Based Budgeting processed, it was proposed that the Climate Change Champion be retained. It was also felt important that the Cabinet Champions reported into the Cabinet on a regular basis throughout the Municipal Year.



Concern was raised over the slow progress of the response to the Climate Change emergency and some Members expressed the view that more progress would be made going forward.

The Chairman thanked Cllr Masterson for his presentation.

## **(2) Armed Forces**

The Committee noted the Report from the Armed Forces Cabinet Champion and the work undertaken during the year. It was noted that the Champion had participated in the Covenant Partnership Conference in November 2022, which had brought together a range of military and civilian partners working together for the effective delivery of the provisions of the Armed Forces Covenant and Armed Forces Act 2021. Cllr Thapa and Shadow Champion Cllr Nadia Martin, had also regularly attended the Aldershot Garrison Community Hub “Meet and Greet” network meetings which brought together a range of welfare and advice organisations to support military and non-military families. It was noted that veterans had also been a priority for the Champion during his year - work had included understanding the current provision to developing connections through a monthly surgery at the Prospect Community Centre.

It was also noted that the Champion had attended a number of events throughout the year which were aimed at both the military and civilian communities.

Cllr Thapa made a number of recommendations and proposals for next steps for the 2023/24 Municipal Year, that could be incorporated into the priorities going forward. These included:

- An Armed Forces Champion webpage on the Rushmoor site to help sign post and provide relevant information
- Increase the visibility of the veteran community to help improve links with support services
- Continue to develop the covenant partnership
- Re-examine the criteria and possibility for the Council to work towards the Gold Award standard in the Defence Employer Recognition Scheme

The Committee discussed the report and **ENDORSED** the work of the Armed Forces Champion. It was felt important that the criteria for the Gold Award was understood and taken forward if possible.

The Chairman thanked Cllr Thapa for his report.

## **(3) Equality and Diversity**

The Committee noted the Report from the Equality and Diversity Cabinet Champion. Cllr Makunura provided an overview of the achievements and activities throughout the 2022/23 Municipal Year. These included:

- The establishment of the Rushmoor Accessibility Action Group (RAAG) which aimed to develop awareness around accessibility and safety for residents and visitors and to highlight inclusivity.
- The establishment of the Rushmoor Cohesive Communities Group (RCCG) which contributed to the actions in the Council's Equality and Diversity Action Plan. It was noted that around fifteen different nationalities were represented in the Group which had met twice so far. The Group were looking at opportunities to hold a Rushmoor Cultural Day and to work closer with the Rushmoor International Association.
- The Champion had been involved in a number of events throughout the year, these included Black History Month, International Women's Day and supporting Homes for Ukraine

It was noted that the focus during the year had been to establish a structure to support the Council's Equality and Diversity Action Plan. It was suggested that the Action Plan could be considered for a review and refresh to ensure it remained relevant and up to date.

The Committee discussed the report and made a number of comments, these included:

- Ensuring events, such as the Black History Month exhibition were more accessible to the public
- Ensure that the LGBTQ+ activities/events (Pride) were incorporated into the Equality and Diversity Action Plan going forward

The Chairman thanked Cllr Makunura for her report.

## 29. **WORK PLAN**

The Committee noted the current work plan and was advised that a meeting of the Progress Group was scheduled for the following week to address any outstanding issues and plan for the forthcoming Municipal Year.

The meeting closed at 9.54 pm.

CLLR M.D. SMITH (CHAIRMAN)

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**OVERVIEW & SCRUTINY  
COMMITTEE****REGISTERED PROVIDERS TASK AND FINISH  
GROUP ANNUAL REPORT 2022/23**

15TH JUNE 2023

REPORT NO. PG2307

**REVIEW OF REGISTERED PROVIDERS 2022/23****1. INTRODUCTION**

- 1.1 This report is to inform Members of the Overview and Scrutiny committee on the outcome of the 2022/23 Registered Providers (RPs) Review. The purpose of the review meetings is to continue to build good working relationships with our RP partners, to monitor the performance and activities of the RPs and work together to resolve any problems. It also provides an opportunity to explore how RPs can support the council in the delivery of its corporate themes set out in the Business Plan. The report gives an overview of the scrutiny process and for each of the RP's reviewed and identifies; what is working well, causes for concern and any issues to follow up which may need to be raised with the Portfolio Holders for Planning and Economy or Operational Services.

**2. BACKGROUND**

- 2.1 The Overview and Scrutiny RP Review sub-group for 2022/23

<b>Members</b>	<b>Officers</b>
Councillor Diane Bedford Councillor Mike Smith Councillor Nem Thapa Councillor Keith Dibble Councillor Sophie Porter Councillor Stuart Trussler	Zoë Paine Sarah Clark

- 2.2 Registered Providers: Meetings held

<b>Registered Provider</b>	<b>Meeting date</b>
Southern Housing Group	19 <sup>th</sup> October 2022
Grainger Housing Trust	17 <sup>th</sup> November 2022
Vivid Homes	19 <sup>th</sup> January 2023

**3. THE SCRUTINY PROCESS:**

- 3.1 Each RP provides financial and performance information, it's policies and strategies in advance of the meeting giving the Group the opportunity to consider the information in advance.

#### **4. KEY DISCUSSIONS IN THE REVIEW PROCESS:**

- Housing management for all tenures
- Maintenance of property and neighbourhoods
- Customer service and compliance with the Housing Regulators Customer Standards
- Risk management: fire, gas, and electrical safety
- Financial and performance information
- Assisting residents with welfare issues including cost of living pressures and damp and mould awareness
- Development opportunities
- Working together on Climate Change
- Tackling deprivation and equality opportunity
- Ward Members experience of working with RPs

#### **5. SUMMARY OF REVIEW GROUP FINDINGS**

##### **5.1 SOUTHERN HOUSING GROUP (SHG)**

Rushmoor Housing stock:

- 116 homes
- 55 General Needs rented
- 24 Supported homes
- 37 Shared Ownership properties.

A Stock Transfer of properties previously owned and managed By London and Quadrant was completed in December 2022 which will increase their stock in the Borough by 184 homes: a mix of rented and shared ownership.

Members were pleased to hear about the Hardship Fund available to residents, that can be ongoing or just one-off assistance. Since Covid, SHG have allocated £250,000 to this fund and plan to allocate this amount for 23/24.

This support will be available to the stock transfer residents from London and Quadrant once the transfer is completed, and they have been made aware of any existing support requirements for these residents.

SHG use a rent management programme which looks at rent payments and anticipates if a resident is likely to go into rent arrears allowing the team to offer support to resident before this happens and which includes assisting with budgeting, debt management and accessing benefits and grants.

The repairs service has been impacted by labour and material shortages however they are completing 93% of emergency repairs within target.

SHG have been provided with a stock condition report on the properties which will be transferred, they will be put into the planned maintenance programme which will prioritise urgent repairs.

Anti-Social behaviour complaints are logged and go through a risk assessment process which are responded to according to the level of risk. Budget available to provide improvements that can help with environmental causes of ASB, for example, carpet fitting and acoustic insulation.

Members raised that housing management issues at Mills House have been improving since the appointment of a new Neighbourhood Manager, planned maintenance works should also improve the situation.

Members requested a follow up meeting with SHG once the London and Quadrant transfer is completed in order to assess the impact to residents.

## 5.2 GRAINGER HOUSING TRUST

Rushmoor Housing Stock:

- 364 Homes
- 226 Affordable rented
- 138 Shared Ownership properties

Unsecured development pipeline of a further 861 units across Wellesley.

Members asked if Grainger have a mould policy – they do not but are aware of the intrinsic issues of ventilation in new builds and ensure residents are aware of what they need to do to ensure their property is ventilated appropriately; in light of the high profile of mould management in housing they may implement a mould policy going forward.

Properties are allocated in line with the local lettings plan. Members asked about the possibility of larger family homes being built on the development in future phases, Grainger advised that the homes are delivered in accordance with the Affordable Housing Strategy in place for the site.

Rent arrears are at 3.8% and have been rising reflecting inflationary pressures, in response to this Grainger are investing in support services to help residents when they fall into difficulty. Rent increases for affordable rented properties will be at the recommended 7%; Shared Ownership rent increases have been set at 9% but have not been increased to the recommended level of 13%.

There have been no mid-year rises to services charges as providers have honoured original prices, but this is likely to change once current contracts end.

Plans for a permanent play area due to be submitted in early 2023 and also a permanent community centre.

### 5.3 VIVID HOMES

Rushmoor Housing Stock:

- 5,559 Homes
- 4,353 General Needs Affordable/Social Rented
- 280 Housing for older persons
- 32 Supported Housing
- 621 Leasehold Properties
- 252 Shared Ownership Properties
- 21 other social and non-social Properties.

In addition, 74 units are due to be completed by the end of March 2023 to complete phase 6 of the North Town redevelopment. Planning consent is granted for North Town phase 5 (30 units) however construction contract is not yet let.

Members were advised that Vivid's Board are mindful to agree 7% rent increase in line with national policy and that this is likely to apply to Shared Owners despite the rent cap not applying to Shared Ownership tenancies.

Changes to the Fire Safety Regulations will require essential works to be carried out where necessary.

A specialist Damp and Mould repair team was established in 22/23 and this is expected to be expanded in 23/24. Reports of Damp and Mould are triaged on severity and specialist contractors are used when required.

Vivid are aware that they are not getting the Customer experience right, with difficulties getting through on the phone lines as a frequent issue. In order to overcome this, they are planning on recruiting more customer service staff in the coming year and working to improve the 1<sup>st</sup> time resolution rate. They are also investing £25,000 in IT systems to allow residents to do more online as the current system is limited to reporting repairs and rent payments.

Members noted that, whilst repairs completions have increased since the previous review, most of the complaints provided by residents to Members are related to the time it takes for repairs to be completed, often exacerbated by incorrect tradespeople being sent in the first instance. Vivid noted that this has been an issue that has been made more problematic by a lack of tradespeople and lack of knowledge in the repairs team when allocating works orders. There are plans to increase staffing levels in 23/24, and a target to have all backlogged repairs completed by

September 23, thereafter a target to complete every job raised within 2 weeks of reporting.

Members were advised that Vivid have a Decarbonisation Fund to improve 550 properties across their stock portfolio, although the majority of these properties are in Farnborough. The Project Lead will contact us with a breakdown of where these properties are located.

## **6. ADDITION TO ANNUAL REVIEW**

- 6.1 It was brought to members attention that the condition of the Military homes in the Borough was a concern. Propose that Vivo/Pinnacle are included as well as Vivid for review each year due to the number of homes in the borough.

## **7. CONCLUSION**

- 7.1 The RP Review process continues to play an important role in developing good working relationships with housing providers operating in the borough. The meetings enable the council's members and officers to improve their understanding of the condition and management of the affordable housing stock in the borough. The process also provides a platform to hold open and candid conversations about concerns so that they can be addressed and resolved, as well as the opportunity to see how the council and its RP partners can support one another in the delivery of their objectives.
- 7.2 Following consultation with the Chairman of the Review Group, it is proposed that a further programme of review is carried out in 2023/2024. The Review Group will agree the process and select the Registered Providers for review at its next meeting.

## **8. RECOMMENDATION**

- 8.1 That the Overview and Scrutiny Committee is requested to:
1. Endorse the programme of work carried out in 2022/23.
  2. Authorise the Review Group to prepare a programme of reviews for 2023/24
  3. To highlight to the Review Group, any specific concerns or matters for exploration during the 2023/24 programme of reviews

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## **BACKGROUND DOCUMENTS:**

- Minutes of the review meetings
- Supporting documents supplied by RPs.

## **CONTACT DETAILS:**

### **Councillor Diane Bedford**

Chair of the Registered Providers Task and Finish Group

**Report Author** – Sarah Clark: Strategic Housing Officer  
sarah.clark@rushmoor.gov.uk

**Head of Service** – Tim Mills: Head of Economy, Planning and Strategic Housing  
tim.mills@rushmoor.gov.uk



# 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)	CURRENT WORK
To monitor the performance and activities of <b>Registered Providers</b> working in the Borough.	TBC	Annual Report for 2022/23 to be presented at the June 2023 meeting.
To review the <b>Council Tax Support Scheme</b>	TBC	Date of first meeting to be set once appointments made.
To consider further the economical and environmental impacts of <b>Farnborough Airport</b> on the Borough.	TBC	Date of first meeting to be set once appointments made.

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

<b>ISSUE</b>	<b>CURRENT WORK</b>	<b>STATUS</b>

## OVERVIEW AND SCRUTINY COMMITTEE

### WORKFLOW – June 2023- March 2024

DATE	ITEMS
15th June 2023	<ul style="list-style-type: none"> <li>• Corporate Customer Contact Indicators (Session 2) – June 2023</li> <li>• Registered Providers T&amp;F Annual Report – June 2023</li> </ul>
20th July 2023	
21st September 2023	
9th November 2023	
14th December 2023	
8th February 2024	
27th March 2024	
Potential Future Items for Committee	<ul style="list-style-type: none"> <li>• <i>Regeneration</i></li> <li>• <i>Business Plan Monitoring</i></li> <li>• <i>Waste and Recycling</i></li> <li>• <i>Charitable Support</i></li> <li>• <i>Ward Grant – Review – winter 2023</i></li> <li>• <i>Telecommunications Infrastructure</i></li> <li>• <i>Highways (state of the roads)</i></li> <li>• <i>Asset Management – September 2023</i></li> </ul>

## OVERVIEW AND SCRUTINY COMMITTEE

### Progress Meetings 2023/24

DATE	ITEM	NOTES
3 April 2023 Annual Review	OSC Annual Report	Agreed with some suggested additions
	Cabinet Champions	Going forward - hear from at PG throughout the year or regular written updates
	Private landlords	Scope option to have a private landlords T&F group similar to the RP Group
	June Meeting	Customer Contact Indicators and RP Annual Report
	Info/Action follow up	Produce a Work Tracker to monitor actions/requests for information at meetings



Our reference:

Contact: Ian Harrison

E-mail: [lan.harrison@rushmoor.gov.uk](mailto:lan.harrison@rushmoor.gov.uk)

Date: 20<sup>th</sup> February 2023

Dear Councillor Adams-King

## HIGHWAYS, ON STREET PARKING AND TRAFFIC MANAGEMENT WITHIN RUSHMOOR AREA

At recent meetings of the Council's Overview and Scrutiny Committee and Policy and Project Advisory Board, a number of issues were raised relating to County Council Services that fall within your portfolio. Set out below are the issues raised by local elected Members.

### Overview and Scrutiny Committee

- Condition of Rushmoor's Road Network - Elected Members would like to raise a number of concerns regarding the condition of the road network and have asked if you are able to provide the following information:
  - The total budget allocated to Rushmoor for maintenance compared to the rest of the County
  - Data on the number of pothole reports versus repairs in the Borough
  - Data on the frequency of gully emptying
  - Details of major works and highway repairs, both current and planned
- Traffic management – in relation, particularly, to the Lynchford Road improvement programme; a number of concerns have been raised regarding the current diversion routes. The Council have received reports of concern with the increased number of vehicles using the diversion routes, damage to vehicles and residence and “close calls” with children using the school crossings when walking to and from school. Councillors would like to informally discuss the scheme and the potential for alternative diversions given the proposed duration of the scheme.

### Policy and Project Advisory Board

- Following the decision by Hampshire County Council to terminate the agency agreement with the Council to manage on street parking services and traffic management on 31<sup>st</sup> March 2023. A number of concerns have been raised by elected Members as set out below:

- On street parking in specific areas where issues had occurred in the past, in particular Aldershot Park around the Lido site
- Loss of local knowledge
- Highways issues, currently raised primarily with local elected Members and not the County Council – this will become more of an issue for users moving forward. Request for special access route for Members to the HCC Highways Team
- Request for more detail from HCC on their strategy regarding on street parking, post 31st March 2023

Initially, we would welcome an informal conversation to further discuss the issues raised above and agree a way forward and would be happy to hold a meeting either in person or on Teams.

We look forward to hearing back from you and would be happy to discuss this matter further, in advance of a meeting, should you wish.

Yours sincerely



**Ian Harrison**  
**Executive Director and Deputy Chief Executive**  
**Lead Officer Overview and Scrutiny Committee**

CC:

- *Russell Oppenhiemer – Executive Member Universal Services*
- *Patrick Blogg – Director of Universal Services, Hampshire County Council*
- *Rachel Barker – Assistant Chief Executive and Lead Officer Policy and Project Advisory Board*



## **Responses from Hampshire County Council**

in relation to Highways & Parking related matters raised by the Overview and Scrutiny Committee and the Policy and Project Advisory Board in a letter dated 20th February, 2023 (copy attached)

### ***Response from Nick Adams-King – Dated 13<sup>th</sup> April, 2023***

Dear Ian

Thank you for your enquiry regarding parking and traffic management within the Rushmoor area. Please accept my sincere apologies for the delay in providing the requested information.

With regard to the traffic management particularly, the Lynchford Road improvements, we have received several enquiries since implement traffic management that relate to the high number of vehicles travelling westbound via Park Road and Queens Road, using this route as a local diversion to travel west of the construction works.

Drivers are choosing to find alternative routes rather than follow the signed diversion route, and so a number of measures have been implemented that are (to a small degree) improving compliance with traffic management and improving driver behaviour within North Camp, the measures are as follows:

- To reinforce the 20mph speed limit on Queens Road (which is also traffic calmed with speed cushions), speed activated signs have been installed in advance of the zebra crossings near to the schools. The 20mph road markings have been refreshed and the visibility of the 20mph sign plates improved.
- Additional signage has been installed at Park Road roundabout to divert traffic back onto the A331 and back onto the diversion route (A331 – A31 – A325).
- Keep clear road markings have been placed on the Park Road Roundabout.
- Advanced signage in the wider area on major approaches to Farnborough has been installed.
- Contacting local business to encourage deliveries to come in via suitable routes.
- Working with the Farnborough International planning team for event traffic to use M4 – A325 – A331 - A31.

During the works the traffic management has been monitored and the issues you raise have been noted. Measures to improve the traffic management have been implemented and driver behaviour has improved within the 20mph zone. However, the volume of

local traffic through North Camp has not significantly changed since implementing traffic management on the A3011 Lynchford Road.

The project team (Hampshire County Council and Jackson Civil Engineering) are working together to identify and implement improvements which mitigate some of the concerns whilst seeking to support local businesses. As you will be aware, a business engagement event (hosted by Hampshire County Council) was held on 7 March 2023 and a number of potential improvements identified. Elements of these improvements require the support of Rushmoor Borough Council (RBC). I welcome the opportunity to discuss the scheme and the potential for alternative traffic management with yourself and / or Tim Mills, who has been involved in discussions.

In reference to the concerns raised by elected Members regarding the transition of on-street parking responsibilities, Hampshire County Council (HCC) has been liaising with RBC officers for the past year in order to make the transition as smooth as possible. This has included collecting information of specific areas of concerns including those mentioned in your letter. HCC has also recently appointed two members of the current RBC parking service so there will be no loss of local knowledge on the operation side of the parking service. The information provided in the past month will help us to set Civil Enforcement Officer patrol routes, based on relevant information. When we took back the parking agency agreements for Fareham, Test Valley and the New Forest back in April 2020, we provided a civil parking enforcement service in conjunction with our parking services provider NSL, that met, and even surpassed, the service previously delivered on our behalf. We have in place the monitoring of the service provided in terms of the deployed hours for the Civil Enforcement Officers as well as Key Performance Indicators (KPIs) that linked to the need to provide area wide coverage.

Highways issues being reported to local RBC Members and not the County Council is something we have little control over but I can advise that any Members can raise these issues with the relevant County Councillor who will decide on the next course of action. I also suggest providing/advertising the relevant link to report issues directly to HCC.

For reporting a parking contravention, the link on our parking pages below can be used. This is not a request service but NSL will make a decision on how they manage the resources and if they can attend or not. More information can be found here: [Parking and traffic enforcement | Hampshire County Council \(hants.gov.uk\)](#). For general highways issues such as potholes, reports can be made through <https://www.hants.gov.uk/transport/roadmaintenance>.

The request for special access for Members to the HCC team is not possible but if there are concerns, the RBC Member can raise this with me as the Lead Executive Member for Universal Services and Highways, I will be able to discuss the matter with the relevant team or officer on their behalf.

In terms of the strategy going forward after on-street parking transition, the link below is our parking services pages, together with a link to our annual parking report for 21/22. This will provide all the information required regarding how we manage the on-street parking.

[Parking and traffic enforcement | Hampshire County Council \(hants.gov.uk\)](#)  
[annual-parking-report-2022.pdf \(hants.gov.uk\)](#)

The request for budget allocation and data on reports and repairs needs to be actioned under a Freedom of Information request. More information can be found here [Freedom of information \(FOI\) / Environmental Information Regulations \(EIR\) requests](#)

Please note that this response was prepared before our MS Teams call last week at which further work was identified to help improve communication and signage for the businesses and the information shared with stakeholders and local Councillors.

I hope this information is useful. Should you have any further questions, please let me know.

Best wishes

Nick

**Nick Adams-King**

**Hampshire County Councillor for Romsey Rural**  
**(Chilworth, Nursling & Rownhams, Romsey Extra, the Blackwater Parishes and the Dun Valley Parishes)**  
**Cabinet Member for Universal Services (Highways, Environment, Countryside and Communities)**

**TVBC Councillor for Wellow, Awbridge, Michelmersh & Timsbury, Sherfield English and Plaitford & Melchet Park**  
**Deputy Leader, Test Valley Borough Council**  
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### ***Further response from Patrick Blogg dated 24th May 2023***

**From:** Blogg, Patrick <[Patrick.Blogg@hants.gov.uk](mailto:Patrick.Blogg@hants.gov.uk)>

**Sent:** 24 May 2023 17:35

**To:** Ian Harrison <[ian.harrison@rushmoor.gov.uk](mailto:ian.harrison@rushmoor.gov.uk)>

**Cc:** Pinney, Sheila <[Sheila.Pinney2@hants.gov.uk](mailto:Sheila.Pinney2@hants.gov.uk)>

**Subject:** RE: County Response To RBC Matters On Roads, Highways etc

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Ian

Again, apologies for the delay in getting this information to you. I hope the following helps answer your points but please do get in touch if you want any further information.

- The total budget allocated to Rushmoor for maintenance compared to the rest of the County:

Budgets are not allocated by district council area; they are generally distributed by type of work. All necessary works are carried out on a needs basis with a worse first selection process used for more major and planned maintenance works in accordance with our Asset management processes. Some routine budget allocations, for example drainage cleaning, are calculated on the number of gullies, catchpits, petrol interceptors and the like to be cleansed in the year.

- Data on the number of pothole reports versus repairs in the Borough:

We do not specifically record potholes in our system, rather we record carriageway defects (these would include potholes). I can advise that between 01 October 22 to 31 March 23 we had a total of 1306 carriageway defects reported to us of which 960 mentioned potholes. In the same period we repaired 2864 carriageway patches and potholes. Between 01 January 2023 to 31

March 2023, we had a total of 984 carriageway defects reported to us of which 784 mentioned potholes. In the same period we repaired 992 carriageway patches and potholes.

- Data on the frequency of gully emptying:

Gully emptying frequency is set on a risk-based approach, based around historic cleansing, high risk flood sites, known flood locations and a number of other factors. For the Rushmoor area 7758 gullies are cleansed once every two years, 3575 are cleansed once per year and 320 are cleansed twice per year.

- Details of major works and highway repairs, both current and planned:

Here is the provisional list of planned maintenance schemes, which is subject to some possible change following the winter season's weather events and the condition of the network.

Scheme Ref	Road Name	Town	District	Work Type
ST-R23007	B3208 Lower Farnham Road	Heron Wood	Rushmoor	CARRIAGEWAY SURFACE DRESSING
ST-R23014	Cherrywood Road	Farnborough	Rushmoor	CARRIAGEWAY SURFACE DRESSING
ST-R23017	Christmas Avenue	North Town	Rushmoor	CARRIAGEWAY SURFACE DRESSING
ST-R23013	Church Lane East	Aldershot	Rushmoor	CARRIAGEWAY SURFACE DRESSING
FW-R23001	Church Lane East	Aldershot	Rushmoor	FOOTWAY MICROASPHALT
R575	Elles Road rbt	Farnborough	Rushmoor	CARRIAGEWAY RESURFACING
FW-R23006	Fernhill Road	Fox Lane	Rushmoor	FOOTWAY MICROASPHALT
ST-R23012	Highfield Close	Manor Park	Rushmoor	CARRIAGEWAY SURFACE DRESSING

ST-R23016	Holly Road	North Town	Rushmoor	CARRIAGEWAY SURFACE DRESSING
ST-R23023	Lower Farnham Road	Aldershot	Rushmoor	CARRIAGEWAY ASPHALT PRESERVATION
FW-R23004	North Lane	Aldershot	Rushmoor	FOOTWAY MICROASPHALT
ST-R23015	Northfield Close	North Town	Rushmoor	CARRIAGEWAY SURFACE DRESSING
R760	Salisbury Road	Farnborough	Rushmoor	FOOTWAY BUILD-OUT
R577	Upper Elms Road	Aldershot	Rushmoor	CARRIAGEWAY RESURFACING

Regards  
Patrick

**Patrick Blogg**  
Director of Universal Services

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