



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Thursday, 8th February, 2024 at 7.00 pm*

To:

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

Cllr Gaynor Austin
Cllr Jessica Auton
Cllr D.E. Clifford
Cllr Jules Crossley
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, Democratic Services, Tel. (01252) 398831, Email. adele.taylor@rushmoor.gov.uk.

A G E N D A

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

To confirm the Minutes of the Meeting held on 2nd January 2024 (copy attached).

2. **CLIMATE CHANGE STRATEGY – (Pages 7 - 34)**

To receive an update from Rachel Barker, Assistant Chief Executive and Sophie Rogers, Climate Change Officer, on the Climate Change Action Plan (see attached), including a report on the latest carbon footprint data.

Cllr Martin Tennant, Major Projects and Property Portfolio Holder, responsible for Climate Change will also be in attendance at the meeting.

3. **ASSET MANAGEMENT –**

To receive a presentation from Tim Mills, Executive Head of Property and Growth, on Asset Management. The presentation will cover progress on the Asset Management Strategy and future delivery, including a review of the portfolio and principles of disposal in light of the budget.

Cllr Martin Tennant, Major Projects and Property Portfolio Holder, will be in attendance at the meeting.

4. **WORK PLAN – (Pages 35 - 48)**

To consider the Work Plan for the 2023/24 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, 2nd January, 2024 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 Gaynor Austin
Cllr S.J. Masterson
Cllr Sophie Porter
Cllr S. Trussler

Apologies for absence were submitted on behalf of Cllr Jessica Auton, Cllr D.E. Clifford, Cllr Jules Crossley and Cllr Mara Makunura.

Cllrs Peter Cullum and Gareth Williams attended the meeting as standing deputies.

21. MINUTES OF THE PREVIOUS MEETING

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

22. APPOINTMENTS

The Committee **NOTED** the appointment of Cllr D.E. Clifford as a Member of the Committee in place of Cllr Ade Adeola for the remainder of the 2023/24 Municipal Year.

23. CUSTOMER SERVICE CONTACT INDICATORS

The Committee welcomed Marybeth Quaintmere, Service Manager – Customer Services, Mary Timmins, Customer Services Team Leader, and Cllr Ade Adeola, Digital First & Corporate Portfolio Holder, who were in attendance to update the Committee on customer contact data, in particular around customer feedback, reception arrangements, automated messaging and the introduction of the dedicated Nepali speaking phone line.

A presentation was provided which covered the following key areas:

- Call data – it was noted that abandoned call rates had dropped since the previous report in June, 2023 by 1%, as had call waiting times by 17 seconds.
- Service levels – the industry standard for call answering was to answer 80% of calls within 20 seconds. It was noted that currently, an average of 40% of

calls were being answered within 20 seconds. It was hoped that as digital services expanded and improved allowing more self-service options to customers this rate would increase.

- Response levels – it was noted that response levels were being met within all SLA's for services such as, Customer Services (within one working day), Love Rushmoor (within one working day), Parking Charge Notice's (PCN) (within 14 days) and Council Tax (within 10 working days).
- Customer contact – it was noted that Council tax had been the main reason why customers contacted the Council via phone, via the Love Rushmoor App it was for fly-tipping and via front of house it was primarily for other, non Rushmoor, services.
- Additional team activity – it was advised that the team got involved in a number of different areas to enhance their knowledge and skill for assisting the customer. Some of the activities the team engaged with included, emergency planning training, shadowing the recycling crew, understanding homelessness, the warmer homes scheme etc.
- Improving customer experience – it was advised that since the last update in June, 2023 a number of changes had been made to the phone scripts and call waiting messaging to improve the service. A Nepali speaking phone line had also been introduced with the option to leave a voicemail after two minutes to allow a Nepali speaking operative to call back. It was planned that a “pause” facility would be introduced to allow an operative working on an email to pause to answer an incoming call. It was also noted that the facilities team would be trained to undertake the post role freeing up an operative to deal with customer enquiries.
- Customer feedback – during October, 2023 a survey of customer feedback was undertaken. During this period the system had been affected by eight consecutive working days of intermittent service, during which time there had been issues hearing the customer and vice versa. The average score given by the customer during October had been 2.85/5, however, if you removed the eight consecutive working days of intermittent service, the score would be 4.48/5.
- Areas of focus for the future – these had been identified as follows:
 - To expand the triage for Housing to all access channels
 - Continue to push transformation and service improvements
 - Response times to keeping the Borough clean should improve through the recruitment of the new Place Protection Officers – this would be monitored
 - Investigation into the frequency of issues with the telephony system with the account manager – meeting scheduled
 - Resilience within the team

The Committee discussed the presentation and in particular the resource and resilience within the team. It was advised that with resource, it wasn't just about getting additional resource but also about how digital services were utilised to best serve the customer. It was noted that consideration could be given to how the customer could be educated to use digital services, through use of the messaging system and online. The option to add a "number in the queue" message was discussed, however at this time it was felt that that could cause customers more issues as the number could increase due to the way the system currently operated.

Resilience within the team was monitored and it was noted that the "tight knit team" used a chat facility to communicate and look out for each other, in particular after having dealt with difficult calls.

ACTION:

What	Who	When
Request to see a copy of the Business Continuity Plan for when the phones are affected by system issues	Marybeth Quaintmere	January 2024
Data Request: During October 2023, how many calls were received in comparison to the 87 responses to the survey	Mary Timmins	January 2024
Provide comparison details on wait and abandoned call times	Mary Timmins	January 2024

A watching brief would be maintained on the service and consideration be given to when the Committee would next review its work.

The Chairman thanked Cllr Ade Adeola, Marybeth and Mary for the contribution to the meeting.

24. COUNCIL BUSINESS PLAN - QUARTER 2 PERFORMANCE MONITORING

The Committee welcomed Rachel Barker, Assistant Chief Executive who was in attendance to report on delivery against the Council's Business Plan at the end of Quarter 2.

It was noted that the Q2 monitoring was in three parts, as set out below:

- Quarterly monitoring - 10 key activities and projects which aimed to deliver the Council's priorities within the themes of People and Place
- Business Performance - key indicators and service measures used by the Council to monitor how the Council runs
- Corporate Risk Register - factors identified in the Risk Register that could affect the future delivery of the Council Plan and impact on the Council's Business Performance

In the Q2 monitoring data, it was noted that 90% of the key activities were highlighted as green - on course, and 10% were highlighted as amber – achievement was in question. It was noted that the activity highlighted as amber was:

- People 5 - supporting key business sectors and help people to access the opportunities that they offer. Due to the presence of Reinforced Autoclaved Aerated Concrete (RAAC) at the Farnborough College of Technology, the rooms and facilities at Aerospace Research and Innovation Centre (ARIC) are currently being used as teaching space.

As a result the project had been delayed. No projects were showing as red – unable to achieve, or blue – completed, at this time.

The following areas were noted, within the Business Performance section :

- A reduction in the number of website sessions in comparison to the same quarter in 2022/23, this was mainly due to less views of the lido page (down by more than 90%). Southwood Country Park and the car boot sales had large increases in page views in comparison to 2022/23's Q2.
- Q1 2023/24 recycle rate was 44.1% (the same as Q1 in 2022/23), this information is one quarter behind.

Moving forward into Q3, it was proposed that fly-tipping data would be included in the data. In Q4, parking income data would replace PCN data, and cremations data would be included, due to the considerable service changes being undertaken during 2024.

Under the Corporate Risk Register section, the Committee noted that:

- The Council's key strategic and standing corporate risks had remained relatively unchanged.
- An additional risk of significance had been added to the standing corporate register for the Leisure and Cultural Hub Major Project.
- The addition of risks relating directly to the UK economy, in particular high interest rates.
- The risk register now included trend arrows against each risk score to assist in tracking risk changes in the short term.

It was noted that plans were in place to further update/strengthen the Corporate Risk Management Policy later in 2023/24, particularly on the matter of risk appetite. As part of the longer-term updates to the policy and arrangements, consideration was also being given to tracking longer term trends for each risk

In response to a query it was noted that the Corporate Risk Register did not include all risks to the Council and each service had its own individual Risk Register.

ACTION:

What	Who	When
Provision of detailed information on how risk is scored to be provided at the next Progress Group	Rachel Barker, Assistant Chief Executive	18 January 2024

Deeper look at how projects are RAG rated at the next Progress Group	Rachel Barker, Assistant Chief Executive	18 January 2024
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The Chairman thanked Ms Barker for her report and the actions would be picked up at the Progress Group later in the month.

25. **WORK PLAN**

The Committee noted the current work plan.

Following a discussion regarding the invitation to the five County Councillors to attend a future meeting of the Committee to discuss engagement on relevant Borough matters, and the subsequent response from the Leader of Hampshire County Council (HCC), it was agreed that a further letter would be sent from the Chairman to the Leader of HCC.

It was noted that a request had been made for a replacement for Cllr Ade Adeola on the Registered Providers Task and Finish Group for the remainder of the 2023/24 Municipal Year.

The meeting closed at 8.52 pm.

CLLR M.D. SMITH (CHAIRMAN)

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Climate Change Action Plan 2023 -26 - progress update for Overview and Scrutiny Committee, 8 February 2024

Background

The Council's revised [Climate Change Action Plan](#) was agreed by Cabinet in July 2024 and contained 12 actions to be progressed over the next three years. This report sets out a progress update on the delivery of each of those actions for the Overview and Scrutiny Committee. Further additional information will be provided to Overview and Scrutiny Committee Members at their meeting on 8 February 2024 alongside a presentation of the latest Council carbon footprint information.

Information relation to the Council's carbon footprint for 2021-22 (latest published information) can be found on the [Council's website](#)

Action 1: Transition electricity across the Council's sites to 100% renewable tariffs.

The Council's energy contracts will need to be re-procured before October 2024. Work on this commenced in January 2024 and will include obtaining quotes for 100% renewable tariffs.

Action 2: Switch the Council's car fleet to electric alternatives and investigate options for other Council vehicles.

Work is underway and a verbal update to be given.

Action 3: Achieve a 5% annual reduction in overall travel from employee-owned vehicles for business purposes and refresh the Council's Workplace Travel Plan.

Work is underway to get a plan in place in 2024 which will include signposting to relevant resources.

Action 4: Consider opportunities arising from a relocation of the Council's offices to reduce gas consumption and/or increase renewable energy generation onsite.

The decision to include new Council offices within the RIBA Stage 3 design for the Leisure and Cultural Hub was made in October 2023. This building is aiming to be the first Net Zero Carbon building in the Borough and is being designed to achieve PassivHaus certification which will significantly reduce (at least 70%) operational carbon.

Action 5: To continue to engage young people on climate change through the schools’ programme which is now running in four junior schools within Rushmoor.

Winchester Science Centre (now named Wonderseekers) were given a grant to run a Climate Trackers scheme to schools within the borough. The focus on the scheme is to raise climate awareness, whilst developing interest and skills in Science, Technology, Engineering and Maths (STEM).

The second year of delivery of this scheme has concluded and was delivered to four schools in the borough. This reengaged the two schools who took part in the first round of the scheme (Talavera and Tower Hill), as well as an additional two schools (Alderwood and Cherrywood). This focused on years 4 and 5, where approximately 300 children took part.

For the coming year, we would like to continue the Climate Trackers scheme out of the climate change allocation fund, with a view of looking at other funding sources for the future to ensure its sustainability and possible expansion.

Action 6: To use the Council’s communications channels (including through Member engagement) to promote opportunities for residents and local businesses to reduce their own carbon footprint, including promoting schemes to the improve energy efficiency of their home or business.

Over the course of 2023/24 the following communications campaigns have appeared on the Council’s communications channels:

Warmer Homes (HUG2 – Home Upgrade Grant)	<ul style="list-style-type: none">• Targeted Mailout• Social Media (Facebook, Instagram, Twitter)• Radio Interview – Cllr Sheehan (Portfolio Holder for Operational Services)• Warm & Welcome event at Library• Eco Fair• Arena Article• Citizens Advice / Customer Services• RBC Website• Internal communications (Viva Engage & CEX News)• Leaflets (eg. library, Senior Citizens Forum)• Next door
Solar Together (iChoosr)	<ul style="list-style-type: none">• HCC/iChoosr – targeted mailout• Social Media (Facebook, Instagram, Twitter, LinkedIn)
Eco Fair	<ul style="list-style-type: none">• Social Media (Facebook, Instagram, Twitter, LinkedIn)• Poster – Southwood Visitor Centre• RBC Website
Big Tree Giveaway	<ul style="list-style-type: none">• Social Media (Facebook, Instagram, Twitter)• Eco Fair – Stallholder• Posters (Southwood visitor Centre, Noticeboards)

	<ul style="list-style-type: none"> • RBC website
Recycling & Food waste	<ul style="list-style-type: none"> • Social Media (Facebook, Instagram, Twitter) • Arena Magazine • Events • Eco Fair
Other – social media	<ul style="list-style-type: none"> • Climate Change Action Plan 2023-26 (Cabinet outcome) • Rushmoor Youth Influence Climate Change Session • Flood Information Event • Eco Explorers • Repair Café • Wellesley Woodlands • Blackwater Valley Partnership • Thames Valley Basin Heath Partnership • Citizens Advice Energy Advice

In addition, the following has been shared with the business community within the Borough:

LoCASE (Low Carbon in the South and East)

LoCASE's offer provided business grants for business of up to £10,000 as well as an environmental training scheme and events. The LoCASE programme is supported by the European Regional Development Fund to provide a free business support programme. It offered focused, individual support to small and medium sized enterprises (including social enterprises) improving competitiveness and creating jobs through increased energy efficiency and new low carbon business.

Sustainable Business Network

Rushmoor Borough Council contributes to the Sustainable Business Network (North Hants), and also supports the development of the Sustainable Business Network seminars to improve support and mentoring to SMEs on carbon reduction and sustainable business measures. This is organised and run by Carbon Footprint Ltd.

23/24 sessions have included:

- Renewable Energy On-Site - Cutting Costs & Taking Control
- Net Zero Latest and the Role of Carbon Removal
- Renewable Energy On-Site Pt 2 - Cutting Costs & Taking Control
- Demystifying Sustainability Reporting – Compliance Reporting Now and What's Coming Soon.
- Sustainable Procurement - What is it and how to do it well.

EM3 Growth Hub

The EM3 Growth Hub have been offering Net Zero business workshops for businesses. This has been promoted on LinkedIn.

Action 7: To hold an eco-fair in September 2023 at Southwood Country Park and Field Centre to allow residents to find out more about climate change and opportunities to reduce their own carbon footprint and to hold an event for local businesses on low carbon opportunities.

The Eco Fair was held at Southwood Visitor Centre on Saturday 9th September 2023.

Stallholders Included:

- Rushmoor Borough Council – Contracts team
- Citizens Advice – Energy Advice
- Fleet Beekeepers Association
- Hampshire Tree Partnership – Big Tree Giveaway
- Repair Café
- Tice Meadow Bird Group
- Blackwater Valley Partnership – Childrens activities
- Refill shop selling sustainable products (Weren't able to attend due to unforeseen circumstances)

Stallholder Feedback:

“We really enjoyed the event – a great range among the stalls showing different ways we can all contribute to the environment: and a lovely building; good to see the new centre. The opportunity to talk with other stallholders was great, but we also had a good level of engagement with many of the visitors, to talk about energy saving and answer questions: lots of responses to our quiz!” – Citizens Advice

“We were delighted to be able to help people make the connection between saving energy and saving money - we had a really positive response from the residents we spoke to on the day” – Citizens Advice

“Thanks for inviting the Hampshire Forest Partnership to have a stall, think it was a successful event despite the scorching temperatures(!)” – Hampshire Forest Partnership

The aim is that this will be an annual event. The next event has a hold date of: **14th September 2023**, 10am – 2pm (subject to change).

Action 8: To work with Hampshire County Council to improve access to EV charging facilities across Rushmoor.

The Council continues to work with Hampshire County Council on EV infrastructure throughout the borough. Hampshire County Council are currently applying for Local Electric Vehicle Infrastructure (LEVI) funding and further support will be given as this progresses.

Action 9: To refresh the Council's procurement strategy to ensure that the goods and services that the Council buys support the aim of the Council being carbon neutral by 2030.

The Council's Procurement Strategy is currently being reviewed. This will take into account procurement reforms arising from the Procurement Act.

Action 10: To review processes for the Council's capital programme so that environmental impacts are incorporated into business case development and whole life cycle carbon assessments are undertaken.

This is now being implemented with environmental impacts embedded into project development for the Leisure and Cultural Hub and a specialist piece of work on the carbon footprint of the crematorium refurbishments commissioned.

The approach will be reviewed over 2024 so that further improvements to business cases for capital schemes can be included.

Action 11: To develop the Council's offsetting approach with a view to ensuring that any offsetting undertaken by the Council has a local impact.

This will be developed further down the timeline, due to not having to offset until 2030. This will ensure that the most up to date opportunities and best practice can be considered.

Action 12: To review, update and publish the Council's carbon footprint on an annual basis, publish an annual report detailing all that the Council has achieved in relation to its climate action plan and associated strategies (e.g., Green Infrastructure Plan).

The annual report will be published in the spring and will include the updated carbon footprint calculations.

Action 12 of the Climate Change Action Plan states that the Annual Report will include details of other relevant initiatives and projects delivered in the last year. These include:

Council Office Ceiling Lighting

In recent months there has been work within the Council offices to replace the lighting. The existing lighting within the council office is not energy efficient and was contributing to the Council's carbon footprint. There are approximately 822 light fittings within the building and each light was 55 watts (with very few set up on sensors). There is now a programme underway to replace the existing lighting with LED energy efficient lighting, which comes with a 5-year warranty for all parts. This provides a more natural light at lower wattage. There will not be the need for as many fittings / lights as we have currently, due to the lighting being more effective and there will also be a cost saving for the Council as a result of this programme.

Reduction in the number of office printers and planned replacement:

The Council has undertaken a programme in 2023/24 to reduce the amount and cost of printing. A recent trial has brought a 22% reduction in printing with little evidence of any productivity issues. In February 2024, the printers within the Council offices will be replaced. These new printers will have a reduced environmental impact and will bring a reduction in electricity costs due to more efficient heating and cooling. The printers have also been procured from a certified carbon neutral supplier.

Introduction of food waste bins in the Council Offices

In June 2023, food waste bins were introduced in kitchen areas across the Council Offices to reduce the amount of food waste being put into general waste bins and going to landfill.

Rushmoor Youth Influence:

Delivered a Rushmoor Youth Influence Session around Climate Change. This included a presentation around RBC's Commitments, Carbon Footprint and an interactive session around carbon footprints and the impact of everyday actions. Guest Speakers from Fluor Ltd on their net zero goals for their premises and carbon capture feasibility projects.

Lunch & Learn

Delivered lunch and learn sessions to officers from across the Council's services. This details Rushmoor Borough Council's Climate Change commitments, as well as an interactive activity to explain and better understand carbon footprints and to engage officers in to how they can reduce their negative environmental impacts, both in and outside of work. Twelve Officers attended the first session, with a further ten due to attend a second session on the 1st February.

Carbon Literacy

Carbon Literacy training was shared that had been developed by The Innovation South Virtual Campus. The Innovation South Virtual Campus is a project initiated by a group of regional Colleges and Universities in collaboration with the Enterprise M3 Local Enterprise Partnership (LEP) and have developed a variety of short online courses. Carbon Literacy courses were shared with Senior Leadership and Members.

Eco Explorers Club

Eco Explorers Club is held in town centres on the first weekend of every month (Aldershot on Saturday. Farnborough on Sunday. May-December). These workshops focus on a variety of topics that have an environmental scheme, such as pollination, global warming, green energy, plastic, and recycling.

Warmer Homes (HUG2 – Home Upgrade Grant)

Rushmoor are part of a Consortium of districts within Hampshire that have been awarded funding. This gives residents the opportunity of fully-funded energy efficiency improvements. This only applicable to off-grid properties with an EPC of band D or lower. These improvements are funded by the Home Upgrade Grant (HUG) funding, which is administered by the Government's Department for Energy Security & Net Zero (DESNZ). This Scheme runs until March 2025.

Hitting the cold spots service

This service provides advice to residents on heating, insulation, energy bills, smart meters and switching energy tariffs.

It also has a small budget to help residents with heating repairs and can provide portable heaters if a heating system breaks.

Great British Insulation Scheme

Residents are signposted to this scheme on our webpage. This is a scheme to help lower the cost of heating your home, by adding insulation for free or at a discount. Anyone can apply, as long as their home is:

- In a lower council tax band (A to D)
- Rated as with an energy performance certificate D to G

Green Infrastructure Strategy

The Green Infrastructure Strategy for Rushmoor was adopted by the Council in July 2022. The Strategy includes a vision, objectives, and a number of broad priorities. In order to deliver these priorities, the Strategy identifies a number of potential projects. It is noted in the Strategy that these projects were identified as having potential, but their inclusion did not represent a commitment to delivery or assume that partnership working has been agreed.

Since the adoption of the Strategy, the Council has reviewed the potential projects and started to make progress on those considered to be of high priority. These include:

PP3 - A Biodiversity Net Gain Off-Site Scoping Project

The Environment Act 2021 introduces a new mandatory requirement for new development to provide 10% Biodiversity Net Gain (BNG). This is due to come into force on large sites on 12th February 2024. BNG must be provided on-site in the first instance, but if evidence demonstrates this is not possible, it can be provided off-site. Local authorities can offer BNG units on our own land. Therefore, officers have undertaken preparatory work to establish whether a 'Habitat Bank' of units can be created and offered once the mandatory requirement is in place. This has focussed initially on the Council's three Suitable Alternative Natural Greenspaces (SANG) and a number of urban tree planting locations. In January 2024, Cabinet approved the launch of a Rushmoor Habitat Bank and units are expected to be available for applicants to purchase in the coming months.

PP7 - Carbon Reduction through Tree Planting Feasibility Project

This project seeks to identify if, where and what type of tree planting may be desirable within Rushmoor Borough, and how Rushmoor Borough may best contribute towards delivery of national woodland creation commitments. Part of this project is being progressed through the identification of urban tree planting locations which can be funded through off-site BNG payments (see Project PP3 above). The Council has also been successful in securing funding as part of the Urban Tree Challenge Fund. This grant will fund the purchase, planting, and establishment of 194 trees within 14 planting locations, within wards identified as having the lowest canopy cover (i.e. below 20%).

GP1 - Southwood and Cove Brook Floodplain Enhancement Project

The creation of the Southwood Country Park SANG (Suitable Natural Alternative Greenspace) offered an opportunity to restore the habitats and physical processes associated with the Cove Brook corridor and associated floodplain, creating a more resilient ecosystem for the benefit of people and wildlife. The Council has entered partnership with the Environment Agency, to progress a project which will achieve river floodplain and habitat improvements on the Southwood Country Park and Cove Brook. The project is underway, but implementation has been on hold awaiting the completion of the ESSO Southampton to London Pipeline Project.

Big Tree Giveaway

The Big Tree Giveaway was in partnership with Hampshire Forest Partnership. The giveaway was launched at the Eco Fair in September 2023 and designed to help increase the canopy cover in Rushmoor. Rushmoor Residents were eligible for two free trees per residential address for planting in residential gardens. The trees were from a selection of 12 native species and were chosen for their suitability to local conditions and their benefits to biodiversity and pollinators.

Round 1: 464 trees were given away as part of the Big Tree Giveaway in Rushmoor. The final round of collections is due in early February 2024.

Solar Together Hampshire 22

Rushmoor Borough Council worked with Hampshire County Council and iChoosr to take part in Solar together. The second round (2022) finished in summer 2023 and registrations opened for a third round in Autumn 2023. This is a Group buying scheme for residents to reduce the cost of Solar PV and battery storage systems, as well as ensuring a trusted supplier.

Solar together scheme was also run in 2023.

	Solar PV		Retrofit Battery Storage	
	Registered	Accepted	Registered	Accepted
2022	390	63	24	10
2023	160	30	1	0

Rushmoor Community in Bloom

The Council's Climate Change Officer was a judge for RVS's Rushmoor Community in Bloom. This was focused on the Best Environmentally Friendly Garden category. The Council will continue in the future to have representation on the planning committee for this scheme.

Greening RVS

Continued working with RVS to offer support in their goal of introducing a sustainability policy and action plan. With the further aim of developing a toolkit for membership organisations to become greener and more sustainable.

RVS Forum – Greening the Voluntary Sector

Climate Change Officer presented at the RVS Forum 'Greening the voluntary sector. This detailed Rushmoor's climate change journey from declaring a climate emergency in 2019 to present, the new action plan and carbon footprint.

Citizens Advice Rushmoor

Worked with Citizen Advice Rushmoor to develop an Environmental Policy and Action Plan, with an aim to reduce their negative environmental impact and raise awareness of environmental issues. This included engagement and a workshop with trustees, staff, and volunteers from across the organisation.

Jet Zero

In April 2023, Tom Bircham, Economic Development Officer at Rushmoor Borough Council was seconded to Enterprise M3 LEP to support their development of a Jet Zero Cluster.

In 2022, department of transport launched the Jet Zero strategy with a goal for aerospace to be net zero by 2050 or 2040 for airport infrastructure. The initial piece of activity has been around bringing the appropriate organisations around a table to discuss the direction of travel we need to be taking in order to develop the cluster. To date, there have been four in-person stakeholder meetings bringing together

representatives from industry, academia, funding bodies and the public sector to have very open conversations on the conditions that need to be created. This has helped the LEP to find out what businesses are doing locally and what the barriers are to growth, including investment and skills.

Additionally, in 2023, the LEP commissioned, economic development consultants, SQW, to map the activity taking place within the region and provide a comprehensive database of local organisations who are engaged in activities related to Jet Zero. Working with an organisation called Glass AI and Oxford Brookes they have used AI to scrape the websites of companies within the geography. They created a taxonomy of the key terms related to Jet Zero and have used this technique to provide a comprehensive database of organisations in the region who are engaged in Jet Zero activities.

The results of this work have been used to identify the strengths of the region and will aid the LEP to provide more targeted support, but also allow them to create a network of businesses that can be approached to be part of the cluster.

SQW also undertook a stakeholder consultation exercise to better understand the requirements of the businesses, specifically around skills, premises, funding, and market conditions as well as where the businesses are on their net zero journey and what the challenges and opportunities are. The results of the above have been used to create an evidence paper, action plan and proposition document making the case for the EM3 region as a great place to locate a sustainable aviation enterprise.

The next meeting of the cluster will take place in February, with businesses such as Farnborough Airport, Gulfstream, Tisics and Farnborough Aerospace Consortium all confirmed to attend.

Contact Details:

Rachel Barker – Assistant Chief Executive
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Sophie Rogers – Climate Change Officer
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4 JULY 2023

REPORT NO. ACE2306

KEY DECISION? No

CLIMATE CHANGE ACTION PLAN 2023-26

SUMMARY AND RECOMMENDATIONS:

Following the declaration of a climate emergency in June 2019, the Council has been delivering a number of projects and programmes that seek to mitigate the impact of climate change. This report provides further detail on actions taken to date and presents the Council's carbon footprint for the period 2021/22. In light of this information, a revised climate change action plan for the Council is proposed which will cover the period 2023 – 26.

Cabinet is asked to:

- i) Note the progress in delivering the actions in the climate change action plan which was agreed in November 2020
- ii) Note the Council's carbon footprint for 2021/22 and the carbon footprint target setting report in Annex A.
- iii) Agree the Climate Change Action Plan 2023 – 26 as set out in section 4 of this report.

1. Introduction

- 1.1 In June 2019 the Council declared a climate emergency with a motion unanimously passed by Council. Following on from this, in November 2020, Cabinet agreed a climate change action plan which contained 90 identified actions. This report includes an update on the implementation of these actions.
- 1.2 A key action that the Council has been to appoint dedicated officer resource to lead and coordinate activity in line with the climate change action plan and also to calculate the Council's carbon footprint for 2021/22. This has helped to shape the development of the revised action plan which is set out in section 4.

1.3 This report seeks Cabinet approval to the revised climate change action plan which sets out actions to directly reduce the Council's carbon footprint between 2023 and 2026. This will be reviewed and updated annually in light of the updated Council carbon footprint and an annual report detailing progress against actions will be published.

2. Approach to date

2.1 The current climate change action plan was comprised of 90 actions. This was a rolling plan, with a view that it would be updated in light of the Council's carbon footprint. Each action was given a 1 year, 3 year or longer-term timeframe.

2.2 The action plan was divided into four areas as set out in the Climate Change Strategy:

- A: Awareness Raising and Engagement
- B: Reducing Impacts (Mitigation)
- C: Building Resilience (Adaptation)
- D: Other Sustainable Initiatives

2.3 Of the 90 actions identified within the plan, almost two-thirds have been progressed. Key Achievements against the current climate change action plan include:

- A separate weekly food waste collection service was successfully rolled out across the borough.
- A grant was given to Winchester Science Centre to develop and deliver a programme (Eco-schools) to two schools within the borough in 2022. This was based around a repeat engagement model approach and due to its success was extended to a further two schools (total 4) in 2023 (Climate Trackers).
- A Climate Change Competition for KS3-KS5 was organised for young people to submit proposals on how they, their school or community, could reduce their negative impact on the environment. The key objectives of this project were to get young people engaged in the climate debate and to increase their understanding of environmental issues.
- Rushmoor Borough Council is part of Portsmouth Consortium, which has secured funding for decarbonisation measures on domestic properties within the borough (Local Authority Delivery scheme; LAD2, LAD3, and the Home Upgrade Grant; HUG1 & HUG2)
- Rushmoor Repair Café in Aldershot was successfully launched in December 2022 and takes place on the third Saturday of every month, supporting a circular economy and reducing the number of items sent to landfill.
- The Council's carbon footprint (2022/23) was calculated using SUSTRAX, by Carbon Footprint Ltd. Carbon Footprint Ltd then produced a Carbon Footprint

Target Setting report, which put forward recommendations for reducing the Council's greenhouse gas emissions until 2050, with the aim of becoming carbon neutral by 2030.

- The appointment of a climate change officer within the Council, allowing for dedicated resource to be available and for the Council to increase engagement with external groups including the Hampshire Climate Change Officer Group.

2.4 The Cabinet had also appointed a Climate Change Champion role who had acted as the Chair of the Climate Change Working Group. The Climate Change Working Group was established in November 2020 to “guide the development and detail of the implementation plan” and has provided advice and guidance on the development of the Council’s carbon footprint. Further policy and project matters will be presented to the Policy and Projects Advisory Board (PPAB) and progress in delivering the plan will be reported to as part of the Council’s quarterly monitoring and the Overview and Scrutiny Committee. These arrangements reflect the changes within Cabinet Portfolios which sees climate change positioned more corporately and the move of responsibility for climate change from the climate change champion role to the Deputy Leader and Major Projects and Property Portfolio Holder. There will be a meeting with the previous members of the climate change working group in the coming months to enable for a transition of these arrangements.

3. Calculating the Council’s carbon footprint

3.1 The carbon footprint is comprised of three scopes and includes both direct and indirect emissions. The data that each scope encompasses within Rushmoor Borough Council's carbon footprint is shown in the table below.

Rushmoor Borough Council’s carbon footprint scopes

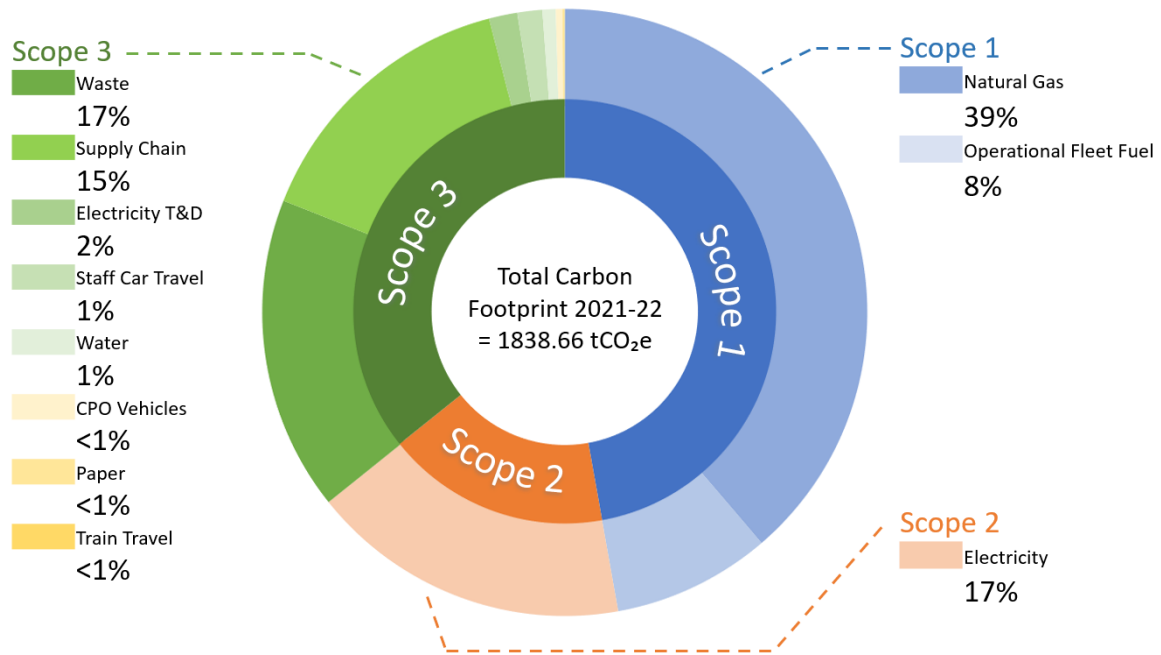
Scope 1	Direct Emissions	Gas (Heating) and Council Owned Vehicles (Operational Fleet)
Scope 2	Indirect Emissions	Purchased electricity
Scope 3	Indirect Emissions	Business Travel, Paper, Waste, Water and Supply Chain (procured goods & services)

3.2 The Council's previous carbon footprint (19/20) was calculated by The Carbon Trust. The 2021/22 carbon footprint was undertaken using SUSTRAX by Carbon Footprint Ltd. The methodology that is used in SUSTRAX is aligned with the greenhouse gas protocol and in relation to supply chain data; DEFRA recommended conversion factors. This means that the two footprints are not directly comparable. The methodology set out in SUSTRAX will be used going forward in order to track progress and therefore can be used as a baseline for the future.

- 3.3 All data categories, with the exception of the supply chain, is based on primary data. Supply chain data was calculated using contract cost and Standard Industrial Classification (SIC) code categories. Primary data for the vehicle mileage and waste tonnage from the Council's contract with SERCO was used. The recommendation would be in the future to work with contractors and suppliers to increase the amount of primary data used in the supply chain category in order to increase the accuracy of the footprint.
- 3.4 The carbon footprint is expressed as an absolute amount in tCO_{2e}. This is the amount of greenhouse gas emissions as represented by tonnes of carbon dioxide equivalence, meaning other greenhouse gases impacts are quantified using carbon dioxide's warming effect as reference.
- 3.5 The overall operational carbon footprint (2021-22) was 1,838.66 tCO_{2e}. The breakdown of these emissions is shown in the table and image below.

Breakdown of Rushmoor Borough Council's Operational emissions

Scope	Source	Rushmoor	Contractors	Total
1	Natural Gas	712.12	-	712.12
	Operational Fleet Fuel	13.24	141.98	155.22
2	Electricity Generation	314.1	-	314.1
3	Waste	1.06	306.84	307.9
	Supply Chain & Purchased Goods	275.24	-	275.24
	Electricity T&D	27.8	-	27.8
	Staff Car Travel	24.52	-	24.52
	Water	12.98	-	12.98
	CPO Vehicles	6.49	-	6.49
	Paper	2.25	-	2.25
	Train Travel	0.04	-	0.04
Total:		1389.85	448.82	1838.66



4. Climate change action plan 2023 – 2026

4.1 The Climate Change Action Plan 2023-2026 has been developed in an evidence-based way, with the majority of proposed actions linked back to the Council's carbon footprint. The Council has sought independent advice on its target setting and the full report which has shaped and informed this action plan can be seen at Annex A.

4.2 The Action Plan 2023-2026 contains 12 proposed actions set out below. This Action Plan is predominantly focused on reducing the Council's own carbon footprint but does also include some actions which support the objective of achieving a greener and more sustainable Rushmoor. The Action Plan does not aim to summarise all the activity that the Council is undertaking to support the climate change and biodiversity agenda, much of which is undertaken as business as usual activity following changes made in recent years (including the introduction of food waste collection and changes to mowing and planting to increase biodiversity). The annual report proposed in Action 12 allow for the full range of associated activity to be reported on an annual basis, alongside progress to reduce the Council's carbon footprint.

4.3 The twelve priority actions proposed for 2023-2026 are as follows:

Action 1: Transition electricity across the Council's sites to 100% renewable tariffs.

Action 2: Switch the Council's car fleet to electric alternatives and investigate options for other Council vehicles.

Action 3: Achieve a 5% annual reduction in overall travel from employee-owned vehicles for business purposes and refresh the Council's Workplace Travel Plan.

Action 4: Consider opportunities arising from a relocation of the Council's offices to reduce gas consumption and/or increase renewable energy generation on-site.

Action 5: To continue to engage young people on climate change through the schools' programme which is now running in four junior schools within Rushmoor.

Action 6: To use the Council's communications channels (including through Member engagement) to promote opportunities for residents and local businesses to reduce their own carbon footprint, including promoting schemes to improve energy efficiency of their home or business.

Action 7: To hold an eco-fair in September 2023 at Southwood Country Park and Field Centre to allow residents to find out more about climate change and opportunities to reduce their own carbon footprint and to hold an event for local businesses on low carbon opportunities.

Action 8: To work with Hampshire County Council to improve access to EV charging facilities across Rushmoor.

Action 9: To refresh the Council's procurement strategy to ensure that the goods and services that the Council buys support the aim of the Council being carbon neutral by 2030.

Action 10: To review processes for the Council's capital programme so that environmental impacts are incorporated into business case development and whole life cycle carbon assessments are undertaken.

Action 11: To develop the Council's offsetting approach with a view to ensuring that any offsetting undertaken by the Council has a local impact.

Action 12: To review, update and publish the Council's carbon footprint on an annual basis, publish an annual report detailing all that the Council has achieved in relation to its climate action plan and associated strategies (e.g. Green Infrastructure Plan).

- 4.4 The report from Carbon Footprint Ltd suggests that implementation of the measures above would have the potential to reduce the Council's carbon emissions by over 40% by 2030 and it is acknowledged that there is the potential to reduce carbon emissions by over 80% by 2050. The model from the report in Annex A recognises that it is likely that the Council cannot be net zero by 2030 (largely as a result of operations at the crematorium) but can achieve carbon neutrality by this date through offsetting the remaining footprint.

5. Implications

Legal

There are no anticipated legal implications arising from the proposed action plan.

Financial

A climate change reserve was created in November 2020 and this will be used to support actions 5, 6, 7, 8 and 12 with the proposed plan and could also be used to support other activity within the climate change action plan. At the end of last financial year (2022/23), the balance of this reserve was £178,000.

Other actions will be funded through relevant service budgets and in accordance with the financial procedure rules. Wherever possible, external grants and funding sources will be sought to support the delivery of the action plan. Members should note that the delivery of some of the actions contained within this plan could have financial implications and business cases will be developed and presented for consideration where this is the case.

Equalities impact

Equality Impact Assessments will be undertaken on the individual actions within this plan if required.

6. Conclusion

- 6.1 Since declaring a climate emergency in summer 2019, progress has been made to deliver the actions within the existing climate change action plan. Following the calculation of the Council's carbon footprint and the delivery of a number of actions within the existing plan, a refreshed action plan.
- 6.2 Cabinet is asked to approve the 12 priority actions contained within the refreshed Action Plan which will help to deliver a reduced carbon footprint for the Council and a greener and more sustainable Rushmoor. An annual report on progress against each of these actions and the broader environmental actions that the Council has taken over the previous 12 months will be prepared each year and the Action Plan will be reviewed in light of this.

**COUNCILLOR MARTIN TENNANT
DEPUTY LEADER AND MAJOR PROJECTS AND PROPERTY PORTFOLIO
HOLDER**

BACKGROUND DOCUMENTS:

Annex A – Carbon Footprint Target Setting Report

CONTACT DETAILS:

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Sophie Rogers, Climate Change Apprentice - sophie.rogers@rushmoor.gov.uk



Carbon Footprint Target Setting for Rushmoor Borough Council

Based on data from Assessment Period:
1st of April 2021 – 31st of March 2022

Executive Summary

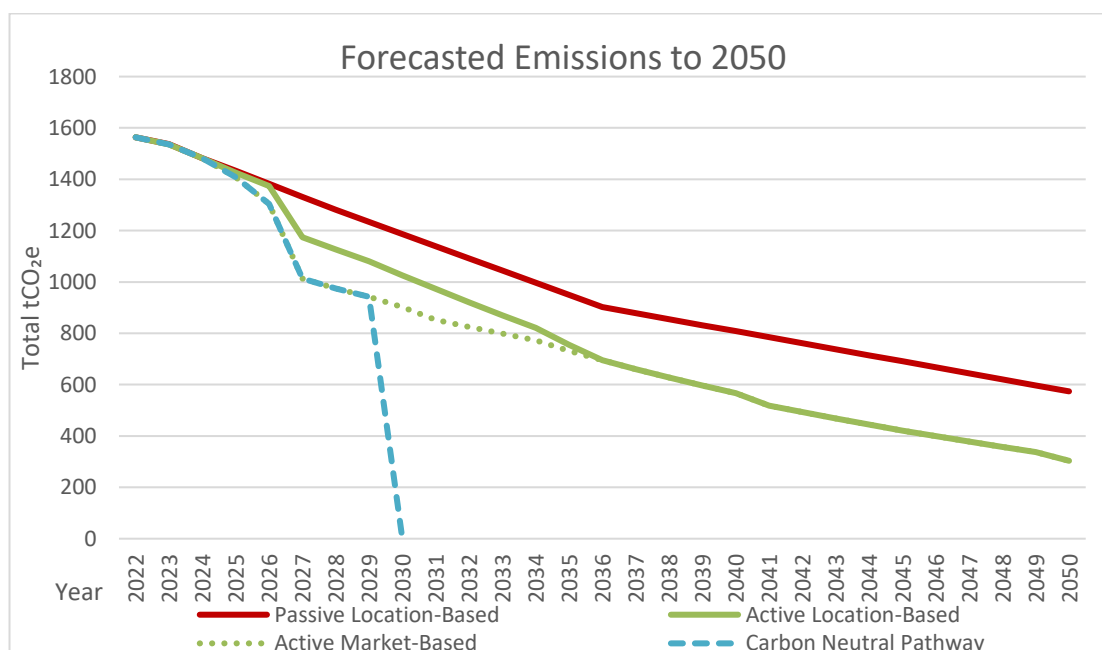
Carbon Footprint Ltd has completed a forecast of the greenhouse gas (GHG) emissions of Rushmoor Borough Council until 2050 based on a dataset provided by the council for the period of the 1st of April 2021 to the 31st of March 2022.

Key Outcomes

- Baseline absolute location-based emissions are 1563.43 tCO₂e and 6.30 tCO₂e respectively on a per FTE Employee basis.
- Baseline absolute emissions including the council’s Scope 3 supply chain footprint are 1838.66 tCO₂e.
- Rushmoor Borough Council should aim to reduce total market-based emissions by 42.3% and market-based emissions on a per employee basis by 46.7 %, each, respectively, by 2030.
- Rushmoor Borough Council should aim to reduce total market-based emissions by 80.6% and market-based emissions on a per employee basis by 85.2%, each, respectively, by 2050.

Recommendations

- Offset the GHG emissions created within this data period to become carbon neutral.
- Swap all electricity utilities to 100% renewable tariffs by 2030 across all sites to reduce market-based emissions.
- Switch to a 100% renewable electricity tariff at the Council Offices site by 2025.
- Begin phasing out gas usage across all sites (excluding the Aldershot crematorium) from no later than 2030 onwards and replacing with electric system alternatives.
- Select a waste contractor transitioning to an electric vehicle fleet from no later than 2035.
- Commit to implementing a travel policy aimed at reducing total travel from employee-owned car travel by 5% per year, from 2024.



¹ Targets within this report should be re-assessed in the next 3-5 years to allow remodelling with inclusion of any potential hydrogen alternatives to current natural gas usage which may become available during this time.



Executive Summary..... 2

1. Carbon & sustainability targets 4

2. References 9

Quality Control

Report issue number: 1.1
Date: 03 June 2023

Calculations completed by: Joe Murray
Calculations reviewed by: Zoe booth

Report produced by: Joe Murray
Report reviewed by: Zoe Booth
Director approval: Dr. Wendy Buckley



1. Carbon & sustainability targets

1.1. Target setting

We recommend targets are set against a growth metric, to account for changes in the size of the council. For Rushmoor Borough Council we recommend setting the reduction target on a per FTE and per borough resident population basis, to allow comparison with future emissions, when the council may have grown.

There are four categories of carbon dioxide² reductions to consider whilst setting targets:

1. **Passive Reductions** – these are carbon reductions that would happen without any action needed by the organisation e.g., the decarbonisation of the electricity grid will gradually reduce the carbon emissions associated with the electricity you use and purchase.
2. **Market-Based Reductions** – these are achieved by selecting and paying for energy tariffs that have lower emissions e.g., buying a green electricity tariff.
3. **Active Reductions** – these are achieved by making technological, behavioural and operational changes within the organisation. E.g., choosing to reduce the number of miles driven in cars; choosing to put a limit on the number of flights people make; investing in new technology to reduce energy consumption etc.
4. **External Reductions** – carbon **compensation/offsetting** to reduce emissions external to your own footprint to reduce your Net emissions.

Figure 1 shows this recommended approach applied to Rushmoor Borough Council's emissions to 2050.

The **Passive Reductions** assume:

- Electricity Grid emissions will reduce linearly to zero by 2035 (which is the UK's target to achieve zero carbon emissions electricity grid). Note: the grid emissions have reduced by approximately 50% over the last 5-6 years on a tCO₂e per kWh basis.
- Rushmoor Borough Council's crematorium site will continue to require natural gas consumption for its operations, past 2035.
- Car & van emissions will transition to being 100% electric by 2050. Note: the UK government has moved to end the sale of non-electric cars by 2030. In the assessment we assume electric cars will require the same amount of energy as those powered by internal combustion engines, based on the litres of fuel burned by Rushmoor Borough Council during the 2020/21 assessment period.
- The council's contracted waste collection lorries will transition to electric/hydrogen models from between 2045 to 2055, assuming that by this point, lorries powered by batteries, hydrogen or other renewable advances will be readily available.
- The council will continue to hold a responsibility to collect some forms of household waste not likely to be recyclable, via its contractor(s), until 2050.

² Referred to as "carbon" or "CO₂"

- The **Active Reductions** assume:
- All utilities to swap to 100% renewable electricity tariffs by 2030.
- Site electricity at the Council offices to transition to a 100% renewable electricity tariff by 2025.
- Site electricity at the Aldershot Crematorium site and Princes Hall site to transition to a 100% renewable electricity tariff by 2027.
- The council offices to phase out onsite gas usage for heating purposes from 2027 by transitioning to a renewable energy alternative.
- Phase out natural gas usage from site energy mix across all remaining sites from 2030 onwards, with a 10% annual reduction in site gas consumption (equivalent to retrofitting 3 sites per year from 2030 – 2040 based on current site numbers).
- Lorries are transitioned to renewable alternatives 10 years ahead of the passive reductions forecast (2030 - 2040).
- CPO vehicles are swapped to electric vehicle alternatives in 2024/25.
- A 5% annual reduction in overall travel from employee-owned vehicles for business purposes, to 2035.

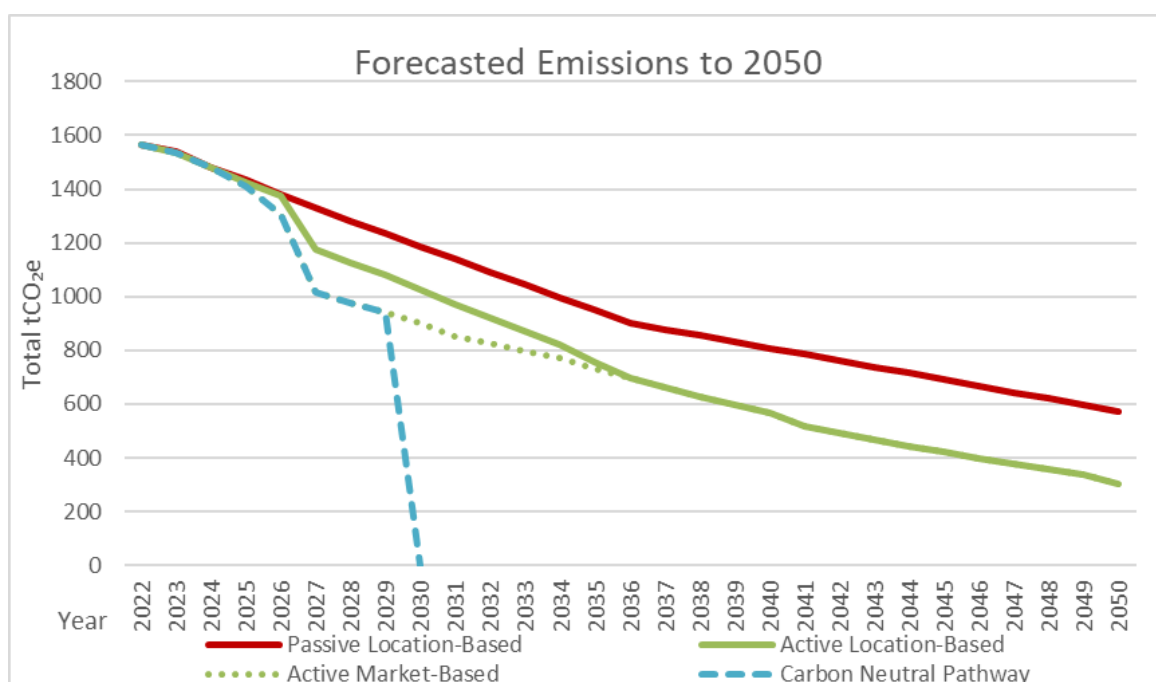


Figure 1: Emissions forecast for Rushmoor Borough Council until 2050

The above graph provides simulations that are designed to be best and worst-case scenarios. However, it is impossible to predict the future with 100% accuracy. The area between the passive and active lines represents emissions that could be saved.

Figure 2 forecasts the estimated breakdown of Rushmoor Borough Council’s future emissions on a per FTE Employee basis, with Figure 3 forecasting emissions on a per borough resident basis (100,100 as of 31st March 2022), this will allow Rushmoor Borough Council to scale the numbers to account for growth. Figure 4 details the breakdown of emissions by source category from the baseline year to 2050.

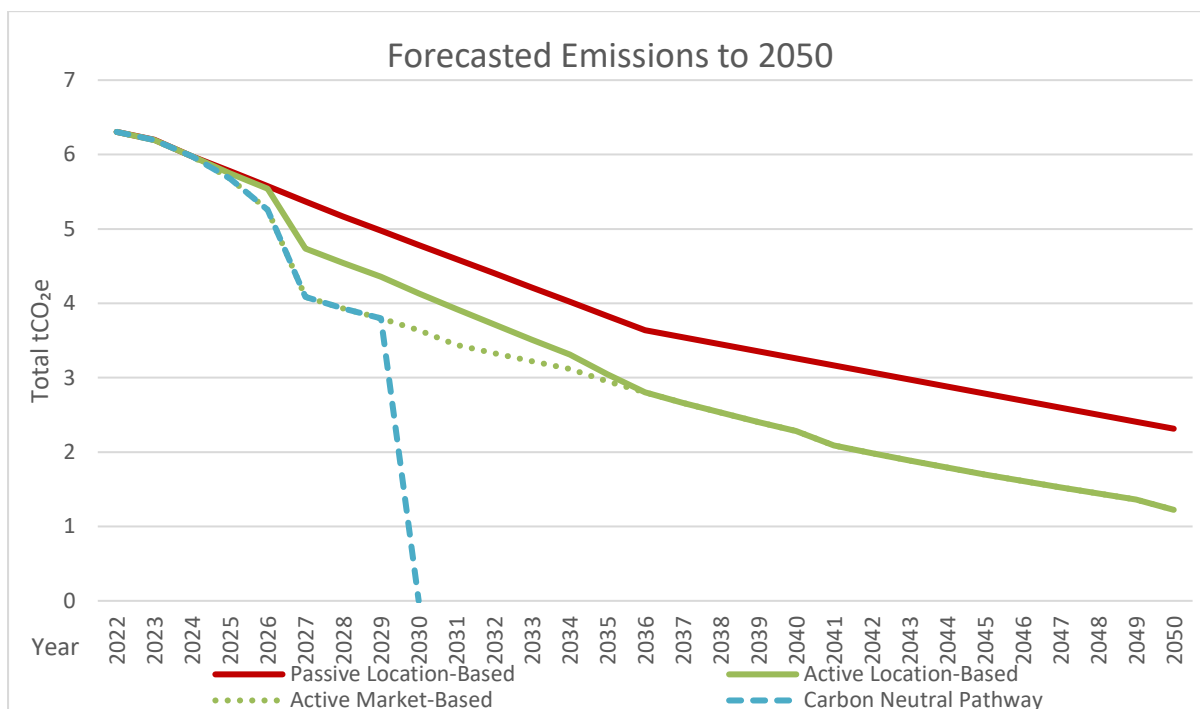


Figure 2: Breakdown of Rushmoor Borough Council's future emissions sources per FTE

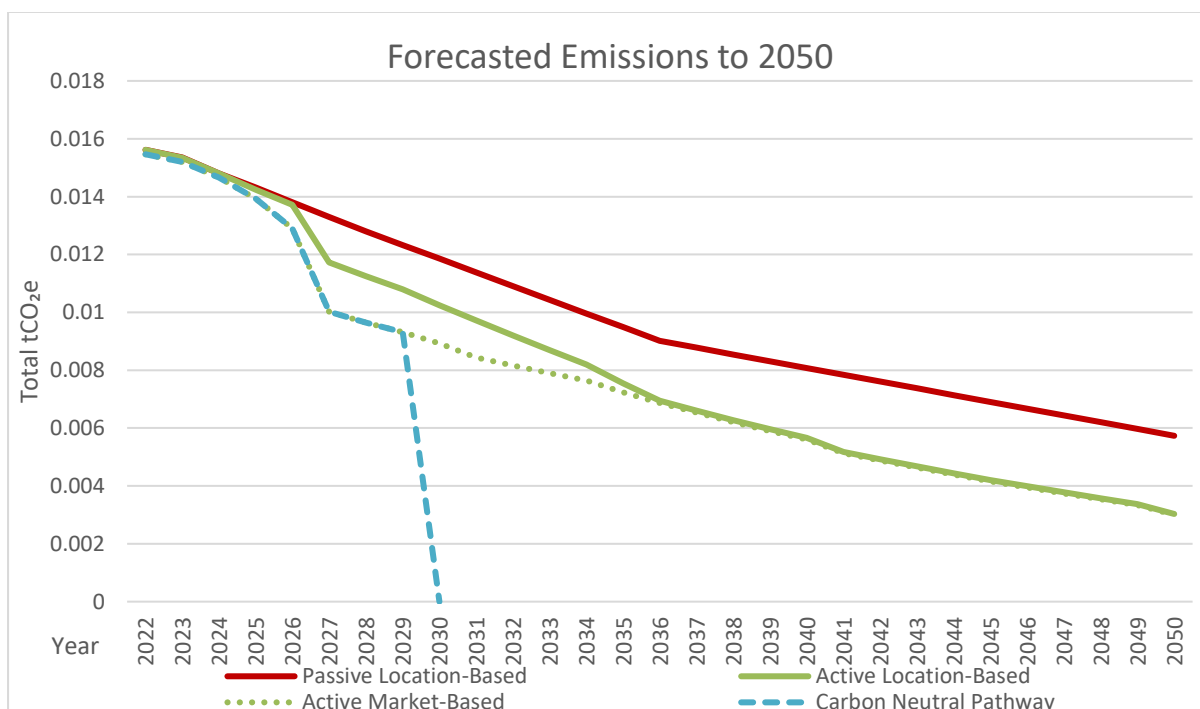


Figure 3: Breakdown of Rushmoor Borough Council's future emissions sources per borough resident

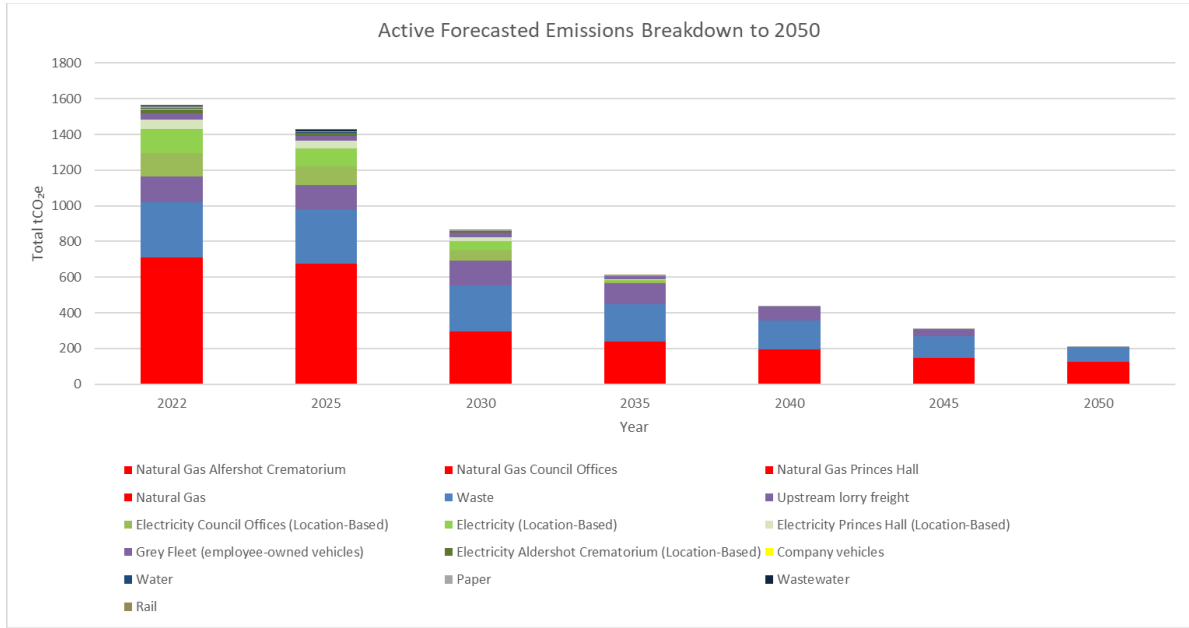


Figure 4: breakdown of Rushmoor Borough Council’s emissions by source category

All targets set should be reviewed regularly (e.g., on an annual basis) and amended accordingly (i.e., target increased if it is met ahead of schedule). This will prevent complacency if the target set was too conservative from the onset. An action plan should be developed to set out how the targets will be met, and an employee should be allocated the responsibility for carrying out the plan.

1.2. Supply Chain Target Setting

Forecasting emissions from the supply chain footprint analyses the trends in emissions factors and assumes that, by 2040, there will be carbon neutral alternatives for Rushmoor Borough Council’s entire supply chain either available or becoming available. Therefore, between 2040 and 2050, the supply chain footprint linearly reduces to zero for all sources based on this modelling assumption.

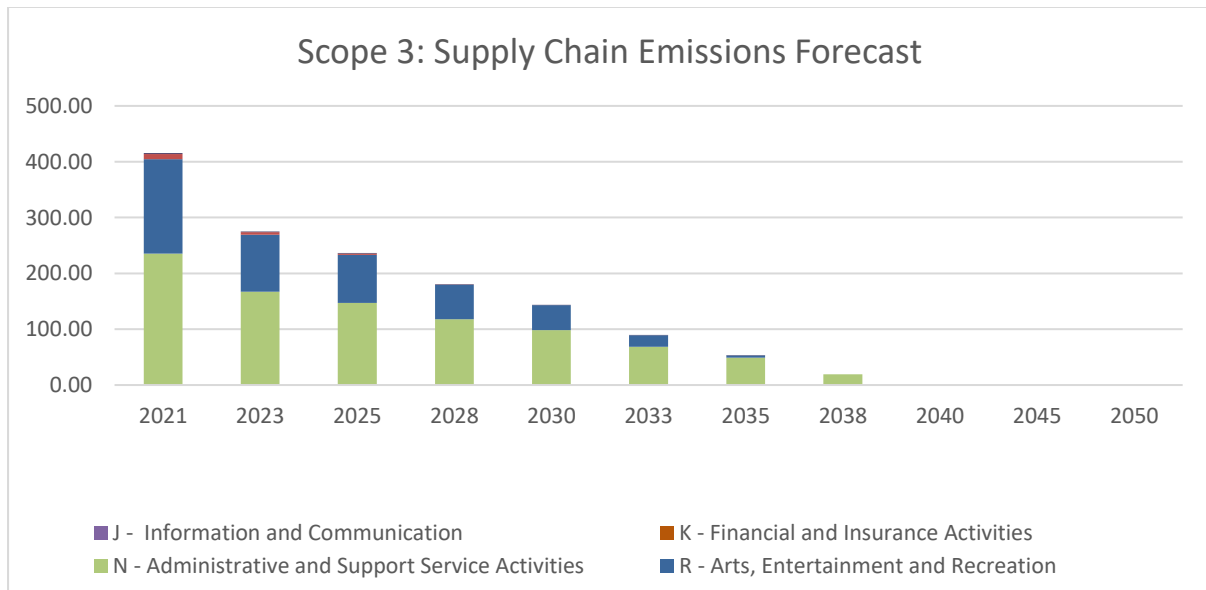


Figure 3: Forecasted emissions from Rushmoor Borough Council's supply chain

1.3. Summary of Target Setting Recommendations

In summary we recommend Rushmoor Borough Council set the following targets:

- Offset the calculated footprint by supporting climate change solutions around the world to become a 'Carbon Neutral Organisation'. Carbon offsetting is the only way to account for those emissions which have already been caused.
- The model forecasts that the council likely cannot reach its current target of being net zero (according to the SBTi understanding of the term) by 2030, but can achieve carbon neutrality by this date through offsetting its remaining footprint which it cannot reduce further from no later than the year of the 2030 assessment year, onwards.
- Rushmoor Borough Council should aim to reduce total market-based emissions by 42.3% and market-based emissions on a per FTE basis by 46.7 %, each, respectively, by 2030.
- Rushmoor Borough Council should aim to reduce total market-based emissions by 80.6% and market-based emissions on a per FTE basis by 85.2%, each, respectively, by 2050.
- Transition all electricity utilities across the council's sites to 100% renewable tariffs to reduce market-based emissions by 2030.
- Swap to a renewable electricity tariff at the Council offices from 2025.
- Begin phasing out gas usage from the council's sites from 2030 onwards.
- Consider transitioning to waste collection contractors which can provide electric vehicles within their fleet from as soon as possible.
- CPO vehicles are swapped to electric vehicle alternatives in 2024/25.
- A 5% annual reduction in overall travel from employee-owned vehicles for business purposes, to 2035.

2. References

1. BEIS GHG Conversion Factors for Company Reporting (2016-2021)
2. Carbon Footprint Ltd's Target Setting White Paper (2021)
3. Guidelines to Defra's Greenhouse Gas (GHG) Conversion Factors for Company Reporting – annexes (June 2013)
4. Science Based Targets Initiative (SBTi) (2021)
5. The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition (March 2004)

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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
<p>To monitor the performance and activities of Registered Providers working in the Borough.</p>	<p>Chairman of the Overview and Scrutiny Committee (Cllr Mike Smith, Vice Chairmen of the Overview and Scrutiny Committee (Cllrs Diane Bedford and Keith Dibble and Cllrs S.J Masterson and Sophie Porter</p>	<p>The Annual Report for 2022/23 was presented at the June 2023 meeting.</p> <p>A planning and review meeting was held on 6th September. The Group agreed the terms of reference, and made some changes to the standard questions asked, notably removing the questions around COVID management, and adding questions around Mould Management and Household energy efficiency ratings.</p> <p>The Group agreed that the three providers to be reviewed this year’s would be Vivid Homes, Defence Estates and A2 Dominion. The Group also agreed to add a fourth provider to the review, Riverside Housing, following reports of issues from tenants.</p> <p>In October the Group met with A2 Dominion who reported that they had appointed a new Chief Executive whose priority it was, to ensure better performance as a RP. New work contractors had also been appointed with robust KPIs on performance. Contact details for staff responsible for properties in Rushmoor had been provided, and site visits, were being arranged for 2024.</p> <p>In response to a Housing Ombudsman complaint and changes in the law surrounding damp and mould, A2 had contacted all residents who, had raised a repair mentioning damp and mould, to check if the issue</p>

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
		<p>has been resolved. A2 were working to get any unresolved issues fixed.</p> <p>In November, the Group met with the Chief Operating Officer and Group Development & New Business Director at VIVID, who explained their roles as new members of the executive team and their focus on improving the customer experience and preparing for any changes in legislation rising from the Social Housing Regulation Bill due in 2024.</p> <p>It was confirmed that all backlogged repairs were completed by September 2023, however, it was acknowledged that VIVID's repairs performance still needed to be improved. In addition, energy efficiency improvement works to properties in Fernhill Ward was progressing well.</p> <p>Cllr Ade Adeola resigned from the Group following his appointment as the Digital First & Corporate Portfolio Holder.</p>
To review the Council Tax Support Scheme	Chairman of the Overview and Scrutiny Committee (Cllr Mike Smith, Vice Chairman of the Overview and Scrutiny Committee (Cllr Diane Bedford) and Cllrs Christine Guinness, S.J.	<p>The first meeting was held on 24th July at which options to review the existing Council Tax Support scheme for 2024/25 were discussed by the Group. Members asked Officers for further information and data to be brought to the next meeting on 30th August, 2023 to assist in making any recommendations for change.</p> <p>At its meeting in August, 2023, the Group received updated information about the recent performance of the CTS Scheme, implications of</p>

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
	Masterson, M.J. Roberts and S. Trussler,	<p>reshaping the scheme to an income-based scheme rather than a minimum contribution scheme. The Group also saw the implications of improving the minimum contribution scheme for vulnerable customers. The costs and benefits of the latter scheme are being worked up for the next meeting. The Group also received a broader presentation from Boom Local Community Bank (Credit Union) about sustainable financial products which could form part of a package measures to assist local residents.</p> <p>Following the meeting on 26 September, 2023, the Group will be presenting a report to Cabinet at its meeting on 17 October which will recommend that Cabinet agree to consult on a change to the scheme for 2024/25. The change relates to removing the 88% cap on the maximum level of support that can be awarded to a working age recipient of Council Tax Support.</p> <p>The Cabinet AGREED the recommendations at its meeting on 17 October.</p> <p>The Group met on 11 January, where they considered the results of the public consultation exercise about changing the Council Tax Support scheme for 2024/25. It was a unanimous view of the Group to recommend to Cabinet that the scheme is changed from 1 April 2024 to allow 100% of a person's council tax liability to be used to calculate their Council Tax Support award.</p>

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
<p>To consider further the economical and environmental impacts of Farnborough Airport on the Borough.</p>	<p>Vice Chairman of the Overview and Scrutiny Committee (Cllr Diane Bedford) and Gaynor Austin, Jess Auton, Jules Crossley, Mara Makunura and Calum Stewart</p>	<p>Terms of Reference were review and agreed at the Progress Group (4th July, 2023).</p> <p>At the meeting on 11 September, 2023 the following actions were agreed:</p> <ul style="list-style-type: none"> • Terms of reference to be revised. Amends to specify what is out of scope. • Key lines of enquiry to be developed i.e., what do Members what to find out. Set these within a programme of work. • Extend deadline of the report. • Set up a shared space for relevant documents inc. FA Annual Report. <p>At the meeting on 18 January, 2024, the Group received a presentation from Tom Bircham, Economic Development Officer on the work RBC is undertaking with Enterprise M3 LEP on the jet zero cluster. The Group also discussed areas of potential follow up in a meeting with representatives from Farnborough Airport.</p> <p>A meeting with the Airport would be arranged in February 2024.</p>

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

ISSUE	CURRENT WORK
Corporate Customer Contact Indicators	Following the December meeting, the Committee agreed to keep a watch briefing on the work of the Customer Service Unit. Updates would be provided as necessary.
Stagecoach	<p>Stagecoach attended the meeting in July 2023 following a number of concerns and issues raised with Members by residents. At the meeting a recommendation was made to hold a stakeholder meeting to discuss some of these issues in more detail, in particular related to Aldershot services.</p> <p>The Progress Group would scope a plan for the meeting when it met in early September.</p> <p>The Multi Agency meeting took place on 22 January, 2024, at which partners from South Western Railway, Stagecoach, the Police and Hampshire County Council came together to discuss the issues raised. A report would be made to the Committee’s Progress Group at its next meeting.</p>
Council Business Plan	<p>In July, the Committee received an update on the Council Business Plan. It was requested that the list of items in the work plan be prioritised against the Council Plan and reported back on at the Progress Group.</p> <p>The Q2 monitoring was considered at the December 2023 meeting, at which Members asked for more details on how projects are rated and how risk is assessed. A briefing note was provided at the Progress Group in January and can be found here.</p>
Support for the Local Armed Forces Community and British Gurkha Veterans	<p>In September, the Committee carried out an assessment of ongoing issues and support needs of our local Armed Forces Community, including welfare concerns raised via a Notice of Motion to Council on 6 July, 2023, relating to British Gurkha Veterans.</p> <p>As a result of the meeting, a number of recommendations would be made to the Cabinet.</p> <p>At the Cabinet Meeting on 17 October, 2023, the Cabinet RESOLVED that the recommendations from the Overview and Scrutiny Committee, be approved, subject to any letter from the Council</p>

	in respect of these matters being signed jointly by the Leader of the Council and the Cabinet Champion for the Armed Forces and the removal of any reference in the recommendations to the 'Shadow Armed Forces Champion'.
Community Safety and Police	At the meeting on 21 September, the Community Safety Team and Hampshire Police were in attendance to provide an update on current issue in the borough and respond to the Notice of Motion on Youth Crime Prevention referred to the Committee for consideration.
Call-In – Lawn Tennis Association	In November, the Committee had a call-in on a Cabinet decision relating to investment into public tennis courts in parks. The outcome of the meeting had been to not refer the item back to Cabinet for re-decision, therefore the Cabinet's decision became effective from 10 November, 2023.
Arts and Culture	At its November meeting the Committee were apprised of the work being undertaken in conjunction with the Hampshire Cultural Trust and Arts Council England on arts and cultural activity on the Borough. A further meeting would be held on this item in 6-12 months.
Climate Change	The recently published Climate Change Scorecards were presented to the Committee at its meeting in November. It was noted that a more in-depth review of Climate Change work would be undertaken in February 2024.

OVERVIEW AND SCRUTINY COMMITTEE

WORKFLOW – June 2023- March 2024

DATE	ITEMS
15th June 2023	<ul style="list-style-type: none"> • Corporate Customer Contact Indicators (Session 2) • Registered Providers T&F Annual Report
20th July 2023	<ul style="list-style-type: none"> • Stagecoach • Council Business Plan (Session 1)
7th September 2023 (Special Meeting)	<ul style="list-style-type: none"> • Gurkha Welfare Notice of Motion (Council - July 2023) – Support for the Local Armed Forces Community and British Gurkha Veterans
21st September 2023	<ul style="list-style-type: none"> • Policing and Community Safety to incorporate the Notice of Motion on Youth Crime Prevention raised at Council (April 2023)
9th November 2023	<ul style="list-style-type: none"> • Call-In Lawn Tennis Association investment in public tennis courts in parks • Arts and Culture (Cultural Compacts (Lee McQuade)) • Climate Change Scorecards(Sophie Rogers/Rachel Barker)
2nd January 2024	<ul style="list-style-type: none"> • Customer Service – Contact Indicators • Q2 Performance Monitoring
8th February 2024	<ul style="list-style-type: none"> • Climate Change Strategy • Asset Management – Update (TM)
27th March 2024	<ul style="list-style-type: none"> • Health Services • Champion Reports
Potential Future Items for Committee	<ul style="list-style-type: none"> • Ward Grant & Charitable Support (Summer 2024) • Waste and Recycling • Postal Services – Royal Mail (on hold for now as service improved) • County Councillors – Communications/Engagement (in particular, Highways Issues) – Meeting held on 19.01.2024 between Rob Humby and Cllrs Lyon and Smith

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2023/24

Membership: Chairman (Cllr Mike Smith), Vice Chairmen (Cllrs Diane Bedford and Keith Dibble) and Cllrs Gaynor Austin, S.J. Masterson and S. Trussler

DATE	ITEM	NOTES
3 April 2023 Annual Review	OSC Annual Report Cabinet Champions Private landlords June Meeting Info/Action follow up	Agreed with some suggested additions Going forward - hear from at PG throughout the year or regular written updates Scope option to have a private landlords T&F group similar to the RP Group Customer Contact Indicators and RP Annual Report Produce a Work Tracker to monitor actions/requests for information at meetings
4 July 2023	Council Business Plan Highways issues/HCC Communications	RB attended to give a summary of a proposed item for the meeting on 20 th July on the Council Business Plan performance monitoring. Cllr Abe Allen attended the meeting to raise an issue in Fernhill relating to Bunds which had been installed in Chapel Lane. The Bunds had been installed as a prevention measure by HCC but had caused concern amongst residents. It was agreed that this issue would be raised at a proposed future meeting with County Councillors regarding communication/engagement with the County Council.

Last Updated 23/01/2024

	<p>Stagecoach</p> <p>Farnborough Airport T&F Group – ToR</p> <p>Cabinet Champions Priorities</p> <p>Youth Crime Prevention</p>	<p>A number of issues had been raised regarding changes and performance levels with local bus services. Contact had been made with Stagecoach who were available to attend the meeting on 20th July, 2023.</p> <p>The Terms of Reference were agreed at the meeting.</p> <p>The priorities for 2023/24 for the Cabinet Champion were endorsed at the meeting.</p> <p>Following the Notice of Motion to Council in April, 2023, it was agreed that the focus of the September meeting with the Community Safety Team and the Police would be on Youth Crime Prevention.</p>
4 September 2023	<p>Stagecoach</p> <p>Council Plan</p> <p>7 September</p> <p>Action Tracker</p>	<p>Stakeholder meeting – Focus on safety of travelling on foot between Bus Hubs and the Aldershot Railway Station to continue journey. Lack of a bus service to Aldershot Railway Station. Bus links to Voyager House in Farnborough.</p> <p>Future items had been priorities against the Council Plan and the Work Plan amended accordingly.</p> <p>Good to understand how many Gurkhas are affected by the issues raised. Purpose to make recommendations to Cabinet on findings from the meeting.</p> <p>Focus of discussion on young people and knife crime. Good to understand what is in place to address prevent young people getting involved in criminal activities. Other areas to cover – timescales for new police recruits, from joining the force to being on the ground.</p> <p>Understand the cost of Realtime Information Boards at bus stops and investigate need in the Borough with Stagecoach.</p>

19 October 2023	Support for the Local Armed Forces Community and British Gurkha Veterans	The Group discussed the resolution on the Committee's recommendations to the Cabinet following their meeting on 17 October relating to this items. Following a discussion, it was agreed that IH would write to the Leader expressing the Committee's disappointment at the removal of reference to the Shadow Champion and request that the decision be reconsidered.
	Police and Community Safety	It was noted that an all Member Seminar was being arranged with the Police to address areas of concern. It was hoped that the informal setting and private nature of the seminar would result in more open dialogue with the police.
	Arts and Cultural (cultural Compacts)	Lee McQuade was in attendance to scope an item on Arts and Culture. Members requested: data on how the Arts Council identified Rushmoor as a priority place; timeframes; key things to achieve and an update on what the Council is currently doing and how it is advertised to the community
	Engagement with County Councillors	The Group were updated on the responses from the five County Councillors in reply to the invite to attend a future meeting. It was suggested that a second letter be sent asking them to identify some dates on which they all (the majority) would be available to attend.
	Future Meetings	It was agreed that the meeting in November would have an item on the Climate Change Scorecards alongside the Arts and Culture Item, and an update on the Registered Providers Group meeting with A2 Dominion from the Members. December would have an item on the Q2 Performance Monitoring and a request was made to invite representatives from Frimley Park Hospital to the March, 2024 meeting.
	Farnborough Airport T&F Group	It was noted that the revised Terms of Reference for the Group would be shared with Members alongside the current list of items to be addressed at the Group going forward. It was agreed that the Group would need extra time to carry out the work and the timeframe would be adjusted accordingly.

27 November 2023	Customer Contact Indicators – Update	The Committee scoped the item for the December meeting, which would include data on, demand, service levels, metrics on call data, front of house activity, changes to phone systems etc. Impacts of the changes would be shown in a visual platform where possible.
	Q2 Performance Monitoring	The Committee scoped the item for the December meeting and requested that data was provided by RAG status (red at the top) and that the team signpost Members to any areas of concern.
	Charitable Support	It was noted that the support to the major charities (RVS & CA) had been changed in the last 6 months and SLA and KPI's were now in place. A briefing note would be provided to Members in due course and a future date identified for the item to be brought to the Committee.
	Postal Services	Cllr Masterson raised concerns regarding postal services and proposed a future meeting with representatives from Royal Mail to discuss the local impact on residents of the postal service. It was agreed that contact would be made with Royal Mail to identify the correct representative and a date for a meeting.
	County Councillors	It was noted that a response had been received from Cllr Rob Humby, Leader of Hampshire County Council, stating that the five Aldershot County Councillors would not be attending a meeting of the Committee and that any County Council issues should be raised in writing and would be responded to, in writing, for use at meetings. Elected Members were welcome to contact individual County Councillors with issues in their area.
18 January 2024	Asset Management	The Group agreed the proposed scope for the meeting in February
	Climate Change Strategy	The Group discussed the timing of this item and agreed that taking account of a caveat that some of the figures may not be as robust as they could be in time for the Feb meeting, a presentation would still be provided.

	Postal Services	It was noted that the service had improved since this had been mentioned at the last meeting and no item would come forward at this time. However, a watching brief would be kept on the situation.
	Charitable Support	A briefing paper was provided on the current position and it was proposed that an item could be added to the agenda for Summer 2024.
	Multi Agency Briefing	The Group noted that a multi agency meeting would be held on 22 January to discuss the connectivity issues between the Aldershot Train Station and the new bus service network following the closure of the Aldershot Bus Station. Cllr Smith, Dibble and Masterson would be in attendance. An update would be provide to the Group following the meeting.
	County Councillors	It was noted that a meeting had been arranged between the Leader of HCC (Rob Humby), CC Roz Chadd and Cllrs Lyon and Smith on 19 January, at which the issues raised around engagement with the County Councillors would be discussed. An update would be provided to the Group following the meeting.
4 March 2024	Health Services	Scope item
	County Councillors	Feedback from meeting on 19 Jan