

Public Document Pack



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Tuesday, 2nd January, 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 9th November, 2023 (copy attached).

2. **APPOINTMENTS –**

To note the appointment of Cllr D.E. Clifford as a Member of the Overview and Scrutiny Committee in place of Cllr A. Adeola for the remainder of the 2023/24 Municipal Year. The appointment has been made by the Leader of the Conservative Group in accordance with Standing Orders and arrangements to secure political balance.

3. **CUSTOMER SERVICE CONTACT INDICATORS –** (Pages 7 - 22)

To receive a further update on the current customer contact data following the meeting in June, 2023, in particular around customer feedback, reception arrangements, promotion of the dedicated Nepali speaking phone line, and automated messaging.

4. **COUNCIL BUSINESS PLAN - QUARTER 2 PERFORMANCE MONITORING –**

The Assistant Chief Executive will report on the delivery against the Council's Business Plan 2022-2025 as at the end of Quarter 2. Report number ACE2308 submitted to the Cabinet on 21st November, 2023 can be found [here](#).

5. **WORK PLAN –** (Pages 23 - 34)

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 Thursday, 9th November, 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 Jules Crossley
Cllr Mara Makunura
Cllr S.J. Masterson
Cllr Sophie Porter
Cllr S. Trussler

Apologies for absence were submitted on behalf of Cllr Jessica Auton.

Cllr P.J. Cullum attended as Standing Deputy.

16. MINUTES OF THE PREVIOUS MEETING

The minutes of the meetings held on 7th September and 21st September, 2023 were agreed as a correct record.

17. CALL-IN - LAWN TENNIS ASSOCIATION (LTA) INVESTMENT INTO PUBLIC TENNIS COURTS IN PARKS

The Committee was advised of the submission of a request to call-in the resolution made by the Cabinet on 17th October, 2023 in relation to the Lawn Tennis Association (LTA) Investment into Public Tennis Courts in Parks. The request for call-in had been submitted by Cllrs Becky Williams, Gareth Williams, Halleh Koohestani, Abe Allen and Christine Guinness.

The Committee was advised that should the call-in request be rejected the decision made by the Cabinet on 17th October, 2023 would take effect as of 10th November, 2023. If the call-in request was accepted, a report would be made to Cabinet at its next meeting on 21st November, 2023.

Cllr Becky Williams attended the meeting to present the call-in request and the reasons behind it. The Committee noted the reasons, which included, that:

there had been inadequate evidence that the agreed plan aligned with priorities set out in the Council Plan relating to improved health and wellbeing and access to facilities to promote healthy and active lifestyles;

the consultation survey had not targeted particular user groups or households that the Council wished to encourage participation from;
there was inadequate evidence that the agreed plan was affordable for residents, in particular those of low income;
by delegating the decision on the charging structure and operator selection to officers, the impact on participation across all residents had not clearly been prioritised or targeted;
a clear plan of recommendation for the provider had not been made, and;
no alternative funding options had been considered for the refurbishment of the tennis courts.

Cllr Sheehan, Operational Services Portfolio Holder, addressed the meeting on behalf of the Cabinet. Cllr Sheehan advised that the Department for Culture Media and Sports had provided the LTA with £22million of funding, which would be further topped up with LTA funds to provide circa £33million to invest into the provision of public tennis courts in parks. It was noted that the LTA would prioritise investment to authorities with an existing stock of courts, where some/all were in the poorest of condition. Rushmoor's public tennis courts had been identified as being within this category.

It was advised that the LTA had undertaken technical assessments of Rushmoor's three park tennis sites to fully understand the cost of the works required to ensure they were all fit for purpose. It was noted that an offer had been made of £114,043 from the LTA to fund the improvements. By entering into the agreement with the LTA, the Council would be agreeing to a "book and play" system with a managed and affordable charging model, with aspects of free tennis. The overriding purpose of the proposed charging model had been to create a sinking funding for future maintenance.

Following a discussion on the issues raised, it was proposed by Cllr Porter and seconded by Cllr K. Dibble that:

"consideration be given by the Cabinet to give direction to officers to look at additional funding to provide more free tennis for residents - in addition to the provisions set out within the LTA agreement".

The Committee voted FOR: 4; AGAINST: 6 and the proposal was declared lost.

In summing up, Cllr Becky Williams and Cllr M.L. Sheehan each responded to the discussion. In response to a query regarding the amount of free tennis that would be available, Cllr Sheehan advised that until the procurement process had been carried out and charging levels had been determined, an answer could not be given, however there was a concrete assurance that free tennis would be available.

The Chairman then asked the Committee to vote for or against the decision being referred back to the Cabinet for reconsideration.

There voted FOR: 4; AGAINST: 6 and the call-in request to refer the decision back to the Cabinet was declared lost. Therefore, it was advised that the decision made by

the Cabinet at its meeting on 17th October, 2023 would become effective from 10th November, 2023.

18. **ARTS AND CULTURE (CULTURAL COMPACTS)**

The Committee welcomed Lee McQuade, Economy and Growth Service Manager who was in attendance to give a presentation on the work being undertaken by the Council in collaboration with Hampshire Cultural Trust (HCT), Arts Council England (ACE) and other partners, around arts and cultural activity in the Borough.

It was advised that Rushmoor had been identified as one of eleven authorities in the ACE South West Region as a priority place, with a high need and opportunity to increase arts and cultural activity in the place. As a result of this, the Council had commissioned a Cultural Strategy to inform planning and investment over the next ten years and to provide a delivery plan for the next five years. A Cultural Compact (Partnership), had also been established. The aim of these partnerships was to provide help and support to make step changes in strategic governance of culture, which would help more people and more places benefit from engaging with cultural opportunities. The Compact must link the cultural sector to broader aspirations and priorities intersecting with the ambitions of health agencies, business, universities and other sectors.

The Committee noted the key priorities for the work in the short term, which included:

- building capacity through the Hampshire Cultural Trust (HCT), Cultural Development Manager
- town centres – by growing and enhancing core events and delivering more activities in our town centres
- town centre regeneration – through the Leisure and Cultural Hub and potentially ACE Place Partnership funding which could see a three year programme of activity in Farnborough
- use of the UK Shared Prosperity Fund, to stimulate new events and arts, cultural and heritage activity

In response to a query, it was advised that town centre activities undertaken so far had largely been funded by the Council, however, an expression of interest would be submitted, prior to Christmas, for some Place Partnership funding. If successful, it was anticipated that funds would become available early in the new financial year and would cover a three year period. It was also noted that some funding would be available through project grants for individual organisations.

Following a discussion it was recommended that activities should be available to all residents and consideration should be given to targeting the least culturally engaged communities. It was also felt important to, not just enhance existing events, but to create new events going forward.

ACTION:

What	By Whom	By When
Share the details of the Cultural Strategy Action Plan with the Committee	Lee McQuade, Economy and Growth Service Manager	November 2023
Return to the Committee in 6-12 months' time to provide an update on the work	Lee McQuade, Economy and Growth Service Manager	June - November 2024

The Chairman thanked Mr McQuade for his presentation.

19. CLIMATE CHANGE - SCORECARDS

The Committee welcomed Rachel Barker, Assistant Chief Executive and Sophie Rogers, Climate Change Officer, who were in attendance to provide a presentation on the recently published Climate Change Scorecards. Cllr Martin Tennant, Major Projects and Property Portfolio Holder, was also in attendance.

The Committee were made aware that the first set of Climate Change Scorecards, which had been based on the Climate Change Action Plan in 2021, in which the Council had achieved a score of 46%, compared to a district average of 43%. The current set of scorecards had been based on Climate Change action, between January 2019 and January 2023, and the Council had achieved a score of 20%, compared to a district average of 29%.

The process and methodology was described, which included consultation, questioning with criteria and clarification, and information gained through Freedom of Information requests. It was also noted that each section had been weighted differently. The Committee were advised that the Council had scored highly in biodiversity and, collaboration and engagement, but lower in areas such as transport – due to levels of nitrogen dioxide and PM2.5 levels, governance and finance, and, planning and land use, due to the Council's Local Plan having been published prior to the Climate Emergency being declared.

It was noted that since the scores had been published, councils had been given the opportunity to query the scores. It was advised that a number of queries had been made in response to the achieved scores for Rushmoor.

The Committee received a brief update on the Climate Change Action Plan, which would be presented in full at a future meeting of the Committee.

Following a discussion with regard to the Local Plan, it was noted that the process to produce a new Plan was complex and took considerable time. The existing Plan, which ran until 2032, would be updated and the new Plan would address the Climate Emergency in greater detail.

ACTION:

What	Whom	When
Share the carbon footprint information with the Committee	Sophie Rogers, Climate Change Officer	November, 2023

The Chairman thanked Ms Barker and Rogers for their presentation.

20. **WORK PLAN**

The Committee noted the current Work Plan.

The meeting closed at 10.08 pm.

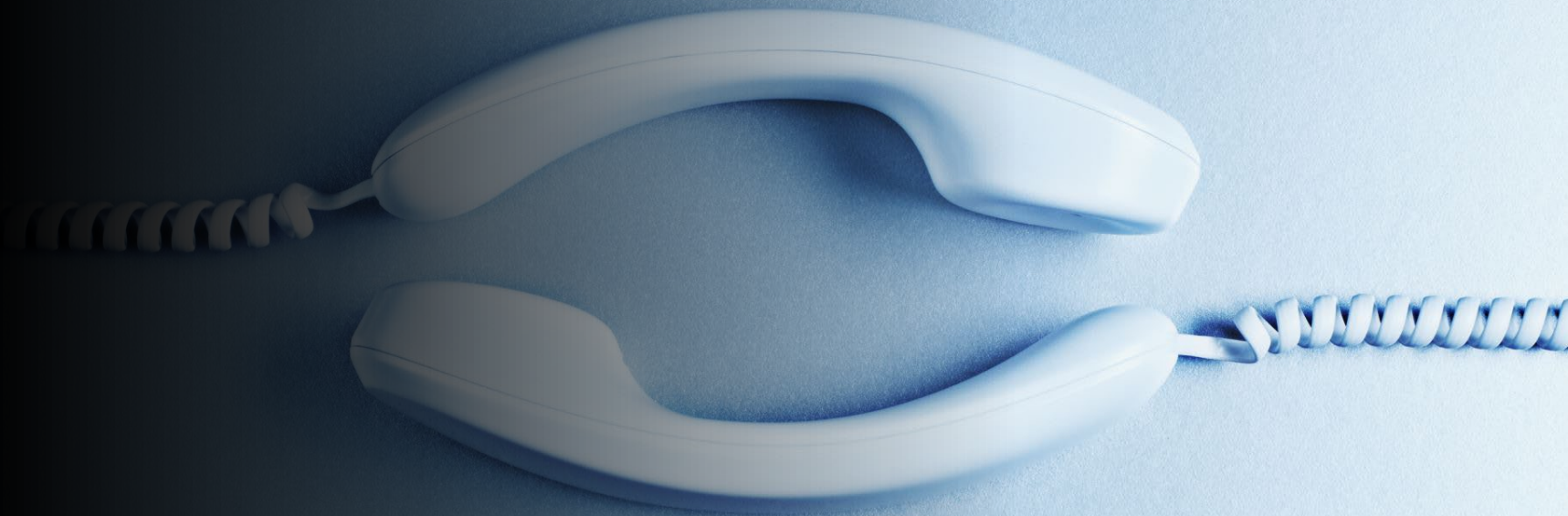
CLLR M.D. SMITH (CHAIRMAN)

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CUSTOMER SERVICES UPDATE

DECEMBER 2023





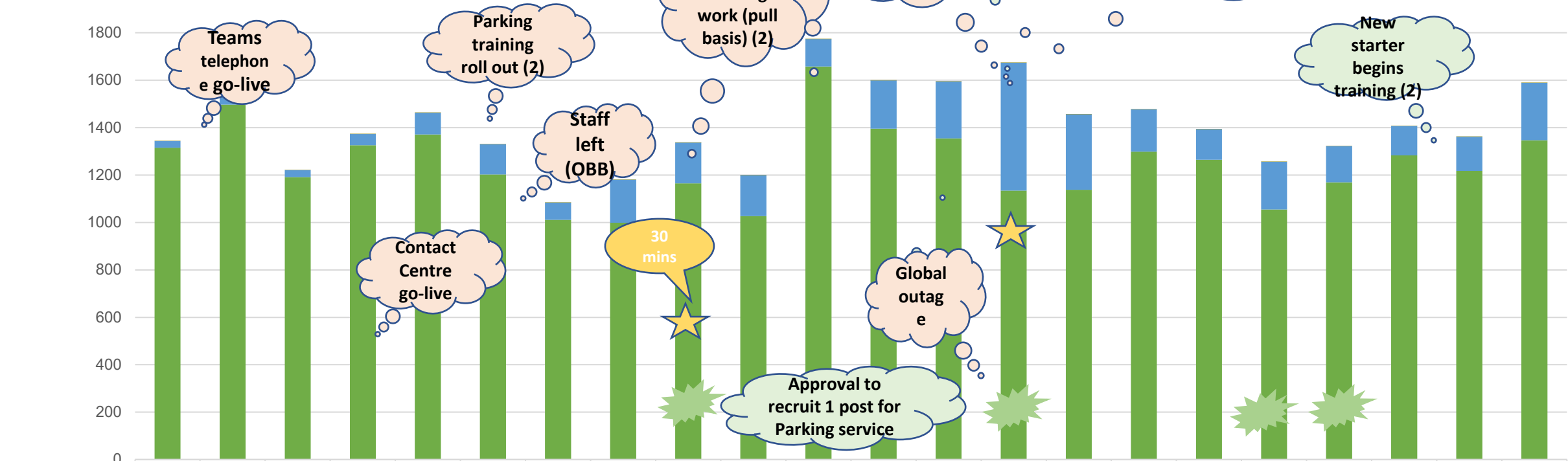
Demands since January
Service levels since January
Nature of service
Front of house
What have we done to try and help and improve the service
Telephony changes

How are the team doing
Future focus areas
Customer feedback

Customer Service calls

Jan - June

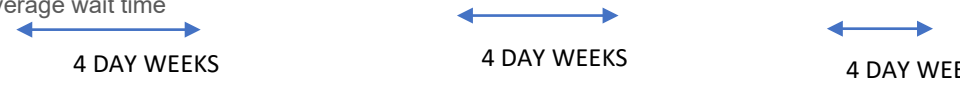
Average abandoned rate 11%
Average wait time 1 minute 45



	W/C 2nd Jan	W/C 9th Jan	W/C 16th Jan	W/C 23rd Jan	W/C 30th Jan	W/C 6th Feb	W/C 13th Feb	W/C 20th Feb	W/C 27th Feb	W/C 6th March	W/C 13th March	W/C 20th March	W/C 27th March	w/c 3rd April	W/C 10th April	W/C 17th April	W/C 24th April	W/C 1st May	W/C 8th May	W/C 15th May	w/c 22nd May	W/C 29th May
Average wait time	00:36	00:45	00:45	00:37	01:00	01:06	00:54	02:24	01:46	02:07	01:09	02:04	02:29	04:47	02:57	01:37	01:14	02:27	02:05	01:18	01:27	02:58
Abandoned rate	2%	2%	2%	3%	6%	10%	7%	15%	13%	14%	7%	13%	15%	32%	22%	12%	9%	16%	12%	9%	11%	15%
Abandoned calls	28	37	30	47	92	127	73	182	172	173	116	203	240	540	319	178	129	201	153	124	145	242
Answered calls	1315	1497	1191	1326	1371	1203	1011	999	1165	1027	1658	1396	1355	1134	1138	1299	1265	1055	1169	1283	1217	1347

■ Answered calls ■ Abandoned calls ■ Abandoned rate ■ Average wait time

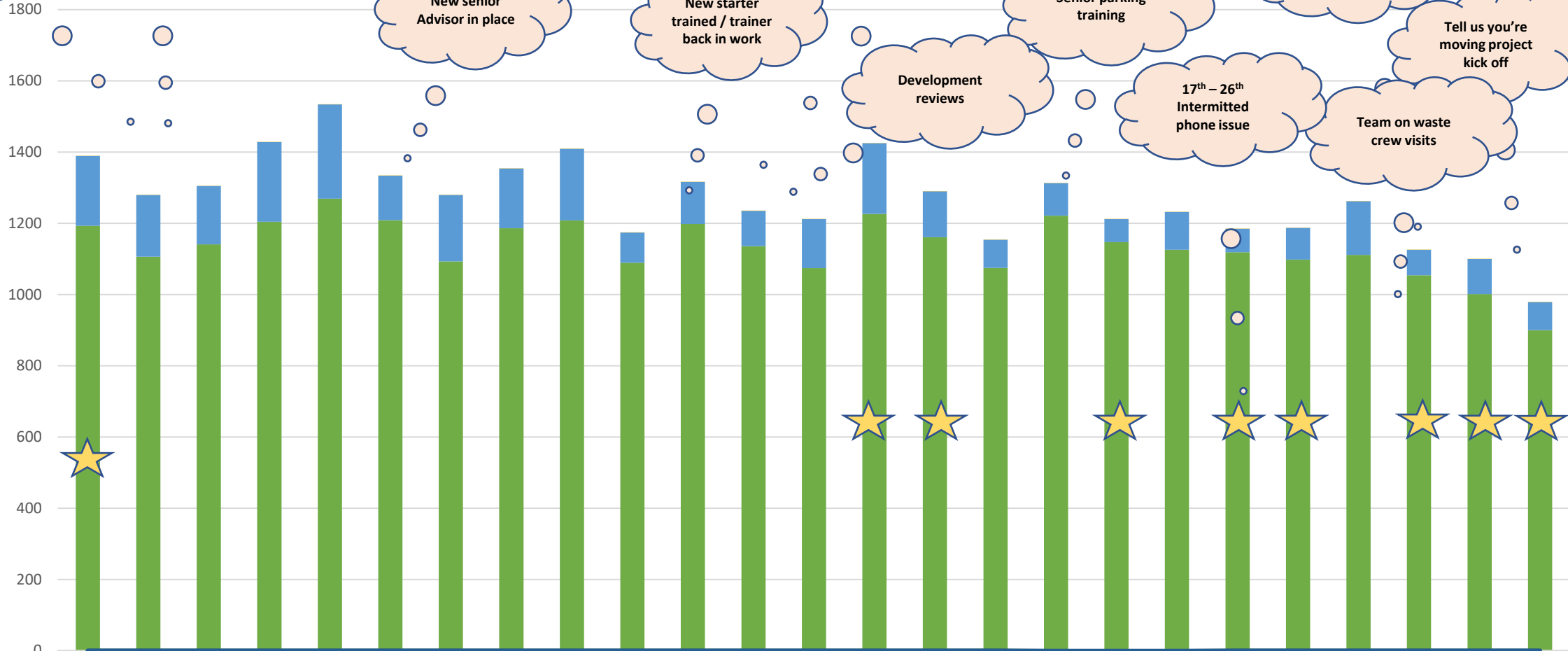
Member(s) of team not available to work Telephone issues



Average abandoned rate 10%

Average wait 1 minute 28

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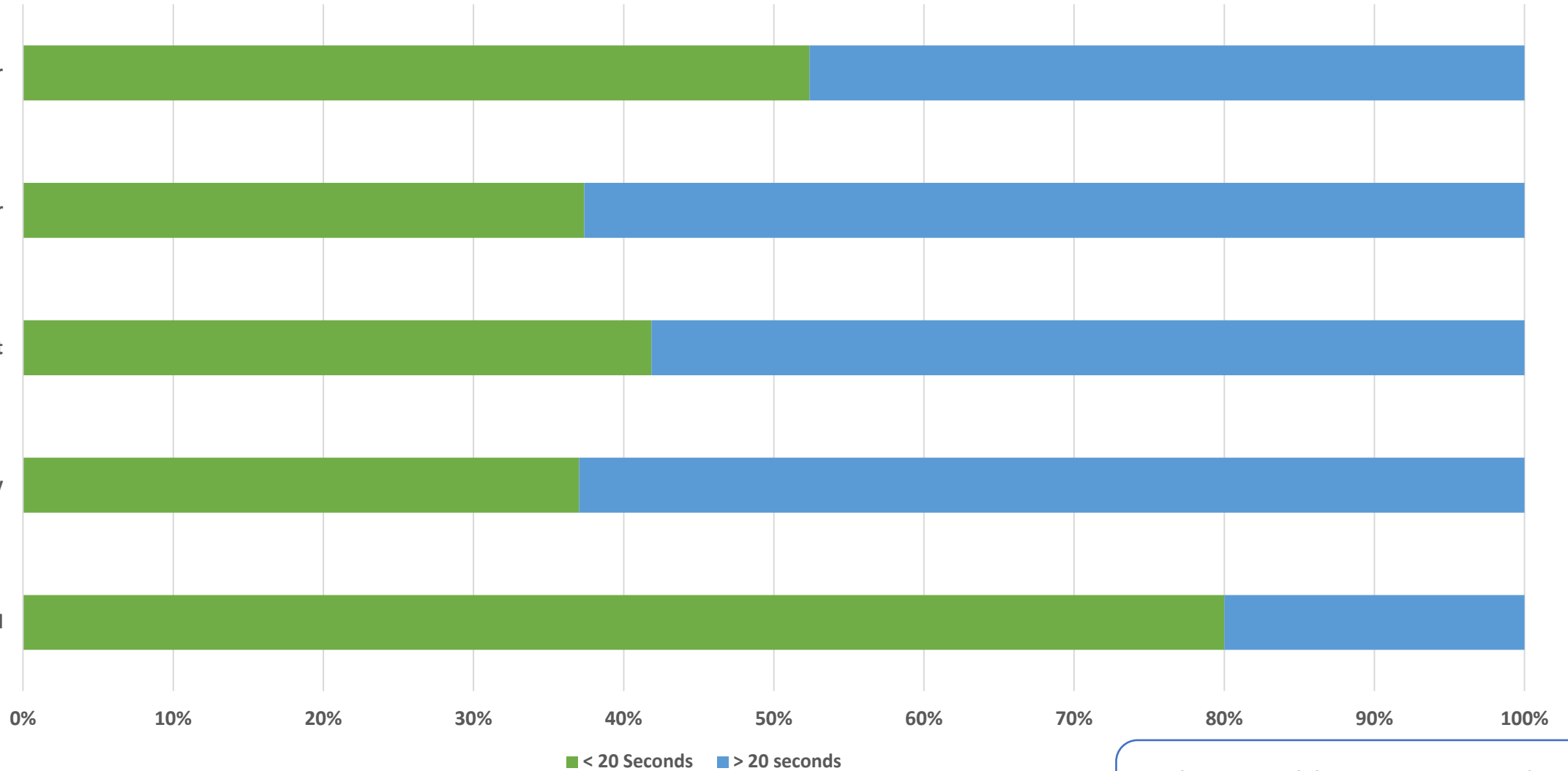
	5th June	12th June	19th June	26th June	3rd July	10th July	17th July	24th July	31st July	7th Aug	14th Aug	21st Aug	28th Aug	4th Sept	11th Sept	18th Sept	25th Sept	2nd Oct	9th Oct	16th Oct	23rd Oct	30th Oct	6th Nov	13th Nov	20th Nov
Abandoned rate	14%	14%	13%	16%	17%	9%	15%	12%	14%	7%	9%	8%	11%	14%	10%	7%	7%	5%	9%	6%	7%	12%	6%	9%	8%
Abandoned calls	196	174	164	224	265	125	187	168	201	85	118	99	138	199	129	79	92	65	106	66	89	151	72	99	79
Answered calls	1193	1106	1141	1204	1269	1209	1093	1186	1208	1089	1198	1136	1074	1226	1161	1075	1221	1147	1126	1119	1098	1111	1054	1001	900
Average wait time	02:17	01:43	01:51	02:18	02:27	01:38	02:06	02:06	02:07	01:04	01:35	01:28	02:28	02:22	01:54	01:13	01:22	01:04	01:20	00:44	01:04	01:21	00:56	01:04	01:01
Average call handle time	06:53	06:10	06:14	07:04	06:45	06:41	06:19	06:47	06:25	06:37	06:27	06:28	06:53	06:14	06:55	06:09	06:52	06:29	06:54	06:27	06:17	07:11	06:58	06:49	07:08

← School holidays →

Response times

The call centre industry standard for a good service level is to answer 80% of calls in 20 seconds.

All lines

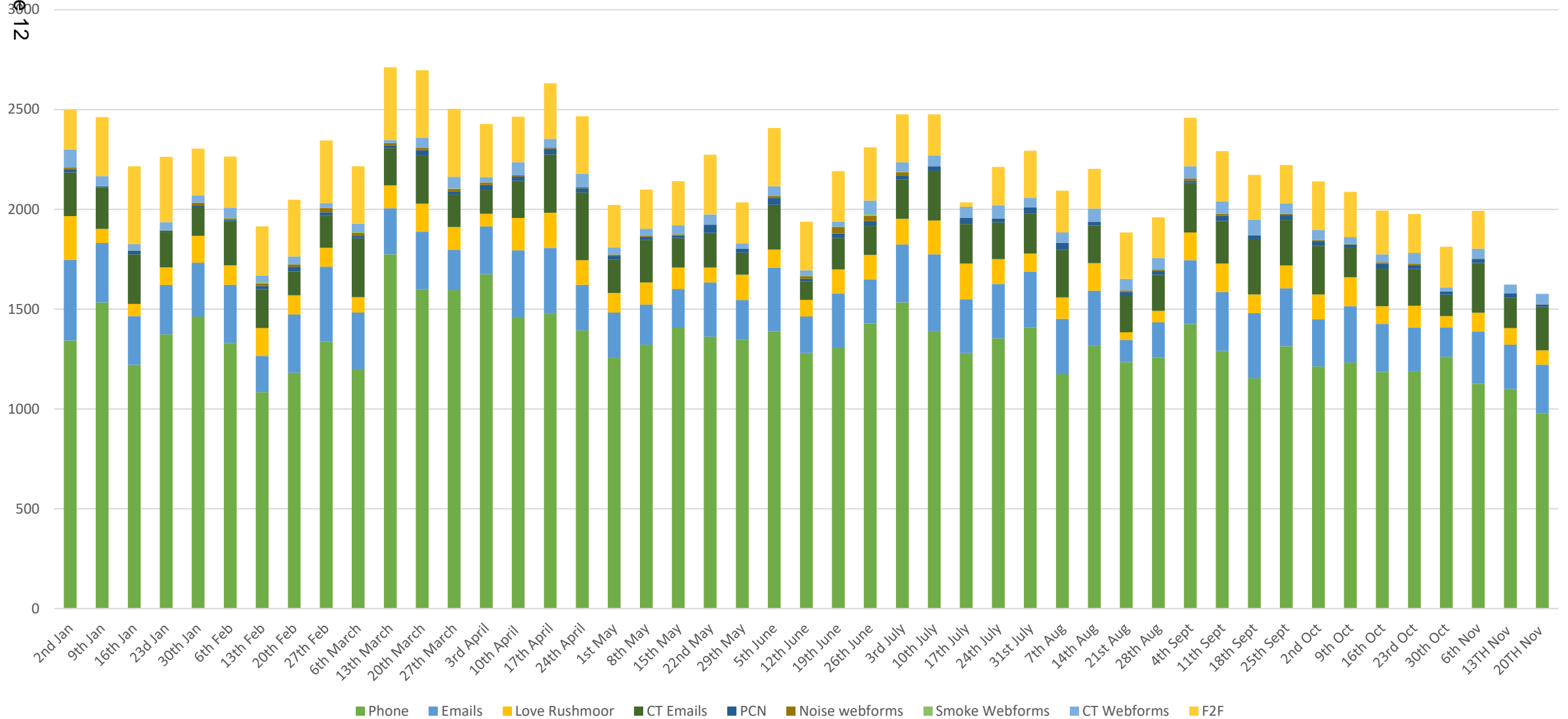


Industry Standard

What would resource need to look like to achieve this?

January to November 2023

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Response levels since January
(e-mails /web forms)

Customer Services	Average wait	Average processing times
July	17:40:35	00:04:48
August	14:50:12	00:04:43
September	24:14:05	00:05:42
October	11:50:52	00:05:18

Within 1 working day

Love Rushmoor	Average wait	Average processing times
July	17:33:54	00:06:21
August	19:35:52	00:07:25
September	21:43:08	00:06:17
October	18:22:08	00:07:26

Within 1 working day

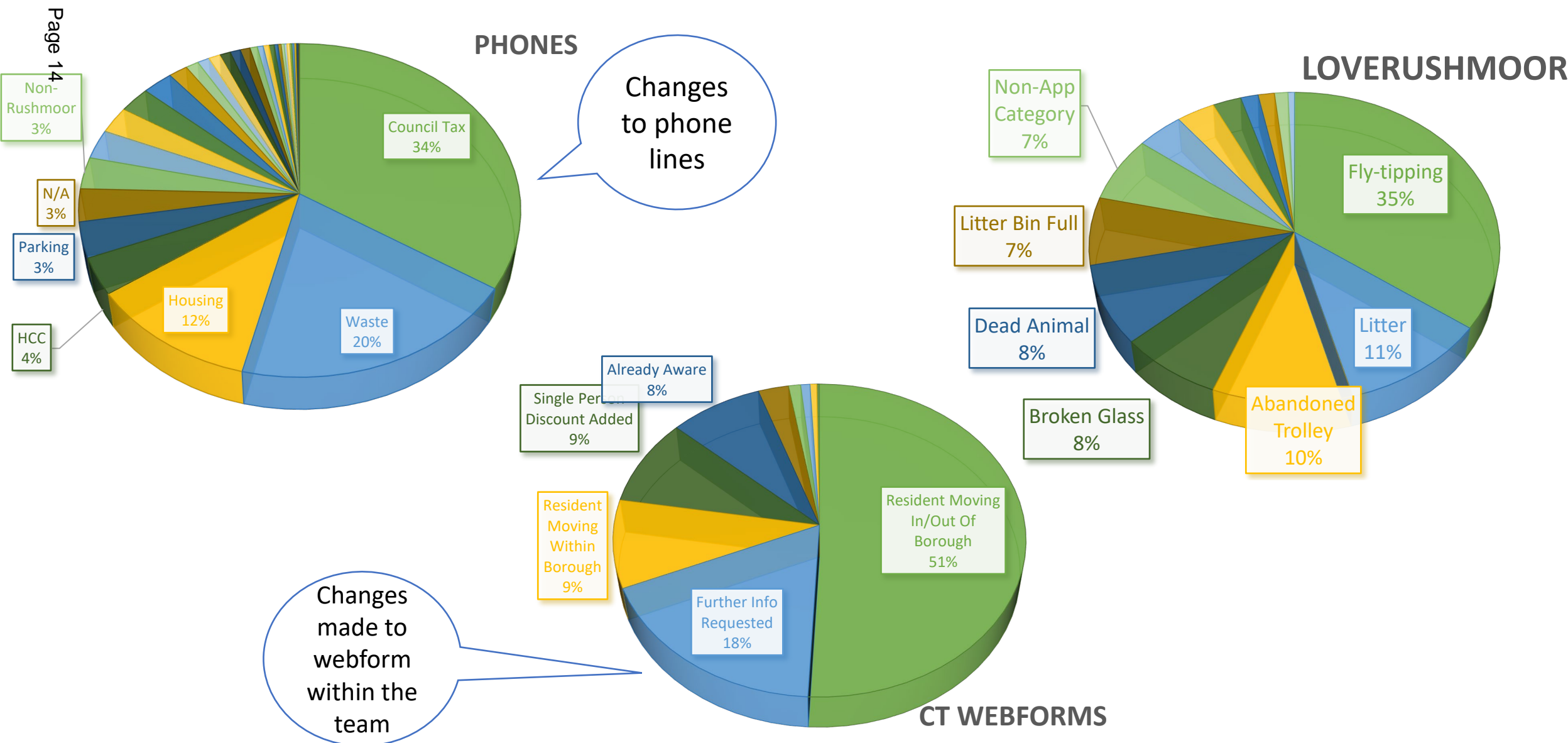
PCN's	Average wait	Average processing times
July	61:35:36	00:10:03
August	80:38:12	00:10:55
September	76:24:16	00:09:30
October	59:04:16	00:11:51

Parking 14 days to respond to challenges

CT	Average wait	Average processing times
July	27:09:10	00:10:11
August	34:36:29	00:09:54
September	37:03:54	00:09:54
October	17:14:42	00:11:13

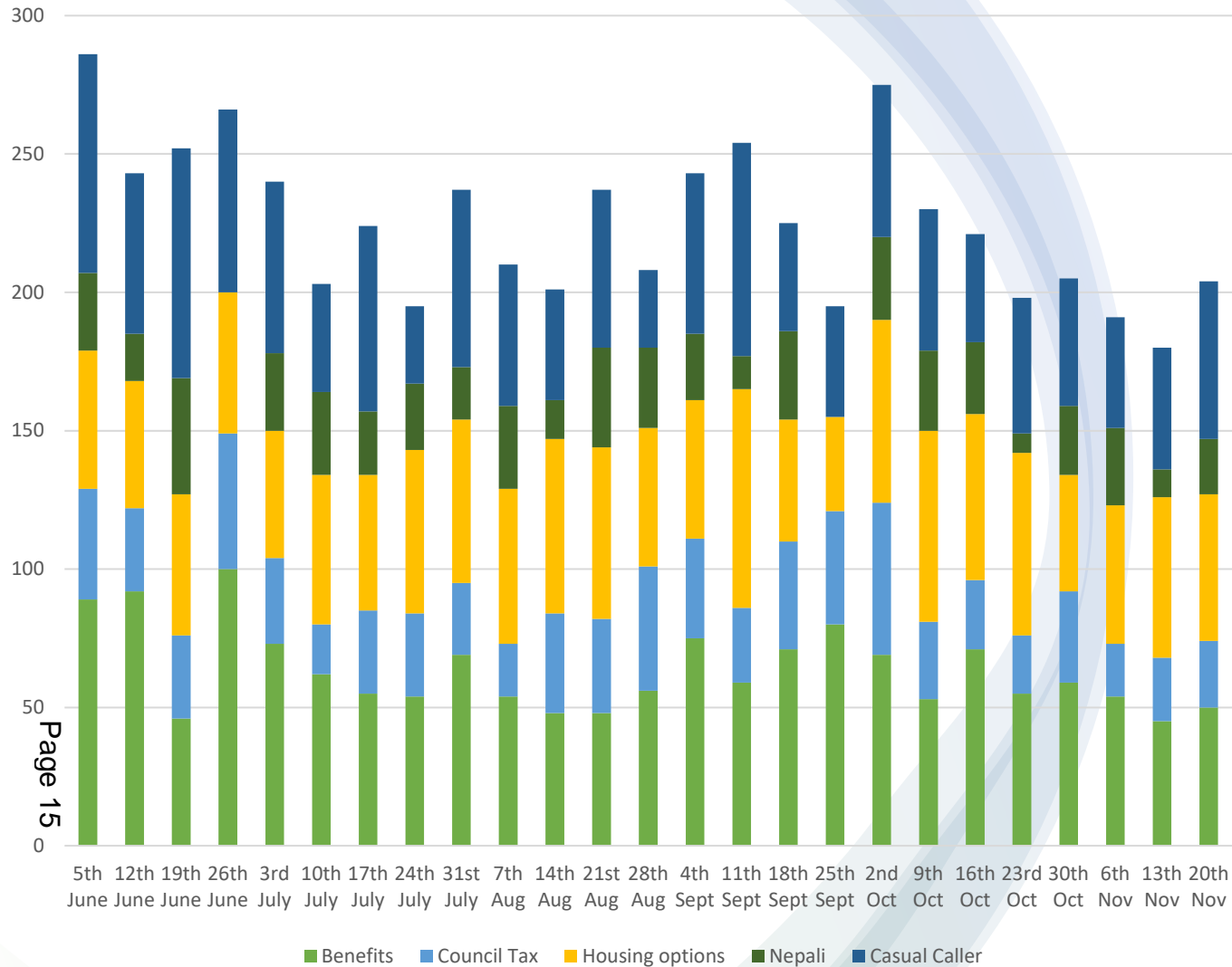
CT have 10 working days SLA

What do customers contact us about and how do we use this data?

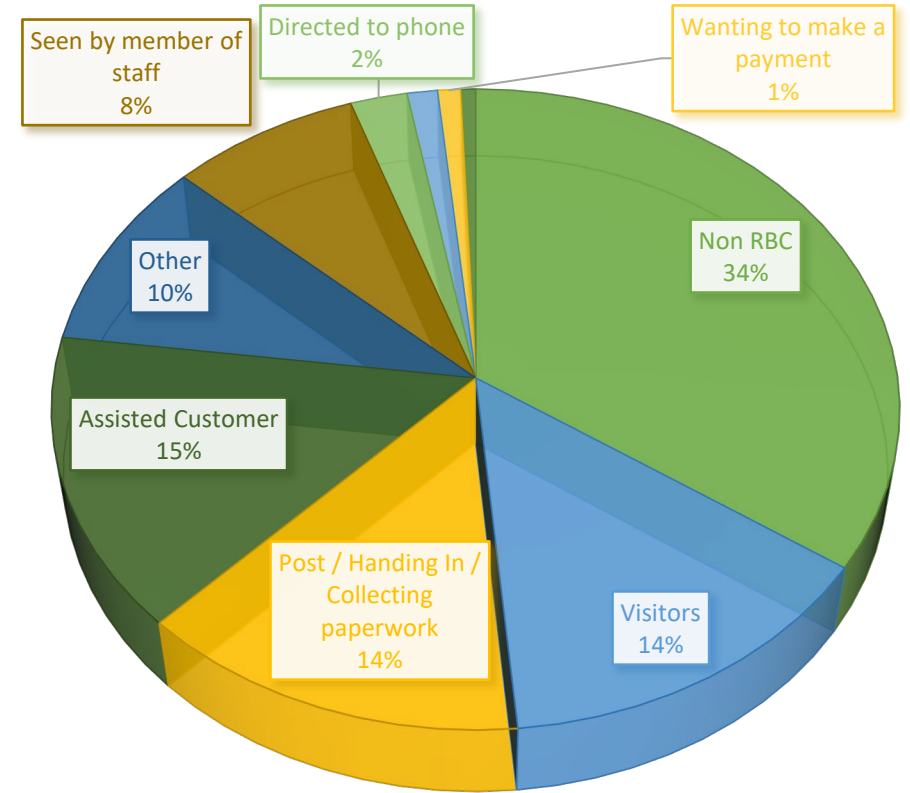


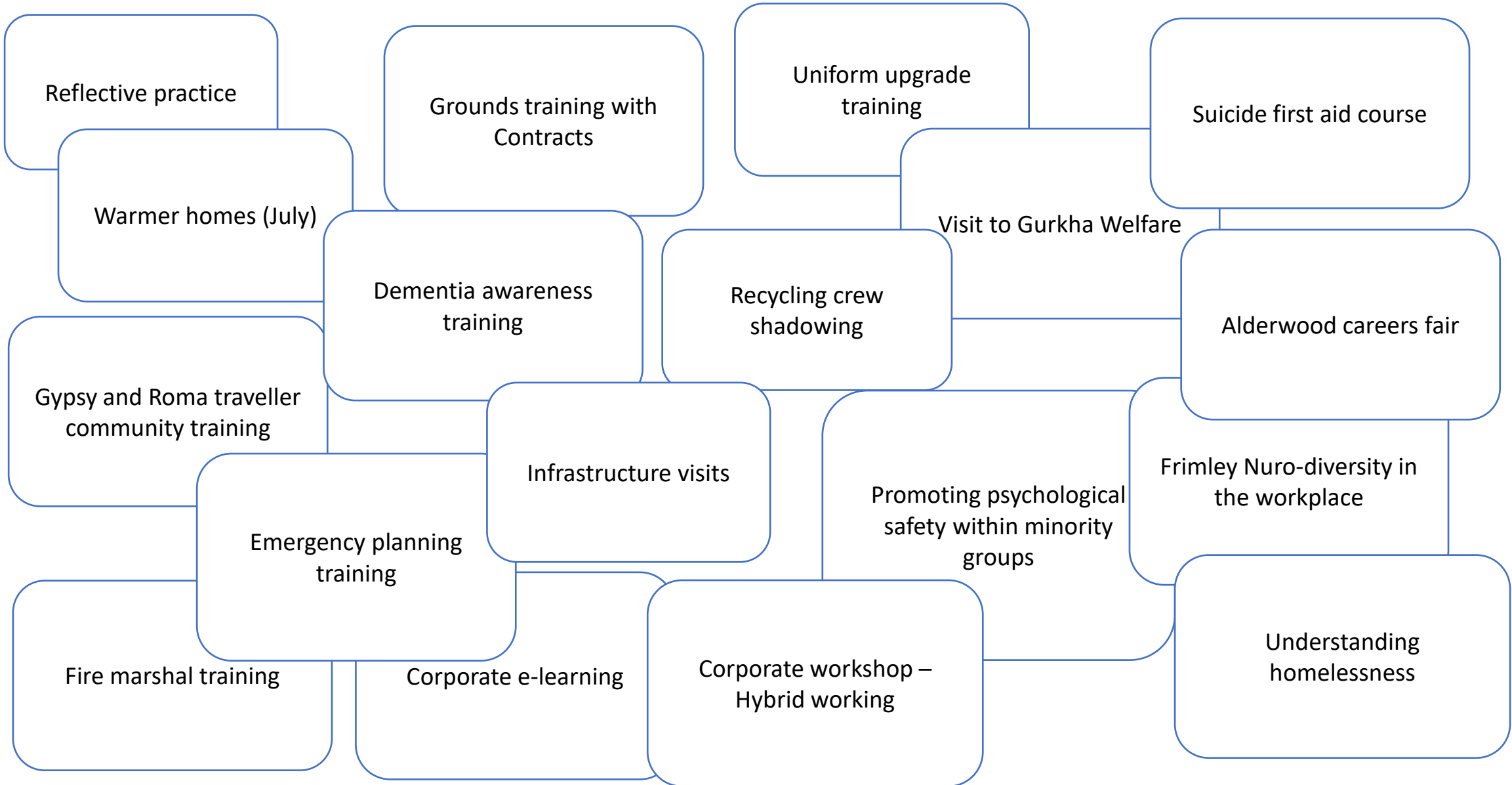


Front of house



Customers seen at reception





Improving the Customers Experience

- Changed phone scripts

	July	August	Sept	Oct	Nov
Transfer Recovery	188	215	137	93	75

- New queue experience

Old experience New experience



- New Nepali speaking phone line (demands)



- New feature due on phone system to allow agents to be working on an email and “pause” the interaction to answer a presented call.
- Quality checking of work - senior advisors check at least 10% of all work produced by Customer Services for accuracy. Looking to expand this in 2024.

	Waste	Ground	Streets	ABV'S	Council Tax
Team average	98	90	99	82	97

- Facilities training to undertake post role
- Customer Feedback





1 being poor and 5 being great

Telephone Surveys

Total number of completed surveys = 89

- Total amount of 1 = 47 *
- Total amount of 2 = 0
- Total amount of 3 = 1
- Total amount of 4 = 1
- Total amount of 5 = 38

Average total score= 2.85*

This is a result of having 8 consecutive working days' worth of phone issues (17th – 26th October)

3 of the 1's were outside this period.

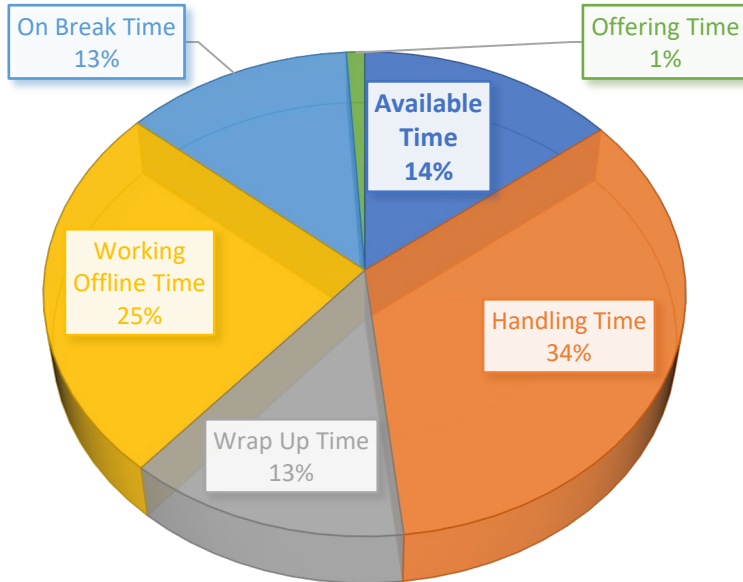
Average outside of those days was **4.48 / 5**

Future focus areas

- Expand the triage for Housing to all access channels
- Transformation and service improvement
- ‘Keeping the Borough clean’ - Our response times will look to improve with recruitment of new Place Protection Officers.
- 8X8 and telephony - Investigation of frequency of issues underway with look to address with account manager
- Resilience in the Team

Team performance

“Occupancy should be around 80%. If occupancy is too high, the impact on employees may lead to “burn out”. This in turns leads to further reduction in service levels.”



Constant calls

When does a pause become a wait?

Wrap = post call work

09:21:11	Catherine Davis	Available	13:14:59	Rachel Wegrzyn	Available
09:21:11	Catherine Davis	Offered	13:25:29	Rachel Wegrzyn	Offered
09:21:13	Catherine Davis	Accepted	13:25:45	Rachel Wegrzyn	Accepted
09:24:30	Catherine Davis	Wrap Up	13:31:35	Rachel Wegrzyn	Wrap Up
09:24:57	Catherine Davis	Available	13:39:43	Rachel Wegrzyn	Available
09:24:57	Catherine Davis	Offered	13:48:06	Rachel Wegrzyn	Offered
09:25:03	Catherine Davis	Accepted	13:48:31	Rachel Wegrzyn	Accepted
09:26:08	Catherine Davis	Wrap Up	13:54:03	Rachel Wegrzyn	Wrap Up
09:26:40	Catherine Davis	Available	13:59:48	Rachel Wegrzyn	Available
09:26:40	Catherine Davis	Offered	13:59:51	Rachel Wegrzyn	Offered
09:26:48	Catherine Davis	Accepted	14:00:08	Rachel Wegrzyn	Accepted
09:29:11	Catherine Davis	Wrap Up	14:04:24	Rachel Wegrzyn	Wrap Up
09:33:29	Catherine Davis	Available	14:09:09	Rachel Wegrzyn	Available
09:33:29	Catherine Davis	Offered	14:09:53	Rachel Wegrzyn	Offered
09:33:37	Catherine Davis	Accepted	14:10:07	Rachel Wegrzyn	Accepted
09:36:41	Catherine Davis	Wrap Up	14:13:28	Rachel Wegrzyn	Wrap Up
09:38:56	Catherine Davis	Available	14:13:41	Rachel Wegrzyn	Offered
09:38:56	Catherine Davis	Offered	14:13:41	Rachel Wegrzyn	Available
09:39:02	Catherine Davis	Accepted	14:13:47	Rachel Wegrzyn	Accepted
09:43:20	Catherine Davis	Wrap Up	14:14:57	Rachel Wegrzyn	Wrap Up
09:43:30	Catherine Davis	Available	14:15:15	Rachel Wegrzyn	Offered
09:43:30	Catherine Davis	Offered	14:15:15	Rachel Wegrzyn	Available
09:43:35	Catherine Davis	Accepted	14:15:15	Rachel Wegrzyn	Available
09:43:57	Catherine Davis	Wrap Up	14:15:22	Rachel Wegrzyn	Accepted
09:44:08	Catherine Davis	Available	14:19:16	Rachel Wegrzyn	Wrap Up
09:44:08	Catherine Davis	Offered	14:19:32	Rachel Wegrzyn	Available
09:44:13	Catherine Davis	Accepted	14:20:45	Rachel Wegrzyn	Offered
09:46:35	Catherine Davis	Wrap Up	14:20:57	Rachel Wegrzyn	Accepted
09:46:40	Catherine Davis	Available	14:21:50	Rachel Wegrzyn	Wrap Up
09:46:40	Catherine Davis	Offered	14:23:25	Rachel Wegrzyn	Available
09:46:45	Catherine Davis	Accepted	14:24:45	Rachel Wegrzyn	Offered
09:50:20	Catherine Davis	Wrap Up	14:24:59	Rachel Wegrzyn	Accepted
09:51:25	Catherine Davis	Available	14:26:44	Rachel Wegrzyn	Wrap Up
09:51:32	Catherine Davis	On Break			
09:55:53	Catherine Davis	Available			



Questions

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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 Ade Adeola, 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>To review the Council Tax Support Scheme</p>	<p>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. Masterson, M.J. Roberts and S. Trussler,</p>	<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 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</p>

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
		<p>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>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.

Last Updated 19/12/2023

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
		<ul style="list-style-type: none"> Set up a shared space for relevant documents inc. FA Annual Report.

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

ISSUE	CURRENT WORK
Corporate Customer Contact Indicators	The work of the CSU would continue to be monitored and a meeting was scheduled for December 2023 to provide further feedback on the new CRM system.
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>
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>Q2 monitoring would be considered at the December 2023 meeting.</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>

	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 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 – Review – winter 2023 • Charitable Support • Regeneration – <i>Primarily All Member Seminars</i> • Waste and Recycling • Telecommunications Infrastructure – IH met with Toob and feedback would be shared with Members • County Councillors – Communications/Engagement (in particular, Highways Issues) – requested suitable date from then – October 2023

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	<p>OSC Annual Report</p> <p>Cabinet Champions</p> <p>Private landlords</p> <p>June Meeting</p> <p>Info/Action follow up</p>	<p>Agreed with some suggested additions</p> <p>Going forward - hear from at PG throughout the year or regular written updates</p> <p>Scope option to have a private landlords T&F group similar to the RP Group</p> <p>Customer Contact Indicators and RP Annual Report</p> <p>Produce a Work Tracker to monitor actions/requests for information at meetings</p>
4 July 2023	<p>Council Business Plan</p> <p>Highways issues/HCC Communications</p>	<p>RB attended to give a summary of a proposed item for the meeting on 20th July on the Council Business Plan performance monitoring.</p> <p>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.</p>

	<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		
4 March 2024		