



# RUSHMOOR BOROUGH COUNCIL

## OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on  
Thursday, 12th December, 2024 at 7.00 pm*

**To:**

Cllr Halleh Koohestani (Chairman)  
Cllr Nadia Martin (Vice-Chairman)  
Cllr S. Trussler (Vice-Chairman)

Cllr Leola Card  
Cllr A.H. Crawford  
Cllr P.J. Cullum  
Cllr Thomas Day  
Cllr C.P. Grattan  
Cllr G.B. Lyon  
Cllr Bill O'Donovan  
Cllr M.J. Tennant

**Standing Deputy**

Cllr C.W. Card  
Cllr S.J. Masterson  
Cllr T.W. Mitchell  
Cllr Sarah Spall  
Cllr Jacqui Vosper  
Cllr Ivan Whitmee

Enquiries regarding this agenda should be referred to the Administrator, Adele Taylor, Democratic Services, Tel. (01252) 398831, Email. [adele.taylor@rushmoor.gov.uk](mailto: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 28th November, 2024 (copy attached).

2. **CITIZENS' ADVICE - SERVICE LEVEL AGREEMENT - ANNUAL REPORT – (Pages 7 - 34)**

To receive the 2023/24 Rushmoor Borough Council Service Level Agreement (SLA) Annual Report (copy attached) from Citizens Advice Rushmoor (CAR) Chief Executive Officer, Calum Stewart. Also in attendance will be the Head of Service and Quality, Sue Dowell and Board of Trustees Chair, Andrew Levey.

Also attached for reference are the SLA for 2024/25 and a hard copy of the Citizens Advice Rushmoor Annual Review 2023/24.

Emma Lamb, Community and Partnerships Service Manager at the Council, will be in attendance.

3. **WORK PLAN – (Pages 35 - 44)**

To consider the Work Plan for the 2024/25 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.

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