



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Thursday, 23rd October, 2025 at 7.00 pm*

To:

Cllr Leola Card
Cllr Thomas Day
Cllr C.P. Grattan
Cllr Steve Harden
Cllr Halleh Koohestani
Cllr G.B. Lyon
Cllr Nadia Martin
Cllr Bill O'Donovan
Cllr M.J. Roberts
Cllr M.J. Tennant
Cllr S. Trussler

Standing Deputy

Cllr A. Adeola
Cllr C.W. Card

Cllr Lisa Greenway
Cllr Mara Makunura
Cllr T.W. Mitchell

Cllr Dhan Sarki
Cllr Becky 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. APPOINTMENT OF THE CHAIR –

To reconfirm the current Chair of the Committee, Cllr Halleh Koohestani, or appoint a new Chair, for the remainder of the 2025/26 Municipal Year.

2. APPOINTMENT OF VICE-CHAIR –

To appoint two Vice-Chairs of the Committee for the remainder of the 2025/26 Municipal Year. (The current Vice-Chairs are Cllrs Nadia Martin and M.J. Tennant).

3. MINUTES OF THE PREVIOUS MEETING – (Pages 1 - 8)

To confirm the Minutes of the Meetings held on 4th September and 18th September, 2025 (copies attached).

4. COMMUNITY ENGAGEMENT – (Pages 9 - 24)

To receive a presentation from Alex Shiell, Service Manager – Policy, Strategy and Transformation and Sharon Sullivan, Policy Officer on Community Engagement and how the Council consult with and understand the views of our residents.

The Leader of the Council and Cabinet Member responsible for this area, Cllr Gareth Williams, has been invited to attend the meeting.

5. WORK PLAN – (Pages 25 - 34)

To consider the Work Plan for the 2025/26 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, 4th September, 2025 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr Halleh Koohestani (Chairman)
Cllr M.J. Tennant (Vice-Chairman)

Cllr C.P. Grattan
Cllr Steve Harden
Cllr Rhian Jones
Cllr G.B. Lyon
Cllr Bill O'Donovan
Cllr S. Trussler

Apologies for absence were submitted on behalf of Cllr Leola Card, Cllr Nadia Martin and Cllr Becky Williams

10. MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting held on 31st July 2025 were agreed as a correct record, subject to the inclusion of some additional wording (***in bold italic***) relating to Union Yard, Aldershot, as agreed with Cllr Trussler and the Portfolio Holder and set out below:

“The Committee discussed the 82 units at Union Yard, Aldershot, that had been allocated for key workers ***for which contract negotiations were still ongoing***. It was noted that arrangements were in place with the provider and Frimley NHS Trust to ensure key workers and critical members of staff had access to the accommodation. ***In addition, it was advised that, a condition of the award of contract had been that all staff housed at Union Yard would work primarily at Frimley Park Hospital.***”

It was also advised that ***a condition of the award of contract*** had been that there would be ***an Estate Officer, employed by the registered provider, permanently located at the site to manage the 82 units, this individual would have strong links with Human Resources (HR) at Frimley Park Hospital (FPH) to manage any matters arising. The Portfolio Holder advised that he was confident that that all the checks and balances were in place to deal with the Committees’ concerns and it was confirmed that once the deal had been completed the Committee would be provided with the detail of the contract documentation.***”

11. APPOINTMENTS

The Committee **NOTED** changes to the Membership of the Overview and Scrutiny Committee, for the remainder of the 2025/26 Municipal Year, as set out below:

- Cllr Rhian Jones to be appointed to the Committee in place of Cllr Thomas Day
- Cllr M.J. Roberts to be appointed as Standing Deputy for the Committee in place of Cllr Sarah Spall

The Committee **DEFERRED** the appointment to the Overview and Scrutiny Committee Progress Group pending changes to the membership of the Committee to secure political balance.

12. **LOCAL GOVERNMENT REORGANISATION**

The Committee welcomed Cllr Gareth Williams, Leader of the Council and Mrs Karen Edwards, Executive Director, who were in attendance to provide an update on the development of the Council's proposal for Local Government Reorganisation (LGR) as set out in Report No. ED2505.

Members were reminded that the proposal would set out how a single tier of local government could be established across Hampshire and the Isle of Wight. At its meeting in July, 2025, the Cabinet had recommended to the Council that a unitary council based on the areas of Rushmoor, Hart and Basingstoke and Deane councils should continue to be the preferred option for Rushmoor as, in line with the assessment criteria, it represented the best balance of a Council large enough to deliver high quality services and value for money but small enough to be connected to the place and needs of the people the council served. At its meeting on 10th July, the Council had agreed that recommendation and had noted the programme of engagement being undertaken to ensure that all residents, businesses and partners had had an opportunity to feed into the process. KPMG had continued to support twelve Councils across Hampshire and the Isle of Wight to prepare the necessary evidence base and support the development of a business case to enable final proposals to be agreed and submitted to the Government. The Report also set out the arrangements for engagement with residents, businesses, partners and voluntary organisations. This engagement had included seeking residents' views on the establishment of parish councils and/or Neighbourhood Area Committees, as part of a Community Governance Review.

The Report set out the three options that were contained within the draft proposal as Options 1, 2 and 3. In each of these, the preference for the north of the county was a unitary council based on the areas of Rushmoor, Hart and Basingstoke and Deane councils.

In discussing the content of the presentation, the Committee raised the following points:

- Clarification of some of the language used in the six criteria would be helpful, eg 'stronger' in Criteria 6 and 'financial shocks' in Criteria 2

- It was clarified that this Report was only dealing with the three options drawn up by the twelve authorities with KPMG, not Hampshire County Council's preferred options
- Projections showed that the costs of the LGR process would be recovered within the first 2-3 years of operation but this was felt to be optimistic
- Concern expressed over the robustness of the sign off of the KPMG work
- Several Members expressed the feeling that not enough financial detail had been included in relation to the thirteen councils being merged into four, including which had considerable deficits etc.
- Do we sufficiently understand what the County Council currently does and how this will be provided in the new model?
- View expressed that work by KPMG was almost all based on assumptions – viability of Council Tax Base, how social care would be handled and spending on key services before and after reorganisation were all missing
- Suggestion that the Council should write to the Government to seek a guarantee that it would cover any shortfall in funding for the LGR process
- Members were keen to see details of where savings were envisaged to be delivered under the new model
- In setting the number of Councillors in the new authority at around 85, this would mean that local residents might be less well represented than at present

In summarising the Committee's feedback on these matters, the Chair proposed the following representations should be made to the Cabinet:

- The Committee did not feel that the proposal fully met all of the criteria, in particular;
 - Concerns that the financial information was not sufficiently detailed. Specifically, that the financial information was not broken down by the current authority areas or the proposed new unitary areas and that too much of the financial case relied on assumptions
 - In relation to the proposed changes in Councillor representation, whilst acknowledging that the proposal fitted within the parameters set by the Government and the Boundary Commission, the Committee was concerned that there would be a loss of local connection and empowerment and that future arrangements should ensure that a diverse range of councillors would be possible

- Given the known situation relating to local government funding, regardless of local government structures, funding needed to be reviewed before any LGR took place to address this and that a letter should be sent to the Government highlighting this.

The Committee **AGREED** the above as being an accurate summary of the consensus view of Members on the Committee.

The Chair thanked Cllr Williams and Mrs Edwards for their input.

13. **WORK PLAN**

The Committee noted the current Work Plan.

With the next meeting of the Overview and Scrutiny Committee due to be held on 18th September, 2025, it was agreed that potential future items would be considered at the following Progress Group meeting.

The meeting closed at 9.09 pm.

CLLR HALLEH KOOHESTANI (CHAIRMAN)

OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Thursday, 18th September, 2025 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr Halleh Koohestani (Chairman)
Cllr Nadia Martin (Vice-Chairman)
Cllr M.J. Tennant (Vice-Chairman)

Cllr Leola Card
Cllr C.P. Grattan
Cllr Steve Harden
Cllr Rhian Jones
Cllr Bill O'Donovan
Cllr S. Trussler
Cllr Becky Williams

Apologies for absence were submitted on behalf of Cllr G.B. Lyon.

Cllr Mara Makunura attending the meeting as Standing Deputy.

14. POLICING AND COMMUNITY SAFETY

The Committee welcomed Chief Inspector Gillian Cox, Hampshire Police and the Council's Community Safety Manager, David Lipscombe who were in attendance to report on current issues, challenges and positive news stories within the policing and community safety sector. Also in attendance was the Portfolio Holder for Pride in Place and Neighbourhood Services, Cllr Christine Guinness.

The Chief Inspector (CI) gave her presentation which provided an overview of the past 12 months. It was noted that CI Cox's would be moving on to a new role the following week and the new Chief Inspector would be Alex Reading. Alex was an experienced officer in district policing and had chosen to get back to operational policing in Rushmoor and Hart.

The past year had been very busy, with a reduction in crimes recorded against the previous year. There had, however, been an increase in shop lifting over the year and initiatives had been introduced to help reduce the number of incidents. In addition, a decrease in drug offenses had been recorded and it was advised that robust measures were in place to deal with weapon and knife crime.

CI Cox reported on anti-social behaviour (ASB) data. It was noted that there had been a decrease in incidents of ASB in the past twelve months with 451 incidents reported against 470 in the previous year. The data was monitored monthly and considerable work had been undertaken, particularly in Farnborough town centre where there had been a resurgence of incidents, to address ASB. The Committee

discussed the different types of ASB activity and noted that these could vary widely. The Criminal Behaviour Orders (CBO) were a good tool for tackling ASB and continued to be used as required. It was noted that there were currently 13 individuals with a CBO and seven individuals were in prison as a result of a breach of their CBO.

The Committee noted that Operation Sentinel, a Home Office led initiative tackling serious violence hotspots, operated in both town centres. Officers were required to patrol specific areas at set periods and had achieved 96% compliance with these requirements only missing 10 planned patrols. However, it was reported that an additional 1,422 unplanned patrols had been undertaken across the two town centres over the past twelve months.

In relation to Formal Action Taken (FAT) outcomes on criminal activity, it was noted that the number had dropped on the previous year. Resources and demand were contributing factors to the drop and although it was felt that there were enough officers to meet daily demand, more officers would always be welcome – it was difficult to follow up on incidents when officers were continually being deployed to other reported incidents. It was however reported that average handling and response times had improved on both 999 and 101 calls.

The Committee discussed engagement, in particular the role of the Local Bobbys. It was noted that the Local Bobby, of which there were four across the whole Borough, was to be involved in the community by providing a police presence, attendance at community events and through work with local partners. It was noted that the Local Bobbys were not able to be deployed to incidents to ensure that they remained available to their communities at all times. Cops and Coffee event dates would be shared with the Community Safety Team to be shared with elected Members. Other forms of engagement included Hants Alert, Let's Talk, Facebook and the Independent Advisory Group (IAG). The IAG was a group made up from the community to review and act as a critical friends on all kinds of matters relating to the police. There was currently a recruitment drive for the IAG and Members were asked to help seek members of the community who may wish to get involved.

The Committee discussed different types of crimes and where they sat in the reporting lines, it was noted that it depended on the form of the crime where it sat, for example, malicious communications could come under the categories of harassment/cyber crime etc. It was advised that a tool was available, publicly, to search crime types by area.

In response to a query regarding cuckooing, it was noted that cuckooing, where vulnerable individuals were targeted by drug dealers to store and sell drugs, was categorised as a priority crime and was handled by a specific team with wider involvement from partners such as social services.

In relation to a question regarding staffing and deployment from other areas across the county, it was advised that staff worked a shift pattern of six days on, four days off, 365 days per year. Staff levels were maintained at a certain level and each area supported each other when levels dropped or extra emergency cover was required. Recruitment was challenging due to the geography of Rushmoor and Hart and its

close borders to Surrey and proximity to London. However, it was noted that a successful recruitment drive had been held at the Princes Hall, Aldershot, and it was hoped that another would be held in due course.

Mr. Lipscombe then provided his presentation on community safety matters which included the staffing structure and the working arrangements of the team. It was noted that the Team had a statutory duty to respond to crime, disorder and ASB under the Crime and Disorder Act. Early intervention methods were used to try and tackle these issues in the first instance, these methods included warning letters, home visits, education, and Acceptable Behaviour Contracts. Management of the CCTV service also fell within the Teams' remit. Other areas covered included, the co-ordination of cases with partner agencies including, meeting coordination, case conferences etc., use of formal tools and powers for more serious cases e.g. Community Protection Notices / Warnings (CPN/W), Injunctions, Closures and Public Space Protection Orders (PSPO), and Antisocial Behaviour Case Reviews.

Other key areas included:

- Safeguarding lead for the Council – ensuring training and updates were provided to all staff and ensuring staff completed referrals when required
- Members of Hampshire PREVENT partnership, promoting awareness of PREVENT and sitting on the Channel Panel
- Part of Hampshire wide Violence Reduction Unit - to consider local picture and actions
- Coordination of NE Hants Domestic Abuse Forum with Hart District Council and responsible for considering applications for Domestic Homicide Reviews

The Committee were made aware of some of the facts and figures around daily work carried out by the Team, these included, 901 police 101 reports sent direct to the team to triage and follow up, 161 direct enquiries, 899 incidents recorded by the CCTV Control Room with 41 associated arrests, nine new referrals received from partners for the People meeting to consider, nine CPN/W issued, four Acceptable Behaviour Contracts with a further one pending sign-up, one Domestic Homicide review application considered and awaiting Home Office approval, and one Antisocial Behaviour Case Review carried out.

In addition to the day-to-day work, the Team had also undertaken a Think Safe project for year 6 pupils, at which 840 young people had been engaged with. A 60 camera CCTV replacement scheme had also been completed, which included three town centre CCTV cameras installed in Queensmead. Promotion of the DISC retailer system, continued detached youth work, a joint partnership cycling and e-scooter awareness campaign in Farnborough Town Centre, and promotion of ASB Awareness Week in July.

The Committee discussed the presentation and raised a point regarding the welfare of officers and the support in place to access help if required, it was noted that all staff had access to support and wellbeing services should they be needed.

In response to a query regarding closure orders, it was noted that closures could take place on any tenure of property, mortgaged or rented. Properties could be

closed for 3-6 months and issues which could cause a closure included cannabis use and noise nuisance.

In response to a discussion on the CCTV service, it was noted that there was no public access to CCTV camera footage, those with access easily obtained were the police, the Council and insurance companies. It was also noted that facial recognition and Automatic Number Plate Recognition (ANPR) facilities were not available on the Council's cameras. The Committee noted that Aldershot had great coverage and the underserved areas in Farnborough were being addressed. The use of mobile cameras was costly and took time, especially if to be place on land not owned by the Council.

Other matters raised included, Farnborough town centre Sainsbury's, which was considered a hotspot, it was advised that CCTV coverage was good in the area and action was being taken to address the issues in this area. On the matter of street preachers, it was advised that complaints came from both the public and shop owners and mainly related to the volume and nature of the preaching – it was important to take account of the right of freedom of speech but also the impacts on those being subjected to it. Work was underway with faith leaders to discuss how the matter could be addressed, and a code of conduct was currently being developed for people to sign up to.

The Committee were made aware of the current concerns for the team, these included increasing numbers of cases relating to mental health and social care matters and the lack of partner resources to deal with them, ongoing community cohesion matters, ASB in Aldershot town centre – the problem had reduced since the children returned to school, but a number of young people were being worked with by the team and youth catapult issues.

The Chairman thank Chief Inspector Cox, Mr Lipscombe and Cllr Guinness for their presentation and contributions to the meeting.

15. **WORK PLAN**

The Committee noted the current Work Plan.

It was noted that the item on Community Engagement would be fully scoped at the next meeting of the Progress Group and that currently Serco were scheduled to attend the December meeting.

The meeting closed at 9.29 pm.

CLLR HALLEH KOOHESTANI (CHAIRMAN)

**OVERVIEW & SCRUTINY
COMMITTEE****Officer report****REPORT NO ED2508****23rd October 2025****COMMUNITY CONSULTATION****1. INTRODUCTION**

The Overview and Scrutiny Committee often reviews consultation reports as part of items on the work plan and the Committee has requested a report setting out how the Council undertakes its consultation work with residents.

The purpose of this report is to inform Members of the Overview and Scrutiny Committee about how the council consults with residents and how the council are working to improve engagement with harder to reach groups.

2. SCOPE

The Council carries out a varying number of consultations in any year. Some of these will be delivered in house by council officers (e.g. the Community Governance Review) and others may be delivered by external companies (Hampshire Council's joint Local Government Review Survey)

The focus of this report is on the consultations that are open to the public, where demographic questions have been asked that enable us to review how representative the consultation responses are.

This report will set out:

- How we use surveys to engage the community to inform Council decision making
- How we ensure that consultations and surveys responses provide reliable and useful data
- How might we improve response rates and representation across the community

At Appendix A is list of the consultations the Council has carried out in the past year and their response rates.

3. BACKGROUND

The council consults on a wide range of issues from service delivery changes, to council structural changes (Local Government Review & Community Governance Review), to understanding residents views and priorities (annual residents surveys).

The online survey tool (SurveyMonkey) was first purchased in 2012 as a way of engaging residents with surveys via the council's website. Before the move to digital, consultations were often carried out by external companies, either by paper, face to face interviews or by telephone.

The online surveying tool was originally used as an addition to paper surveys for specific council services surveys, for example Council Tax Support surveys. In 2017 the council engaged with residents with the 'Option to convert Southwood Golf Course into new natural open parkland', this survey received 2,413 responses with 93.4% being online responses. After this survey it seemed clear that online surveys were effective and cost efficient, particularly when the subject matter was of wide interest or, as with the golf Course closure, controversial.

After this the council carried out a pilot residents survey in 2018, to see if an online based residents survey would get the responses needed to understand residents' views. The 2018 survey received 1,042 responses (with 99.6% of responses online), at the time getting over 1,000 responses with a population 95,800 (2017 ONS mid-year population estimate) fell within the range for the results being statistically significant with a low margin of error at the appropriate confidence interval.

In recent years due to budget constraints, the majority of council's surveys have been carried out in-house. This has limited consultation costs to in-house staff resources (approximately 0.2 dedicated FTE) plus input from the Communications and where appropriate the Community Development Team. In addition there is a small budget for licensing costs and printing. Having the data in house means it can easily be investigated and interrogated. Also, it can ensure a quick turnaround from when a consultation closes to when the consultation report is published.

If a project or service has a budget for a consultation they may use external companies for their surveys. Sometimes this is the most appropriate method, particularly for specialist or targeted consultation.

However, whilst the online self-selection method of engaging with the residents may often receive 1,000 plus responses, respondents may not be representative of the population of the Borough. This differs from surveys carried usually out by external companies which a quota can be specified to ensure numbers of respondents and enable sample respondents to be more representative of our borough demographic.

Note: some consultation surveys must be self-selecting (open for anyone to fill in) for legal reasons.

4. CREATION OF SURVEYS FOR CONSULTATIONS

For surveys carried out in house, services will usually contact the Communications team in the first instance. The Communications team alongside the policy and performance officer who holds Councils online surveying account, will work together with Services create the questions that will give them the information they need, in a non-bias and easy to understand way. However, some services will need to some questions written in a certain way for legal purposes.

If a project or service uses external companies, the Communications team will usually be involved to some extent. Whenever a survey issue is to impact residents, the team are generally involved at an early stage, and if not with survey creation, then in terms of review, publication of the website and promotion.

5. PROMOTING CONSULTATIONS

Generally, for self-selecting online surveys the main methods of sharing consultations include;

- Emails to all those who have signed up to receive news and consultations (6,374 people)
- Shared via social media (Facebook, X, Nextdoor, Instagram)

In addition there may also be:

- Articles in Arena
- Paper copies at the Council Offices reception and/or other locations across the Borough
- Attendance at events it details of the survey or paper copies
- 'Roadshows', drop-ins at the Council offices or other place and static displays
- Letters sent to directly those most affected
- Some surveys will be shared with/by partner organisations
- Some surveys will be shared with/by schools and colleges
- Some surveys will be shared with businesses

The extent of the methods used will be dependent on what the survey is about, the timelines of when the consultation happens and for how long they run for and the budget and resources available.

Some consultations have a statutory amount of time the consultations must run for, this could be four, six, eight weeks or even longer. Good practice would suggest four weeks would be the minimum and eight weeks maximum.

Where multiple methods are used it is difficult to determine how a respondent found out about a survey and this is not currently measured. It is possible to correlate higher numbers of on-line survey being completed with, for example, a social media post or delivery of Arena. Appendix B of this report sets out 2 examples showing responses received over a timeline of promotions of a survey.

There are other limitations to understanding the response rate including :

- Some consultations are technical and specialist, therefore do not have a board appeal
- No control of when someone might share a social media post to a large group (for example Aldershot and Farnborough social media communities)
- No control of when someone might share and email with a larger group (for example schools and colleges)
- Paper copies are not always inputted straight away (there could be a delay of a few days)
- There maybe a few surveys running at the same time risking consultation fatigue
- Not everyone will look at their emails or at Arena the moment they receive it

Note: Arena may take up to a week to be delivered to households and normally some residents will request paper copies.

6. ACCESSIBILITY OF SURVEYS

All surveys are produced with a view to enabling easy responses taking into account reading ages and to provide those with limited English the best chance of understanding. Where questions are repeated in survey year after year, to get an understanding to if views are changing, the council will consider minimal changes to the wording to make the question easier to understand but still be appropriate to be considered a comparison with previous years. to

questions asked previously. For example, changing satisfied and unsatisfied, to maybe happy and unhappy.

For the digitally excluded making paper copies of surveys available on request or at events is very important. When a survey is advertised via Arena there is always be an option to request a paper survey.

Online surveys have the ability to be read aloud by a browser or other technology and work to ensure all aspects of the survey are accessible, including images. The council may also considered larger print versions for those with eyesight issues on request.

7. SHARING RESULTS OF CONSULTATIONS WITH PUBLIC

Survey results similarly are published in an accessible format and usually on the Council's website. In some instances a consultation report will be shared as part of a decision report and will be available via the councils meeting agendas. The council is working towards sharing all results of its consultations via a single web page:

[Results from our consultations - Rushmoor Borough Council](#)

8. COLLECTING CHARACTERISTICS OF RESPONDENTS

As part of the Equality Act 2010, the council must make sure their services are open and accessible to everyone, and that they treat people fairly and appropriately and in consultations, and hear all views. Council surveys often include demographic/personal questions to check they are doing this and help them to understand better the answers we receive.

The council should only collect personal data when there is a reason for it to be collected and it will used for this purpose.

If the council collects demographic information from respondents, the council generally collects the following data for our residents (examples of the questions can be seen in appendix B):

- Age
- Sex
- Ethnic group
- If they have any health condition that affect their day-to-day living
- And more recently an armed forces veteran question

The questions are all voluntary and have a prefer not to say option.

The council no longer collects this data from those under 18 years of age as UK GDPR treats children as vulnerable data subject, therefore minimising data collection from those under 18 years of age reduces possible safeguarding concerns and risks.

Town and ward data is also sometimes collected to understand whether the respondent's geographic location effects their view.

Note: External companies may have their own demographic questions that they require to ask to maintain their own ethical and professional standards.

9. SURVEY RESPONDENTS

Not all surveys the Council undertakes receive a representative response or a level of response that would be considered statistically significant or could be relied upon in isolation to make a decision. Appendix D show the characteristics of the respondents to the councils most recent or larger surveys. In appendix D the only survey that is fully representative is the Local Government Review survey where an external company carried out the consultation. The other surveys had the following themes of underrepresentation:

- In Rushmoor the largest ethnic group is the Nepali community accounting 10.6% of all residents (2021 Census). In all the surveys listed in Appendix D the 'Asian other' group which includes the Nepali community is often underrepresented in responses.
- In all surveys, residents under 34 years of age are underrepresented.
- In Surveys that collect data on where people live and invite residents to select their town Aldershot residents are generally underrepresented.
- Males are also generally underrepresented. Interestingly this not the case in the Community Governance Review survey and one of the Local Government Review surveys. This may suggest the number responses from male and female respondent also depends on the topic of the survey.

10. BENEFITS OF USING EXTERNAL COMPANIES FOR REPRESENTATIVE SURVEY SAMPLES

The cost of using external companies for surveys varies depending on type, survey size, sample size, method and analysis. For example, a representative face to face residents survey with a sample size of 500 could cost between £15,000 and £25,000. However, the company can ensure that the survey is representative of the borough by how it collects responses and by weighting responses. As mentioned above, out the councils' recent surveys only part of the Local Government Review survey carried out by an external company is representative.

11. CURRENT IDEAS ON REACHING THOSE THAT ARE UNDERREPRESENTED

A group of Officers have been working to understand how to increase responses, and in particular from those who are underrepresented. The current ideas from this group are:

For an increase in total numbers responding:

- Where appropriate offer a prize draw (for example pantomime tickets)
- Attend more events and town centres at the weekends (these could be focused in areas of low response) – resource implications

For an increase from the Nepali community

- Have the survey in Nepali. However, this has to be paper version or possibly a PDF form. Responses to the open question will need to be translated back into English – resource implications
- Working with the *Citizens Advice* to increase survey respondents – budget implications

For an increase from male respondents and those under 34 years of age

- Ask sports and fitness groups/clubs to share surveys

- Share with colleges and possible have a stand at colleges during the day – resource implications

12. HOW DO WE KNOW IF THE COUNCIL IS DOING CONSULTATION WELL

There are no specific targets for surveys, as the range in size, scope and complexity varies. The council aims for in-house surveys to have over 1,000 responses and be as representative as possible.

The following residents survey question has been identified as a key measure in the Council's performance monitoring:

To what extent do you think the Council acts on the concerns of local residents?

This question can be used to indicate whether the residents feel like they are being listened to. This question was last asked in 2023 with 33.5% indicating that they thought the council acted on their concerns a great deal and a fair amount. The question is due to be asked again in the 2025 residents survey, due to commence in late October/November.

13. SUMMARY

Carrying out surveys in house can provide enough responses to be statistically significant. However, the respondents may not be representative of the local community. The groups that are often underrepresented are the Nepali community, those under 34 years of age, males and those from Aldershot. The type of survey also affects the response rate. The council has ideas to improve responses rates from particular groups but have not had the chance to carry these out.

Level of budget and other resources has a significant impact on the decision to undertake survey's in-house or externally.

APPENDICES

Appendix A - List all of the consultations the Council has carried out in the past year

Appendix B – Responses to sharing methods used with in-house surveys

Appendix C – Example of demographic questions

Appendix D– Survey respondents

CONTACT DETAILS

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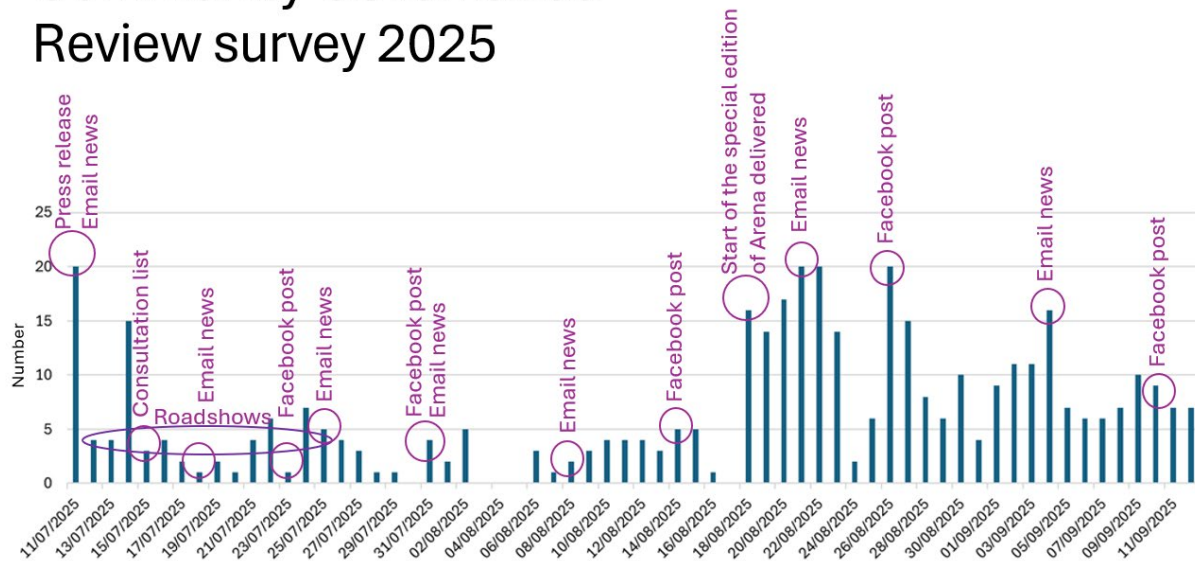
Appendix A - list all of the consultations the Council has carried out in the past year

A list of all public consultations and resident surveys	Date	The total number of responses	Links to any final reports or summaries produced	Details of how the findings were used in council decision-making or strategy.	The total spend on consultations, surveys.
Community Governance Review Consultation	July to September 2025	412	https://democracy.rushmoor.gov.uk/documents/s15558/Annex%20%20-%20Community%20Governance%20Review%20Update%20and%20Next%20Steps.pdf	Currently being used to make decisions about introducing Parish Councils or Neighbourhood Committees in Rushmoor	Carried out in house using SurveyMonkey. Staff time and social media promotion. Special edition of the Council Magazine to advertise the survey (printing and postage) - £5123
Basingstoke and Dene, Hart and Rushmoor Local Government Reorganisation Survey - Joint Survey	June to August 2025	507 face to face 483 self-selecting	Summary not published yet	Used to make a business case to Government around the future of Hampshire Councils	£12,175 payment to external company
Farnborough New Leisure Centre proposals - Have your say Consultation	July 2025	483	Survey Analysis: New Farnborough Leisure Centre	Results used to inform design proposals for the FLC and in the statement of community involvement for planning	Staff time, social media promotion and external contractors £2,769.13
Our Place, Our Future: Shaping council services in Hampshire, Southampton, Portsmouth and the Isle of Wight (Local Government Reorganisation) - Joint survey	June to July 2025	All - 13334. Rushmoor - 156	lgr-appendices.pdf	Used to make a business case to Government around the future of Hampshire Councils	£6,853 payment to external company
Welfare reforms survey	May to June 2025	58	https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=VBw5dwobxaALPUyqsEeEU6QGxrlxW5Q&id=xrIKROOSyU6L0zpYWLz9mQkQRObrVVHuzt9kk5Z2sdUMzBZSVBSOVVOQUFVNUVHTFUxUjk1MFZGTC4u	Used to respond to a governments consultation	Carried out in house using Microsoft Forms. Staff time and social media promotion

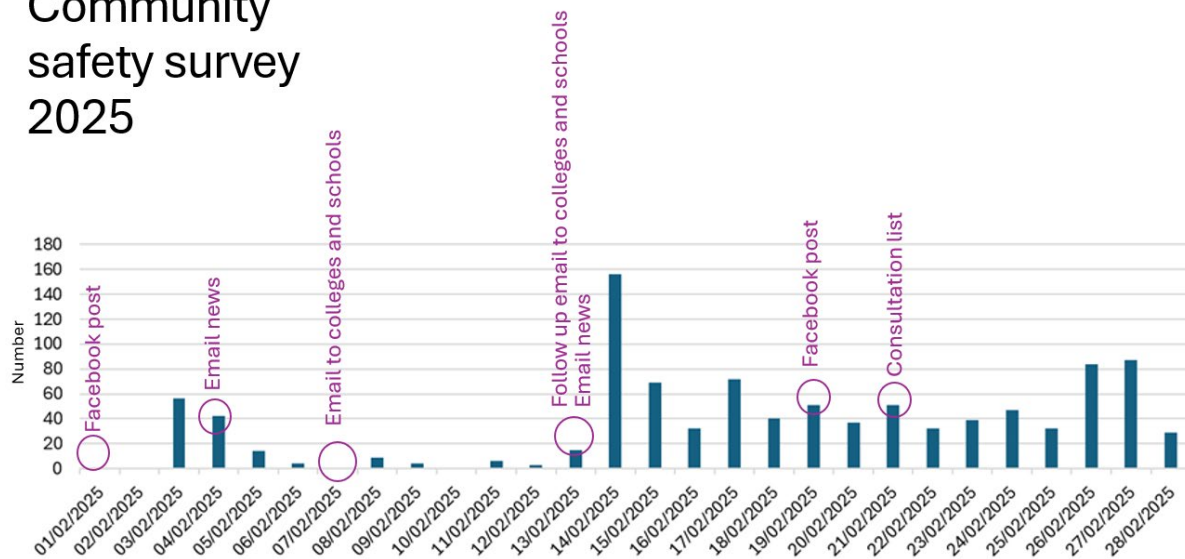
Rushmoor Physical Activity Survey 2025	April 2025 to May 2025	565	Results not published yet	This formed part of placemaking information and some of the responses were used to inform the leisure centre	£2,400 for this survey and the Rushmoor Children and Young People Health & Physical Activity Survey
Rushmoor Children and Young People Health & Physical Activity Survey	April 2025 to May 2025	3	No report from the 3 responses	Used in future Rushmoor Youth meetings.	As above
Have your say on the polling place in Fernhill FB polling district	April to May 2025	72	Summary not published yet	Results will be used to inform a decision about the polling Places in Fernhill Ward	Carried out in house using SurveyMonkey. Staff time and social media promotion
Local Validation List	February to March 2025	1187	Local validation list - Rushmoor Borough Council	Responses were used to form the published validation requirements list.	Carried out in house, using email correspondence, staff time and social media promotion.
How safe do you feel living in Aldershot and Farnborough	February 2025	1016	Community Safety Survey Results 2025	We used the survey results to inform the partnership strategic assessment, an annual document analysing local crime and antisocial behaviour data, which helps to set priorities for the next year.	Carried out in house using SurveyMonkey. Staff time and social media promotion
Aldershot West. South Farnborough, Farnborough Street and Farnborough Hill Conservation Area Adoption	December 2024 to February 2025	250	Conservation areas - Rushmoor Borough Council	Responses used to create the respective Conservation Area Character Appraisal and Management Plans	Carried out in house, using email correspondence, staff time and social media promotion.
Open Space Survey	August to September 2024	610	Open Space, Sport and Recreation Study, which is due to be adopted and published by the end of 2025	Responses will form part of the Open Space, Sport and Recreation Study, which is due to be adopted and published by the end of 2025	Carried out in house using Microsoft Forms, staff time and social media promotion.

Appendix B – Responses received timeline and promotion method examples

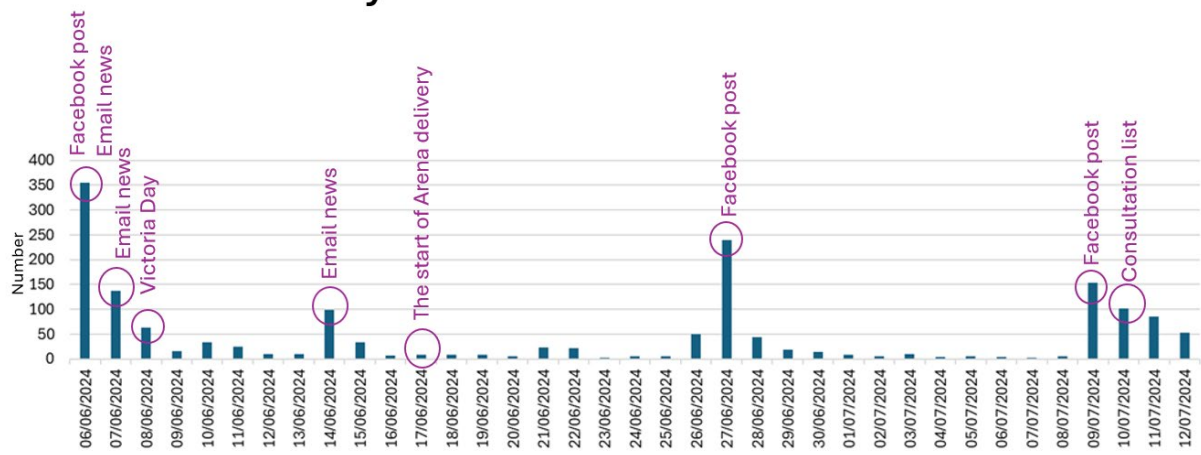
Community Governance Review survey 2025



Community safety survey 2025



Resident survey 2024



Appendix C – Example of demographic questions

What is your sex?

- ☐ Male
- ☐ Female
- ☐ I'd prefer not to say

Which one of the following age bands do you belong to?

- ☐ 18 - 24 years
- ☐ 25 – 34 years
- ☐ 35 – 44 years
- ☐ 45 – 54 years
- ☐ 55 – 64 years
- ☐ 65 - 74 years
- ☐ 75 - 84 years
- ☐ 85+ years
- ☐ I'd prefer not to say

Do you consider yourself to have any health conditions or disabilities, which limit your daily activities?

- ☐ Yes
- ☐ No
- ☐ I'd prefer not to say

Are you currently serving in the UK Armed Forces or have you previously served in the UK Armed Forces?

- ☐ Yes, I am currently serving in the UK Armed Forces
- ☐ Yes, I previously served in the UK Armed Forces
- ☐ No
- ☐ I'd prefer not to say

What is your ethnic group?

- ☐ White - British
- ☐ White – Irish
- ☐ White – Gypsy/Traveller
- ☐ White – other
- ☐ Mixed - white and black Caribbean
- ☐ Mixed - white and black African
- ☐ Mixed - White and Asian
- ☐ Mixed – other
- ☐ Asian or British Asian – Nepali
- ☐ Asian or British Asian – Indian
- ☐ Asian or British Asian – Pakistani
- ☐ Asian or British Asian – Bangladeshi
- ☐ Asian or British Asian – Chinese
- ☐ Asian – other
- ☐ Black or British black – Caribbean
- ☐ Black or British black – African
- ☐ Black – other
- ☐ Arab
- ☐ I'd prefer not to say
- ☐ Any other background (Please specify)

Appendix D – Survey respondents

Key

Overrepresented in survey respondents	Underrepresented in survey respondents
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Rushmoor residents' surveys 2023 and 2024

- Self-selecting survey
- In-house surveys shared via social media and email news
- Article in Arena
- Shared at some events (including Victoria Day)

Residents Surveys	Rushmoor 18+ from 2021 Census	2023 Survey 18+	2024 Survey 18+
Aldershot	40.7%	35.3%	39.2%
Farnborough	59.3%	34.7%	60.8%
Female	50.5%	58.0%	67.8%
Male	49.5%	42.0%	32.2%
Health/disability	16.5%	18.2%	20.8%
Previously served in UK armed forces	6.7%	N/A	4.6%
Age 18 -24	9.5%	0.7%	0.9%
Age 25 - 34	20.8%	8.5%	9.0%
Age 35 - 44	18.6%	22.2%	21.9%
Age 45 - 54	17.1%	28.1%	21.7%
Age 55 - 64	14.8%	27.4%	22.3%
Age 65 - 74	10.5%	11.9%	18.0%
Age 75 - 84	6.5%	1.2%	5.6%
Age 85+	2.2%	0.0%	0.5%
White British	71.3%	86.9%	85.6%
Other Asian including Nepali	11.2%	1.0%	2.2%
Total number of respondents		1,509	1,686
Link to published results		Resident Survey Report 2023	Living in Rushmoor 2024 – Tell us what you think

Survey respondent figures calculated excluding the prefer not to says and respondents under 18

Community Safety Survey 2025

- Self-selecting survey
- In-house survey shared via social media and email news
- Shared with local schools and colleges (most of these are based in Farnborough)

Note: over 45% of all respondents to this survey were under 18 years of age as we were keen to get views of young people.

2025	Rushmoor 18+ from 2021 Census	Survey 18+	All survey respondents
Aldershot	40.7%	42.2%	32.4%
Farnborough	59.3%	57.8%	67.6%
Female	50.5%	63.2%	59.7%
Male	49.5%	36.8%	40.3%
Health/disability	16.5%	21.1%	15.9%
Age 18 -24	9.5%	2.6%	N/A
Age 25 - 34	20.8%	10.8%	N/A
Age 35 - 44	18.6%	20.1%	N/A
Age 45 - 54	17.1%	18.9%	N/A
Age 55 - 64	14.8%	22.5%	N/A
Age 65 - 74	10.5%	18.2%	N/A
Age 75 - 84	6.5%	5.7%	N/A
Age 85+	2.2%	1.2%	N/A
White British	71.3%	88.6%	75.7%
Other Asian including Nepali	11.2%	0.7%	4.0%
Total number of respondents		418	1,016
Link to published results		Community Safety Survey Results 2025	

Survey respondent figures calculated excluding the prefer not to says

Community Governance Review

- Self-selecting survey
- Survey shared via social media and email news
- Special edition of Arena
- Shared at some events and roadshows

2025	Rushmoor 18+ from 2021 Census	Survey 18+
Aldershot	40.7%	35.9%
Farnborough	59.3%	64.1%
Female	50.5%	48.5%
Male	49.5%	51.5%
Health/disability	16.5%	18.8%
Previously served in UK armed forces	6.7%	10.1%
Age 18 -24	9.5%	1.1%
Age 25 - 34	20.8%	3.0%
Age 35 - 44	18.6%	14.2%
Age 45 - 54	17.1%	16.9%
Age 55 - 64	14.8%	25.5%
Age 65 - 74	10.5%	25.8%
Age 75 - 84	6.5%	11.8%
Age 85+	2.2%	1.6%
White British	71.3%	93.4%
Other Asian including Nepali	11.2%	0%
Total number of respondents	412	

Link to published results	Cabinet report template
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Survey respondent figures calculated excluding the prefer not to says

Local Government Reorganisation Survey - North Hampshire Survey

- A Self-selecting survey running on the three council websites conducted by Lake Market Research.
- A research company running interviews with residents.
- Workshops with businesses, public sector partners and service providers, voluntary and community groups and parish & town councils.
- In Rushmoor a series of roadshows over a two-week period engaged directly with 980 residents

North Hampshire Survey 2025	Rushmoor 18+ from 2021 Census	Sampled survey	Self selecting online
Female	50.5%	50%	52%
Male	49.5%	50%	44%
Age 18 -34	30.3%	30%	4%
Age 35 - 54	35.7%	36%	35%
Age 55+	34.0%	34%	57%
White	77%	77%	95%
Ethnic minority groups	23%	23%	5%
Total number of respondents		507	483
Link to published results		Results not published yet	

Local Government Reorganisation Surveys – KPMG Hampshire wide

- The survey and information about LGR and the engagement were hosted on specialist engagement platform Commonplace (not by Rushmoor)
- The survey was disseminated via social media channels, email, and out-of-home advertising (e.g. posters, flyers, paper tags on domestic waste bins) including QR links

All 2025	Hampshire 16+ (including Portsmouth, Southampton and the Isle of Wight)	Survey all respondents
Female	51.4	46%
Male	48.6	50%
Age 16-24	12.7%	1%
Age 25 - 34	15.3%	5%
Age 35 - 44	15.1%	10%
Age 45 - 54	16.1%	15%
Age 55 - 64	15.9%	24%
Age 65 - 74	13.0%	26%
Age 75+	11.9%	17%
All White	91.6%	95%
All Asian	4.6%	1%
Total number of respondents		All – 13,334
Link to published results		lgr-appendices.pdf

Rushmoor Physical Activity Survey 2025

- Self-selecting survey
- Carried out by an external company
- Survey shared via the council's social media and email news

2025	Rushmoor 18+ from 2021 Census	Survey all responses
Aldershot	40.7%	21%
Farnborough	59.3%	72%
Female	50.5%	65%
Male	49.5%	31%
Age 18 -24	9.5%	0.4% (16-24)
Age 25 - 34	20.8%	4%
Age 35 - 44	18.6%	15%
Age 45 - 54	17.1%	23%
Age 55 - 64	14.8%	27%
Age 65 - 74	10.5%	19%
Age 75 +	8.7%	12%
White British	71.3%	83%
Other Asian including Nepali	11.2%	2.4%
Total number of respondents		565
Link to published results		Results not published yet

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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 2025/26)	CURRENT WORK
To monitor the performance and activities of Registered Providers working in the Borough	Cllrs Gaynor Austin, Halleh Koohestani (Chairman), S.J Masterson, Bill O'Donovan and M.D. Smith. Cllrs Abe Allen, G.B. Lyon and Becky Williams will act as Standing Deputies.	The Group met on 11 September to discuss and plan the review of Registered Providers for 2025/26. There were proposed changes to the terms of reference and the way we approach the reviews for this year. Further discussion with Portfolio Holder and Chair to take place on 16 th October.
To review the Council Tax Support Scheme	Cllrs P.J. Cullum, C.P. Grattan, Halleh Koohestani (Chairman), M.J Roberts and S. Trussler.	Officers were in the process of preparing some data to share with Members with suggestions on the way forward considering the impacts of Local Government Reorganisation.
To consider further the economical and environmental impacts of Farnborough Airport on the Borough	Cllrs Abe Allen, C. Card, P.J. Cullum, Halleh Koohestani (Chairman) G.B. Lyon and Bill O'Donovan. The Portfolio Holder for Policy, Performance and Sustainability will be invited	NOTE - meetings of the Farnborough Airport Task and Finish Group, which is tasked to look at the environmental and economic impacts of the airport, will be adjourned until the outstanding planning application has been determined.

Last Updated
15/10/2025

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2025/26)	CURRENT WORK
	to the meeting as and when appropriate.	

(B) ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE IN LINE WITH THE COUNCIL DELIVERY PLAN 2025/26

SKILLS ECONOMY AND BUSINESS	
ISSUE	CURRENT WORK
HOMES FOR ALL: QUALITY LIVING, AFFORDABLE HOUSING	
ISSUE	CURRENT WORK
Registered Providers Task and Finish Group	Reviewed work undertaken in the 2024/25 Municipal Year at the June OSC meeting and suggested that the Group consider the Terms of Reference and question the best use of time to achieve strategic discussions with RPs. Consideration would also be given to the makeup of the Group and the option to widen the membership.
Housing and Homelessness Prevention Strategy	Reviewed the Housing and Homelessness Prevention Strategy to track progress since 2024/25 at the July meeting. The progress to date had been noted.
COMMUNITY AND WELLBEING: ACTIVE LIVES, HEALTHIER AND STRONGER COMMUNITIES	
ISSUE	CURRENT WORK

Last Updated
15/10/2025

PRIDE IN PLACE: CLEAN, SAFE AND VIBRANT NEIGHBOURHOODS	
ISSUE	CURRENT WORK
Police and Community Safety	Meeting with the Police Chief Inspector and the Community Safety Manager to receive an update on police and community safety matters. The Committee receives an update in a annual basis to review current and emerging issues and work undertaken.
THE FUTURE AND FINANCIAL SUSTAINABILITY	
ISSUE	CURRENT WORK

OVERVIEW AND SCRUTINY COMMITTEE

WORKFLOW – June 2025- March 2026

DATE	ITEMS
12 June 2025	Appointments Registered Providers Annual Report – 2024/25 – ZP
31 July 2025	Housing and Homelessness Prevention Strategy – ZP/JP
4 September 2025	Local Government Reorganisation – KE/GW
18 September 2025	Police and Community Safety – JK/DL/GC
23 October 2025	Community Engagement – How we consult with and understand the views of our residents
11 December 2025	SERCO Walk this Waste Pilot
5 February 2026 CHANGE OF DATE	Leisure Centre pre decision scrutiny
Feb (Date TBC)?	<i>Finance (FRP)</i>
26 March 2026	<i>Regen & Civic Quarter</i>
Potential Future Items for the Committee in 2025/26	1. Highways issues (condition of roads, speeding and road safety issues) – HCC – letter being drafted 2. <i>Business Support & Economic Development</i> 3. <i>Royal Mail postal deliveries</i>

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2025/26

Membership: Cllr Halleh Koohestani (Chair), Cllr Nadia Martin (Vice-Chair), Cllr Martin Tennant (Vice-Chair) and Cllrs Leola Card, Gareth Lyon, Bill O'Donovan and **one vacancy**.

Click [here](#) to view the latest Action Tracker

(Please refresh the page when opening to ensure the latest version is available)

DATE	ITEM	NOTES
17.06.2025	Registered Providers T&F Annual Report (12 June)	ACTION – the T&F Group alongside the Portfolio Holder to review the Terms of Reference (ToR) of the Group. Consider how RPs can be rated on their operational standards through the use of score cards.
	Housing and Homelessness Prevention Strategy	Consideration be given to changing the date of the July Committee meeting to allow Cllr Dibble to attend. AT to look at date options and report back. Alternatives include, asking KD to join online or providing a summary of questions to be answered offline if go ahead with original date.
	Work Plan	See schedule above
13.08.2025	Community Safety and Policing	Scope item for meeting on 18 Sept (DL in attendance) Updates from the Community Safety Team as per in previous years, to include; • Overview of the Service • Update on key work

Last Updated
15/10/2025

		• What's gone well • Concerns • Community Safety Survey feedback • Joint Scrutiny meeting feedback A request would be made to the police for a general overview of the last 12 months. High level info to be provided on protests and street preachers. Scope item for meeting on 4 Sept (KE in attendance). Content to include: • The case for change • How the model meets the criteria • Financial information • Results of the LGR consultation • The CGR survey results would not be included as the consultation finishes on 12 September. KE and GW would be in attendance, with JD as Lead officer. Future Meetings SERCO can't do October – move to December 2025 meeting Move Leisure Centre Pre decision scrutiny to January 2026 meeting Bump Finance (to inc. MTFS & FRWG) to a future meeting Potential item for October 2025 Community Engagement- how we consult with and understand the views of our residents.
29.09.2025	Minutes of the meeting on 31 July LGR	The draft was agreed on the condition that the wording was checked with Cllr Dibble to ensure he was in agreement – AT to follow up An update on the status of the letter requested as set out in the recommendation to Cabinet would be given at the next Committee meeting.

	23 October Meeting	The Group discussed the item for the agenda on Community Engagement and how we consult. A number of items to cover were discussed, including a background to what we currently do, response rates (inc. repeat responders), what we can do to improve/other ways of engaging/what else could we do, how we can make engagement better, hard to reach groups, how we follow up – “You said – We Did” , how we measure (KPIs). A short presentation would be given at the meeting.
	Digital ID Cards	A suggestion was made to have an item on the impacts of digital ID cards. It was suggested that this item would be added to the WP for the future Programme Management Group for further discussion.
	VIVID	It was noted that engagement with VIVID continued and a meeting had been held with VIVID, Ian Harrison, Keith Dibble and Suzannah Hellicar. The Committee would be kept updated with any relevant progress.
The Programme Management Group will replace the Committee Progress Groups going forward.		

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