



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 12th September, 2016 at 7.00 pm*

To:

Cllr A.R. Newell (Chairman)
Cllr M.S. Choudhary (Vice-Chairman)

Cllr M.J. Roberts
Cllr M. Staplehurst
Cllr T.D. Bridgeman
Cllr R. Cooper
Cllr Liz Corps
Cllr B.A. Thomas
Cllr Marina Munro

Enquiries regarding this agenda should be referred to the Panel Administrator: Adele Taylor, Democratic and Customer Services, Email: adele.taylor@rushmoor.gov.uk
Tel: 01252 398831.

A G E N D A

1. **MINUTES – (Pages 1 - 6)**

To approve the Minutes of the Meeting held on 13th June, 2016 (copy attached).

2. **APPOINTMENTS –**

The Panel is asked to confirm the appointment of Cr. M.J. Roberts to the Borough Services policy and Review Panel, in place of Cr. C.P. Grattan, for the remainder of the 2016/17 Municipal Year.

3. **GOOD CAUSES LOTTERY –**

At the Cabinet meeting on 23rd August, 2016 approval was given to establish a Good Causes Lottery in the Borough. Ms. Amanda Fahey, Head of Finance, will provide a briefing on the action required to establish the lottery and the Panel will also be asked to consider the eligibility criteria for the local good causes, which will benefit from the lottery.

4. **HEALTH AND SAFETY –**

To receive a presentation from Mr. Colin Alborough, Environmental Health Officer on activities and emerging issues in the Borough.

5. **COMMUNITY INVOLVEMENT TASK AND FINISH GROUP - SCOPE –**

To receive a briefing from Mrs Karen Edwards, Corporate Director on the current situation with the group and to hold a discussion to determine the way forward.

6. **WORK PROGRAMME – (Pages 7 - 18)**

To note the Panel's work programme (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 Panel Administrator at the Council Offices, Farnborough by 5.00 pm three working days prior to the meeting.

Applications for items to be considered for the next meeting must be received in writing to the Panel Administrator fifteen working days prior to the meeting.

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BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 13th June, 2016 at the Council Offices, Farnborough at 7.00 p.m.

Voting Members

Cr. A.R. Newell (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

a Cr. T.D. Bridgeman	Cr. C.P. Grattan	Cr. Marina Munro
a Cr. R. Cooper		Cr. M. Staplehurst
Cr. Liz Corps		Cr. B.A. Thomas

Apologies for absence were submitted on behalf of Crs. T.D. Bridgeman and R. Cooper.

1. **APPOINTMENT OF CHAIRMAN –**

RESOLVED: That Cr. A.R. Newell be appointed Chairman for the 2016/17 Municipal Year.

2. **APPOINTMENT OF VICE CHAIRMAN –**

RESOLVED: That Cr. M.S. Choudhary be appointed Vice-Chairman for the 2016/17 Municipal Year.

3. **MINUTES –**

The Minutes of the Meeting held on 11th April, 2016 were approved and signed by the Chairman.

4. **APPOINTMENTS FOR 2016/17 –**

(1) **Mid-Cycle Meeting –**

RESOLVED: That the Chairman (Cr. A.R. Newell), the Vice-Chairman (Cr. M.S. Choudhary) and Crs. T.D. Bridgeman and M. Staplehurst be appointed to attend the mid-cycle meetings for the 2016/17 Municipal Year.

(2) **Elections Group –**

RESOLVED: That membership of the Elections Group for the 2016/17 Municipal Year, as appointed by the Licensing and General Purposes Committee, being the Cabinet Member for Concessions and Community Support (Cr. G.B. Lyon), the Chairman of the Licensing and General Purposes Committee (Cr. A. Jackman), the Chairman of

the Borough Services Policy and Review Panel (Cr. A.R. Newell) and Crs. D.M.T. Bell, K. Dibble, B. Jones and S.J. Masterson be endorsed.

(3) **Community Involvement Task and Finish Group –**

RESOLVED: That the Chairman (Cr. A.R. Newell) and Crs. C.P. Grattan, Marina Munro, M. Staplehurst and L.A. Taylor be appointed to the Community Involvement Task and Finish Group for the 2016/17 Municipal Year.

5. **FARNBOROUGH AND COVE WAR MEMORIAL HOSPITAL TRUST –**

The Panel welcomed Mr. Peter Amies, Head of Community and Environmental Services, to the meeting, following a tour of the Farnborough and Cove War Memorial Hospital earlier that day. Members had met with day care clients and viewed the facilities and working arrangements.

Mr. Amies gave an overview of the history of the Trust. It was noted that the building was the town's memorial to the men of Cove, Farnborough and South Hawley who had died during World War 1. The house had been purchased and converted into a hospital and had relied on voluntary support until the NHS took it over in 1948. The hospital closed in 1974, when Frimley Park Hospital opened but, following public pressure to re-open it for community use, the Trust had been formed and the hospital re-opened in 1975. The Council procured the building in 1976 from the Health Authority and made it available to the newly established not for profit Trust as a short stay residential and day care centre. In 1978 funding had been secured to open three of the ground floor rooms for use by day care patients and in 1984 further funding was secured to re-open it as Devereux House. The day care facility ran from the ground floor with the first floor being used for short stay patients and eventually permanent residents. Farley House, the adjoining old maternity wing, had then been converted into leasehold flats for the elderly. The Council was the current landlord and the five year lease ran up to 1st July, 2017.

At present, the facility had sixteen self-contained rooms, for patients who were reasonably mobile and under the care of their GP. The day care facility consisted of a large room, dining room, quiet room, occupational therapy department and a physiotherapy room. Other services offered were advice on speech therapy, chiropody and bathing by Ambulift; the Trust also had a minibus that had recently been replaced at a cost of £50,000.

It was advised that the residential element of the facility was self-funding but the day care facility received a grant from the Council to the value of £112,000 and rent relief of £626 per annum. The residential side required 13 patients to break even and the day care could accommodate 22 clients per day; it was advised that there were currently six people on the waiting list. In total, there were 57 clients for the day care facility aged between 57 and 99 years. Attendance was consistent across the five days of opening with most clients attending one day a week with one attending everyday. Clients

received snacks, lunch and tea during the operational hours of 10.00 a.m. – 3.00 p.m. at a cost of £26 per day plus £5.50 if transport was required; for social care services referrals the cost increased to £30.92. However, there was an element of means testing.

The facility contributed to the wider community, making use of five full time volunteers and allowing Health and Social Care student and school work experience placements. The League of Friends were involved in fund raising activities and visits were made by a local podiatrist and hairdresser, with clients paying directly for these additional services. Trips and themed events were also organised for the clients should they wish to participate.

The Panel reviewed the income and expenditure for the day care facility and noted an average profit of £13,000 per annum for a typical year. It was noted that the largest expenditure was for staff salaries, followed by rent, rates and facilities. The bulk of the income, besides the grant from the Council, came from day bookings (£85,000) and rent from the adjoining building, Bevan Lodge, which was utilised by Bevan Lodge Community Pre-School, the Samaritans and neighbour care (£35,000).

During discussion, the Panel noted that the facility was unique in the area with no other similar facilities. It was accessible to all and the level of service provided was of a high standard.

The Chairman then invited Cr. Roland Dibbs, who was in attendance at the meeting in his role as Trustee of the Farnborough and Cove War Memorial Hospital Trust, to address the meeting. Cr. Dibbs reported that, after discussions with the other Trust members, it had been agreed that the Trust would be willing to take a reduction of £10,000 from the annual grant received from the Council in light of the current austerity measures forced on the Council to make considerable savings in the medium term. The reduction would mean that the fees would need to be increased going forward to cover costs.

The Panel discussed the offer and **AGREED** in principle to the reduction of £10,000 per annum on the proviso that the Trust remained financially stable and could contact the Council without delay if they should experience financial difficulties. It was also **AGREED** that the Council would assist in finding a tenant for the first floor of Bevan Lodge, which was currently empty, to increase income for the Trust.

The Panel noted the presentation and **AGREED** the following actions:

Action to be taken	By Whom	When
Consider the arrangements with the Farnborough and Cove War Memorial Hospital Trust to	Head of Community and Environmental Services.	September, 2016

implement the reduction in the Council's annual grant from £112,000 to £102,000.		
To liaise with the Farnborough and Cove War Memorial Hospital Trust on seeking a tenant for the first floor of Bevan Lodge.	Head of Community and Environmental Services.	September, 2016
A letter would be sent to the Trust thanking them for their offer to take a reduction in their grant contribution from the Council.	Head of Community and Environmental Services.	July, 2016

6. **MEALS ON WHEELS/LUNCHEON CLUBS –**

The Head of Community and Environmental Services reported on the Meals on Wheels and Luncheon Club services within the Borough:

(1) **Meals on Wheels –**

It was noted that, prior to 2013, the service had varied considerably across Hampshire in the way it was delivered, the choice and the price. Levels of financial contribution across districts had become unstable and Hampshire County Council (HCC) took the decision to take over the provision and funding to ensure consistency for its residents. HCC had increased their investment in the service and appointed Apetito as the contractor.

The service, delivered in vans that automatically heated the food at a certain distance from its arrival point, was available to residents over 55 years and the standard price for a two course lunch was £3.95 and £3.25 for afternoon tea. The service had been extended to seven days a week and meal delivery in Rushmoor had increased from 19,000 in 2013/14 to 26,000 in 2015/16, this provided food for around 100 customers. However, the new service did not provide the befriending element of the original service so a "Food and Friendship Service" had been established.

Food and Friendship was delivered by Age Concern Hampshire with support from Royal Voluntary Services. The service provided company at meal times and was free to Meals on Wheels customers between 11.30am and 4pm on weekdays. It was noted that only six Rushmoor Meals on Wheels clients received weekly befriending support. Clients were referred for the service through adult services, relatives, friends/neighbours or GPs and all volunteers were trained to identify malnutrition and general wellbeing issues. They also signposted clients to luncheon clubs, helped with daily living and reduced social isolation. The Council had agreed to a grant of £2,500 per annum for this service, which at present required only £1,000 per annum to

cover expenses. As the service was in credit by almost £3,000 the grant had been withdrawn for the time being but would be monitored closely to ensure the service continued.

(2) Luncheon Clubs –

The Panel noted that a club was held at the Farnborough Community Centre which was hosted by Age Concern UK volunteers on a Tuesday and Friday. 34 residents attended on a weekly basis at a cost of £4.50 for a two-course meal, and that a local provider provided the meals. Additionally, outings and special meals at Christmas time were organised at a small extra cost.

The second club previously held at Place Court was now held at the Aldershot and Fleet Rugby Club and was hosted by two paid staff from Age Concern Hampshire at a salary cost of £5,000 per annum. The club ran on a Thursday between 11am and 3pm and currently had 15 people attending at a cost of between £3.50 –£4.00, with others on a waiting list. It was hoped that numbers would increase to 20 but there were some issues with transport and the limited numbers the minibus could carry. The Council provided a grant of £2,500 per annum which had been matched by the dowry left over following the closure of the Elders Club to cover the salary costs for the following seven years.

It was noted that transport to both luncheon clubs had been provided by Rushmoor Voluntary Services (RVS), in minibuses that were specially adapted and accessible. The Council paid a grant of £10,000 per annum towards the cost of RVS transport.

Overall, the Council paid £13,500 per annum towards the running cost of the Luncheon Clubs and Meals on Wheels befriending service, with savings of £42,000 having been made in this area since 2015. £20,000 had been saved when HCC had taken over control of the Meals on Wheels Service, £15,000 when the Aldershot Luncheon Club had moved from the Elders Club to the Aldershot and Fleet Rugby Club and £7,000 from a reduction in the grant to RVS for transport.

Concerns were raised about the quality of the food provided by Apetito, the state of the vans and the times the food was delivered. It was noted that vans appeared grubby and in a state of disrepair. It was also noted that food promised for between 1pm – 2pm had not been arriving until after 2.30pm, making vulnerable clients wait, unacceptably, for their dinner. Data on customer satisfaction and the number of complaints was requested, to be reviewed at the following mid-cycle meeting. It was also reported that some of the local nursing homes had appointed Apetito to provide the lunches within their facilities; all the nursing homes had excellent kitchen facilities but neither the staff nor funding to provide home cooked food for their clients. Mr. Amies would make the views of the Panel known to Hampshire County Council and report back.

It was **AGREED** that:

Action to be taken	By Whom	When
Data on customer complaints and satisfaction of the Apetito Meals on Wheels Service be collated and shared at the next mid-cycle meeting.	Head of Community and Environmental Services.	August, 2016
The views of the Panel on the service provided by Apetito in both the home and within nursing homes be shared with Hampshire County Council with comments reported back to the Panel at a future meeting.	Head of Community and Environmental Services.	August, 2016

7. REVIEW OF BUDGET PORTFOLIO –

The Panel reviewed its Budget Portfolio and agreed to consider the following items at the next mid-cycle meeting:

- Pest Control
- Rent Relief Policy

8. WORK PROGRAMME –

The Panel noted the current work programme.

The Meeting closed at 8.17 p.m.

CR. A.R. NEWELL
CHAIRMAN

BOROUGH SERVICES POLICY AND REVIEW PANEL

WORK PROGRAMME

Set out below are the key issues which form the Borough Services Policy and Review Panel's on-going work programme.

The topics covered reflect the following:

- scrutiny of the process of the way in which decisions have been or are being made
- reviewing issues of concern to local people or which affect the Borough
- review of performance and delivery of specific services
- monitoring and scrutinising the activities of others
- items raised by Members and agreed by the Panel for consideration
- review of policies and proposals developed by others
- the development of a new policy for recommendation to the Cabinet

The purpose of the work programme is to identify the way in which topics are being dealt with and the progress made with them.

An update will be submitted to each meeting of the Panel.

BOROUGH SERVICES POLICY AND REVIEW PANEL

ACCOUNTABILITY AND AREAS OF RESPONSIBILITY

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The terms of reference of the Panel will include all these issues contained in the Safety and Regulation Portfolio and the Concessions and Community Support Portfolio together with certain functions within the responsibility of the Leader of the Council. The functions set out in the Scheme of Delegation are:

PORTFOLIO - LEADER OF THE COUNCIL

Community Planning

To support, co-ordinate and monitor the development and implementation of the Community Strategy and seek to develop effective partnerships with other stakeholders in the community.

PORTFOLIO - SAFETY AND REGULATION

Community Safety (including Anti-Social Behaviour)

To deal with all matters which are the responsibility of the Council relating to the Crime and Disorder Act, crime reduction and community safety.

Environmental Health Policy Relating to Licensing, Food, Health and Safety, Pollution and Environmental Control

To deal with all matters relating to environmental health regulatory powers (other than those licensing powers dealt with by the Licensing and General Purposes Committee) exercised by the Council in relation to the following issues:-

- licensing
- food
- health and safety
- pollution
- environmental control
- provision and regulation of mobile home parks

PORTFOLIO - CONCESSIONS AND COMMUNITY SUPPORT

Democratic Renewal and Community Involvement

To deal with issues relating to community involvement with the Council, including:

- liaison with community organisations
- democratic renewal
- developing working arrangements at a local or ward level
- community leadership

Electoral Issues

To carry out the Council's functions in relation to maintaining effective democratic processes, and in promoting democratic involvement, subject to the Licensing and General Purposes Committee undertaking certain duties set out in the Scheme of Delegation in relation to elections and electoral registration.

Concessions and Supporting Local Organisations

To deal with applications for rate and rent relief from sporting, cultural and voluntary organisations, including applications under Section 49 of the Local Government Finance Act, 1992.

Page 9 To carry out all powers in relation to the consideration and determination of applications for financial assistance from national and local organisations, including local arts organisations.

To develop the Council's policy and procedures on discretionary matters relating to benefits schemes.

To formulate and implement proposals in respect of facilities for the elderly and the disabled, including the concessionary fares scheme and Dial a Ride.

To co-ordinate funding for the major voluntary organisations operating in the Borough, in particular the Citizens' Advice Bureaux, Rushmoor Voluntary Services and the Farnborough and Cove War Memorial Hospital Trust.

Accessibility

To carry out the Council's functions in relation to access for people with disabilities and in meeting the requirements of the Disability Discrimination Act and other relevant legislation.

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DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
PORTFOLIO – LEADER OF THE COUNCIL				
20.01.14	<p>Community Planning</p> <p>Monitoring and review of the Rushmoor Sustainable Community Strategy 2010 - 2026.</p>	<p>The Assistant Head of Strategy & Communications provided an update on the progress of the Rushmoor Strategic Partnership in delivering the priorities contained within the Rushmoor Sustainable Community Strategy at the Panel's meeting on 20th January, 2014.</p>	<p>It was agreed the Panel mid should receive a further update in due course.</p>	<p>Jon Rundle Strategy, Performance and Partnerships Manager Tel. (01252) 398801 Email. jon.rundle@rushmoor.gov.uk</p>
PORTFOLIO – SAFETY AND REGULATION				
Community Safety				
17.11.14	<p>Safer Rushmoor Partnership Plan</p>	<p>Chief Inspector Matt Reeves attended the meeting in November 2014 to give an overview on specific issues relating</p>	<p>The Police would be invited to attend a</p>	<p>Andrew Lloyd Chairman of the Rushmoor Community Safety</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
16.11.15	Monitoring and review of the Safer Rushmoor Partnership Plan.	<p>to Police activities.</p> <p>The Safer North Hampshire's Community Safety Manager attended the meeting on 16th November, 2015 to update the Panel on work in connection with the Safer Rushmoor Partnership Plan, in particular on activities within the area and priorities specific to Rushmoor. The Domestic Abuse Officer also attended and contributed to the meeting.</p>	<p>The Panel has requested an update on specific issues from the Community Safety Partnership and the Domestic Abuse Team at the meeting in November, 2016.</p> <p>Following the meeting on 16th November, 2015, the Council has been contacted by the Chair of the North East Hants Domestic Abuse Forum, who has invited Members to a training session on honour based violence, forced marriage, Female Genital Mutilation and witch craft abuse. The session is at the Council Offices on Friday 18th March, 2016 from 9.30a.m. – 2.30p.m.</p>	<p>Partnership Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk</p>
11.04.16	<p>Supporting Troubled Families</p> <p>Monitoring and review of</p>	<p>Members received an update on the 'Supporting Troubled Families' initiative on 11th April, 2016 and it was agreed that a further update would be</p>	<p>A further update will be provided at the meeting in April, 2018.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Services</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	the Supporting Troubled Families initiative.	requested at least every two years.		Tel. (01252) 398640 Email. gamer.yasin@rushmoor.gov.uk
Environmental Health Policy				
15.06.15	Food safety To examine the Council's Environmental Health policies relating to food safety.	The Environmental Health Manager (Food / Health and Safety) provided an update on the Council's provision of food safety services at the Panel's meeting on 15th June, 2015. It is anticipated that further updates will be received at least every two years.	The Environmental Health Manager (Food / Health and Safety) will provide a further update at the Panel's meeting in April, 2017 .	Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk
09.02.16	Pollution / environmental control To examine the Council's Environmental Health policies relating to pollution and environmental control.	On 8th February, 2016, the Environmental Health Manager (Pollution / Environmental Control) updated the Panel on the work of the pollution / environmental control service. It is anticipated that further updates will be received at least every two years.	The Environmental Health Manager (Pollution / Environmental Control) will provide an update on pollution / environmental control services (including regulation of mobile home parks) at a Panel meeting in, 2018 .	Helen Lolley Environmental Health Manager (Pollution / Environmental Control) Tel. (01252) 398170 Email. helenlolley@rushmoor.gov.uk

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
15.09.14	<p>Health and safety</p> <p>To examine the Council's Environmental Health policies relating to health and safety.</p>	<p>The Environmental Health Manager (Food / Health and Safety) informed Members about the Council's provision of Health and Safety services at the Panel's meeting on 15th September, 2014.</p> <p>It is anticipated that further updates will be received at least every two years.</p>	<p>The Environmental Health Manager (Food / Health and Safety) would provide an update on Health and Safety services at the Panel in September, 2016.</p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk</p>
PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT				
Democratic Renewal and Elections				
10.06.13	<p>Localism Act 2011</p> <p>To consider the implications of the Localism Act.</p>	<p>At the request of the Panel's mid cycle meeting, the Head of Strategy and Communications delivered an update at the Panel's meeting on 10th June, 2013 on elements of the Localism Act, including the 'Community Right to Bid' and the 'Community Right to Challenge'.</p>	<p>The Head of Strategy, Engagement and Organisational Development to provide a further update in due course.</p>	<p>Karen Edwards Head of Strategy, Engagement and Organisational Development Tel. (01252) 398800 Email. karen.edwards@rushmoor.gov.uk</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
Concessions and Supporting Local Organisations				
1811.13	<p>Grants to organisations</p> <p>To consider the process by which the Council makes decision on how to allocate its funding of local organisations.</p>	<p>The Head of Community distributed details of assistance given to local organisations attached to the agenda for the Panel's meeting on 18th November, 2013.</p>	<p>The Head of Community will update the Panel in due course.</p>	<p>Peter Amies Head of Community and Environmental Services Tel. (01252) 398750 Email. peter.amies@rushmoor.gov.uk</p>
15.06.15	<p>Rushmoor Voluntary Services</p> <p>To consider the role of RVS in the community.</p>	<p>Greg Alexander, Chief Executive of Rushmoor Voluntary Services, provided an update on the work of his organisation at the Panel's meeting on 15th June, 2015.</p>	<p>Greg Alexander has agreed to provide a further update at a future Panel meeting.</p>	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>
<p>17.11.14</p> <p>11.04.16</p>	<p>Citizens' Advice Rushmoor</p> <p>To consider the role of the CAB in the community.</p>	<p>An update was received from Alex Hughes, Chief Officer of Rushmoor Citizens' Advice Bureaux on 17th November 2014.</p> <p>Alex Hughes, Chief Officer at Citizens' Advice Rushmoor gave an update on working arrangements at the meeting on 11th April, 2016. A request was made for further information on pre-paid energy meters in the borough to be discussed at a future mid-cycle meeting.</p>	<p>Alex Hughes has agreed to provide a further update at the Panel meeting in April, 2018.</p>	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
14.09.15	Food banks	The Panel were provided with information on food banks, in particular, the findings of the Bill Sargent Trust Report at its meeting on 14th September, 2015. Mr Mike Shea, founder of Farnborough Food Bank and Jane Newton, of the Holy Trinity Larder were also in attendance.	The Panel will receive an update in due course.	Ian Harrison Corporate Director Tel. (01252 (398400) Email. ian.harrison@rushmoor.gov.uk
23.03.15	Community Transport To establish the level of provision of community transport in the Borough.	The Panel received presentations from both Rushmoor Voluntary Services and Farnborough Neighbour Care, who both provided community transport in the Borough and surrounding areas.	The Panel noted the presentations and the level of community Transport in the Borough.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
13.06.16	Meals on Wheels/Luncheon Clubs To look at the services provided within the Borough.	The Panel received a presentation on the provision of Meals on Wheels and Luncheon Clubs in the Borough	The Panel highlighted some areas of concern with the Meals on Wheels service and requested some data on customer complaints and satisfaction from HCC. This information would be fed back to the Panel via the Mid Cycle Group.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk

Chairman - Cr. Adrian Newell

Lead Officer - Ian Harrison, Corporate Director
Tel: 01252 398400
E-mail: ian.harrison@rushmoor.gov.uk

Last updated - August, 2016

**BOROUGH SERVICES POLICY AND REVIEW PANEL
WORK FLOW – September 2016 – April 2017**

12th September 2016	Good Causes Lottery Health and Safety Community Involvement Task and Finish Group
14th November 2016	
6th February 2017	Police and Crime Commissioner
10th April 2017	Food Safety
Date to be confirmed	Safer Rushmoor Partnership Hampshire Police Rushmoor Voluntary Services Pest Control Rent Relief Policy