



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 14th November, 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 - 4)**

To approve the Minutes of the Meeting held on 12th September, 2016 (copy attached).

2. **SAFER NORTH HAMPSHIRE PARTNERSHIP –**

To receive an update on the work and current priorities of the Partnership, including specific updates regarding:

- Rough sleeping, street drinking and assorted issues in the Borough
- Reported Violence Against Women and Girl Crimes

3. **ROUGH SLEEPING AND STREET DRINKING –**

4. **VIOLENCE AGAINST WOMEN AND GIRL CRIMES AND DOMESTIC ABUSE UPDATE –**

5. **PEST CONTROL – (Pages 5 - 8)**

Members to note an outline paper giving a current overview of the Pest Control Service. At the mid cycle meeting on 3rd October, 2016, the Group reviewed this item and considered a short overview paper was all that was needed at this time, (papers attached).

6. **WORK PROGRAMME – (Pages 9 - 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.

BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 12th September, 2016 at the Council Offices, Farnborough at 7.00 p.m.

Voting Members

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

Cr. T.D. Bridgeman
Cr. R. Cooper
Cr. Liz Corps

Cr. Marina Munro

Cr. M.J. Roberts
Cr. M. Staplehurst
a Cr. B.A. Thomas

An apology for absence was submitted on behalf of Cr. B.A. Thomas.

9. **MINUTES –**

The Minutes of the Meeting held on 13th June, 2016 were approved and signed by the Chairman.

10. **APPOINTMENTS –**

The Panel confirmed the appointment of Cr. M.J. Roberts to the Panel, in place of Cr. C.P. Grattan for the remainder of the 2016/17 Municipal Year.

11. **GOOD CAUSES LOTTERY –**

The Panel welcomed Cr. G.B. Lyon, Cabinet Member for Concessions and Community Support, and Ms. Amanda Fahey, Head of Financial Services, who attended the meeting to brief the Panel on the actions required to establish the Cabinet approved Good Causes Lottery.

The Panel received a presentation on an example of an existing lottery, showing how the lottery worked and projections of income for the good causes involved. It was advised that a procurement process would need to be undertaken to secure an operator for the lottery and eligibility criteria would need to be established to determine which good causes could benefit from the lottery. The chosen operator would take a percentage of the funds, usually 17-20%, a percentage would be set aside as a prize fund and the majority would be distributed to the good causes involved.

The Council's aim for the lottery was to empower and support local good causes with no risk to the Council. The role of the Council would be to hold the licence, authorise the monthly payments to the good causes, define eligibility and approve new causes as required. Initially the Council would also need to assist with marketing and promotion of the lottery.

The Panel was asked how they could assist in determining the eligibility criteria for the lottery and it was **AGREED** that a small consultative group, involving Crs. T.D. Bridgeman, R. Cooper and M. Staplehurst would be established to liaise with the Cabinet Member for Concessions and Community Support and officers to set the guidelines for choosing good causes to benefit from the lottery.

The Chairman thanked Cr. G.B. Lyon and Ms. Fahey for their presentation.

12. **HEALTH AND SAFETY –**

The Chairman welcomed Mr. Colin Alborough, Environmental Health Manager, who attended the meeting to report on activities and emerging issues relating to health and safety regulation and business support in the Borough.

The Panel received a presentation, which included changes within the Health and Safety Executive (HSE), where the Government had announced that 84% of health and safety regulations had been scrapped or improved in recent years. The HSE had rationalised and simplified the advice to businesses, making the HSE's website easier to navigate and making it clearer for users to determine what needed to be done to achieve health and safety standards. Even though the HSE now directed the work that local authorities were required to do, the new National Code gave greater flexibility to allow officers to target local priorities.

It was reported that health and safety ill health incidents in Rushmoor, cost the local economy between £22.1 - £33.9 million per year and between £7.1 - £12.9 million per annum for the cost of accidents.

Locally the service supported local businesses and residents and regulated their health and safety needs. This was achieved through a number of measures including interventions with duty holders identified as poor performers; the licensing and registration of tattooist and skin piercers; and leading on a number of groups, including Safety Advisory Groups, Health & Safety Executive / Local Authorities Enforcement Liaison Committee (HELA) and the Farnborough Airshow Safety Advisory Group (SAG). The service also led on Corporate Health and Safety matters within the Council.

It was noted that the service carried out both proactive and reactive work. Proactive areas locally included targeted intervention, inspections of poor performers and project specific work, such as the Retail Violence initiative, which had highlighted that 95% of local employees had been subjected to violence at work and a number of workplaces in the Borough had no policy in place to deal with violence in the workplace. As a result of the initiative, 75% of the businesses targeted had committed to making changes to reduce risk in their workplaces. The reactive work locally involved licensing, asbestos, gas and CO safety, service requests and accidents and incidents.

Mr. Alborough advised that the service had commercialised some areas of their work through selling support packages to local business, training internal and external local authority staff and initiating full cost recovery, as a Primary Authority, for the Army and Consol, a national sunbed company. The aim would be to continue to develop the commercial offer to serve purpose and to provide income for the Council going forward.

The Panel discussed the role of the HSE relating to construction sites and other areas, which fell to the HSE for enforcement, and how more responsibility could be given to local authorities to address matters locally, quicker, through flexible warrants. It was advised that the HSE had pulled flexible warrants recently and officers were lobbying to address this issue.

In response to a query around how health and safety matters were articulated to home workers and freelancers, it was noted that statistics indicated that the risk in these areas had been low. However, advice was available to anyone who requested it.

The Panel **NOTED** the presentation and thanked Mr. Alborough.

13. **COMMUNITY INVOLVMENT TASK AND FINISH GROUP –**

The Corporate Director, Mrs Karen Edwards, gave a presentation to the Panel on the activities, to date, of the Task and Finish Group, to help determine the role of the group in the future.

It was reported that the Group had met twice during the last Municipal Year and had shown an interest in engaging better with hard to reach groups, had thought about ways to get greater involvement in the democratic system and more effective consultation around service priorities. The Group had considered changes and challenges with elector involvement, as a result of the introduction of Individual Elector Registration, and the councils approach to consultation with residents on priorities and budgets from the need to make significant savings.

The Panel was made aware of the Cabinet's emerging priorities for 2017/18. Of these, a number directly related to improving involvement. As a result, the Panel felt that the Cabinet was demonstrating that they had recognised the need for better engagement with the local community and would be taking actions accordingly.

It was **AGREED** that there was no requirement for the Task and Finish Group to meet for the time being and that a discussion would be held at the next mid cycle meeting to consider the Cabinet's priorities further and the appropriate time to invite the relevant Cabinet Member to report back on progress.

14. **WORK PROGRAMME –**

The Panel noted the current work programme.

The Meeting closed at 9.15 p.m.

CR. A.R. NEWELL
CHAIRMAN

Briefing note – Pest Control

Background

As a Local Authority we have a duty under the Prevention of Damage By Pests Act 1949 to ‘take such steps as may be necessary to secure as far as practicable that the district is kept free from rats and mice’.

Until 2008 Rushmoor met this duty by providing a comprehensive in-house pest control service. This covered all pests of Public Health significance and included a free advice and baiting service for rats and mice in residential premises and chargeable wasp nest treatments in both residential and commercial premises. The service was provided by two in house pest control officers.

We also used our powers under the PDPA in appropriate circumstances to require landowners to take the necessary steps to treat and proof premises and land. This included for example requiring owners to treat premises where flea infestations were found.

Occupiers of land have an obligation to notify the local authority of the presence of rats and mice on their land. We in turn will arrange for baiting, as outlined above, and where necessary require owners and occupiers to take steps to protect their properties from future rodent infestations.

In 2008 our Pest Control service was put out to contract following the retirement of our Pest Control Officer, the second officer had already left the Council. At the time, a two-year contract was awarded to Brand Pest Control.

The work carried out by our appointed contractor is restricted to dealing with rats and mice in residential premises and helps to ensure that we meet our responsibilities in relation to rodent control. The contractor will bait premises where rodent infestations are found and will provide advice on any works recommended to keep their land free from rats and mice. These services are provided free of charge.

In addition, we continue to provide free treatment for Bedbugs and Cockroaches to anyone on qualifying benefits.

In cases where baiting is insufficient to successfully deal with the problem the case is escalated to officers in our Environmental Control and Pollution team who will intervene to ensure that the necessary steps are taken to deal with the cause of the problem. If necessary, this may include formal action under the PDPA.

These arrangements have worked successfully and we have made substantial savings, compared to the former in-house arrangements. We have also benefitted from a more resilient service.

The contracted out service was originally provided by Brand Pest Control but is now provided by DialAPest, SDK Environment Ltd following a full procurement process. The arrangements with SDK have been in place since the summer of 2013.

Current Arrangements

Arrangements are in place to refer residents reporting rodent infestations in premises to SDK. In most cases, callers to the Council are transferred using an internal number to SDK. Arrangements are then agreed by the resident with SDK for one of their pest control officers to visit at a time and on a day convenient to the resident.

Under the terms of our contract with SDK, they are required to visit premises reporting a rodent problem within 48 hours of the initial request. There is some flexibility with this as the date and time of the visit must be agreed with the resident.

SDK are required, during their initial visit, to determine by detailed survey the extent of the infestation reported and the initial treatment that is required. Where baiting and advice is insufficient to deal with the problem SDK are required to escalate the case to Rushmoor as outlined above.

SDK are also required to refer cases where it appears a 'hotspot' is identified to Environmental Health and Housing, this allows us to identify the likely causes and the approach required to deal with the emerging issues. This includes where for example three or more properties in close proximity are reporting rodent problems.

Further visits will be made to the property by SDK at appropriate intervals until the infestation is cleared.

Residents reporting other types of pests are advised to contact a pest Control Contractor (membership of an approved professional body such as the British Pest Control Association is recommended) to request treatment. We continue to provide free treatments for Bedbugs and Cockroaches to residents on certain types of benefits.

Advice on identifying pests and their control is available from Environmental Health and Housing.

Customer Satisfaction

The Customer Service Unit carries out a satisfaction survey on behalf of Environmental Health Services. On a monthly basis, contact is made with all residents whose pest control cases are closed within the month by either phone or email.

Customers are given the opportunity to comment on the service provided by SDK. All comments are forwarded to Environmental Health who in turn makes enquiries of SDK where necessary in an effort to improve the service provided.

The information and feedback from the customer satisfaction surveys has been considered as part of the work ongoing to renew our contract as the current contract is due to end in June 2017.

In addition, SDK carry out a survey of customer feedback and provide feedback to Rushmoor quarterly. Arrangements are in place to meet at least quarterly with SDK to discuss the service they provide.

Number of treatments provided by SDK June 2013- 31st March 2016

	No of callers seeking advice or Treatment	Total number of Appointments	Total Cost of treatments
June 2013-31st March 2014	326	613	£ 23,371.85(This includes payments to Brands up to the start of SDK's contract)
1 April 2014- 31st March 2015	634	1262	£ 17,051
1st April 2015-31st March 2016	554	1335	£15,290

Other Considerations

Complaints regarding overgrown gardens, accumulations, vacant premises etc. where there may be associated pest issues are dealt with by officers in our Environmental Control and Pollution team.

An overview of the work of this team was provided at the November 2013 meeting of Borough Services.

Conclusion

Following the contracting out of this service, the arrangements in place have worked well, and realised substantial savings. In 2007/8 the same service cost in the region of £74,770. Any concerns raised regarding the service have been addressed, as far as possible, and will inform future contracts.

Working arrangements with our Contractor allow us the opportunity to identify and address areas of concern, particularly in residential premises.

Whilst we are unable to eradicate rodents completely, we are able to control numbers by providing treatment in appropriate cases through SDK and by the intervention of the Environmental Control and Pollution team where necessary.

It should however be recognised that other teams and services have a role to play in responding to pest problems. In particular our Food, Health and Safety team, in commercial food premises and from within Community our Contracts team, through the waste and grounds maintenance contracts. Their work has not been covered by this note but is integral to the success of any Pest Control regime.

Helen Lolley Tel No: 01252 398170

Environmental Health Manager

Environmental Health and Housing Services

November 2016

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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

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.

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.

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
PORTFOLIO – LEADER OF THE COUNCIL				
20.01.14	Community Planning Monitoring and review of the Rushmoor Sustainable Community Strategy 2010 - 2026.	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.	It was agreed the Panel mid should receive a further update in due course.	Jon Rundle Strategy, Performance and Partnerships Manager Tel. (01252) 398801 Email. jon.rundle@rushmoor.gov.uk
PORTFOLIO – SAFETY AND REGULATION				
Community Safety				
16.11.15	Safer Rushmoor Partnership Plan	The Safer North Hampshire's Community Safety Manager attended the meeting on 16th November, 2015 to	The Panel has requested an update on specific issues from the Community Safety	Peter Amies Head of Community and Environmental Services

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	Monitoring and review of the Safer Rushmoor Partnership Plan.	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.	Partnership and the Domestic Abuse Team at the meeting in November, 2016 .	Tel. (01252) 398750 Email. peter.amies@rushmoor.gov.uk
11.04.16	Supporting Troubled Families Monitoring and review of the Supporting Troubled Families initiative.	Members received an update on the 'Supporting Troubled Families' initiative on 11th April, 2016 and it was agreed that a further update would be requested at least every two years.	A further update will be provided at the meeting in April, 2018.	Qamer Yasin Head of Environmental Health and Housing Services Tel. (01252) 398640 Email. qamer.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	On 8th February, 2016, the Environmental Health Manager (Pollution / Environmental Control) updated the Panel on the work of the	The Environmental Health Manager (Pollution / Environmental Control) will provide an update on	Helen Lolley Environmental Health Manager (Pollution / Environmental Control)

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	Environmental Health policies relating to pollution and environmental control.	pollution / environmental control service. It is anticipated that further updates will be received at least every two years.	pollution / environmental control services (including regulation of mobile home parks) at a Panel meeting in, 2018.	Tel. (01252) 398170 Email. helenlolley@rushmoor.gov.uk
12.09.16	Health and safety To examine the Council's Environmental Health policies relating to health and safety.	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 12th September, 2016. It is anticipated that further updates will be received at least every two years.	The Environmental Health Manager (Food / Health and Safety) would provide an update on Health and Safety services at the Panel in September, 2018.	Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk
PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT				
Democratic Renewal and Elections				
10.06.13	Localism Act 2011 To consider the implications of the Localism Act.	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'.	The Head of Strategy, Engagement and Organisational Development to provide a further update in due course.	Karen Edwards Head of Strategy, Engagement and Organisational Development Tel. (01252) 398800 Email. karen.edwards@rushmoor.gov.uk

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
12.09.16	Community Involvement	The Panel discussed the work of the Community Involvement Task and Finish Group at its meeting on, 12th September 2016.	The Cabinet Member for Concessions and Community Support would be invited to a future meeting to report on the Cabinets priorities.	Karen Edwards Head of Strategy, Engagement and Organisational Development Tel: (01252) 398800 Email: karen.edwards@rushmoor.gov.uk
13.06.16	Electoral issues To deal with issues relating to elections and electoral registration.	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 have been appointed to serve on the Elections Group for the 2016/17 Municipal Year.	The Head of Democratic and Customer Services will provide a further update in due course.	Andrew Colver Head of Democratic and Customer Services Tel. (01252) 398820 Email: andrew.colver@rushmoor.gov.uk
Concessions and Supporting Local Organisations				
18.11.13	Grants to organisations To consider the process by which the Council	The Head of Community distributed details of assistance given to local organisations attached to the agenda for the Panel's meeting on 18th	The Head of Community will update the Panel in due course.	Peter Amies Head of Community and Environmental Services Tel. (01252) 398750

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	makes decision on how to allocate its funding of local organisations.	November, 2013.		Email. peter.amies@rushmoor.gov.uk
15.06.15	Rushmoor Voluntary Services To consider the role of RVS in the community.	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.	Greg Alexander has agreed to provide a further update at a future Panel meeting.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
11.04.16	Citizens' Advice Rushmoor To consider the role of the CAB in the community.	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.	Alex Hughes has agreed to provide a further update at the Panel meeting in April, 2018.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
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

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
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
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Last updated - November, 2016

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

14th November 2016	Safer North Hampshire Partnership Pest Control
6th February 2017	Police and Crime Commissioner
10th April 2017	Cabinet Member for Concessions and Community Support Food Safety
Date to be confirmed	Hampshire Police Rushmoor Voluntary Services Rent Relief Policy