



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 10th April, 2017 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 14th November, 2016 (copy attached).

2. **PUBLIC SPACES PROTECTION ORDERS –**

To receive a presentation on the proposed Public Spaces Protection Orders in the Borough and the outcomes of the recent consultation.

3. **CONCESSIONS AND COMMUNITY SUPPORT PORTFOLIO – (Pages 7 - 8)**

To receive a presentation from Cr. Gareth Lyon, Cabinet Member for Concessions and Community Support, on current work within the portfolio and priorities for the future (areas to be covered attached).

4. **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, 14th November, 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
Cr. B.A. Thomas

15. MINUTES –

The Minutes of the Meeting held on 12th September, 2016 were approved and signed by the Chairman.

16. SAFER NORTH HAMPSHIRE PARTNERSHIP – UPDATE –

The Panel was advised that, at the last mid-cycle meeting, it was agreed that appropriate items were required for discussion with the Hampshire Police and Crime Commissioner at the meeting of the Panel on 6th February 2017. The presentations given at the meeting would help inform a list of relevant issues that could be raised with Mr. Michael Lane prior to the February meeting.

The Head of Community and Environmental Services, Mr. Peter Amies, gave an overview of working arrangements and activities of the partnership. Mr. Amies advised of a number of developments within the partnership since the last update, these included: joint overview and scrutiny, community safety awards, a Peer Court and community meetings. It was advised that the Peer Court was a panel of 13-24 year olds who considered the offences of young people around theft, damage or public disorder crimes. To date, 21 cases had been heard by the Peer Court and only two of those individuals had reoffended.

The Partnership was undertaking the strategic assessment for 2015-16 to help identify emerging community safety trends, and enable the Community Safety Partnership to organise activities and allocate resources based on need. Assessments ran from April – March the following year and the Panel reviewed the data for 2015/16 compared to that for 2014/15. It was noted that the way in which data was entered and recorded had changed which did not allow easy comparison year on year.

The Panel highlighted some areas of concern, including possession of weapons and burglary in dwellings and shop lifting. Mr. Amies agreed to provide more detailed information on these issues.

A discussion took place on the rise in hate crimes, it was noted that more minorities were reporting such hate crimes but no significant increase had been identified since the 2016 EU Referendum. It was also noted that work was ongoing with schools, colleges and staff to help identify the signs of radicalisation. It was also noted that Members should contact the Housing or Community Safety teams should they have any concerns over radicalisation in their wards.

The Panel **NOTED** the update and requested that the **ACTIONS** raised be followed up at the next mid-cycle meeting.

| Action to be taken | By Whom | When |
|--|---|----------------|
| Further information be sought on the 21 cases trialled by the Peer Court, details were to include the nature of the crime and the outcome of the trial. | Mr. Peter Amies, Head of Community and Environmental Services | December 2016 |
| More detailed information be provided on key areas of crime within the Borough, specifically possession of weapons, burglary in dwellings, shoplifting and links to Indices of Multiple Deprivation. | Mr. Peter Amies, Head of Community and Environmental Services | December, 2016 |

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

Mr. Ian Harrison, Corporate Director, gave a presentation to the Panel on rough sleeping and street drinking in the Borough and particularly the recent issues in Aldershot town centre.

It was noted that, historically, street drinking had caused small scale impacts throughout the Borough but mainly in the parks in Aldershot. However, in 2015, large numbers of rough sleepers and street drinkers had begun to gather in the High Street Car Park, Aldershot. The group, of 10 - 30 individuals, were very visible and high levels of concern and complaints had been received from residents, businesses and shoppers. The Council had organised a Hub Event in September 2015 in partnership with local organisations to help address the issues. Six rough sleepers engaged in the Hub Event were housed in temporary accommodation; unfortunately, all but one broke the terms of their tenancy and had returned to sleeping rough.

Subsequently, in October 2015, the Council had taken specific action to take back possession of the High Street Car Park. Injunctions had been obtained against seven individuals who had consistently been causing anti-social behaviour (ASB). All seven had been issued with terms of undertaking as part of their injunctions. By March 2016, rough sleeping and street drinking had become more visible in the town centre, particularly in Union Street. The Council had created a small team, led by Mr. Harrison, to co-ordinate an approach to address the issues. A number of initiatives had been put in place, from boarding up empty shop units to shop owners/managers recording incidents of ASB. Community Patrol Officers (CPOs) had assisted by patrolling the town centre and clearing rubbish, as required. Two additional mobile CCTV cameras were also utilised as a prevention measure. The measures taken to clear up Union Street had proved effective, although some individuals had been displaced to other areas of the town and the Council had continued to work with property owners, agencies and out-reach workers to further address the issues.

It was noted that, in August 2016, two of the individuals had been brought back before the courts for persistent breaches and had received custodial sentences of three months and one month. The individual who had received the three month custodial sentence was currently engaged and living in a new secured tenancy. However, the individual who had been sentenced to one month in prison was currently back on the street.

In June 2016, the Cabinet had agreed to convert the former Army Barrack and Air Training Cadets hut at Ordnance Road, Aldershot into a "wet hostel" for homeless people. The hostel would be run by specialists from the Society of St. James (SSJ) and would consist of nine bed spaces and provide support for long term resolution of drug, alcohol and mental health problems for an initial three year period. It was hoped that the facility would open in December 2016. The Council was also working with the Vine Centre to provide severe weather accommodation between November 2016 and March 2017 for individuals sleeping out over the winter months.

Mr. Harrison advised that street drinking and rough sleeping continued to be a significant issue locally and on a national scale. The Council's response locally had combined a supportive approach and a resolve to take firm action as required. Working in a co-ordinated and cohesive fashion with partners was critical to a long-term solution.

The Panel discussed the issues raised and supported the provision of the "wet hostel" as a positive step towards addressing long term issues. It was felt that rough sleeping and street drinking had become a way of life for some involved and a number of individuals were evidently not homeless. Support given to the individuals from the general public was helping to enable some to remain on the street; this was being addressed in public literature. It was discussed that reports of individuals receiving large sums per day begging on the streets had been helping to sustain this lifestyle.

In response to a query, it was advised that the main cost to the Council had been the physical costs, such as the installation of security gates on Union Street and the £20,000 contribution towards the construction of the “wet hostel”. The Council had prioritised the problem as a result of the large number of complaints received relating to the issue, and it was noted that the cost of officer time was relatively low and that no new officers had been appointed to tackle the issue.

The Panel were advised of a couple of incidents in Farnborough, in particular a male and female sleeping rough in Queen Elizabeth Park. The male was reported as being an ex-service man suffering from the misuse of drugs and alcohol. This had raised questions about the available support and a request was made for more information on the current working arrangements and activities at Mike Jackson House.

The Panel **NOTED** the update.

| Action to be Taken | By Whom | When |
|---|--------------------------------------|---------------|
| More information be provided on the working arrangements and activities of Mike Jackson House, Aldershot. | Mr. Ian Harrison, Corporate Director | December 2016 |

18. **VIOLENCE AGAINST WOMEN AND GIRL CRIMES AND DOMESTIC ABUSE UPDATE -**

The Panel welcomed Ms. Karen Evans, Chairman of the North East Hampshire Domestic Violence Forum, who had been invited to the meeting to update the Panel on domestic violence in the Borough, in particular the cross government strategy, Violence Against Women and Girls (VAWG).

Ms. Evans reported on the VAWG cross government strategy which had the intent that, “no woman should live in fear of violence, and every girl should grow up knowing she is safe, so that she can have the best start in life.” To date, progress had been made at national level to take measures to tackle stalking; forced marriage; revenge pornography and controlling and coercive behaviour. A new law had also been introduced called “Clare’s Law”, which allowed women to check if their partner had a violent past. New protection orders were also in place for domestic and sexual violence cases and cases involving female genital mutilation (FGM), these allowed authorities to take protective action before harm occurred. It was noted that locally the support given, in such cases, was to both female and male victims.

The national VAWG Strategy 2016-2020 had four key priorities, these were:

- Prevention – by working within the education system and through the media
- Provision of Services - access at any time for anyone
- Partnership working – sharing information with other related agencies
- Pursuing perpetrators – through the use of technology, e.g. body cameras and GPS technology, and by increasing the capabilities of the police and prosecutors to help identify online crimes.

The Panel reviewed some statistics issued by the Crime Survey for England and Wales (CSEW). It was reported that the Police had recorded 1,800 – 2,000 cases of domestic abuse in 2014/15 in Rushmoor and conviction rates in Hampshire had increased from 70.5% in 2014/15 to 77.2% in 2015/16. Sexual abuse statistics were also reviewed for the six-month period between 1st April – 30th September 2016. 51 offences had been reported in Rushmoor, which represented an increase of 27.5% on the previous year. Under 18 offences accounted for 15% of all sexual offences reported, and 85% of the victims were female. The peak age range was between 14-17 years.

It was reported that, often, the domestic abuse incidents and crimes that were reported were repeats and increasingly involved parents/grandparents being abused by their over 16 child/grandchild.

Ms. Evans advised of the tiered response to reported domestic abuse. Police and associated agencies carried out risk assessments to identify those at a high risk of serious harm or murder. Victims were then categorised into high, medium or standard risk and referred to the appropriate support services. High risk cases were referred to the Multi Agency Risk Assessment Conference (MARAC). Hart and Rushmoor held monthly joint MARAC meetings, which had discussed 221 cases at risk of murder between July 2015 and June 2016. This equated to 30 cases per 10,000 population. The cases involved 311 children, 14.5% of BME cases and 9.5% male victim cases. Victims with long-term disabilities also featured, and measures were being taken to better work in such cases, especially deaf victims where specialist equipment had been used. It was also noted that a Nepali speaking domestic abuse worker was in place, managed by CAB Rushmoor and the DA forum, to help bridge the language and cultural barriers when working with Nepali victims.

It was advised that Rushmoor had a refuge facility within its boundaries which provided emergency safe accommodation for victims, as well as options for “move on” support for victims through the Hampshire Make Safe Scheme (HMSS). The HMSS included the Sanctuary Scheme, which assisted with safety plans within the home; the intention was to make it as difficult as possible for the perpetrator to access the victim’s property. Measures could

include a safe room where the door opened outwards making it harder to force open, window and door alarms and door chains.

The Panel was informed that a number of local measures were in place including healthy relationship sessions in schools and colleges, armed forces domestic abuse work and awareness raising presentations and publicity. A RADAR (Domestic Violence Intervention) programme had also been established recently aimed at young perpetrators aged between 16-23 years and was being run by the Hampton Trust in conjunction with Step by Step. There were currently two groups in Aldershot involving 7-9 males and three females.

The Panel discussed the presentation and reflected on the issues in the Borough and the need for the same level of support as the larger areas, like Southampton to be in place. The Panel also recognised the strong partnership working to make a difference to the reporting levels of domestic abuse.

The Panel **NOTED** and **ENDORSED** the update.

19. **PEST CONTROL –**

The Panel **NOTED** the outline paper, which gave a current overview of the pest control service.

20. **WORK PROGRAMME –**

The Panel noted the current work programme.

The meeting closed at 9.32 p.m.

CR. A.R. NEWELL
CHAIRMAN

Concessions and Community Support Portfolio

Borough Services 10th April, 2017

Areas to be covered:

- A “New Conversation” – partnership model

- Organisations seeking
 - Rent Support
 - Rate Support

- More volunteering and connecting groups to each other

- Support networks amongst volunteering groups

- The Good Causes Lottery

- Volunteers Fair - 3rd June

- Volunteers week

- Future review/extension of local ward grant scheme

- Promoting elections and electoral registration

- Engaging with the Community

This page is intentionally left blank

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 | <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 | | | | |
| 14.11.16 | <p>Safer Rushmoor Partnership Plan</p> | <p>The Panel were updated on the priorities and issues for the Safer North Hampshire Partnership and received</p> | <p>The Panel has requested an update on specific issues from the Community Safety</p> | <p>Peter Amies Head of Community and Environmental Services</p> |

| DATE RAISED | ISSUE AND DESCRIPTION OF TOPIC | PROCESS AND TIMETABLE | CURRENT POSITION | CONTACT (SERVICE MANAGER) |
|------------------------------------|--|---|--|---|
| | Monitoring and review of the Safer Rushmoor Partnership Plan. | specific updates on rough sleeping and street drinking and violence and Women and Girl Crimes and Domestic Abuse. | Partnership, these will be discussed further at a future mid cycle meeting. | 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 the April, 2017 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
Tel: 01252 398400
E-mail: ian.harrison@rushmoor.gov.uk

Last updated - March, 2017

BOROUGH SERVICES POLICY AND REVIEW PANEL

WORK FLOW – April 2017 – March 2018

| | |
|-----------------------------|---|
| 10th April 2017 | Cabinet Member for Concessions and Community Support Public Spaces Protection Orders |
| 12th June 2017 | Food Safety Citizens' Advice Rushmoor |
| 11th September 2017 | |
| 13th November 2017 | |
| 22nd January 2018 | |
| 26th March 2018 | |
| Date to be confirmed | Hampshire Police Rushmoor Voluntary Services Rent Relief Policy |