



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 11th September, 2017 at 7.00 pm*

To:

Cllr A.R. Newell (Chairman)
Cllr R.L.G. Dibbs (Vice-Chairman)

Cllr T.D. Bridgeman
Cllr Liz Corps
Cllr A.H. Crawford
Cllr S.J. Masterson
Cllr Marina Munro
Cllr M. Staplehurst
Cllr B.A. Thomas

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 June, 2017 (copy attached).

2. **CITIZENS' ADVICE RUSHMOOR –**

To receive a presentation from Ms. Alex Hughes, Chief Executive Officer, Citizens' Advice Rushmoor, on their current priorities and emerging issues.

3. **ELECTIONS REVIEW UPDATE –**

To receive a presentation from the Head of Democratic and Customer Services, Mr. Andrew Colver, on the current review of Electoral Services.

4. **WORK PROGRAMME – (Pages 5 - 16)**

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 June, 2017 at the Concorde Room, Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr A.R. Newell (Chairman)
Cllr R.L.G. Dibbs (Vice-Chairman)

Cllr T.D. Bridgeman
Cllr Liz Corps
Cllr A.H. Crawford
Cllr S.J. Masterson
Cllr Marina Munro
Cllr M. Staplehurst
Cllr B.A. Thomas

1. APPOINTMENT OF CHAIRMAN

RESOLVED: That Cllr A.R. Newell be appointed Chairman for the 2017/18 Municipal Year.

2. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Cllr R.L.G. Dibbs be appointed Vice-Chairman for the 2017/18 Municipal Year.

3. MINUTES

The Minutes of the Meeting held on 10 April, 2017 were approved and signed by the Chairman.

4. APPOINTMENTS FOR 2017/18

(1) Mid-Cycle Meeting –

RESOLVED: That the Chairman (Cllr A.R. Newell), the Vice-Chairman (Cllr R.L.G. Dibbs) and Cllrs A.H. Crawford and M. Staplehurst be appointed to attend the mid-cycle meetings for the 2017/18 Municipal Year.

(2) Elections Group –

RESOLVED: That membership of the Elections Group for the 2017/18 Municipal Year, as appointed by the Licensing and General Purposes Committee, being the Cabinet Member for Concessions and Community Support (Cllr G.B. Lyon), the Chairman of the Licensing and General Purposes Committee (Cllr A. Jackman), the

Chairman of the Borough Services Policy and Review Panel (Cllr A.R. Newell) and Cllrs K. Dibble, B. Jones and S.J. Masterson be endorsed.

5. **ADDITIONAL ITEM - APPOINTMENTS**

(1) **PANEL MEMBERSHIP**

The appointment of Cllr Liz Corps to the vacant seat within the Conservative Group's allocations on the Borough Services Policy and Review Panel for the 2017/18 Municipal Year was noted.

6. **ENVIRONMENTAL HEALTH - FOOD SAFETY**

The Panel welcomed Mr. Colin Alborough, Environmental Health Manager, who gave a presentation on the food safety service working arrangements and food safety standards in the Borough.

Mr Alborough advised of the purpose and main areas of work for the team. Their purpose was "to ensure that food and drink on sale for human consumption, which was produced, stored, handled and consumed in the Borough was without risk to the health and safety of the consumer." The work involved carrying out the statutory, regulatory service as described by the Food Standards Agency Framework Agreement and the Food Law Code of Practice. Day to day work involved inspecting and rating businesses, supporting new businesses, responding to statutory notifications, acting as the Primary Authority for the British Army, and linking to the wider public health agenda.

It was advised that the work of the team complemented the Council Plan through a number of areas, in particular:

- Sustaining a thriving economy and boosting local business - through the provision of consultancy services to local businesses. The Council charged businesses £57 per hour (full cost recovery) for this service which allowed businesses to work with officers to drive standards of food safety up.
- Supporting and empowering our communities and meeting local need – through the initiation of an optional food hygiene re-rating scheme, at a cost of £170 for three hours. It was noted that, in the majority of cases, those that had chosen to be re-rated had improved their Food Hygiene Rating.
- A cleaner greener and more cultural Rushmoor – out on the street assessing the situation and intervening during interventions and in response to service requests.
- Financially sound with services fit for the future – A service plan was produced and presented to the Licensing and General Purposes Committee on an annual basis. Benchmarking was carried out to ensure costs for services were sustainable and an inter authority audit process was in place, in which the Rushmoor service had been found "compliant".

It was advised that the displaying of the Food Hygiene Rating certificate was not compulsory in England. However in Scotland it was mandatory and in Wales it would soon become mandatory to display the certificate. An app was available called “scores on the doors” to check the rating of local establishments anywhere in the country. The Panel reviewed a slide which showed a graph of the different ratings up to March 2015, a request was made for an updated version to be circulated to the Panel.

The Panel was shown a number of issues that the team faced in 0/1 rated businesses. These include: cross contamination of food types, cockroach infestations, poorly maintained equipment and evidence of rodent activity. The Panel was advised that appropriate enforcement action would be taken in each case in line with the Council’s Enforcement Policy.

The team received about 550 service requests a year and were the frontline point of contact for both residents and businesses. Service requests included requests from new businesses for help setting up, complaints about food and food premises, food alerts (including mislabelling), and notifications of infectious diseases.

The Panel was informed that, going forward, the Service would continue to support customers and develop cost recovery and income generation. Work would also continue to remain fit for purpose, ensure appropriate responses to emerging issues, keep pace with regulatory reviews and keep relevant to changing times.

A discussion was held during which a number of issues were raised, these included;

- A request to the FSA to shorten the time for businesses to make an appeal, currently 21 days, against a re-rating scoring.
- A suggestion to create a system that recognised the “best of the best” in the Borough, in addition to the FSA Food Hygiene Ratings.
- The harvesting of watercress from the Cove Brook by individuals from the Nepalese community. It was advised that the water in the brook may not be safe for consumption and the vegetation being collected probably was not watercress. It was suggested that a warning could be broadcast on the Gurkha Radio. Mr. Alborough agreed to prepare a poster for use by Cllr Staplehurst and Cllr Crawford offered to liaise with the BGWS.

In response to a query it was advised that all larger companies that sold/prepared food were inspected. If a company changed hands the new owners were obliged to inform the Council and an inspection would be carried out within 28 days.

The Panel **AGREED**

Action to be taken	By Whom	When
To provide updated information on the FSA Food Hygiene ratings to include 2016 and 2017.	Mr. Colin Alborough, Environmental Health Manager	Week commencing 19.06.17

To prepare a warning notice to the Nepalese community regarding the harvesting of watercress from the Cove Brook.	Mr. Colin Alborough, Environmental Health Manager and Cllr Mark Staplehurst.	Week Commencing 19.06.17
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The Chairman thanked Mr. Alborough for his presentation.

7. WORK PROGRAMME

The Panel noted the current work programme and were asked to contact the Panel Administrator to advise of any areas they would like to see covered during the 2017/18 Municipal Year. It was noted that the following items would be considered at the next mid cycle meeting:

- Rough sleeping/Street Drinking
- Food banks

The meeting closed at 8.02 pm.

CLLR 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.

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.

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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				
14.11.16	Safer Rushmoor Partnership Plan	The Panel were updated on the priorities and issues for the Safer North Hampshire Partnership and received	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.	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				
12.06.17	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 12th June, 2017. 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 June, 2019 .	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	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	The Environmental Health Manager (Pollution / Environmental Control) will provide an update on pollution / environmental control services (including regulation of mobile home	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)
	environmental control.	be received at least every two years.	parks) at a Panel meeting in, 2018.	
12.09.16	<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 12th September, 2016.</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, 2018.</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>Corporate Director, Karen Edwards to provide a further update in due course.</p>	<p>Karen Edwards Corporate Director 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)
12.09.16	Community Involvement	<p>The Panel discussed the work of the Community Involvement Task and Finish Group at its meeting on, 12th September 2016.</p> <p>The Cabinet Member for Concessions and Community Support attended the meeting in April, 2017 to update the Panel on current work within the Portfolio and priorities for the future.</p>	<p>The Panel requested that the Head of Democratic and Customer Services, Mr Andrew Colver attend a future meeting of the Panel to give an update on the Electoral Services review currently being undertaken.</p>	<p>Karen Edwards Corporate Director Tel: (01252) 398800 Email: karen.edwards@rushmoor.gov.uk</p>
10.04.17	<p>Electoral issues</p> <p>To deal with issues relating to elections and electoral registration.</p>	<p>An outcome, of the meeting held on 10th April, 2014, which included a presentation from the Cabinet Member for Concessions and Community Support , was to receive an update on the current Review of Electoral Services.</p>	<p>The Head of Democratic and Customer Services would provide an update on the Review at the meeting on 11th September, 2017.</p>	<p>Andrew Colver Head of Democratic and Customer Services Tel. (01252) 398820 Email: andrew.colver@rushmoor.gov.uk</p>
12.06.17		<p>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. K. Dibble, B. Jones and S.J. Masterson have been appointed to serve on the Elections Group for the 2017/18 Municipal Year.</p>		

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
Concessions and Supporting Local Organisations				
18.11.13	<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>	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.	The Head of Community will update the Panel in due course.	<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>	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.	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>
11.04.16	<p>Citizens' Advice Rushmoor</p> <p>To consider the role of the CAB in the community.</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.	Alex Hughes has agreed to provide a further update at the Panel meeting in September, 2017.	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>
14.09.15	<p>Food banks</p>	The Panel were provided with information on food banks, in particular, the findings of the Bill Sargent Trust Report at its meeting on 14th	The Panel will receive an update in due course.	<p>Ian Harrison Corporate Director Tel. (01252 (398400) Email.</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
		September, 2015. Mr Mike Shea, founder of Farnborough Food Bank and Jane Newton, of the Holy Trinity Larder were also in attendance.		ian.harrison@rushmoor.gov.uk
23.03.15	<p>Community Transport</p> <p>To establish the level of provision of community transport in the Borough.</p>	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.	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>
13.06.16	<p>Meals on Wheels/Luncheon Clubs</p> <p>To look at the services provided within the Borough.</p>	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.	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>
10.04.17	<p>Public Spaces Protection Orders</p> <p>To review the proposed new orders for both Aldershot and Farnborough</p>	The Panel received a presentation on the proposed Public Spaces Protection Orders prior to the final report being submitted to Cabinet on 02.05.17.	The Panel endorsed the proposals within the Orders.	<p>Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk</p>

Chairman - Cr. Adrian Newell
Lead Officer - Ian Harrison, Corporate Director
Tel: 01252 398400
E-mail: ian.harrison@rushmoor.gov.uk
Last updated - August, 2017

**BOROUGH SERVICES POLICY AND REVIEW PANEL
WORK FLOW – September 2017 – March 2018**

11th September 2017	Citizens' Advice Rushmoor Election Review Update
13th November 2017	Rough Sleeping/Street Drinking Hampshire Police PSPO update
22nd January 2018	Rushmoor Voluntary Services
26th March 2018	
Date to be confirmed	Rent Relief Policy

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