



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 13th November, 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 - 6)**

To approve the Minutes of the Meeting held on 11th September, 2017 (copy attached).

2. **FIRE SAFETY ISSUES IN RUSHMOOR –**

On 27th July, 2017 the Council agreed that a Motion submitted by Cr. J.J. Preece should be referred to the Borough Services Policy and Review Panel for detailed examination. At this meeting, the Panel is being asked to consider this part of the Motion.

“Hampshire Fire and Rescue Authority to ensure that HFRS is fully funded and resourced to keep the residents of Rushmoor safe, including having all the necessary trained personnel, equipment and procedures in place so that fires at all levels of the tallest residential building can be tackled effectively”

Representatives from the Hampshire Fire Authority, the Fire Brigade Union, Hampshire Fire and Rescue Service, Accent Housing and the Council’s Housing Services have been invited to attend the meeting alongside the proposer of the Motion, Cr. J.J. Preece, and the Portfolio Holder for Health and Housing, Cr. Barbara Hurst.

The meeting will receive an overview from the Hampshire Fire Authority and Accent Housing prior to an open Panel discussion on all aspects of the issue with the representatives from the organisations in attendance.

3. **WORK PROGRAMME – (Pages 7 - 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 two 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, 11th September, 2017 at the Concorde Room, Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr A.R. Newell (Chairman)

Cllr T.D. Bridgeman

Cllr Liz Corps

Cllr A.H. Crawford

Cllr S.J. Masterson

Cllr Marina Munro

Cllr B.A. Thomas

Apologies for absence were submitted on behalf of Cllr R.L.G. Dibbs and Cllr M. Staplehurst.

8. MINUTES

The Minutes of the Meeting held on 12th April, 2017 were approved and signed by the Chairman.

9. CITIZENS' ADVICE RUSHMOOR

The Panel welcomed Ms. Alex Hughes, Chief Executive Officer, Citizens' Advice who attended the meeting to give a presentation on the recent activities of the organisation. Citizens' Advice offered an advice service via face-to-face contact, over the phone, via live webchat and through a comprehensive website to help people with a wide range of issues. Rushmoor's Citizens' Advice was financed through a variety of funding streams including, the Council, Pension Wise and the local Clinical Commissioning Groups.

The Panel noted the trends in issues tackled. The highest proportion of issues related to benefits and tax credits, and finance and capability, on which the introduction of Universal Credit and Welfare Reform was a significant factor. Advice assessments and face-to-face contact were the two main channels for delivery of support, although there had been an increase in contact via the web. Citizens' Advice were there to help everyone and reached 4.4% of any local population, this raised to 9% in areas of deprivation.

Ms Hughes explained that over 300 independent local charities made up the national Citizens' Advice network. The 36 million customers, nationally, using the website benefited from realtime updated information and the 2.7 million face to face customers had access to 2,900 locations across the country. National statistics showed that two in every three clients had their problem solved.

Housing advice was a large part of the work carried out by Citizens' Advice. Knowledge, legal advice and an understanding of local processes were the key things that Citizens' Advice could bring to a client in need, this resulted in savings to the local authority and social services to the sum of £24,000 – £30,000 per individual. During 2016/17, Citizens' Advice had generated savings in the region of £203,000 through reducing the risk of homelessness in Rushmoor.

On benefits and tax credit advice, the introduction of Universal Credit and Welfare Reform had resulted in an increase in clients requesting support in this area. Through working with the Council, Citizens' Advice had reduced financial difficulties to over 1,300 clients and prevented the need for more critical and costly state intervention.

It was noted that debt advice had reduced in recent years, although numbers were still high with 626 clients with 1686 debt problems contacting the Citizens' Advice in 2016/17. Some clients had successfully rescheduled a total of £722,881 of debt, an average of £5,146 per client and 45 clients had written off £889,135 of debt, an average of £19,784 each. The advice offered by the Citizens' Advice had been around the prevention of escalation and stabilising finances now and in the future.

Ms Hughes explained that the advice provided by Citizens' Advice had a significant impact on the lives of its clients. It was noted that clients were less stressed, had more money and felt more in control of their finances, had a more secure housing situation, felt their physical health had improved and had better relationships with others.

It was noted that Citizens' Advice carried out educational work in a variety of areas to help customers, these included building confidence and skills, financial capability, Energy Best Deal (an initiative to inform decisions on energy deals) and Scam Awareness talks. Locally, specific campaigns and engagement had centred around gambling, "Welfare Reform and Working Families" and "Settled and Safe, a Renter's Rights". A multi agency advice provision, where Citizens' Advice team worked with VIVID, PeoplePlus, Job Centre Plus, Home Group and the Council, was also in place to offer a smoother journey for clients and allowed adaption to meet local needs, an example of which was the Nepalese drop in service which had been established in 2016 to provide specific information/advice to the Nepalese community. Pensionwise, which offered advice on pensions and Heathlands, a provision that offered advice to patients with mental health issues, were also examples of the work adapted for the community with Rushmoor.

The Panel was informed of the value and vital role of volunteers to the Citizens' Advice, it was reported that 121 volunteers had worked with the organisation during 2016/17. Volunteering helped the individuals build confidence and self esteem and also provided wider economic and social benefits.

In response to a query, it was advised that the one in three cases that didn't get resolved were more complicated and couldn't be dealt with at the advice interview stage of the processes, these cases generally required more specific advice and the client would be referred to a third party, such as a solicitor.

It was noted that the work carried out with the Nepalese community ran alongside the provisions provided by the Gurkha Welfare Society who offered advice and assistance with more statutory needs, such as Ministry of Defence, Department of Work and Pensions and visa issues. Citizens' Advice could advise on the more day to day issues around benefits and household bills.

The Chairman thanked Ms. Hughes for her presentation.

10. ELECTIONS REVIEW UPDATE

The Panel welcomed Mr. Andrew Colver, Head of Democratic and Customer Services, who attended the meeting to give an update on the current review of electoral services and recent electoral events.

The Panel noted the unprecedented electoral events that had taken place over the previous two years and the challenges and workload these had created for the Elections Team. There had been an increase in the electorate since the May 2016 local election and the turnout for the EU referendum had been 74%. Different types of elections created different challenges, local and Police and Crime Commissioner (PCC) elections took more organisation whilst other national electoral events generated greater customer contact. Some issues had emerged during 2016/17, including requests to review some of the polling stations, a review of the arrangements around the issue of postal votes, complexities of the PCC ballot paper, increased contact from overseas electors and the difficulties in registering military personnel.

The Panel noted the Government's position on making democracy work for everyone. The key focus was to ensure the electoral system worked better and addressed the potential for fraud and improved processes. The Government proposed to tackle fraud and the perception of fraud through the testing of the impacts of ID checking in polling stations, a pilot for which would be carried out during 2018 local elections in areas where there had been issues in the past. Further work would also be required to improve security around postal votes, registration and polling station processes.

It was advised that the Boundary Commission was currently carrying out a Parliamentary Constituency Review. The second consultation period was now complete and the responses were being assessed. The proposals would mean a change for the Aldershot Constituency to include Crookham East, Crookham West and Ewshott. It was noted that if revised proposals were made a further eight week consultation period would commence at the beginning of 2018 and recommendations made to the Government by September 2018.

The Panel was informed of the Law Commissions Reform Project, the Commission had requested a review in 2012 of administrative law, offences and legal challenges. An interim report had recommended consolidation and rationalisation of the laws and processes to address inconsistencies and modernise out of date laws. The review was currently at the Government review stage but had been delayed by activities around Brexit.

The Panel reviewed the elections timetable for the period 2018 – 2022 and it was noted that a European election in 2019 was unlikely. Mr. Colver explained that Individual Electoral Registration (IER) had been introduced in 2014/15. The system had moved from being property based to person based and additional funding had been provided to meet the extra costs of the system. The IER system presented new challenges, which the Government recognised, and it was noted that it was keen to progressively remove mandated processes, make registration simpler, more digital and data driven and more efficient. An annual assessment of the register was also likely to be carried out to assess accuracy and completeness. It was reported that the project had been generally successful, in particular the use of digital services to register and confirm details; however many applications made were duplicates. The Panel noted the changes in the register since 2006, key increases had been the influx of overseas voters, from 29 in 2006 to 330 in 2017. The number of service voters had fluctuated over the years, it was advised that married quarters were canvassed in the same way as non-military properties, but those resident in barracks were harder to access and letters were often returned as undelivered.

The Panel noted that, following the implementation of IER, the Elections Team had commenced a wide-ranging review of its services, using “systems thinking” principles. The team were focusing on improving the service to customers, addressing the amount of paperwork and waste work, integration with other Council services and reductions in cost. A considerable amount of work had been carried out to understand customer demand and processes and currently a consultation was being carried out with residents to assist in the review of the service/process. Electoral services were governed by conditions and legislation which affected the way the service operated; these include Electoral Commission guidance and standards, IT systems and prescribed forms, all of which were detailed/prescriptive and needed to be understood to influence the review.

The Panel noted the next steps, which would involve the findings being collated and fed back to the Elections Group and Panel as required. The redesign of the system would need to be trialled and the team would work with the Cabinet Office to modernise the process, should pilots for any changes be required.

The Panel discussed the option of online voting and it was noted that the Government was reluctant at present to progress any e-voting initiatives.

The Panel **NOTED** the presentation and requested an update on the review at a future meeting.

11. **WORK PROGRAMME**

The Panel was advised that, in response to the Notice of Motion raised at the last meeting of the full Council on 27th July, 2017 regarding fire safety issues in the Borough, representatives from the Hampshire Fire and Rescue Authority and Accent Housing would be in attendance at the next meeting of the Panel on 13th November, 2017. An invitation would be extended to all Members, in particular Cllr Jeremy Preece who had submitted the Motion, and the Cabinet Members.

The items scheduled for the November meeting would be rescheduled for the meeting on 22nd January, 2018.

The meeting closed at 8.56 pm.

CLLR A.R. NEWELL (CHAIRMAN)

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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

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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.

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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				
34.10.17	Safer Rushmoor Partnership Plan	At the January 2018 meeting issues relating to rough sleeping and street drinking will be addressed, this will	January, 2018	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.	include information from Hampshire Police, the Community Safety Partnership and the Council's Housing department.		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 March, 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	Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@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	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				
12.09.16	Cabinet Portfolio for Concessions and Community Support To scrutinise the work of the Cabinet Member, including Grants to Organisations, the Community Lottery and Community Support.	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.	The Portfolio Holder would be invited to attend a future meeting to update the Panel on priorities and current work. An update on the Community Lottery would be provided at a future meeting.	Karen Edwards Corporate Director Tel: (01252) 398800 Email: karen.edwards@rushmoor.gov.uk Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
24.10.17				

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
12.06.17	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. K. Dibble, B. Jones and S.J. Masterson have been appointed to serve on the Elections Group for the 2017/18 Municipal Year.	The Head of Democratic and Customer Services would attend a future meeting to update the Panel on the County Council's Boundary Review. November, 2018.	Andrew Colver Head of Democratic and Customer Services Tel. (01252) 398820 Email. andrew.colver@rushmoor.gov.uk
11.09.17		The Head of Democratic and Customer Services attended the September, 2017 meeting to give an update on the current Electoral Review.		
Concessions and Supporting Local Organisations				
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 the meeting on 26th March, 2018.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
11.09.17	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 September, 2016.	Alex Hughes has agreed to provide a further update at the Panel meeting in September, 2019.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email.

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
				peter.amies@rushmoor.gov.uk
24.10.17	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 have requested an update on foodbanks once universal credit has been rolled out fully.	Ian Harrison Corporate Director Tel. (01252 (398400) Email. ian.harrison@rushmoor.gov.uk
24.10.17	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 issue of community transport would be raised at the meeting in March, 2018 at which Greg Alexander of RVS would be present.	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

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
10.04.17	Public Spaces Protection Orders	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.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
24.10.17	To review the proposed new orders for both Aldershot and Farnborough		An update on the PSPO's would be given as part of the presentation on 22nd January, 2018.	

Chairman - Cr. Adrian Newell

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

Last updated - October, 2017

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

13th November 2017	Fire Safety Issues
22nd January 2018	Rough Sleeping/Street Drinking Hampshire Police PSPO update The Vine Centre RBC Housing Services Society of St. James
26th March 2018	Rushmoor Voluntary Services Community Transport Supporting Troubled Families
Date to be confirmed	Community Lottery Update Foodbanks Parliamentary Boundary Review Pollution and Environmental Control Rent Relief Policy