

# BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 13 June 2016 at the Concorde Room, Council Offices, Farnborough at 7.00 pm.

## **Voting Members**

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

Cllr M.J. Roberts  
Cllr M. Staplehurst  
Cllr Liz Corps  
Cllr B.A. Thomas  
Cllr Marina Munro

Apologies for absence were submitted on behalf of Councillor Terry Bridgeman and Councillor Rod Cooper.

## **1. APPOINTMENT OF CHAIRMAN**

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

## **2. APPOINTMENT OF VICE-CHAIRMAN**

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

## **3. MINUTES**

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

## **4. APPOINTMENTS FOR 2016/17**

### **(1) Mid-Cycle Meeting –**

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

### **(2) Elections Group –**

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

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

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

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

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

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

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

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

It was advised that the residential element of the facility was self-funding but the day care facility received a grant from the Council to the value of £112,000 and rent relief of £626 per annum. The residential side required 13 patients to break even and the day care could accommodate 22 clients per day; it was advised that there were currently six people on the waiting list. In total, there were 57 clients for the day care facility aged between 57 and 99 years. Attendance was consistent across the five days of opening with most clients attending one day a week with one attending everyday. Clients received snacks, lunch and tea during the operational hours of 10.00 a.m. – 3.00 p.m. at a cost of £26 per day plus £5.50 if transport was required;

for social care services referrals the cost increased to £30.92. However, there was an element of means testing.

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

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

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

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

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

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

Action to be taken	By Whom	When
Consider the arrangements with the Farnborough and Cove War Memorial Hospital Trust to implement the reduction in the Council's annual grant from £112,000 to £102,000.	Head of Community and Environmental Services.	September, 2016

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

## 6. MEALS ON WHEELS/LUNCHEON CLUBS

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

### (1) Meals on Wheels –

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

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

Food and Friendship was delivered by Age Concern Hampshire with support from Royal Voluntary Services. The service provided company at meal times and was free to Meals on Wheels customers between 11.30am and 4pm on weekdays. It was noted that only six Rushmoor Meals on Wheels clients received weekly befriending support. Clients were referred for the service through adult services, relatives, friends/neighbours or GPs and all volunteers were trained to identify malnutrition and general wellbeing issues. They also signposted clients to luncheon clubs, helped with daily living and reduced social isolation. The Council had agreed to a grant of £2,500 per annum for this service, which at present required only £1,000 per annum to cover expenses. As the service was in credit by almost £3,000 the grant had been withdrawn for the time being but would be monitored closely to ensure the service continued.

### (2) Luncheon Clubs –

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

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

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

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

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

It was **AGREED** that:

<b>Action to be taken</b>	<b>By Whom</b>	<b>When</b>
Data on customer complaints and satisfaction of the Apetito Meals on Wheels Service be collated and shared at the next mid-cycle	Head of Community and Environmental Services.	August, 2016

meeting.		
The views of the Panel on the service provided by Apetito in both the home and within nursing homes be shared with Hampshire County Council with comments reported back to the Panel at a future meeting.	Head of Community and Environmental Services.	August, 2016

**7. REVIEW OF BUDGET PORTFOLIO**

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

- Pest Control
- Rent Relief Policy

**8. WORK PROGRAMME**

The Panel noted the current work programme.

The meeting closed at 8.17 pm.

CLLR A.R. NEWELL (CHAIRMAN)

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