



## RUSHMOOR BOROUGH COUNCIL

# BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Monday, 13th June, 2016 at 7.00 pm*

**To:**

Cllr A.R. Newell  
Cllr M.S. Choudhary  
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](mailto:adele.taylor@rushmoor.gov.uk)  
Tel:01252 398831.

# **A G E N D A**

1. **APPOINTMENT OF CHAIRMAN –**

To appoint a Chairman of the Panel for the 2016/17 Municipal Year.

2. **APPOINTMENT OF VICE-CHAIRMAN –**

To appoint a Vice-Chairman of the Panel for the 2016/17 Municipal Year.

3. **MINUTES –** (Pages 1 - 6)

To approve the Minutes of the Meeting held on 11th April, 2016 (copy attached).

4. **APPOINTMENTS FOR 2016/17 –**

(1) **Mid Cycle Meetings –**

To appoint group representatives to attend the mid cycle meetings for the 2016/17 Municipal Year. In 2015/16, the representatives appointed were the Chairman (Cr. Barbara Hurst), the Vice-Chairman (Cr. A.R. Newell) and Crs. M.J. Roberts and M. Staplehurst.

(2) **Elections Group –**

The Elections Group has been established jointly by this Panel and the Licensing and General Purposes Committee. The Panel will be asked to endorse the appointments to the Group by the Licensing and General Purposes Committee on 26th May.

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

To appoint representatives to participate in the Community Involvement Task and Finish for the Municipal Year 2016/17. It is proposed that an invitation will be extended to the Cabinet Member for Concessions and Community Support (Cr. G.B. Lyon) as required.

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

To receive a presentation from Mr. Peter Amies, Head of Community and Environment, on the background and working arrangements of the Farnborough and Cove War Memorial Hospital Trust. Cr. Roland Dibbs, Trustee of the Farnborough and Cove War Memorial Hospital Trust, will also be in attendance at the meeting.

6. **MEALS ON WHEELS/LUNCHEON CLUBS –**

To receive a presentation from Mr. Peter Amies, Head of Community and Environment, on the background and working arrangements of Meals on Wheels and the provision of Luncheon Clubs in the Borough.

7. **REVIEW OF BUDGET PORTFOLIO – (Pages 7 - 16)**

To review the Panel's Portfolio of Budgets (papers attached) to assist in identifying future items for the work programme.

8. **WORK PROGRAMME – (Pages 17 - 28)**

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.

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## BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 11th April, 2016 at the Council Offices, Farnborough at 7.00 p.m.

### **Voting Members**

Cr. Barbara Hurst (Chairman)  
Cr. A.R. Newell (Vice-Chairman)

Cr. T.D. Bridgeman  
Cr. D.E. Clifford  
Cr. A.M. Ferrier

Cr. C.P. Grattan

Cr. S.J. Masterson  
Cr. M.J. Roberts  
Cr. D.M. Welch

### 15. **MINUTES –**

The Minutes of the Meeting held on 8th February, 2016 were approved and signed by the Chairman.

### 16. **CITIZENS' ADVICE RUSHMOOR –**

The Panel welcomed Ms. Alex Hughes, Chief Officer at Citizens' Advice Rushmoor (CAR), who attended the meeting to give an update on activities and working arrangements. A pack was circulated to the Panel which included the Annual Report 2014/15, a copy of the presentation and some general information about Citizens' Advice. It was advised that the data for 2015/16 were still being pulled together and would be made available to Members as soon as the report was complete.

The Panel was shown the dashboard of data for the local authority area, which was also distributed with a quarterly newsletter to all Members. The dashboard gave a useful source of data for the area/clients, and highlighted emerging and changing issues. The dashboard also provided information on the channel of contact made with CAR; it was hoped that a shift towards electronic communication, such as webchat and email, would be seen in the future.

Ms. Hughes explained that the aim of CAR was to help people find a way forward, by progressing issues and giving advice to educate individuals to prevent similar issues reoccurring. The data gained helped identify the impacts of policy and regulations, allowing campaigns for change to solve collective issues on both a local and national level. In addition, CAR created benefits to society through the way in which services were delivered, the social value of working with over 150 volunteers in the local area and the benefit of being part of a national network. It was advised that, nationally, Citizens' Advice had recently been rebranded providing a more modern outlook and clean appearance.

The Panel reviewed the statistics relating to issues raised during 2015/16 compared to those for 2014/15, it was noted that CAR had helped with 22,981 different advice issues in 2015/16 compared to 15,855 the previous year. The largest area for concern in 2015/16 had remained issues related to welfare benefits. It was noted that employment issues were generally being dealt with through webchat as this was a more accessible channel for those in work.

Ms. Hughes advised of changes in funding. It was noted that the Council had previously been the largest funder, although Pensionwise, an impartial government service offering advice on pensions, had become the largest funder during 2015/16. Pensionwise was a government initiative of which there were 50 across the country, the branch based locally covered Rushmoor and the surrounding area, including Newbury, Andover, Eastleigh, Guildford and Woking. The core funding from the Council gave the opportunity to be creative with regard to developing staff to meet emerging needs through training and channel shift.

It was noted that, for every £1 invested, CAR generated at least £1.51 in fiscal benefits, reducing the demand on government funds, £8.74 in public value and £10.94 in benefits to individuals.

The Panel reviewed data relating to issues raised by ward across the Borough, the information showed an equal split between Aldershot and Farnborough with Cherrywood and Wellington being the two areas where the most issues were raised. It was noted that a Nepali language drop in service had been established in June 2014. The drop in service ran on a Wednesday morning when Nepali speaking staff and volunteers were available to assist Nepali residents with any issues they may have. The service was generally attended by 30-40 people and was carried out in a non-confidential environment, although appointments could be made if required. It was advised that there were three funded Nepali staff members, one core funded and the other two project funded. The drop in service helped to free up the mainstream service.

Ms. Hughes advised on the value and tangible benefits of volunteers to the service. These benefits included: giving volunteers the experience and confidence to move into work; improved employment prospects and salaries through skill development; improved self-esteem through a sense of belonging through working with the local people; and, increasing community trust. It was noted that volunteering also had a positive impact on tackling mental health issues, such as depression, in turn reducing demand on health services and providing savings for HMRC. It was advised that, if volunteers were paid for the service they provided, the salary bill would be way in excess of the funding streams.

It was noted that CAR provided positive benefits which enabled the local community to prosper. Two in three clients got their problem solved through advice provided by the service. Almost three in four clients experienced negative impacts as a result of their problems. However, once

advice had been sought, four in five had stated that their lives had improved in other ways, such as through less stress and depression, secure housing situations, more control over their money and financial situation and better physical health and relationships with others.

During 2014/15, 1,324 employment problems had been addressed, of which two in every three had been resolved. The need to be in work that was safe and secure benefitted both the employee and employer. With regard to self-employed people it was advised that more help was needed, CAR worked with the Economic Recovery Group to identify areas of concern. These included: pension provisions; work life balance; income and benefits; and, bogus self-employment. It was noted that only 15% of self-employed people were currently contributing towards a pension. A link had been made with Enterprise First to provide the right level of support to self-employed people and this was being done through seminars held locally.

The Panel was advised of the provisions to help tackle mental health issues in the local area:

- Healthwatch Hampshire - an independent champion for health and social care who offered advice and advocacy.
- Heathlands - a Clinical Commissioning Group (CCG) funded centre for those with severe mental health issues.
- Making Connections – a Vanguard CCG project to link vulnerable clients to the right services and to reduce demand on acute services.

CAR worked in partnership with RBC and provided a great service to their clients, but was always looking for ways to adapt and respond to changing needs. By working in partnership, more could be achieved and they could offer scrutiny, data and insight to help improve local services, such as; the Council Tax Support Scheme, benefit delivery/Welfare Reform and housing and homelessness support. During 2015/16, 5,656 issues relating to benefits and tax credit problems were addressed through CAR, this was an increasing problem and posed challenges to individuals and the Council. CAR offered personal budgeting support funded through the Pensionwise initiative.

The Panel was then advised of the Settled and Safe Programme. CAR had used the mystery shopper technique to investigate letting agents and landlord practices with the aim to improve the local private rented sector. Recommendations from the report had been to: ensure tenants had a better understanding of their rights and responsibilities; work with letting agencies to ensure transparency/benchmarking good practice; work with the Council to support good data gathering; and, improve housing standards using evidence to link to national work on the housing bill.

In response to a query on relationships with stakeholders/partners and what was and wasn't working, it was noted that the constant changes to local services due to commissioning was a challenge and telephone numbers/contacts changed allowing people to fall through the net. It was

reported that the multi-agency approach was working well: quarterly meetings were held for project work and working together helped to address the austerity measures forced on services.

The Panel discussed the change in demand for debt advice, as there was now less credit available and changes to payday loan arrangements had been made, with the result that there was less need for advice in this area. There was more information available for people to help themselves and education on money management had improved. A request was made for more information on prepaid energy meters locally, as these were calibrated at a higher rate than normal energy meters and might cause issues for some residents.

A request was made to carry out a short piece of work, similar to the Settled and Safe Programme, to address homelessness issues in light of the recent problems in Aldershot Town Centre.

The Panel **NOTED** the update and **AGREED**

<b>Action to be taken</b>	<b>By whom</b>	<b>When</b>
<ul style="list-style-type: none"> <li>Gather information on the number of prepaid meters in the Borough.</li> </ul>	Alex Hughes, Chief Officer Citizens' Advice Rushmoor	May, 2016
<ul style="list-style-type: none"> <li>An item to be added to the agenda for the next mid cycle meeting, relating to a piece of work on homelessness.</li> </ul>	Panel Administrator	May, 2016

## 17. **SUPPORTING TROUBLED FAMILIES –**

The Panel welcomed Mr. Tony McGovern, Extended Services Partnership Manager, who attended the meeting to give an update on the Supporting Troubled Families Programme.

Mr. McGovern updated on the national programme, advising that back in 2011 troubled families in Hampshire had been costing the Government in the region of £119 million. A Troubled Families Unit had been established, which took a whole family approach, through information sharing and devising individual family plans. Some funding was available when the process started and the remaining funding was available once a robust support system was in place.



Families had to meet certain criteria to be part of Phase 1 of the Supporting Troubled Families Programme. These included being involved in youth crime and/or anti-social behaviour, having children not in school or an adult in the family that was out of work and on benefits, at least two of these needed to be met to be included in the programme. During Phase 1, all targets had been met allowing all funding to be achieved. As a result, in 2015 Hampshire had been asked to join Phase 2 of the project ahead of most of the country.

It was advised that Rushmoor had joined with Hart in 2014 to establish a local approach to the Programme. A structure had been established, led by Qamer Yasin, Head of Environmental Health and Housing, and Phil Turner, Head of Housing Services at Hart District Council. Quarterly meetings were held of the Local Co-ordination Group, to which all partners were invited. The meetings were held to agree working principles, share information and ensure all partners were responsible for the work being undertaken. In addition, weekly "early help hubs" had been established; these meetings were attended by all partners/agencies and helped to identify families suitable for the programme. Once families had signed up to the programme, monthly case conference meetings were held, when appropriate, to determine the way forward.

Mr. McGovern gave a summary of Phase 1, consisting of 70 families engaged in the Supporting Troubled Families Programme; 53 had shown measurable progress achieving the full £800 funding per family from the Department of Communities and Local Government (DCLG). Overall, the Council had achieved slightly better results than the county average and continued to make good progress. Benefits included continued savings for Hampshire County Council (HCC), better working practices, increased confidence in whole family working, increased co-operation and co-ordination and a greater range of agencies helping each other and focusing on the same issues.

It was noted that the criteria for Phase 2 had been made broader, allowing more families to become eligible to be part of the Supporting Troubled Families Programme. The new criteria included mental health issues, alcohol and substance abuse and domestic violence. As a result, the number of families involved in year one of Phase 2 matched the number in total of Phase 1. It was noted that the co-location of HCC's Children and Adult Services, and the Police to the Council Offices had been a huge benefit to the project.

The Panel was shown maps that pinpointed where families were situated across the Borough. Phase 1 had seen a concentration in Cherrywood and Aldershot Park but, for Phase 2, families had been much wider spread across the Borough.

It was advised that an amount of money was available to support families with small problems that could easily be resolved, these were usually small amounts that could remove barriers, such as £5 for a passport photo for

a job application or out of school diversion activities. In addition, funding of £30,000 had been made available to projects managed by agencies/partners that supported families.

The Panel then discussed two case studies. The first relating to a single mother with two children who hadn't been attending pre-school; with the right help the children were now regularly attending pre-school and the mother was studying for an Open University qualification and was now able to help herself. The second study was more challenging, it related to a single mother with six children aged between 11 and 22 years. She had a difficult relationship with authority and a number of the children had ASB's and reprimands on file. The mother was now on side and the youngest child, who had been out of school for a year, had had his educational needs assessed and things were slowly improving. Work would continue with the family. Mr. McGovern advised that the "tough love" approach was sometimes needed to deal with families that were hard to engage with for instance "if you don't do this, you could lose your home".

In conclusion, the Supporting Troubled Families Programme had made a real difference locally. It had made positive impacts on many families with significant problems and allowed a focus on issues that mattered locally. The programme was a good example of partnership working and had had four successful years so far. The aim would now be to drive it forward to the next level.

The Panel discussed the Nepalese community and the fact that there were none engaged in the Supporting Troubled Families Programme, it was felt that the Nepali community hid certain problems and it was advised that domestic violence was the most prevalent issue within their community. A meaningful way to engage with the Nepali community needed to be established. A discussion was also held around those families that did not want to engage with the programme. It was advised that some families were not ready to engage and there was nothing to be done in those cases. Nevertheless, it was important for families to understand that the door was never closed.

In response to a question, it was advised that Members were not made aware of cases within their wards due to confidentiality arrangements. Members could refer families via Mr. McGovern who would be happy to pass on the information to the relevant agency/partner.

The Chairman thanked Mr. McGovern for his presentation.

## 18. **WORK PROGRAMME –**

The Panel noted the current work programme.

The Meeting closed at 9.12 p.m.

CR. BARBARA HURST  
CHAIRMAN

BOROUGH SERVICES PANEL	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>STATUTORY</b>				
Pollution & Environmental Control	266,262	280,580	259,900	270,140
Council Tax Support	89,531	206,100	191,410	194,570
Food Safety	151,485	170,630	170,370	163,960
Health & Safety	124,941	129,860	122,210	128,940
Electoral Registration	35,626	106,850	108,430	103,220
Licensing General	42,913	72,510	82,380	86,390
Elections	81,944	86,730	90,260	86,130
Hackney Carriages	52,543	63,270	47,460	51,980
Rent Allowances	(129,878)	(133,750)	(62,530)	(42,940)
sub total	715,367	982,780	1,009,890	1,042,390
<b>DISCRETIONARY</b>				
Grants to Major Voluntary Organisations	485,021	511,180	514,550	521,780
Integrated CCTV	182,048	205,290	196,770	201,710
Community Patrol Team	166,957	176,300	187,880	198,360
Grants to Local and National Organisations	154,372	181,410	231,110	193,820
Corporate Fraud Investigations	107,575	106,050	98,530	100,900
Community Transport	55,314	55,380	53,760	53,700
Sustainability Initiatives	30,421	49,990	37,520	38,280
Pest Control	35,376	39,560	32,940	34,000
Emergency Callout	25,277	26,100	28,260	29,200
Meals on Wheels	11,314	12,640	10,930	3,820
	1,253,674	1,363,900	1,392,250	1,375,570
<b>MIXED</b>				
Community Safety	164,120	144,900	153,120	155,890
<b>Total</b>	164,120	144,900	153,120	155,890
<b>NET DIRECT COSTS</b>	2,133,162	2,491,580	2,555,260	2,573,850
Support Service Recharges	1,252,058	1,245,510	1,265,040	1,227,940
Capital Accounting Charges	70,410	49,590	49,590	36,150
<b>NET EXPENDITURE</b>	3,455,630	3,786,680	3,869,890	3,837,940
<b>STATUTORY SERVICES</b>	3,455,630	3,786,680	3,869,890	3,837,940

**POLLUTION & ENVIRONMENTAL CONTROL****Service Purpose:**

The service responds to complaints from residents regarding potential nuisance including noise, drainage, odour, smoke, rubbish and unauthorised encampments.

**Service Activity:**

- Response to service requests.
- Air quality measurements in accordance with Government guidance.
- Identification of potential contaminated land and control potentially polluting industries.
- Responsible authority under the Licensing Act 2003 for applications for Premises and Club Premises Licences to ensure that the licensing objective ("Prevention of Public Nuisance") is successfully achieved.
- Working with other statutory agencies; responsibility for surface water drainage and land drainage with the aim of preventing potential flooding.

Budget Officer: Q Yasin	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>EXPENDITURE</b>				
Employees	284,387	292,400	273,180	282,860
Premises Related	120	400	400	400
Transport Related	2,557	3,720	3,380	3,380
Supplies & Services	4,374	9,340	7,290	8,000
Transfer Payments	0	0	0	0
Third Party Payment	0	0	0	0
	291,437	305,860	284,250	294,640
<b>INCOME</b>				
Customer and Client Receipts	(7,214)	(7,000)	(6,400)	(6,400)
Other Grants & Contributions	(17,961)	(18,280)	(17,950)	(18,100)
	(25,175)	(25,280)	(24,350)	(24,500)
<b>NET EXPENDITURE</b>	266,262	280,580	259,900	270,140

**COUNCIL TAX SUPPORT**

**Service Purpose from 2013/14:**

To assess claims for council tax support quickly and accurately.

**Service Activity from 2013/14:**

Assist customers with their application for council tax support. Assessing and awarding any support due. Reviewing customer's circumstances as they change. Providing advice about other related welfare benefits.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Fahey</b>				
<b>EXPENDITURE</b>				
Employees	169,112	200,600	186,400	189,560
Transport Related	513	500	10	10
Supplies & Services	0	0	0	0
Council TaxHardship fund	8,205	5,000	10,000	10,000
	177,830	206,100	191,410	194,570
<b>INCOME</b>				
Government Grants	(88,299)	0	0	0
<b>NET EXPENDITURE</b>	89,531	206,100	191,410	194,570

**Notes:**

- 1 A phased reduction in admin subsidy grant, with grant no longer payable in 2015/16.
- 2 Variation in services for revised 2016/16 and 2016/17 for hardship fund

**FOOD SAFETY**

**Service Purpose:**

To ensure that food and drink on sale for human consumption in the Borough is without risks to the health of the consumer.

**Service Activity:**

Inspection of food premises in accordance with the Food Standards Agency Framework Agreement;  
 Maintenance of a 100% level of customer satisfaction with the food safety regulatory service;  
 Response to service requests in an appropriate manner, with a same day response to matters of evident concern;  
 Support and develop the public health benefits of the National Food Hygiene Rating Scheme.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	168,613	170,730	170,880	176,260
Transport Related	913	920	1,340	1,340
Supplies & Services	3,711	3,580	3,500	3,510
Third Party Payments	0	0	0	0
	173,238	175,230	175,720	181,110
<b>INCOME</b>				
Customer and Client Receipts	(21,753)	(4,600)	(5,350)	(17,150)
Other Grants & Contributions	0			0
	(21,753)	(4,600)	(5,350)	(17,150)
<b>NET EXPENDITURE</b>	151,485	170,630	170,370	163,960

**Notes:**

- 1 Fluctuations due to biennial Air Show food inspections.

## HEALTH & SAFETY

### Service Purpose:

To ensure the Borough's workplaces are healthy and safe.

### Service Activity:

Inspection of premises to ensure health and safety standards;  
 Maintenance of 100% level of customer satisfaction with the food safety regulatory service;  
 Response to service requests (e.g. accidents, notifications, complaints and requests for assistance);  
 Maximisation of public health benefits arising from the Rushmoor Health and Wellbeing Partnership.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	124,075	128,200	121,930	127,310
Transport Related	702	630	670	670
Supplies & Services	2,134	1,030	950	960
Third Party Payments	0	0	0	0
	126,911	129,860	123,550	128,940
<b>INCOME</b>				
Customer & Client Receipts	(1,970)	0	(1,340)	0
<b>NET EXPENDITURE</b>	124,941	129,860	122,210	128,940

## ELECTORAL REGISTRATION

### Service Purpose:

To maintain an up-to-date electoral register and to provide associated registration services.

### Service Activity:

Compile and maintain the electoral register through the yearly canvass and rolling registration; Maintain the lists of postal and proxy voters and overseas and service voters; promote and develop initiatives to increase the level of registration.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Colver</b>				
<b>EXPENDITURE</b>				
Employees	52,738	48,380	50,010	51,250
Transport Related	179	170	170	170
Supplies & Services	61,620	81,500	89,000	64,000
	114,537	130,050	139,180	115,420
<b>NON RECURRING ITEM</b>				
Transitional cost for Individual Elector Registration	18,550	0	16,450	0
	133,087	130,050	155,630	115,420
<b>INCOME</b>				
Customer and Client Receipts	(1,647)	(3,200)	(2,200)	(2,200)
Government Grant	(95,814)	(20,000)	(45,000)	(10,000)
	(97,461)	(23,200)	(47,200)	(12,200)
<b>NET EXPENDITURE</b>	35,626	106,850	108,430	103,220

### Notes:

- 2015/16 Original Estimate included an additional £15k for canvass fees relating to Individual Electoral Registration, funded by one-off Government grants. 2015/16 Revised Estimate includes carry forwards from 2014/15 to cover additional spend related to IER. 2016/17 budgets have been reduced for canvass fees, stationery and publicity as no additional Government grants are available. Additional item bid requested.
- 2014/15 Actual included Government grant for set up of IER with unused funds being transferred to earmarked reserves. 2015/16 Revised Estimate reflects higher funding received.

## LICENSING GENERAL

### Service Purpose:

To enable good business through the administration and enforcement of the Council's principal licensing functions concerning regulated entertainments, late night refreshments, liquor, gaming, lotteries, street trading consents, tables and chairs, charitable collections and sex establishments.

### Service Activity:

Consultation with key agencies, to ensure the fair and efficient determination of relevant licensing applications, including conducting hearings where appropriate. Inspection of licensed premises and resolution of problems arising from and in connection with licensed premises activities.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	149,373	164,120	172,830	177,130
Transport Related	503	760	820	820
Supplies & Services	1,748	2,040	1,930	2,040
	151,624	166,920	175,580	179,990
<b>INCOME</b>				
Customer and Client Receipts	(108,711)	(94,410)	(93,200)	(93,600)
<b>NET EXPENDITURE</b>	42,913	72,510	82,380	86,390

### Notes:

- 1 Additional income received in 2014/15 mainly from premises licences.

## ELECTIONS

### Service Purpose:

To arrange and manage elections in the Borough.

### Service Activity:

Organise all parliamentary, European and local elections in the Borough and the Aldershot Constituency; ensure compliance with legislative provisions and guidance relating to all administrative aspects of elections; promote and develop initiatives to increase turnout at elections.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Colver</b>				
<b>EXPENDITURE</b>				
Employees	66,130	57,690	59,710	56,480
Premises Related	4,007	4,100	6,000	5,100
Transport Related	669	770	740	740
Supplies & Services	30,690	36,440	39,110	36,110
	101,497	99,000	105,560	98,430
Customer and Client Receipts	(487)	(270)	(300)	(300)
Other Grants and Contributions	(19,066)	(12,000)	(15,000)	(12,000)
	(19,553)	(12,270)	(15,300)	(12,300)
<b>NET EXPENDITURE</b>	81,944	86,730	90,260	86,130

### Notes:

- 1 2014/15 Actuals included reduced expenditure on equipment. 2015/16 Revised Estimate has been increased to cover the purchase of new wooden screens for polling stations.
- 2 2014/15 Actuals included additional contributions towards election costs.

## HACKNEY CARRIAGES

### Service Purpose:

To enable good business by providing quality, timely and value for money tax licensing and regulatory services that reasonably ensure the safety and protection of both the public and other road users and provides for a suitable, good quality and efficient public transportation service for all.

### Service Activity:

Processing of licence applications and supervision of hackney carriage and private hire drivers, vehicles and operators; inclusive of carrying out Criminal Records, DVLA and medical checks. Other documentation (e.g. insurance) checks. Carrying out Council tests and inspection of licensed vehicles.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	118,235	123,100	109,140	112,290
Premises Related	0	820	820	820
Transport Related	204	230	210	210
Supplies & Services	9,487	10,200	10,250	10,400
	127,926	134,350	120,420	123,720
<b>INCOME</b>				
Customer and Client Receipts	(75,383)	(71,080)	(72,960)	(71,740)
<b>NET EXPENDITURE</b>	<b>52,543</b>	<b>63,270</b>	<b>47,460</b>	<b>51,980</b>

## RENT ALLOWANCES

### Service Purpose:

To assess claims for housing benefit quickly and accurately; to prevent and detect housing & council tax benefit fraud; and to collect amounts of overpaid housing benefit.

### Service Activity:

Assist customers with their application for housing benefit, assessing and awarding any benefit due. Review customer's circumstances as they change. Provide advice about other related welfare benefits. Make payment arrangements and take enforcement action in respect of customers that have been overpaid housing benefit. Making arrangements with customers who owe the Council debts for both housing benefit and council tax sums.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Fahey</b>				
<b>EXPENDITURE</b>				
Employees	410,856	431,720	485,370	414,580
Transport Related	855	1,030	0	0
Supplies & Services	67,026	53,100	51,200	55,640
Allowances granted/Transfer Payments	37,311,386	37,860,000	37,460,000	37,720,000
Bad Debt Provision	484,810	80,000	150,000	150,000
Discretionary Housing Payments	143,676	100,000	150,000	100,000
	38,418,609	38,525,850	38,296,570	38,440,220
<b>INCOME</b>				
Discretionary Rent Allowances	(143,676)	(100,000)	(150,000)	(100,000)
Housing Benefit Subsidy	(36,826,764)	(37,750,000)	(36,990,000)	(37,250,000)
Housing Benefits Admin Subsidy	(491,406)	(509,600)	(509,600)	(433,160)
Overpayments Recovered	(1,063,113)	(300,000)	(700,000)	(700,000)
Other Income	(358)	0	0	0
Government Grants	(23,170)	0	(9,500)	0
	(38,548,487)	(38,659,600)	(38,359,100)	(38,483,160)
<b>NET EXPENDITURE</b>	<b>(129,878)</b>	<b>(133,750)</b>	<b>(62,530)</b>	<b>(42,940)</b>

### Notes:

- 1 Increased Employee costs in the 15/16 Revised Estimate include £45k relating to 2 posts transferred in from Customer Services.
- 2 2014/15 Actual includes an additional £15k for software changes funded by Government grant.
- 3 2015/16 Estimates for Overpayments Recovered have increased, together with the associated bad debt provision. This is due to Real Time Information matching with HMRC, and the Fraud and Error Reduction Incentive Scheme (FERIS).
- 4 2014/15 Actual includes £15k Government grants towards software costs. 2014/15 Actual and 2015/16 revised Estimate include funding towards FERIS costs.

## DISCRETIONARY SERVICES

### GRANTS TO MAJOR VOLUNTARY ORGANISATIONS

**Service Purpose:**

To provide assistance to non-profit making organisations through the granting of discretionary rent relief or contribution to rent payments.

**Service Activity:**

Providing financial and advisory support to organisations who provide benefit to the Borough.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: P Amies</b>				
<b>EXPENDITURE</b>				
Employees	8,101	8,140	3,410	3,250
Transport Related	0.00	0.00	0.00	0.00
Supplies & Services	20,860	38,670	46,770	46,770
Direct Grants	0	0	0	3,000
Citizens Advice	253,210	257,380	257,380	259,720
Farnborough & Cove War Memorial Hospital Trust	110,360	112,570	112,570	113,810
Rushmoor Voluntary Service	71,960	73,400	73,400	74,210
35-39 High Street Service Charge	20,530	21,020	21,020	21,020
<b>NET EXPENDITURE</b>	<b>485,021</b>	<b>511,180</b>	<b>514,550</b>	<b>521,780</b>

**Notes:**

1

This budget reflects the notional costs associated with granting parking permits to various voluntary organisations and charities. The corresponding notional income is shown in the Car Parks cost centre. Fluctuations between years occur due to timing of requests.

### INTEGRATED CCTV

**Service Purpose:**

To help prevent and deter crime and disorder and reduce the fear of crime.

**Service Activity:**

Provide a joint Hart and Rushmoor CCTV service, consisting of a control room and 115 CCTV cameras, to monitor activity in town centres and parks and open spaces in both local authority areas. The main functions are to reduce the fear of crime, deter crime and anti-social behaviour, assist the police in identifying and prosecuting offenders, help protect Council property, provide a link for both Councils' out of hours service and to assist in civil emergencies.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: H Lolley</b>				
<b>EXPENDITURE</b>				
Employees	132,143	144,830	136,310	141,250
Premises Related	0	4,380	4,380	4,380
Transport Related	0.00	0.00	0.00	0.00
Supplies & Services	66,784	69,330	69,330	69,330
	198,928	218,540	210,020	214,960
<b>INCOME</b>				
Other Grants and Contributions	(16,880)	(13,250)	(13,250)	(13,250)
<b>NET EXPENDITURE</b>	<b>182,048</b>	<b>205,290</b>	<b>196,770</b>	<b>201,710</b>



## COMMUNITY PATROL TEAM

### Service Purpose:

Provides a reassuring presence on the streets and in public places - to ensure a 'Safe and Clean environment'. This is achieved by dealing with issues related to environmental crime. Work closely with residents, local groups, neighbourhood watch, ward Councillors to identify issues in their areas and work to resolve them.

### Service Activity:

Completion of environmental audits to improve the appearance of wards to help to secure safe and clean streets and public places. Investigation and removal of abandoned vehicles, fly tipping, fly posting, graffiti. Enforcement work through Fixed Penalty Notices, Inspections of Parks and Playgrounds. Dealing with parking contraventions during patrols and in response to complaints.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	147,521	158,060	166,250	177,760
Transport Related	16,327	17,980	19,140	18,100
Supplies & Services	5,965	5,260	4,990	5,000
	169,813	181,300	190,380	200,860
<b>INCOME</b>				
Customer and Client Receipts	(2,856)	(5,000)	(2,500)	(2,500)
<b>NET EXPENDITURE</b>	166,957	176,300	187,880	198,360

## GRANTS TO LOCAL & NATIONAL ORGANISATIONS

### Service Purpose:

To provide small grants to voluntary, community, sports and arts and youth related groups.

### Service Activity:

The aim of the grant is to support non-profit making groups that require financial support to provide or improve services that will benefit the people of Rushmoor.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: P Amies</b>				
<b>EXPENDITURE</b>				
Employees	4,024	5,610	17,830	18,020
Transport Related	0	0	0	0
Supplies & Services	0	0	0	0
Grants & Contributions	10,917	20,000	57,480	20,000
Discretionary Rate Relief	0	0	0	0
Farnborough Airport Community Environmental Fund	44,050	0	0	0
Have Your Say Grants	11,915	0	0	0
Other Grant	0	0	0	0
Service Charge	2,140	2,190	2,190	2,190
Community Matters Partnership	0	5,000	5,000	5,000
Grants for Apprentice Schemes	1,000	0	0	0
Rent Relief	143,463	148,610	148,610	148,610
	217,509	181,410	231,110	193,820
<b>INCOME</b>				
Other Grants and Contributions		0	0	0
Farnborough Airport Community Environmental Fund	(63,137)	0	0	0
	(63,137)	0	0	0
<b>NET EXPENDITURE</b>	154,372	181,410	231,110	193,820

### Notes:

- 2015/16 Revised Estimate includes £24k one off rent contribution for Source young people's charity.
- 2014/15 shows the amount of Farnborough Airport Community Environmental Fund received and used in year.

## CORPORATE FRAUD INVESTIGATIONS

### Service Purpose:

To investigate internal and external allegations of fraud, corruption and dishonesty in accordance with prevalent legislation and utilising appropriate investigative techniques.

### Service Activity:

To plan and undertake investigations into allegations of fraud and corruption of varying nature and complexity using the most cost effective and efficient methods. To comply with legislative requirements, Council policies and procedures governing the conduct of investigations. To assist in the identification of control weaknesses and implementing solutions and controls for future improvements. To assist in the development and delivery and to participate in education, training and awareness activities as part of the fraud prevention programme.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Fahey</b>				
<b>EXPENDITURE</b>				
Employees	92,547	92,820	90,130	92,500
Transport Related	1,199	1,230	0	0
Supplies & Services	13,829	12,000	8,400	8,400
<b>NET EXPENDITURE</b>	<b>107,575</b>	<b>106,050</b>	<b>98,530</b>	<b>100,900</b>

## COMMUNITY TRANSPORT

### Service Purpose:

To support residents who may become isolated due to lack of transport.

### Service Activity:

To provide Dial a Ride in liaison with Rushmoor Voluntary Services and Hampshire County Council.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: P Amies</b>				
<b>EXPENDITURE</b>				
Employees	3,004	3,070	1,450	1,390
Transport Related	0.00	0.00	0.00	0.00
Payment to Contractor	17,670	17,670	17,670	17,670
Dial A Ride	34,640	34,640	34,640	34,640
<b>NET EXPENDITURE</b>	<b>55,314</b>	<b>55,380</b>	<b>53,760</b>	<b>53,700</b>

## SUSTAINABILITY INITIATIVES

### Service Purpose:

To plan and deliver the Council's work to promote sustainability in the Borough.

### Service Activity:

Develop, implement and monitor the Council's Climate Change Strategy and Action Plan; promote sustainability initiatives and implement associated actions with the community and partnership organisations; initiate, manage and support the delivery of projects to improve the Council's and its partners sustainability performance, particularly in relation to resource use.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Greaves</b>				
<b>EXPENDITURE</b>				
Employees	28,828	29,580	24,820	25,580
Transport Related	545	710	0	0
Supplies & Services	8,360	19,700	12,700	12,700
	37,733	49,990	37,520	38,280
<b>INCOME</b>				
Other Grants and Contributions	(7,312)	0	0	0
<b>NET EXPENDITURE</b>	<b>30,421</b>	<b>49,990</b>	<b>37,520</b>	<b>38,280</b>

### Notes:

1

The reduction in the 2015/16 Revised Estimate reflects the discontinuation of the biennial "Go Green in Rushmoor" initiative.

## PEST CONTROL

### Service Purpose:

A Pest Control Service, covering rats and mice, provided for residents and businesses on request, including both treatment and advice.

### Service Activity:

This service is currently contracted out; pest infestations and issues are investigated and resolved.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	18,213	18,460	13,840	14,900
Transport Related	0	0.00	0.00	0.00
Supplies & Services	111	100	100	100
Third Party Payments	17,052	21,000	19,000	19,000
<b>NET EXPENDITURE</b>	<b>35,376</b>	<b>39,560</b>	<b>32,940</b>	<b>34,000</b>

## EMERGENCY CALLOUT

### Service Purpose:

Corporate out of hours response service provided to cover all service areas where an emergency response may be required.

### Service Activity:

Provision of an out of hours service between 17:00hrs (16:30 Friday) and 8:30hrs the following day, all day Saturday and Sunday and Bank Holidays. Response to complaints such as noise, alarms, drainage, flooding and civil emergencies.

## EMERGENCY CALLOUT

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### Service Activity:

Provision of an out of hours service between 17:00hrs (16:30 Friday) and 8:30hrs the following day, all day Saturday and Sunday and Bank Holidays. Response to complaints such as noise, alarms, drainage, flooding and civil emergencies.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	25,239	25,600	28,110	29,050
Supplies & Services	38	500	150	150
<b>NET EXPENDITURE</b>	<b>25,277</b>	<b>26,100</b>	<b>28,260</b>	<b>29,200</b>

## MEALS ON WHEELS

### Service Purpose:

To support a luncheon club at the Aldershot and Fleet Rugby Club and the County's Food and Friendship programme.

### Service Activity:

Provide grants to Age Concern.

	2014/15 Actual £	2015/16 Estimate £	2015/16 Revised Estimate £	2016/17 Estimate £
<b>Budget Officer: A Sharpe</b>				
<b>EXPENDITURE</b>				
Employees	4,519	4,660	6,030	1,320
Transport Related	0	0	0	0
Third Party Payment	6,795	7,980	4,900	2,500
	11,314	12,640	10,930	3,820
<b>INCOME</b>				
Customer and Client Receipts	0	0	0	0
<b>NET EXPENDITURE</b>	<b>11,314</b>	<b>12,640</b>	<b>10,930</b>	<b>3,820</b>

## **MIXED SERVICES**

### **COMMUNITY SAFETY**

On 1st November 2012 Rushmoor Borough Council entered into a jointly controlled operation with the Borough Council of Basingstoke and Deane and Hart District Council to deliver a shared community safety service. Rushmoor Borough Council's element of the shared community safety service costs are shown below.

**Service Purpose:**

Work in partnership to reduce crime, disorder, anti-social behaviour and the fear of crime .

**Service Activity:**

Work with partners including the Police, Hampshire Fire & Rescue Service, Clinical Commissioning Groups, Probation services, HCC Youth Offending Team and Housing Associations to tackle Crime and Disorder and ASB. Take a lead role in the Rushmoor Community Safety Partnership tackling issues of domestic violence, substance misuse (drugs and alcohol), violent crime arising from the night time economy and acquisitive crimes such as burglary and theft.

	<b>2014/15 Actual £</b>	<b>2015/16 Estimate £</b>	<b>2015/16 Revised Estimate £</b>	<b>2016/17 Estimate £</b>
<b>Budget Officer: C Ryan</b>				
<b>EXPENDITURE</b>				
Employees	157,997	132,710	134,970	137,780
Premises Related	6,633	7,500	7,500	7,500
Transport Related	3,916	1,480	1,940	1,900
Supplies & Services	5,444	13,980	19,480	19,480
	173,990	155,670	163,890	166,660
<b>INCOME</b>				
Other Grants and Contributions	(9,869)	(10,770)	(10,770)	(10,770)
<b>NET EXPENDITURE</b>	<b>164,120</b>	<b>144,900</b>	<b>153,120</b>	<b>155,890</b>

**Notes:**

1

2014/15 included the Domestic Violence co-ordinator post which was funded by Rushmoor for one year only.

2

2014/15 included a reduction in spend on Community Safety Signage and Alcohol Awareness programme. 2015/16 Revised Estimate onwards includes the Junior Citizens Scheme budget which has been transferred from the Special Events cost centre in the Leisure & Youth Portfolio.

# 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)
<b>PORTFOLIO – LEADER OF THE COUNCIL</b>				
20.01.14	<p><b>Community Planning</b></p> <p>Monitoring and review of the Rushmoor Sustainable Community Strategy 2010 - 2026.</p>	<p>The Assistant Head of Strategy &amp; 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. <a href="mailto:jon.rundle@rushmoor.gov.uk">jon.rundle@rushmoor.gov.uk</a></p>
<b>PORTFOLIO – SAFETY AND REGULATION</b>				
<b>Community Safety</b>				
17.11.14	<p><b>Safer Rushmoor Partnership Plan</b></p>	<p>Chief Inspector Matt Reeves attended the meeting in November 2014 to give an overview on specific issues relating</p>	<p>The Police would be invited to attend a</p>	<p>Andrew Lloyd Chairman of the Rushmoor Community Safety</p>



DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
16.11.15	Monitoring and review of the Safer Rushmoor Partnership Plan.	<p>to Police activities.</p> <p>The Safer North Hampshire's Community Safety Manager attended the meeting on 16th November, 2015 to update the Panel on work in connection with the Safer Rushmoor Partnership Plan, in particular on activities within the area and priorities specific to Rushmoor. The Domestic Abuse Officer also attended and contributed to the meeting.</p>	<p>The Panel has requested an update on specific issues from the Community Safety Partnership and the Domestic Abuse Team at the meeting in <b>November, 2016</b>.</p> <p>Following the meeting on 16th November, 2015, the Council has been contacted by the Chair of the North East Hants Domestic Abuse Forum, who has invited Members to a training session on honour based violence, forced marriage, Female Genital Mutilation and witch craft abuse. The session is at the Council Offices on Friday 18th March, 2016 from 9.30a.m. – 2.30p.m.</p>	<p>Partnership Tel. (01252) 398397 Email. <a href="mailto:andrew.lloyd@rushmoor.gov.uk">andrew.lloyd@rushmoor.gov.uk</a></p>
11.04.16	<p><b>Supporting Troubled Families</b></p> <p>Monitoring and review of the Supporting Troubled Families initiative.</p>	<p>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.</p>	<p>A further update will be provided at the meeting in April, 2018.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Services Tel. (01252) 398640 Email.</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
				<a href="mailto:gamer.yasin@rushmoor.gov.uk">gamer.yasin@rushmoor.gov.uk</a>
<b>Environmental Health Policy</b>				
15.06.15	<p><b>Food safety</b></p> <p>To examine the Council's Environmental Health policies relating to food safety.</p>	<p>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.</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) will provide a further update at the Panel's meeting in <b>April, 2017</b>.</p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. <a href="mailto:colin.alborough@rushmoor.gov.uk">colin.alborough@rushmoor.gov.uk</a></p>
09.02.16	<p><b>Pollution / environmental control</b></p> <p>To examine the Council's Environmental Health policies relating to pollution and environmental control.</p>	<p>On 8th February, 2016, the Environmental Health Manager (Pollution / Environmental Control) updated the Panel on the work of the pollution / environmental control service.</p> <p>It is anticipated that further updates will be received at least every two years.</p>	<p>The Environmental Health Manager (Pollution / Environmental Control) will provide an update on pollution / environmental control services (including regulation of mobile home parks) at a Panel meeting in, <b>2018</b>.</p>	<p>Helen Lolley Environmental Health Manager (Pollution / Environmental Control) Tel. (01252) 398170 Email. <a href="mailto:helenlolley@rushmoor.gov.uk">helenlolley@rushmoor.gov.uk</a></p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
15.09.14	<p><b>Health and safety</b></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 15th September, 2014.</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 <b>September, 2016.</b></p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. <a href="mailto:colin.alborough@rushmoor.gov.uk">colin.alborough@rushmoor.gov.uk</a></p>
<b>PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT</b>				
<b>Democratic Renewal and Elections</b>				
10.06.13	<p><b>Localism Act 2011</b></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>The Head of Strategy, Engagement and Organisational Development to provide a further update in due course.</p>	<p>Karen Edwards Head of Strategy, Engagement and Organisational Development Tel. (01252) 398800 Email. <a href="mailto:karen.edwards@rushmoor.gov.uk">karen.edwards@rushmoor.gov.uk</a></p>



DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
<b>Concessions and Supporting Local Organisations</b>				
1811.13	<b>Grants to organisations</b>  To consider the process by which the Council makes decision on how to allocate its funding of local organisations.	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.	Peter Amies Head of Community and Environmental Services Tel. (01252) 398750 Email. <a href="mailto:peter.amies@rushmoor.gov.uk">peter.amies@rushmoor.gov.uk</a>
15.06.15	<b>Rushmoor Voluntary Services</b>  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. <a href="mailto:peter.amies@rushmoor.gov.uk">peter.amies@rushmoor.gov.uk</a>
17.11.14  11.04.16	<b>Citizens' Advice Rushmoor</b>  To consider the role of the CAB in the community.	An update was received from Alex Hughes, Chief Officer of Rushmoor Citizens' Advice Bureaux on 17th November 2014.  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 <b>April, 2018.</b>	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. <a href="mailto:peter.amies@rushmoor.gov.uk">peter.amies@rushmoor.gov.uk</a>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
14.09.15	<b>Food banks</b>	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. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a>
23.03.15	<b>Community Transport</b>  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. <a href="mailto:peter.amies@rushmoor.gov.uk">peter.amies@rushmoor.gov.uk</a>

Chairman - Cr. Barbara Hurst

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Last updated - May, 2016

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

<b>13th June 2016</b>	Farnborough and Cove War Memorial Hospital Trust Meals on Wheels Review of Budget Portfolio
<b>12th September 2016</b>	Police and Crime Commissioner Health and Safety
<b>14th November 2016</b>	
<b>30th January 2017</b>	
<b>10th April 2017</b>	Food Safety
<b>Date to be confirmed</b>	Safer Rushmoor Partnership Hampshire Police Rushmoor Voluntary Services

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