



RUSHMOOR BOROUGH COUNCIL

COMMUNITY POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Thursday, 7th April, 2016 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr M.S. Choudhary (Vice-Chairman)

Cllr Sophia Choudhary
Cllr R. Cooper
Cllr Liz Corps
Cllr Jennifer Evans
Cllr S.J. Masterson
Cllr M.J. Roberts
Cllr P.F. Rust

Enquiries regarding this agenda should be referred to the Lauren Harvey,
Democratic and Customer Services, 01252 398827
lauren.harvey@rushmoor.gov.uk.

A G E N D A

1. **MINUTES – (Pages 1 - 6)**

To confirm the Minutes of the Meeting held on 4th February, 2016 (copy attached).

2. **FRIMLEY PARK HOSPITAL NHS FOUNDATION TRUST –**

Sir Andrew Morris, Chief Executive of Frimley Park Hospital NHS Foundation Trust, has been invited to the Panel to provide an update on the hospital and any issues it may have faced over the last year.

3. **REVIEW OF REGISTERED PROVIDERS 2015/16 – (Pages 7 - 12)**

To receive the Registered Providers Review Group Report No. EHH 1608, which provides details on the outcome of the 2015/16 Registered Provider Review (copy attached).

4. **WORK PROGRAMME – (Pages 13 - 22)**

To note the Community Policy and Review Panel's work programme for 2015/16 (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.

COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 4th February, 2016 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cr. M.D. Smith (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

Cr. Sophia Choudhary	Cr. Jennifer Evans	Cr. S.J. Masterson
Cr. R. Cooper		Cr. M.J. Roberts
a Cr. Liz Corps		Cr. P.F. Rust

An apology for absence was received on behalf of Cr. Liz Corps.

16. MINUTES –

The Minutes of the Meeting held on 19th November, 2015 were approved and signed by the Chairman.

17. FIRST WESSEX – UPDATE –

The Panel welcomed Ms. Carol Williams Operations Director, to the Meeting and was introduced to Mr. Mark Batchelor, Property Services Director.

The Panel was reminded that during First Wessex's previous update, it had discussed welfare benefit changes, the impact that would have had on residents and predictions for the following year. It was acknowledged that First Wessex had not foreseen the introduction of 1% rent reductions and the implications of that over four years. Members heard that this would result in a £16million reduction in income over the four-year period and First Wessex would need to make £10million in savings to manage the loss. Ms. Williams advised the Panel that First Wessex aimed to continue to strengthen the association as a whole although it had been likely that some services provided to residents would be affected.

Ms. Williams discussed a number of ways in which the association aimed to reduce its costs and the Panel heard that it was necessary to close and sell its office building in Eastleigh. Future staffing reductions had also been considered and Ms. Williams explained that the association would try to do this through voluntary arrangements and natural turnover, where possible.

Another way First Wessex aimed to make savings was by extending the life span of their kitchens, bathrooms and boilers by up to three years.

However, they had planned to work alongside their tradesmen to ensure that the kitchens, bathrooms and boilers lasted those extra years and residents continued to receive a good service.

It was noted that the First Wessex offices based in Rushmoor had now closed their reception to the public, excluding those who had arranged prior appointments. It was heard that during the transition period, reception staff had been available to assist the public in using their digital services as they had not wanted their customers to be turned away. Ms. Williams explained how this change would help save money; a visit to the association had previously cost the association £12 per transaction, whereas a digital transaction only cost 5p each.

The Panel was advised that First Wessex had discussed its development programme and believed that the number of properties developed per year would have dropped from 6/700 to 400 units per annum. However, Members were reassured that the association had not wanted to end the development programme and had been considering ways to continue the programme on a smaller scale.

Ms. Williams updated the Panel on its Homes and Communities Agency (HCA) 'governance' rating, which had improved and was now G1. It was noted that the HCA had been pleased with progress and considered First Wessex as being more fit for purpose.

Ms. Williams and Mr. Batchelor answered questions from Members and the Chairman thanked them for their update.

The Panel **NOTED** the update.

18. **NEIGHBOURHOOD RENEWAL STRATEGY – UPDATE –**

The Panel welcomed Ms. Debbie Whitcombe, Neighbourhood Development Officer, who had been invited to the meeting to provide Members with an update on the Neighbourhood Renewal Strategy. Members had been provided with a brief background of the strategy which had recognised three areas, Cherrywood, North Town and Aldershot Park as needing significant improvements to address deprivation and reduce inequalities. It was heard that a priority had been set for the Borough, which aimed to ensure that none of the Rushmoor wards were placed in the bottom 20% of the national Indices of Multiple Deprivation (IMD).

It was noted that Cherrywood had been a priority area and that the closure of the Mayfield Job Club had caused concern, the partnership had responded to this and raised £4,000 to establish an Internet and Skills Café. Work carried out within the Café had helped some residents find employment. The PEBL (Prospect Estate Big Local) Partnership helped fund the Skills Café and had also arranged a family fun day which was attended by over 200 people.

The Panel noted that, since 2014, 73 people had completed the Skilled Up programme, of which 24 had found employment, 34 had moved onto further education, 28 had passed the Construction Skills Certification Scheme tests and 30 had gained a Level One Health and Safety in a Construction Environment Certificate. Members were advised that this programme helped break cycles of inactivity and motivate those participating. Skilled Up projects had also been held in Aldershot.

A reduction in anti-social behaviour had been a key target for Cherrywood and it was noted that incidents had reduced by 32%. This had been achieved through an increased police presence in the area. Students from Grange Infant School had taken part in four Junior Warden sessions, where the children had had the opportunity to report issues and find out if those issues had been resolved.

Ms. Whitcombe informed the Panel that some work had been linked to the Health and Wellbeing Partnership work programme. Local sessions had been arranged, including drug and alcohol awareness sessions. Also, 'swim for £1' and street games basketball had encouraged a large number of children to partake in sporting activities. Other community facilities included the Friday Night Youth Club and Creating Futures, increased use of the Prospect Centre, a free bus pass scheme, Cove Brook cycle way and a completed consultation for Moor Road.

The Panel heard that while Cherrywood had been a priority area, similar projects had been carried out in Aldershot Park. Staff had been visiting the area one day per week and had arranged regular meetings in the community. An Active Families programme had also been set up that had provided a range of free sporting activities for local residents.

In September, 2015, the Index of Multiple Deprivation data was released and Members noted that it had been difficult to compare with 2010 as some indicators had changed. The data indicated that Rushmoor had only two Lower Super Output Areas (LSOA) in the bottom 20% of areas of deprivation in England, whereas previously, three LSOAs had been in the bottom 20%.

It was advised that while some issues had been specific to a small number of wards within the Borough, Borough-wide issues had also been identified, for example, income deprivation affecting children and older people.

To conclude, Ms. Whitcombe informed the Panel that a detailed review of the IMD data and IMD workshops had been planned. There had also been plans to respond to issues in priority neighbourhoods and continue delivery of the live actions in the rolling plan.

The Panel **NOTED** the update.

19. HOUSING OPTIONS – UPDATE –

Ms. Suzannah Hellicar, Housing Options Manager, was welcomed to the meeting. Members had received Report No. EHH 1603 'Housing Options Update 2015/16' which provided an update on the work and the performance of the Housing Options Team for the period of April – December 2015 and focused on the challenges faced by the team as a result of the economic climate, there had been specific concern around rough sleepers, complex clients and advice and prevention work.

It was noted that the team comprised of 8.5 officers:

- Housing Options Manager
- Senior Housing Officer
- x5 Permanent Housing Officer & x1 Temporary Housing Officer
- 0.5 Housing Allocation Officer

The Panel was then reminded of the purpose of the Housing Options Team: 'to help people to solve their housing problem and to provide a suitable home to those in housing need'. The aim of the team was to prevent homelessness by working with customers to keep them in their existing homes. When this had not been possible, the team was able to explore a number of options:

- Renting privately
- Temporary accommodation
- Shared ownership schemes
- Social rented housing

It was heard that many residents had continued to seek advice in person as 2,338 different households had visited the reception desk to contact the team this year, in comparison to 2,437 last year.

Some challenges faced by the team had been thought to continue over the following years. These had included a limited supply of suitable accommodation for permanent housing, including those who require adapted properties, the complexity of vulnerable individuals' needs and those individuals that had fallen between services and cuts to Hampshire County Council's Supporting People budgets and the rationalisation of services. It was also noted that there had been an increase in the number of rough sleepers, particularly in Aldershot Town Centre.

The reduction in suitable accommodation had resulted in housing officers spending more time carrying out robust assessments and finding private rented accommodation. This meant that there had been less time spent on preventing homelessness in the area and households had spent longer in temporary accommodation or had become homeless.

Members noted that cuts to local services, including Hampshire County Council's Supporting People budgets, had left some vulnerable individuals without support. Those that had complex needs, such as, addictions, poor social skills or an offending history had been more difficult to find suitable

accommodation, resulting in some being placed in unsuitable accommodation, which had often led to tenancies failing. The Panel was informed that the team had spent a lot of time supporting vulnerable people with complex needs. However, this had been challenging as the team had not always had the right resources to meet those needs.

At a previous Panel meeting, Members had been updated on the homelessness in Aldershot Town Centre's High Street car park. Members heard that, in conjunction with the Council's Legal Team, the Community Safety Team and The Police, a proactive and legal centred approach had been taken to stop the anti-social behaviour associated with rough sleeping. For example, not drinking, not urinating in public, not entering certain areas of Aldershot and causing trouble. It was noted that other authorities, such as Surrey Heath and Basingstoke, had seen a significant increase in the number of rough sleepers.

A multi-agency pop up 'hub' had taken place last August in the Princes Hall, Aldershot, to address rough sleeping issues. It was noted that the purpose of this project had been to bring agencies together and look at different approaches used to deal with people for whom traditional models of service delivery had not worked. The 'hub' was supported by twelve services and delivered front facing services to the street homeless people from one location. The Panel heard that 24 rough sleepers / sofa surfers had accessed the 'hub' and eight had been accommodated as a result of the 'hub' in bed and breakfast accommodation (B&B). Members heard that of the eight placements, all but two had been lost.

While the 'hub' had been successful, it was noted that it had not resolved street homelessness in the Borough. The Panel was informed that there had been between twelve and fifteen entrenched rough sleepers and it had been difficult to resolve the needs of that client group. It was thought that a multi-agency approach would be needed to succeed.

The Panel noted that the number of people in the housing allocation pool had been consistent with the previous year and heard that the highest demand had been for one-bedroom accommodation.

Ms. Hellicar informed the Panel that the Housing Options Team had worked in partnership with local agencies and other advice givers, e.g. the Citizens Advice Bureau, to prevent people from losing their homes. This had been done by providing comprehensive advice and financial / debt assistance and by working closely with people to ensure that they had understood their obligations and the consequences of their actions to avoid losing their accommodation. It was noted that the main reasons for seeking advice and assistance had remained similar to previous years, e.g. eviction by family and friends and unsuitable properties due to medical circumstances.

Members noted that the number of rent bonds were likely to reduce by 20/30 due to the difficulty of securing private sector accommodation and the length of time spent in temporary accommodation increasing. Also, the Panel heard that the number of homelessness applications had increased and it had

been likely that the next year would exceed the previous year by approximately 40 applications.

The Panel were advised that the Housing Options Team had worked hard to keep households out of B&Bs and the time spent in this temporary accommodation had reduced from five weeks to 3 1/2 weeks. It was heard that Clayton Court had helped reduce figures as it offered 45 units at no cost to the Council. It was noted that work was being carried out with Hyde Housing Association with the aim of beginning to use eight empty flats as temporary accommodation.

It was concluded that while the Team had faced a number of challenges, it had continued to meet statutory obligations to homeless people through partnership working and the exploration of new and innovative ways to support customers.

The Panel **NOTED** the update.

20. **WORK PROGRAMME –**

The Panel **NOTED** the work programme and work schedule.

The Meeting closed at 8.56 p.m.

M.D. SMITH
CHAIRMAN

REVIEW OF REGISTERED PROVIDERS 2015/16

1. INTRODUCTION

1.1 This report is to inform members of the Community Panel on the outcome of the 2015/16 Registered Provider (RP) Review. The purpose of the review meetings is to scrutinise performance and develop partnership working. The report gives an overview of the scrutiny process and for each of the RP's reviewed identifies:

- What is working well
- Causes for concern
- Issues to follow up

2. BACKGROUND

2.1 The Community Panel RP Review Sub group comprised:

Members	Officers
Councillor Mike Smith (Chair) Councillor Charles Choudhary Councillor Jennifer Evans Councillor Mike Roberts	Zoë Paine Sue Thornett.

2.2 RP's Reviewed in 2015/16 were:

Registered Provider	Meeting Date
Accent Peerless	12 th November 2015
Oak Housing Association	16 th December 2015
Stonewater Housing Association	20 th January 2016
A2 Dominion	11 th February 2016

3 The Scrutiny Process:

3.1 Each RP is required to submit financial and performance information in advance of the meeting. This gives members and officers the opportunity to consider the information in advance and to give structure to the questioning process.

3.2 Accompanied site visits are made prior to each meeting, providing members and officers with the opportunity to understand the location, nature and quality of the housing stock..

4 Key Issues explored through the review process:

- 4.1
 - Performance Management
 - Quality of housing and development opportunities
 - Customer Satisfaction
 - Estate Management and Repairs
 - Anti-Social Behaviour
 - Impact of housing reforms, including the 1% rent reduction

5 Summary of Review Group findings

5.1 **Accent Group – Rushmoor stock of 158 mixed tenure units: 50 general needs rent, 57 shared ownership, 7 leasehold, 34 Intermediate rent, 10 Market rent**

The review followed a period of intensive partnership working between the housing association, council officers and elected members to resolve problems associated with flooding issues at Stafford House in the winter of 2014/15. Accent invested over £1million to resolve these issues and compensate their residents. Stafford House is now used by Hampshire Fire and Rescue as a high-rise training site.

The site visit identified that the front and back doors in Whitley Court were not shutting properly; Councillors were also disappointed with the condition of the communal areas at Whitley Court. The doors have since been repaired and a funding bid has been put forward to bring forward the redecoration works to 2016/17.

Accent has a dedicated leasehold officer who will be carrying out a comprehensive review of service charges in 2016/17. Accent is able to offer leaseholders help with flexible payment plans for the costs of section 20 major works.

Accent has revised their business plan to reflect the 1% rent reduction, they have a centralised contact centre and will be looking to secure cost savings by extending kitchen and bathroom replacement cycles and retendering their repairs contract

Customer satisfaction levels are slightly lower than Accent would like, however the review group recognised that this may be a reflection on the recent problems at Stafford House and organisational change and are confident that Accent are putting the right structure and processes in place to improve this.

5.2 **Oak Housing Ltd- Rushmoor stock of 45 units of temporary accommodation**

Oak are a London Based *for profit* housing association and new to Rushmoor. They have converted the former Sargent's Mess, which is part of the Wellesley development to form 45 units of much needed temporary accommodation in Aldershot for up to 7 years, when the area is scheduled to be redeveloped. The scheme has been occupied since August 2015. Oak became a registered Provider of affordable housing in 2015, this meant the format of the meeting was less about performance review and more focussed on building our working relationship.

At the site visit Councillors were impressed with the building, the outside greenspace and the approach of the scheme manager. During the meeting Councillors were interested to know what would happen at the end of the 7 years period. Oak are keen to explore alternative schemes with the council's housing team including holding further discussions with Grainger about access to additional empty buildings.

Oak were open and honest about teething / snagging problems when the scheme was first handed over and are now resolved. RBC officers are happy with Oak's management and maintenance processes and procedures, and any issues are dealt with as they arise.

5.3 **Stonewater - Rushmoor stock of 96 units: 71 general needs rent, 2 shared ownership 24 sheltered housing 1 wheelchair home and 1 leasehold home.**

Stonewater is a new organisation formed through the merger of Raglan and Jephson Housing associations in December 2014. The merger has meant a period of restructuring and re-allocation of management patches and Rushmoor is now included in a management patch of 700 units across Rushmoor, Winchester and Basingstoke.

Stonewater are undertaking a strategic review of their asset base. They are working with the strategy and enabling team on the redevelopment of Wavell Court to provide 6 x 1 bed and 2 x 2 bed affordable rented flats and are currently on site. There may be other opportunities to dispose of or regenerate stock in the longer term and Stonewater will work with the Strategy and Enabling team to achieve the best outcome for Rushmoor residents as decisions are made.

The organisation has a clear understanding of the impact of welfare reform on their residents and the merger/ restructure and asset review will enable them to accommodate the challenges of the 1% rent reduction.

From the site visit councillors felt that the properties are generally well maintained although at Upper Union Street there were issues with intercoms

not working properly and the maintenance and cleaning of some of the communal areas Councillors also asked if spy holes could be installed into doors to improve safety for residents.

Councillors had received complaints about grounds maintenance and cleaning contractors not turning up. Stonewater explained that there had been an issue with the sub-contracting of work and that this would be addressed in their new maintenance contractual arrangements.

The Chair suggested that Stonewater be invited back next year once the new management and maintenance arrangements are more established.

5.4 **A2 Dominion- Rushmoor housing stock 369 units 184 rent 100 shared ownership 85 leasehold**

A2 are an established housing association with good performance in all areas. The site visits at both Concept House and Farnborough Central schemes are of a high quality. The panel were shown the difference in the condition of door entrances and communal areas of two identical blocks, one occupied by general needs rented residents and the other by shared ownership residents. The difference in condition was marked and the A2 officers explained this as being due to the more intensive use and the number of children occupying the rented block compared to the shared ownership block.

During the meeting A2 explained that they will not be developing Section 106 sites going forward as they are not happy with the design and build standards and are constrained by having to use managing agents in delivering the most cost effective management and maintenance service to residents.

In respect of housing reform A2 are investing in improved customer services, a Right to Buy administration service and trained outreach officers to assist residents with welfare reform problems. A2 are looking to develop 1000 new homes each year in London and the South East and keen to explore joint venture working with Local Authorities to achieve this.

6 **Conclusion**

The RP Review process plays an important role in developing a good understanding of the affordable housing stock in the borough where it is located, what condition it is in and how well it is managed. The site visits and meetings also provide an opportunity to develop working relationships with our housing providers; they provide a platform to hold open and candid conversations around any concerns and to work together to resolve any problems.

Recommendation

That a review programme is scheduled for 2016/17.

Councillor Mike Smith
Chairman of Community Policy and Review Panel
ON BEHALF OF THE RP REVIEW GROUP

Background papers:

- Minutes of the review meetings
- Supporting documents supplied by RP's.

Contacts:

Zoë Paine: Housing Strategy & Enabling Manager Tel: 398687

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COMMUNITY POLICY AND REVIEW PANEL WORK PROGRAMME

Set out below are the key issues which form the Panel's on-going work programme. The topics covered reflect the following:

- the development of a new policy for recommendation to the Cabinet
- 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 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.

HEALTH AND HOUSING PORTFOLIO

ACCOUNTABILITY AND AREAS OF RESPONSIBILITY

Housing Matters

- To carry out the Council's strategic housing and enabling role by identifying housing need and considering and developing initiatives to meet that need through work with the statutory, voluntary and private sectors.
- To consider, approve and keep under review the Housing Strategy, Homelessness Strategy and Private Sector Housing Renewal Strategy in accordance with Department of the Environment, Transport and the Regions guidelines.
- To deal with matters relating to registered social landlords operating in the Borough and the Housing Corporation and commit capital expenditure to develop new and improved affordable housing in the Borough.
- To carry out the Council's statutory duties under the homelessness legislation including the provision of a comprehensive free housing advice service and the responsibility for a homelessness strategy.
- To monitor and review the portfolio of temporary accommodation for the homeless and review that provided by registered social landlords.
- To maintain a housing register, allocations scheme and choice in lettings policies and the nominations policies and agreements with registered social landlords.
- To deal with all matters relating to the condition, repair, improvement, adaptation and energy efficiency of private sector dwellings, including houses in multiple occupation pursuant to the Housing Act 2004.
- To carry out the Council's statutory duties in relation to the licensing of houses in multiple occupation, pursuant to the Housing Act, 2004.

- To provide Private Sector Renewal Grants for the repair and adaptation of dwellings, in accordance with legislation and the Private Sector Housing Renewal Strategy.
- To carry out the Council's responsibilities under the home energy legislation, particularly in relation to energy efficiency and fuel poverty.

Care in the Community Matters

- To undertake the Council's role in respect of care in the community policy issues, social needs and supporting people in conjunction with appropriate other organisations, including the County Council, Primary Care Trust, health trusts and the voluntary sector.
- To monitor and review services to the local community in relation to the Health and Housing Portfolio and administering grants as appropriate, in particular to the Hampshire Youth Bureau, Step by Step, Relate and the local home improvement agency.

Health Matters

- To liaise and co-ordinate with local health organisations and bodies to improve facilities in the Borough.
- To work in partnership with local health organisations and bodies to promote the health needs of the Borough and in particular to support the activities of the Healthy Rushmoor Alliance.
- To exercise the Council's functions in relation to health education and to participate in local and national initiatives and campaigns as appropriate.

SCRUTINY

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
HOUSING MATTERS				
11.12.03	First Wessex (FW) - Performance and Review	<p>FW to attend one meeting of the Community Panel each year to cover scrutiny, performance and delivery. Two Joint FW and RBC joint Business Meetings to be held as a pilot arrangement. Items for the Panel meeting to be submitted to the Head of Environmental Health Housing Services in advance.</p> <p>A special meeting was held on 6th February, 2014 at 2.30 pm with various members to discuss leaseholder service charges and service charges in general.</p>	<p>The FW / RBC Business meeting took place on Thursday, 23 July, 2015 the next business meeting will take place in 2016.</p> <p>FW attended the meeting of the Panel on 4 February, 2016. They will be invited to provide the Panel with an update during the 2016/17 Municipal Year.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>
15.06.06	Registered Providers of Social Housing Review Group (RPSHs)	<p>The RPSH Review Group has been set in order for Members to meet with Registered providers of social housing.</p> <p>The emphasis of the meetings was to question the landlords on:</p> <ul style="list-style-type: none"> • housing management, 	<p>Appointments to the Group were made at the Panel meeting on 11 June, 2015 for the 2015/16 Municipal year.</p> <p>The Group would meet to agree what Associations would be Reviewed and the questions that would be raised.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Page 16		<ul style="list-style-type: none"> • maintenance of property • the environment • tenant involvement • customer service • with development issues being secondary. 	<p>Meetings for the Group for this municipal year to be organised and a work programme to be agreed.</p> <p>An outcome report of the Review for 2015/16 would be submitted to the meeting of the Panel on 7 April, 2016.</p>	
HEALTH MATTERS –				
Jan, 2007	<p>Health Issues</p> <p>Monitoring and influencing the configuration and delivery of local health services.</p> <p>Review the implications of the Government's White Paper and to engage with the Director of Public Health, local GPs and Frimley Park Hospital.</p>	<p>The Panel has a key role in monitoring and influencing the public health agenda. The Panel has agreed that a Health Issues Standing Group would be appointed to discuss any current and future consultation relating to health issues / changes in the area. The outcome of the meeting would be submitted to the Panel for agreements.</p>	<p>Meetings of the Health Issues Standing Group to be organised for 2015 /16 Municipal Year and a programme of work to be developed for the Year.</p>	<p>Andrew Lloyd Chief Executive Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk /</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
CARE IN THE COMMUNITY				
04.09.07	Neighbourhood Renewal Strategy	Louise Webber, Community Development Manager, and Debbie Whitcombe, Neighbourhood Development Officer, attended the meeting of the Panel on 24 September, 2014 and provided an update on Year 3 of the Neighbourhood Renewal Strategy.	An update was provided to the Panel on 4 February, 2016.	Ian Harrison, Corporate Director Tel. (01252) 398400 ian.harrison@rushmoor.gov.uk

POLICY

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
HOUSING MATTERS				
2008/2010	Housing and Homelessness Strategies 2011-2016 and Action Plan	<p>The Panel has appointed a Housing Strategy Group, comprising councillors and representatives from a range of organisations, to debate the key themes and issues, help set the objectives and aims, look at options and assist in formulating actions and targets for the Housing Strategy.</p> <p>A new strategy for the period 2011-2016 had been prepared taking into account national, regional, sub-regional and local issues and incorporates the Empty Property Strategy.</p>	<p>The Panel received a report which sought views on the draft Housing and Homelessness Strategy 2011-16 at its meeting on 16th June, 2011. The proposed draft would be circulated to partners and stakeholders for consultation and the final version to Cabinet.</p> <p>The 2011/16 Strategy performances and Delivery Plan / action plan was submitted to the meeting of the Panel on 12th September, 2012.</p> <p>The Panel would continue to monitor the work of the Housing Options Team, the most recent update was provided to the panel on 4 February, 2016.</p> <p>The Panel received the Housing and Homelessness Strategy 2011-2016 – Update 2015 at its meeting on 17 September, 2015.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
29.03.2012	Welfare Reform	<p>At the meeting of the Panel on 29th March, 2012, it was requested that this item would be added to the Panel's programme of work as a result of the significant changes to the Borough as a result of the Welfare Reform.</p> <p>The Panel agreed that a task and finish group should be established including the Cabinet Member for Concessions and Community Support in order to consider the preparation for the development of the council tax support scheme.</p>	<p>Ian Harrison provided details of the Welfare Reform and the requirement for local authorities to develop a local council tax support scheme at its meeting on 29th March, 2012. A task and finish Group was appointed to develop the support scheme.</p> <p>The Panel to receive yearly updates on progression.</p> <p>An update was presented to the Panel on 19 November, 2015.</p>	<p>Ian Harrison, Corporate Director, Tel. (01252) 398400, Email. ian.harrison@rushmoor.gov.uk</p>

COMMUNITY POLICY AND REVIEW PANEL

WORK FLOW – 2015 / 16

11 June 2015	A Dubarry	Step by Step Appointments to Groups
Mid-Cycle Meeting 3 September 2015 5.30pm		
17 September 2015	Z Paine S Hellicar	Housing & Homelessness Strategy Homelessness in Multi-Storey Car Park, Aldershot
Mid-Cycle Meeting 22 October 2015 5.30pm		
19 November 2015	S Banister I Harrison	North East Hampshire & Farnham CCG Vanguard Programme Welfare Reform
Mid-Cycle Meeting 7 January 2016 5.30pm		
4 February 2016	C Williams L Webber / D Whitcombe S Hellicar	First Wessex Neighbourhood Renewal Strategy Housing Options Update

Mid-Cycle Meeting 17 March 2016 5.30pm		
7 April 2016	A Morris Z Paine	Frimley Park Hospital Outcome of Review of Registered Providers 2015/16

Lead Officer

Andrew Lloyd (Chief Executive)
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Panel Administrator

Lauren Harvey
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Last update: 30 March 2016

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