



## RUSHMOOR BOROUGH COUNCIL

# COMMUNITY POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Thursday, 11th June, 2015 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](mailto:lauren.harvey@rushmoor.gov.uk).

# **A G E N D A**

## **1. APPOINTMENT OF CHAIRMAN –**

To appoint a Chairman for the 2015/16 Municipal Year.

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

To appoint a Vice-Chairman for the 2015/16 Municipal Year.

## **3. MINUTES – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 26th March, 2015 (copy attached).

## **4. STEP BY STEP –**

The Chief Executive of Step by Step, Amanda Dubarry, has been invited to the meeting and will provide Members with a presentation on their current work and challenges faced by the organisation.

## **5. APPOINTMENTS –**

### **(i) Mid Cycle Meetings –**

To appoint group representatives to attend the mid-cycle meetings for the 2015/16 Municipal Year.

### **(ii) Health Issues Standing Group –**

To appoint Members to the Health Issues Standing Group for the 2015/16 Municipal Year. The Group previously consisted of the Chairman (Cr. M.D. Smith), Vice-Chairman (Cr. M.S. Choudhary) and one Member from the remaining political Group (Cr. M.J. Roberts).

### **(iii) Housing Strategy Standing Group –**

To appoint Members to the Housing Strategy Standing Group for the 2015/16 Municipal Year. The Group previously consisted of the Chairman (Cr. M.D. Smith) and Crs. D.E. Clifford, Liz Corps, Jennifer Evans, M.J. Roberts and M. Staplehurst.

### **(iv) Welfare Reform Task and Finish Group –**

To appoint Members to the Welfare Reform Task and Finish for 2015/16. The Group previously consisted of the Cabinet Member for Concessions and Community Support (Cr. A. Jackman), the Chairman (Cr. M.D. Smith) and Crs. Jennifer Evans, A.M. Ferrier and M.J. Roberts.

### **(v) Registered Providers of Social Housing Review Group –**

To appoint Members to the Registered Social Landlords Review Group for the 2015/16 Municipal Year. The Group previously consisted of the Chairman (Cr. M.D.

Smith) and Vice-Chairman (Cr. M.S. Choudhary) and Crs. Jennifer Evans and M. J. Roberts.

(vi) **First Wessex Housing Group/Rushmoor Borough Council Joint Business Meeting –**

To appoint Members to the Joint Business Meeting with First Wessex Housing Group for the 2015/16 Municipal Year. In 2014/15, the Group's membership comprised the Cabinet Member for Health and Housing (Cr. R. Hughes), the Chairman (Cr. M.D. Smith), the Vice-Chairman (Cr. M.S. Choudhary) and Cr. M.J. Roberts.

6. **WORK PROGRAMME – (Pages 5 - 14)**

To note the Community Policy and Review Panel's draft work programme for 2015/16 subject to review at the next mid-cycle meeting.

**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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## COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 26th March, 2015 at the Council Offices, Farnborough at 7.00 pm.

### Voting Members

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

Cr. D.M.T. Bell  
Cr. Sophia Choudhary  
Cr. D.E. Clifford

Cr. Liz Corps

Cr. Jennifer Evans  
Cr. M.J. Roberts  
Cr. P.F. Rust

### 380. MINUTES –

The Minutes of the Meeting held on 22nd January, 2015 were approved and signed by the Chairman.

### 381. FRIMLEY PARK HOSPITAL NHS FOUNDATION TRUST –

The Panel welcomed Sir Andrew Morris, Chief Executive of Frimley Park Hospital NHS Foundation Trust, who had been invited to the meeting to provide Members with an update on the current and potential future issues being faced by Frimley Park Hospital (FPH).

Sir Andrew Morris began the update by reflecting on the previous winter period, which included the lead up to Christmas. It was noted that the wrong strain had been used in flu vaccinations, resulting in an influx of children visiting Accident and Emergency with chest complaints in November, 2014. Adults had then began to experience similar health problems throughout December, 2014 and January, 2015. The Panel heard that the average general medical admissions per month, prior to the winter period, had been 1,850; this had increased in November to 1,900 and peaked at 2,312 in December. FPH had begun to see reductions in these numbers in 2015, with January admissions reaching 2,200 and 1,956 in February. Members were advised that this had put pressure on the hospital, which meant that the hospital had exceeded its four hour Accident and Emergency waiting standard. However, Sir Andrew Morris confirmed that he was hopeful this target would be met in March, 2015. The Panel was informed that FPH had cancelled between 40-50 operations during that time as there were difficulties with assigning beds to patients; to help with this issue, FPH had added an extra 30 beds on to the site. 20% of patients that were using beds at FPH were ready to be discharged, although they had nowhere to go; this issue was considered as on-going and the Hospital continued to look for solutions.

Members heard that the current quarter would be the first failed by FPH in eighteen previous quarters, however, the Hospital had felt that the cancellation of operations had helped them succeed in December as FPH did not have to close, which was a result of the winter pressures for a number of other hospitals.

Questions arose concerning staff to patient ratios and the Panel was informed that the Hospital aimed for one member of staff for eight patients during the day and one member of staff for ten patients during the night. It was stated that there was an intention to improve night cover as agency staff had been used. The Hospital had hired staff from the Philippines and also a number of students had worked at FPH. Some of these had been offered jobs for after the completion of their studies. There was an intention to increase the number of consultants from four to six/seven at the weekends.

Members also questioned the current status of the FPH merger with Heatherwood and Wexham Hospitals and it was noted that there had been a turn around in the performance at the Hospitals. They had reached Accident and Emergency targets in February, 2015 and it was hoped this would continue.

The Panel **AGREED** that it would be beneficial to invite Sir Andrew Morris to attend a Panel meeting alongside representatives from the local CCG and Hampshire County Council to discuss the connections between the services they deliver.

The Panel **NOTED** the update.

### 382. **REVIEW OF REGISTERED PROVIDERS –**

At the request of the Panel, the Registered Provider (RP) Review Group had prepared Report No. EHH1507, which provided details on the outcomes of review meetings held to scrutinise performance and develop partnership work of RPs during 2014/15. Ms. Zoe Paine, Housing Strategy and Enabling Manager, gave a presentation which provided Members with further information on the reviews for 2014/15. The RPs reviewed in 2014/15 were Stonham, Radian, Sanctuary and Hyde.

It was heard that each RP was required to submit financial and performance information in advance of the meeting, which enabled Members and Officers to structure the questioning process. Site visits were also made prior to each meeting which provided an opportunity to understand the location, nature and quality of the housing through observation and meeting residents. The key issues explored were performance management, quality of housing and development opportunities, customer satisfaction, estate management and repairs, anti-social behaviour and impact of Welfare Reform.

An overview of each RP was then provided; Ms. Paine highlighted issues that had been raised as a result of the reviews and it was noted that a number of these issues were to be followed up by the relevant RPs. The Panel heard that Stonham had been involved with the closure of Skunkworks in

Aldershot as it was felt that a shop of that nature could have had a negative impact on the area in which the RP provided housing.

It was concluded that the RP Review process had played an important role in developing a good understanding of the affordable housing stock in the Borough. The Panel noted that the site visits had been a key component in the development of working relationships with the housing providers; this then enabled the Council and associations to work together in resolving problems.

The Panel **ENDORSED** the Report.

### 383. **PRIVATE SECTOR HOUSING IN RUSHMOOR –**

The Panel received a presentation from The Head of Environmental Health and Housing, Ms. Qamer Yasin, and Private Sector Housing Officers, Ms. Sue Berry and Mr. Del Smith, that supported a briefing note that had been provided to Members. The presentation informed Members on the work of the Private Sector Housing Team and the regulatory controls.

Ms. Yasin shared the percentages of what made up Private Sector Housing in the Borough: owner occupied, privately rented and other, which included social housing and empty properties. Members heard the definition of a house in multiple occupation (HMO) which was three or more persons in two or more households who were not related and who shared amenities. Landlords of HMOs were required to ensure that it was well managed, had adequate amenities, had appropriate means of escape and an early warning system in the event of a fire, there was no overcrowding or sub-letting and the property had a licence if it needed one. It was explained that a licence was required if the property was three or more storeys high and if it was occupied by five or more people; failure to comply could lead to prosecution.

Members heard that the regulatory controls were set by the Housing Act 2004, the Housing Health and Safety Rating System (HHSRS) and the Mandatory HMO Licensing Scheme. Enforcement powers were also discussed and it was noted that there were Category One and Category Two hazards, which influenced the following actions that could be taken, with an example of each given to the Panel:

- Hazard Awareness Notice
- Prohibition Order/Emergency Prohibition Order
- Improvement Notice
- Emergency Remedial Action
- Demolition Order/Clearance Area

The Panel then participated in a discussion that was influenced by a number of set questions, these questions allowed Members to share their understanding of the work done by the Private Sector Housing (PSH) Team, as well as their own opinions. The discussion also allowed the PSH Team to share photographs of previous incidents and the Panel was informed of how

those issues had been dealt with and what actions were or could have been taken in similar situations.

The Panel **NOTED** the presentation.

384. **PANEL ANNUAL REPORT 2014/15 –**

The Panel **NOTED** and **ENDORSED** the Report.

385. **WORK PROGRAMME –**

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

The Meeting closed at 9.37 p.m.

M.D. SMITH  
CHAIRMAN

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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

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### 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, Emmaus Project, 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)
<b>HOUSING MATTERS</b>				
11.12.03	<b>First Wessex (FW) - Performance and Review</b>	<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>FW attend one meeting of the Community Panel each year to cover scrutiny, performance and delivery. Two Joint FW and RBC joint Business Meetings are also organised.</p> <p>The FW / RBC Business meeting took place on Thursday, 12 February 2015 the next business meeting will take place on 23 July, 2015.</p> <p>FW to attend a meeting of the Panel in 2015/16.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>
15.06.06	<b>Registered Providers of Social Housing Review Group (RPSHs)</b>	<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"> <li>• housing management,</li> <li>• maintenance of property</li> </ul>	<p>The appointments will be made to the Group 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>Meetings for the Group for this municipal</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

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DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
		<ul style="list-style-type: none"> <li>• the environment</li> <li>• tenant involvement</li> <li>• customer service</li> <li>• with development issues being secondary.</li> </ul>	<p>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><b>Health Issues</b></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>
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DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
	<p><b>Health Watch</b></p> <p>Scrutinising and developing relationships and links with local health organisations and key partners.</p>	<p>Representatives from local health organisations and key partners to be invited to meetings of the Panel to provide details on performance management, current work / initiatives and financial background.</p>	<p>Organisations including Frimley Park Hospital, Surrey and Hampshire Border, PCT Commission Arm and Hampshire Local Involvement Network (Link).</p> <p>The Panel would continue to monitor the range of services provided at the Centre for Health, Aldershot.</p> <p>The Panel to receive details on the outcome of the HCC Health Scrutiny at a future meeting.</p>	<p>Andrew Lloyd Chief Executive Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk /</p>
<b>CARE IN THE COMMUNITY</b>				
04.09.07	<p><b>Neighbourhood Renewal Strategy</b></p>	<p>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.</p>	<p>A further update would be provided to the Panel on 17 September, 2015.</p>	<p>Ian Harrison, Corporate Director Tel. (01252) 398400 ian.harrison@rushmoor.gov.uk</p>

**POLICY**

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DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
<b>HOUSING MATTERS</b>				
2008/2010	<b>Housing and Homelessness Strategies 2011-2016 and Action Plan</b>	<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 monitor the work of the Housing Options Team and further updates to be provided to the Panel on 4 February, 2016.</p> <p>The Panel to receive 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)
2009/10	<b>Social Housing and the Recession</b>	<p>The Mid Cycle Members agreed to add this item to the Work Programme as a result of the current financial climate, and preventative work being undertaken by the Council.</p> <p>The Council had received funding a three-year Family Intervention Project in partnership with Hart District Council and Hampshire Support People to provide housing-related support</p>	<p>An update on home repossession figures was submitted to the meeting of the Panel on 25th November, 2010. The Panel would monitor and review housing benefit and other legislative changes, which may affect home repossession.</p> <p>The Panel will receive further updates when requested.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>
24.11.2010	<b>Housing Reform 2011</b>	<p>The Mid Cycle Members agreed to add this item to the Work Programme as a result of the significant affects and monitor the impact on the Borough as a result of the Housing Reform 2011.</p>	<p>Qamer Yasin prepared a briefing paper on the Tenancy Strategy, providing information on issues, obligations and timescale.</p> <p>The Panel to receive ongoing updates and performance measures on the Strategies.</p> <p>Mr Peter Walters attended the meeting of the Panel on 28 March 2013 and gave a presentation on the impact to registered providers of social housing following changes in Government benefit and housing policies, including the Council's Tenancy Strategy.</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	<b>Welfare Reform</b>	<p>At the meeting of the Panel on 29<sup>th</sup> 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 29<sup>th</sup> 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>Ian Harrison, Corporate Director, Tel. (01252) 398400, Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a></p>

# COMMUNITY POLICY AND REVIEW PANEL

## WORK FLOW – 2015 / 16

<b>11 June 2015</b>	A Dubarry	Step by Step Appointments to Groups
<b>17 September 2015 (Items to be confirmed)</b>	D Whitcombe Z Paine / S Ravenhill	Neighbourhood Renewal Strategy Housing & Homelessness Strategy
<b>19 November 2015 (Items to be confirmed)</b>	C Williams I Harrison	First Wessex Welfare Reform
<b>4 February 2016 (Items to be confirmed)</b>	S Hellicar	Housing Options Resources
<b>7 April 2016 (Items to be confirmed)</b>	Z Paine	Outcome of Review of Registered Providers 2015/16

**Lead Officer**

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**Panel Administrator**

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