



## RUSHMOOR BOROUGH COUNCIL

# BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Monday, 14th September, 2015 at 7.00 pm*

To:

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

Cllr T.D. Bridgeman  
Cllr D.E. Clifford  
Cllr A.M. Ferrier  
Cllr C.P. Grattan  
Cllr S.J. Masterson  
Cllr M.J. Roberts  
Cllr D.M. Welch

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. **MINUTES – (Pages 1 - 6)**

To approve the Minutes of the Meeting held on 15th June, 2015 (copy attached).

2. **FOOD BANKS –**

To receive an overview from Mr. Jamie Beaton, Community Development Worker, on the Bill Sergeant Trust Report on food banks and to receive updates from representatives from local food bank facilities within the Borough.

3. **BOROUGH SERVICES BUDGET PORTFOLIO – (Pages 7 - 18)**

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

4. **WORK PROGRAMME – (Pages 19 - 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, 15th June, 2015 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

### 1. **APPOINTMENT OF CHAIRMAN –**

**RESOLVED:** That Cr. Barbara Hurst be appointed Chairman for the 2015/16 Municipal Year.

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

**RESOLVED:** That Cr. A.R. Newell be appointed Vice-Chairman for the 2015/16 Municipal Year.

### 3. **MINUTES –**

The Minutes of the Meeting held on 23rd March, 2015 were approved and signed by the Chairman.

### 4. **APPOINTMENTS FOR 2015/16 –**

#### (1) **Mid Cycle Meeting –**

**RESOLVED:** That the Chairman (Cr. Barbara Hurst), the Vice-Chairman (Cr. A.R. Newell) and Crs. M.J. Roberts be appointed to attend the mid-cycle meetings for the 2015/16 Municipal Year.

#### (2) **Elections Group –**

**RESOLVED:** That membership of the Elections Group for the 2015/16 Municipal Year, as appointed by the Licensing and General Purposes Committee, being the Cabinet Member for Concessions and Community Support (Cr. A. Jackman), the Chairman of the Licensing and General Purposes Committee (Cr. A.M. Ferrier) and Crs. D.M.T. Bell, K. Dibble, Barbara Hurst, B. Jones and S.J. Masterson be endorsed.

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

**RESOLVED:** That the Chairman (Cr. Barbara Hurst) and Crs. D.E. Clifford, A.H. Crawford, C.P. Grattan and J.J. Preece be appointed to the Community Involvement Task and Finish Group for the 2015/16 Municipal Year.

5. **RUSHMOOR VOLUNTARY SERVICES –**

The Panel welcomed Mr. Greg Alexander, Chief Executive Officer of Rushmoor Voluntary Services, who attended the meeting to give an update on the activities and working arrangements of Rushmoor Voluntary Services (RVS).

It was advised that RVS was a charity that provided help and support to other charities and voluntary organisations, championed volunteering and ran the Rushmoor Volunteer Centre. RVS had 410 member organisations, an increase of 21% in the previous five years. It was felt that the growing membership was very positive and endorsed the key role of RVS in the Borough. RVS was currently funded through grants from Rushmoor Borough Council and Hampshire County Council; which enabled it to manage projects funded separately from grants and contracts that delivered community benefits.

Mr. Alexander reported on the work and projects of RVS, these included:

- Group Support, Training and Development – Group support through the provision of information and support to groups, that related to new projects, identification of funding streams and the creation of partnership opportunities. Training had been provided to 361 individuals from 94 organisations through the delivery of courses such as first aid, food hygiene, lone working and adult safeguarding. RVS also had a Development Officer who provided support to members and worked in the community with partners on a range of things, in particular key neighbourhood projects, community cohesion and links between groups and partner organisations.
- Volunteer Centre – The priority of the centre had been to place members of the public into volunteering and, through work with RVS members, to develop future volunteering opportunities. The outreach service based at Aldershot Library and Techstart had continued to identify new volunteers in the Aldershot area. Annually RVS hosted a recognition event at the Council Offices to celebrate different aspects of volunteering, in 2014 young volunteers had been recognised and for 2015 it would be the hard work of Board members and Trustees of local organisations.

- Blooming Marvellous – this project provided a valuable service to people with or recovering from mental illness. The group worked on a community garden based at the Aldershot allotments and carried out a range of gardening services for elderly and disabled residents. The Panel noted that funding for this project had been secured for a further three years through Broadhurst Welcome Home Ltd.
- Broadhurst Community Access Project – this initiative supported local people and provided essential support of life skills and other relevant issues. Funding had also been secured for this project for a further three years through Broadhurst Welcome Home Ltd.
- RVS Home Help – This service provided home cleaning and shopping services to elderly and frail people in the Borough. Clients were referred through health care professionals and adult services and users were charged for the service. The current client base was 358 individuals. Partial funding for users on benefits had in the past been provided by Hampshire County Council’s “Supporting People” initiative but this had stopped in March 2015. As a consequence, communication had been taking place with those affected to try and ensure that they could continue to receive the service.
- Transport – RVS were responsible for the provision of Rushmoor Dial-a-Ride and Fleet Link. The service, which operated under contract with Hampshire County Council, provided transport for residents unable to use or without access to public transport. It was noted that trips to places of interest were arranged as an extra service for users. The Community Transport Scheme also allowed member voluntary organisations and groups to hire minibuses at low cost. The scheme had been supported by volunteer drivers who were all fully Minibus Driver Awareness (MiDAS) trained. Over 1170 trips were made under the scheme per year.

Mr. Alexander gave an overview of the RVS Annual Review for 2014/15. Highlights of the report included:

- £357,785 in external funding received by RVS members for projects
- 410 member organisations
- 228 volunteers placed by the Volunteer Centre
- 279 individuals trained on accredited courses
- 82 volunteer MiDAS trained minibus drivers
- 69 clients of the Blooming Marvellous group of which there were 36 volunteers positively engaged in the project
- Six days per week of transportation provided by Dial-a-Ride, Fleet Link and Hart Shopper

It was also noted that during the autumn/winter of 2014/15 RVS had worked in partnership with Hampshire County Council (HCC), Basingstoke Voluntary Action and Hart Voluntary Action to develop a cluster of “Councils

for Voluntary Service” (CVS’) in North Hampshire. The plan would be to work together on initiatives, to strengthen partnership working and address priorities, as set out by HCC to tackle issues related to older people, children and families. It was hoped that these developments would improve efficiencies and create a more targeted approach to the work carried out by RVS.

In summary, Mr. Alexander advised that RVS was providing infrastructure support to voluntary and community groups in the Borough. It helped to build capacity to allow groups to help more residents when statutory services were implementing continued budgetary cuts. RVS was aware of the pressures on local authority funding and grants and had a three year plan that covered its financial and operational areas to allow it to continue working to make a difference in Rushmoor.

In response to a query regarding cuts in grants from the County Council, it was advised that RVS was aware that there would be a 3% reduction in the grant from HCC in 2015 and a further 3% in 2016. These reductions would be followed by a strategic review in 2018.

The Panel discussed supporting young people’s organisations and the five organisations in the Borough that would be most affected by proposed cuts by Hampshire County Council. It was advised that RVS was working with the charities/organisations to bring them together to avoid duplication and to identify joint priorities when applying for grants in the future. It was suggested that “Crowdfunding” could be considered going forward; this was a new initiative which involved funding a project or venture by raising monetary contributions from a large number of people, typically via the internet. It was also noted that other cluster groups of interest could be identified for similar initiatives.

In response to a question on the home help service and volunteers’ ability to identify clients that could be suffering from mental health issues, it was advised that volunteers didn’t have any formal training in this area and the centre relied on common sense. However, all clients were asked to sign a declaration stating that they gave their permission, for any concerns identified by the volunteer to be passed on to their next of kin or a medical professional.

<b>ACTION</b>	<b>BY WHOM</b>	<b>WHEN</b>
<ul style="list-style-type: none"> <li>An update on funding streams for Rushmoor Voluntary Services be given at a future meeting.</li> </ul>	Panel Administrator/Chief Executive Officer Rushmoor Voluntary Services	June 2016

The Chairman thanked Mr. Alexander for his presentation.

## 6. FOOD SAFETY –

The Panel welcomed Mr. Colin Alborough, Environmental Health Manager, and Mr. Oliver Robinson, Principal Food Safety Officer, who attended the meeting to give the Panel an update on the Council's Food Safety Policy including emerging issues and demand.

The Panel were made aware of a number of new issues and initiatives, including new legislation around food allergies and intolerances, food labels would highlight in "bold", food types that could cause allergic reactions and intolerances, such as nuts, wheat, milk etc. The Government had also produced "eatwell – your guide to healthy eating", the guide included eight top tips covering all aspects of eating a healthy balanced diet. It was advised that there had also been a new two stage cleaning process introduced to help combat germs such as e-coli.

Mr. Alborough advised of the purposes of the Food and Health and Safety Team, which were linked to the Council's purpose and themes and were developed through systems thinking principles. The purposes were:

- To ensure that food and drink on sale for human consumption, which had been produced, stored, handled or consumed in the Borough was without risk to the health and safety of the consumer.
- To enable good business.

The Panel noted that the service worked to the Food Standards Agency Framework Agreement and the Food Law Code of Practice, each of which described the role of an enforcing authority and provided risk based proactive and reactive intervention and business support.

Mr. Alborough reported on the demand on the service, especially:

- Inspecting and rating businesses – during 2014/15, 372 existing businesses were formally inspected and rated. Businesses were scored on a 0-5 Food Hygiene Rating, those with the lower score received support and intervention from the authority to bring their rating higher. It was noted that five businesses in the Borough rated one or below at the end of 2014/15.
- Supporting new business – during 2014/15, 135 new business were supported prior to opening and inspected and rated after opening.
- Responding to statutory notifications and having a reactive role with service requests – the service received around 550 service requests per year. These requests included complaints about food and food premises, food alerts/recalls and notifications of infectious disease.
- The role of Primary Authority to the British Army – wherever the British Army consumed food it did so in accordance with guidance agreed with

Rushmoor Environmental Health Services. A Primary Authority (PA) was a partnership between businesses and a single local authority for environmental health with the following characteristics:

- The PA provided robust and reliable advice which had to be respected by all local regulators.
- A national inspection plan could be produced to improve the effectiveness of inspections to avoid repeat checks
- The PA enabled better information sharing
- The PA had the authority to co-ordinate enforcement to ensure a consistent and proportionate response to issues
- Businesses had the right to decide on the level of support it received from its local PA
- A PA could recover costs

Moving forward, it was advised that the Food Safety Team would continue to support their customers by further embedding systems thinking principles into their work, by responding appropriately to emerging issues, by increasing regulatory review and by keeping relevant to the changing times. It was also noted that the teams would endeavour to recover more costs and increase income where possible.

In response to a query, Mr. Robinson advised that every primary food business in the Borough would be subject to a Food Hygiene Rating. Inspections took place on a rolling basis of 1-3 years depending on the risk level of the individual business; most businesses were well into their second or third inspection visit. It was noted that, if a business changed hands, an inspection would be carried out after a suitable period of time to ensure standards had been maintained; new business were contacted prior to opening with the offer of advice and support.

The Chairman thanked Mr. Alborough and Mr. Robinson for their presentation.

## 7. **WORK PROGRAMME –**

The Panel noted the current work programme.

The Meeting closed at 8.37 p.m.

BARBARA HURST  
CHAIRMAN



# Agenda Item 3

## REVENUE BUDGET 2015/16

Borough Services Panel	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>STATUTORY</b>				
Pollution & Environmental Control	257,766	272,620	272,500	280,580
Council Tax Support	7,069	97,880	88,190	201,100
Food Safety	194,039	175,980	155,660	170,630
Health & Safety	125,208	126,580	118,500	129,860
Electoral Registration	72,410	112,690	88,170	106,850
Elections	17,709	121,390	89,610	86,730
Licensing General	42,435	61,270	67,940	72,510
Hackney Carriages	53,646	56,820	57,390	63,270
Rent Allowances	26,080	28,580	(24,770)	(27,700)
Sub Total	796,363	1,053,810	913,190	1,083,830
<b>DISCRETIONARY</b>				
Grants to Major Voluntary Organisations	504,777	504,080	503,070	511,180
Integrated CCTV	180,474	182,930	200,600	205,290
Grants to Local and National Organisations	175,645	182,820	183,650	181,410
Community Patrol Team	159,031	174,370	170,670	176,300
Community Transport	54,315	55,840	55,340	55,380
Sustainability Initiatives	48,775	43,780	42,530	49,990
Pest Control	37,652	41,480	38,280	39,560
Emergency Callout	27,957	27,980	26,100	26,100
Meals on Wheels	11,363	12,350	12,410	12,640
Sub Total	1,199,990	1,225,630	1,232,650	1,257,850
<b>MIXED</b>				
Community Safety	167,577	167,070	158,840	144,900
<b>NET DIRECT COSTS</b>	<b>2,163,929</b>	<b>2,446,510</b>	<b>2,304,680</b>	<b>2,486,580</b>
Management Expenses	32,702	21,090	21,210	21,210
Support Service Recharges	1,795,771	1,496,900	1,618,520	1,671,730
Capital Accounting Charges	135,534	68,320	78,790	61,710
<b>NET EXPENDITURE</b>	<b>4,127,936</b>	<b>4,032,820</b>	<b>4,023,200</b>	<b>4,241,230</b>

### Notes:

A budget increase of £54,370 equates to a council tax increase of 1%, equivalent to an increase of £1.84 per year for a Band D property.

Employee costs vary year on year. Common reasons for fluctuations in employee costs are:-

- 1) Pay inflation - the budget assumes that employees will receive a cost of living pay increase of 2% during 2015/16.
  - 2) Changes to time allocations. Employee costs are allocated to the service(s) where staff spend their time. Each year
  - 3) Incremental progression within individual employee pay band.
  - 4) Accounting regulations for pension costs. Each year following a valuation provided by our actuaries, it is usual to
- The budget book notes provides details for fluctuation in staffing costs for any reason other than identified above.

## STATUTORY SERVICES

### 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.

Budget Officer: Q Yasin	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>EXPENDITURE</b>				
Employees	276,102	273,690	285,990	292,400
Premises Related	225	400	300	400
Transport Related	2,643	3,420	3,720	3,720
Supplies & Services	3,520	20,910	6,810	9,340
Transfer Payments	0	0	0	0
Third Party Payment	0	0	0	0
	282,489	298,420	296,820	305,860
<b>INCOME</b>				
Customer and Client Receipts	(7,174)	(10,200)	(6,400)	(7,000)
Other Grants & Contributions	(17,549)	(15,600)	(17,920)	(18,280)
	(24,723)	(25,800)	(24,320)	(25,280)
<b>NET EXPENDITURE</b>	257,766	272,620	272,500	280,580

#### Notes:

- 1 2013/14 Actual and 2014/15 Revised Estimate include a reduction in spend on contaminated land surveys as we have not been required to carry out any reactive surveys and a reduction in spend on local air quality strategy as we have prepared the report in house. These reductions in spend have continued into 2015/16 Estimate.

### 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.

Budget Officer: I Harrison	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>EXPENDITURE</b>				
Employees	163,510	185,370	170,630	200,600
Transport Related	442	450	500	500
	163,953	185,820	171,130	201,100
<b>NON RECURRING ITEM</b>				
Council Tax Support Scheme Hardship Fund	5,117	0	5,000	0
	169,069	185,820	176,130	201,100
<b>INCOME</b>				
Government Grants	(162,000)	(87,940)	(87,940)	0
<b>NET EXPENDITURE</b>	7,069	97,880	88,190	201,100

#### Notes:

- 1 Underspend due to vacant posts during 2013/14. The 2014/15 budget assumes that the service is fully staffed.
- 2 A non-recurring Council Tax Support (CTS) Scheme Hardship Fund was established during 2013/14. As CTS is a new scheme £5k was carried forward into 2014/15 to cover any cases that require ongoing support.
- 3 A phased reduction in admin subsidy grant. The budget assumes grant will no longer be payable in 2015/16.

## 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

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	193,973	187,110	168,480	170,730
Transport Related	1,732	1,360	920	920
Supplies & Services	2,512	3,750	3,540	3,580
Third Party Payments	0	0	0	0
	198,217	192,220	172,940	175,230
<b>INCOME</b>				
Customer and Client Receipts	(4,178)	(4,000)	(4,960)	(4,600)
Other Grants & Contributions	0	(12,240)	(12,320)	0
	(4,178)	(16,240)	(17,280)	(4,600)
<b>NET EXPENDITURE</b>	194,039	175,980	155,660	170,630

### Notes:

1 Fluctuations due to bi-ennial Air Show food inspections.

## HEALTH & SAFETY

### Service Purpose:

To ensure the Boroughs 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	123,547	124,960	118,580	128,200
Transport Related	1,045	630	630	630
Supplies & Services	615	990	1,490	1,030
Third Party Payments	0	0	0	0
	125,208	126,580	120,700	129,860
<b>INCOME</b>				
Customer & Client Receipts	0	0	(2,200)	0
<b>NET EXPENDITURE</b>	125,208	126,580	118,500	129,860

### Notes:

1 2014/15 Revised Estimate includes a vacancy saving.

1 2014/15 Revised Estimate includes training course income and expenditure.

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £	
<b>Budget Officer: A Colver</b>					
<b>EXPENDITURE</b>					
Employees	47,015	54,020	49,690	48,380	1
Transport Related	376	170	180	170	
Supplies & Services	50,525	60,000	90,500	81,500	2
	97,916	114,190	140,370	130,050	
<b>NON RECURRING ITEM</b>					
Transitional cost for Individual Elector Registration	0	49,000	0	0	
	97,916	163,190	140,370	130,050	
<b>INCOME</b>					
Customer and Client Receipts	(3,389)	(1,500)	(3,200)	(3,200)	
Government Grant	(22,116)	(49,000)	(49,000)	(20,000)	3
	(25,505)	(50,500)	(52,200)	(23,200)	
<b>NET EXPENDITURE</b>	72,410	112,690	88,170	106,850	

### Notes:

- 1 2014/15 budget includes temporary staff associated with the Individual Electoral Registration (IER) project.
- 2 Additional canvas fees, external printing, and postage costs together with IER project related computer equipment and software costs incurred during 2014/15. The 2015/16 assumes some additional IER related costs which will be funded by government grant.
- 3 Government grant received to cover the costs of the IER project during 2014/15. It anticipated that the grant will reduce during 2015/16.

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £	
<b>Budget Officer: A Colver</b>					
<b>EXPENDITURE</b>					
Employees	38,009	66,090	58,820	57,690	1
Premises Related	0	6,800	4,100	4,100	
Transport Related	371	1,230	680	770	
Supplies & Services	(153)	52,520	38,280	36,440	1
	38,227	126,640	101,880	99,000	
Customer and Client Receipts	(127)	(250)	(270)	(270)	
Other Grants and Contributions	(20,392)	(5,000)	(12,000)	(12,000)	2
	(20,518)	(5,250)	(12,270)	(12,270)	
<b>NET EXPENDITURE</b>	17,709	121,390	89,610	86,730	

### Notes:

- 1 Fluctuations in costs reflect no local elections in 2013/14.
- 2 During 2013/14 Rushmoor received contributions towards the cost of parliamentary and also Hampshire County Council elections.

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	146,199	148,660	157,490	164,120
Transport Related	651	620	760	760
Supplies & Services	698	2,490	2,240	2,040
	147,548	151,770	160,490	166,920
<b>INCOME</b>				
Customer and Client Receipts	(105,112)	(90,500)	(92,550)	(94,410)
<b>NET EXPENDITURE</b>	42,435	61,270	67,940	72,510

### Notes:

1 Additional income received in 2013/14 mainly from premises licences and street consents.

## HACKNEY CARRIAGES

### Service Purpose:

To enable good business by providing quality, timely and value for money taxi 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	115,744	115,930	119,920	123,100
Premises Related	1,060	1,020	820	820
Transport Related	324	220	230	230
Supplies & Services	11,516	10,350	10,350	10,200
	128,644	127,520	131,320	134,350
<b>INCOME</b>				
Customer and Client Receipts	(74,998)	(70,700)	(73,930)	(71,080)
<b>NET EXPENDITURE</b>	53,646	56,820	57,390	63,270

## 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. Investigate allegations of fraud, conduct interviews under caution and instigate prosecutions; carry out activities that raise fraud awareness.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £	
<b>Budget Officer: I Harrison</b>					
<b>EXPENDITURE</b>					
Employees	553,432	548,200	505,310	524,540	1
Transport Related	2,603	2,750	2,260	2,260	
Supplies & Services	91,360	74,630	71,040	65,100	2
Allowances Granted/Transfer Payments	36,766,589	36,961,960	37,680,000	38,040,000	
	37,413,984	37,587,540	38,258,610	38,631,900	
<b>INCOME</b>					
Housing Benefit Subsidy	(36,452,768)	(36,667,460)	(37,385,460)	(37,750,000)	
Housing Benefits Admin Subsidy	(456,800)	(491,500)	(491,500)	(509,600)	3
Overpayments Recovered	(306,408)	(300,000)	(300,000)	(300,000)	
Government Grants	(171,928)	(100,000)	(106,420)	(100,000)	2
	(37,387,904)	(37,558,960)	(38,283,380)	(38,659,600)	
<b>NET EXPENDITURE</b>	26,080	28,580	(24,770)	(27,700)	

### Notes:

- 1 Fluctuations in staffing due to staff vacancies, and the use of contract staff to temporarily cover vacant posts. The 2014/15 budget assumes the service is fully staffed.
- 2 The 2013/14 expenditure incorporated a one off increase in software costs of £36k, which was funded by government grants.
- 3 Additional admin subsidy to cover increased caseload.

**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.

	<b>2013/14 Actual £</b>	<b>2014/15 Estimate £</b>	<b>2014/15 Revised Estimate £</b>	<b>2015/16 Estimate £</b>
<b>Budget Officer: P Amies</b>				
<b>EXPENDITURE</b>				
Employees	8,151	8,080	8,190	8,140
Supplies & Services	50,676	38,670	38,670	38,670
Service Charge	21,810	21,800	20,680	21,020
Citizen Advice Bureau	247,130	253,210	253,210	257,380
Rushmoor Voluntary Service	69,860	71,960	71,960	73,400
F & C.W.M.H.T	107,150	110,360	110,360	112,570
<b>NET EXPENDITURE</b>	<b>504,777</b>	<b>504,080</b>	<b>503,070</b>	<b>511,180</b>

1

**Notes:**

1 2013/14 reflects an increase in the costs associated with granting parking permits to various voluntary organisations and charities.

**INTEGRATED CCTV**

On 1st May 2013 Rushmoor Borough Council entered into a jointly controlled operation with Hart District Council to deliver a shared CCTV service. Rushmoor Borough Council's element of the shared CCTV service costs are shown below.

**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 110 CCTV cameras, to monitor activity in town centres and parks & open spaces in both local authority areas. The main functions are to reduce the fear of crime, deter crime and ASB, assist the police in identifying and prosecuting offenders, help protect council property, provide a link for both Council's 'out of hours' service and to assist in civil emergencies.

	<b>2013/14 Actual £</b>	<b>2014/15 Estimate £</b>	<b>2014/15 Revised Estimate £</b>	<b>2015/16 Estimate £</b>
<b>Budget Officer: Helen Lolley</b>				
<b>EXPENDITURE</b>				
Employees	126,091	122,500	140,870	144,830
Premises Related	0	4,260	4,380	4,380
Transport Related	0	0	0	0
Supplies & Services	69,729	69,420	68,600	69,330
	195,820	196,180	213,850	218,540
<b>INCOME</b>				
Other Grants and Contributions	(15,345)	(13,250)	(13,250)	(13,250)
<b>NET EXPENDITURE</b>	<b>180,474</b>	<b>182,930</b>	<b>200,600</b>	<b>205,290</b>

1

2

**Notes:**

- 1 2014/15 Revised Estimate onwards includes employers increased pension costs due to changes in staffing arrangements.
- 2 2013/14 utility cost was included in the office accommodation support recharge shown on the portfolio summary. 2014/15 Estimate onwards includes the utility cost in the premises related expenditure in the cost centre.

## GRANTS TO LOCAL & NATIONAL ORGANISATIONS

### Service Purpose:

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

### Service Activity:

Grants are available to groups who can demonstrate they would have difficulty funding projects without the council's help. The aim of the grant is to support financially those who provide, or are trying to improve, services that will benefit the people of Rushmoor.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £	
<b>Budget Officer: P Amies</b>					
<b>EXPENDITURE</b>					
Employees	5,569	5,690	5,100	5,610	
Grants & Contributions	18,300	20,000	24,400	20,000	
Farnborough Airport Community Environmental Fund	36,460	0	0	0	1
Have Your Say Grants	2,680	0	0	0	
Service Charge	2,270	2,270	2,150	2,190	
Community Matters Partnership	5,000	5,000	5,000	5,000	
Grants for Apprentice Schemes	12,500	0	0	0	2
Rent Relief	152,683	149,860	147,000	148,610	
	235,462	182,820	183,650	181,410	
<b>INCOME</b>					
Other Grants and Contributions	(12,500)	0	0	0	2
Farnborough Airport Community Environmental Fund	(47,317)	0	0	0	1
	(59,817)	0	0	0	
<b>NET EXPENDITURE</b>	175,645	182,820	183,650	181,410	

### Notes:

- 2013/14 shows the amount of Farnborough Airport Community Environmental Fund received and used in year.
- 2013/14 show the amount of local apprenticeship schemes Grant received and used in year.

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £	
<b>Budget Officer: Q Yasin</b>					
<b>EXPENDITURE</b>					
Employees	137,413	150,670	151,570	158,060	1
Transport Related	18,208	17,980	17,980	17,980	
Supplies & Services	5,326	6,120	5,620	5,260	
	160,946	174,770	175,170	181,300	
<b>INCOME</b>					
Customer and Client Receipts	(1,915)	(400)	(4,500)	(5,000)	
<b>NET EXPENDITURE</b>	159,031	174,370	170,670	176,300	

### Notes:

- 2013/14 Actual includes a saving on seasonal support following policy changes regarding the locking/unlocking of the cemetery gates.



## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: P Amies</b>				
<b>EXPENDITURE</b>				
Employees	3,027	3,020	3,030	3,070
Payment to Contractor	17,160	17,670	17,670	17,670
Dial A Ride	34,128	35,150	34,640	34,640
<b>NET EXPENDITURE</b>	<b>54,315</b>	<b>55,840</b>	<b>55,340</b>	<b>55,380</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 sustainability performance, particularly in relation to resource use.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: A Colver</b>				
<b>EXPENDITURE</b>				
Employees	29,309	30,380	33,690	29,580
Transport Related	757	900	720	710
Supplies & Services	18,709	12,500	15,170	19,700
	48,775	43,780	49,580	49,990
<b>INCOME</b>				
Other Grants and Contributions	0	0	(7,050)	0
<b>NET EXPENDITURE</b>	<b>48,775</b>	<b>43,780</b>	<b>42,530</b>	<b>49,990</b>

### Notes:

1 2013/14 includes costs associated with the "Go Green" initiative. This is a bi-annual event in Rushmoor.

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	14,198	16,280	18,180	18,460
Transport Related	0	0	0	0
Supplies & Services	83	200	100	100
Third Party Payments	23,372	25,000	20,000	21,000
<b>NET EXPENDITURE</b>	<b>37,652</b>	<b>41,480</b>	<b>38,280</b>	<b>39,560</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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: Q Yasin</b>				
<b>EXPENDITURE</b>				
Employees	27,887	26,280	25,600	25,600
Supplies & Services	70	1,700	500	500
<b>NET EXPENDITURE</b>	27,957	27,980	26,100	26,100

## MEALS ON WHEELS

### Service Purpose:

To support meals at Place Court luncheon club and the Meals Support Service project meeting people in their own homes.

### Service Activity:

Provide grant to Age Concern and subsidise meals at Place Court.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: A Sharpe</b>				
<b>EXPENDITURE</b>				
Employees	4,519	4,500	4,560	4,660
Third Party Payment	7,727	7,850	7,850	7,980
	12,246	12,350	12,410	12,640
<b>INCOME</b>				
Customer and Client Receipts	(883)	0	0	0
<b>NET EXPENDITURE</b>	11,363	12,350	12,410	12,640

## 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.

	2013/14 Actual £	2014/15 Estimate £	2014/15 Revised Estimate £	2015/16 Estimate £
<b>Budget Officer: C Ryan</b>				
<b>EXPENDITURE</b>				
Employees	161,668	154,850	145,160	132,710
Premises Related	3,578	7,500	7,500	7,500
Transport Related	2,618	1,480	2,970	1,480
Supplies & Services	10,227	14,010	13,980	13,980
	178,091	177,840	169,610	155,670
<b>INCOME</b>				
Other Grants and Contributions	(10,514)	(10,770)	(10,770)	(10,770)
<b>NET EXPENDITURE</b>	167,577	167,070	158,840	144,900

#### Notes:

1 2014/15 includes the Domestic Violence co-ordinator post which is funded by Rushmoor for one year only.

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# BOROUGH SERVICES POLICY AND REVIEW PANEL

## WORK PROGRAMME

Set out below are the key issues which form the Borough Services Policy and Review Panel's on-going work programme.

The topics covered reflect the following:

- scrutiny of the process of the way in which decisions have been or are being made
- reviewing issues of concern to local people or which affect the Borough
- review of performance and delivery of specific services
- monitoring and scrutinising the activities of others
- items raised by Members and agreed by the Panel for consideration
- review of policies and proposals developed by others
- the development of a new policy for recommendation to the Cabinet

The purpose of the work programme is to identify the way in which topics are being dealt with and the progress made with them.

An update will be submitted to each meeting of the Panel.

# **BOROUGH SERVICES POLICY AND REVIEW PANEL**

## **ACCOUNTABILITY AND AREAS OF RESPONSIBILITY**

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

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### **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.

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DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
<b>PORTFOLIO – LEADER OF THE COUNCIL</b>				
22.10.12	<b>Community Planning</b>  Monitoring and review of the Rushmoor Sustainable Community Strategy 2010 - 2026.	The Assistant Head of Strategy & Communications provided an update on the progress of the Rushmoor Strategic Partnership in delivering the priorities contained within the Rushmoor Sustainable Community Strategy at the Panel's meeting on 20th January, 2014.	It was agreed the Panel mid should receive a further update in due course..	Jon Rundle Strategy, Performance and Partnerships Manager Tel. (01252) 398801 Email. <a href="mailto:jon.rundle@rushmoor.gov.uk">jon.rundle@rushmoor.gov.uk</a>
<b>PORTFOLIO – SAFETY AND REGULATION</b>				
<b>Community Safety</b>				
29.1.01	<b>Safer Rushmoor Partnership Plan</b>	The Chairman of the Rushmoor Community Safety Partnership attended the meeting on 7th April, 2014 to update	The Panel has requested an update on specific issues from the Community Safety	Andrew Lloyd Chairman of the Rushmoor Community Safety



DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
15.09.14	Monitoring and review of the Safer Rushmoor Partnership Plan.	the Panel on work in connection with the Safer Rushmoor Partnership Plan. Safer North Hampshire's Community Safety Manager also attended and contributed to the meeting.	Partnership and the Domestic Abuse Team at the meeting on 16th November 2015.	Partnership Tel. (01252) 398397 Email. <a href="mailto:andrew.lloyd@rushmoor.gov.uk">andrew.lloyd@rushmoor.gov.uk</a>
17.11.14		The Chairman of the Rushmoor Community Safety Partnership provided an update on work in connection with the Safer Rushmoor Partnership Plan.		
25.3.13	<b>Supporting Troubled Families</b>  Monitoring and review of the Supporting Troubled Families initiative.	Members received an update on the 'Supporting Troubled Families' initiative on 30th June, 2014 and it was agreed that a further update would be requested in due course.	A further update will be provided in due course.	Qamer Yasin Head of Environmental Health and Housing Services Tel. (01252) 398640 Email. <a href="mailto:qamer.yasin@rushmoor.gov.uk">qamer.yasin@rushmoor.gov.uk</a>
<b>Environmental Health Policy</b>				
28.2.11	<b>Food safety</b>  To examine the Council's Environmental Health policies relating to food	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 10th June, 2013.	The Environmental Health Manager (Food / Health and Safety) will provide a further update at the Panel's meeting in <b>June, 2017</b> .	Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	safety.	It is anticipated that further updates will be received at least every two years.		Email. <a href="mailto:colin.alborough@rushmoor.gov.uk">colin.alborough@rushmoor.gov.uk</a>
28.2.11	<b>Pollution / environmental control</b>  To examine the Council's Environmental Health policies relating to pollution and environmental control.	On 18th November, 2013, the Environmental Health Manager (Pollution / Environmental Control) updated the Panel on the work of the pollution / environmental control service.  It is anticipated that further updates will be received at least every two years.	The Environmental Health Manager (Pollution / Environmental Control) will provide an update on pollution / environmental control services (including regulation of mobile home parks) at the Panel's meeting in <b>February, 2016</b> .	Helen Lolley Environmental Health Manager (Pollution / Environmental Control) Tel. (01252) 398170 Email. <a href="mailto:helenlolley@rushmoor.gov.uk">helenlolley@rushmoor.gov.uk</a>
13.12.11	<b>Health and safety</b>  To examine the Council's Environmental Health policies relating to health and safety.	The Environmental Health Manager (Food / Health and Safety) informed Members about the Council's provision of Health and Safety services at the Panel's meeting on 14th June, 2012.  It is anticipated that further updates will be received at least every two years.		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>
15.09.14		The Environmental Health Manager (Food / Health and Safety) provided an update for the Panel.		

**PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT**

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
<b>Democratic Renewal and Elections</b>				
22.10.12	<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>
19.01.15	<p><b>Community Involvement</b></p>	<p>A workshop was held after the formal meeting at which Members received a presentation and held a workshop discussion around the topic of Democratic Renewal and Community Involvement.</p>	<p>It was agreed that the outcomes would be summarised and a report would be given to the Panel at the next meeting.</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>
23.03.15			<p>Feedback was given on the outcomes of the workshop. It was agreed that a Community Involvement Task and Finish Group would be set up at the first meeting of the 2015-16 Municipal Year.</p>	
03.09.13	<p><b>Electoral issues</b></p> <p>To deal with issues</p>	<p>The Cabinet Member for Concessions and Community Support (Cr. A. Jackman), the Chairman of the</p>	<p>The Head of Democratic and Customer Services will provide a further update in</p>	<p>Andrew Colver Head of Democratic and Customer Services</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	relating to elections and electoral registration.	Licensing and General Purposes Committee (Cr. A.M. Ferrier), the Chairman of the Borough Services Policy and Review Panel (Cr. Barbara Hurst) and Crs. D.M.T. Bell, K. Dibble, B. Jones and S.J. Masterson have been appointed to serve on the Elections Group for the 2015/16 Municipal Year.	due course.	Tel. (01252) 398820 Email. <a href="mailto:andrew.colver@rushmoor.gov.uk">andrew.colver@rushmoor.gov.uk</a>
<b>Concessions and Supporting Local Organisations</b>				
16.5.11	<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>
22.10.12	<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>
22.10.12	<b>Rushmoor Citizens' Advice Bureaux</b>  To consider the role of the CAB in the community.	Alex Hughes, District Manager of Rushmoor Citizens' Advice Bureaux, updated the Panel on the work of Rushmoor's Citizens' Advice Bureaux at its meeting on 18th November, 2013.	Alex Hughes has agreed to provide a further update at the Panel meeting in 2015.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email.

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
17.11.14		An update was received from Alex Hughes, Chief Officer of Rushmoor Citizens' Advice Bureaux on 17th November 2014.		<a href="mailto:peter.amies@rushmoor.gov.uk">peter.amies@rushmoor.gov.uk</a>
26.2.13	<b>Food banks</b>  To consider whether that Panel has a role in the support of this area of work.	Peter Gardner provided the Panel with background information on food banks at its meeting on 20th January, 2014. Mr Mike Shea, founder of Farnborough Food Bank, was 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

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

Last updated - September, 2015

**BOROUGH SERVICES POLICY AND REVIEW PANEL  
WORK FLOW – September 2015 – April 2016**

<b>14th September 2015</b>	Food Banks - Update Borough Services Budget Information
<b>16th November 2015</b>	Community Safety – Karen Evans and Caroline Ryan
<b>8th February 2016</b>	Pollution / Environmental Control
<b>11th April 2016</b>	
<b>Date to be confirmed</b>	