



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 11th April, 2016 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
Tel:01252 398831.

A G E N D A

1. **MINUTES – (Pages 1 - 6)**

To approve the Minutes of the Meeting held on 8th February, 2016 (copy attached).

2. **CITIZENS' ADVICE RUSHMOOR –**

To receive a presentation from Ms. Alex Hughes, Chief Officer, on the working arrangements and activities of Citizens' Advice Rushmoor.

3. **SUPPORTING TROUBLED FAMILIES –**

To receive a presentation from Mr Tony McGovern, Extended Services Partnership Manager, on the Supporting Troubled Families initiative.

4. **WORK PROGRAMME – (Pages 7 - 18)**

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.

BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 8th February, 2016 at the Council Offices, Farnborough at 7.00 p.m.

Voting Members

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

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

Cr. C.P. Grattan

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

An apology for absence was submitted on behalf of Cr. A. M. Ferrier.

15. MINUTES –

The Minutes of the Meeting held on 16th November, 2015 were approved and signed by the Chairman.

16. ENVIRONMENTAL CONTROL AND POLLUTION UPDATE –

The Panel welcomed Miss Helen Lolley, Environmental Health Manager who attended the meeting to update the Panel on a number of aspects relating to the service, including, air quality, mobile home sites, the Hart and Rushmoor Joint CCTV Service and the work of the Community Patrol Team.

- **Air Quality** – The Panel noted that there was a strategy in place to manage local air quality with a requirement to regularly review and assess air quality to ensure objectives were achieved. There were seven key pollutants, of which nitrogen dioxide (NO₂) was the foremost concern for Rushmoor, the main source of which was emissions from traffic. It was advised that air quality was monitored at 22 sites in Rushmoor and the results were used to inform annual reports, which were submitted to the Department for Environment, Food and Rural Affairs (DEFRA) to demonstrate compliance in meeting air quality objectives. In addition to the monitoring work, the service reviewed planned developments and monitored Part B processes including, petrol stations, vehicle sprayers, small waste oil burners and dry cleaners to ensure there were no negative impacts on air quality.

It was advised that in 2000 and 2004 two Air Quality Management Areas (AQMAs) had been declared relating to the M3. Since this time air quality had shown a steady improvement and was deemed good across the Borough.

The Panel discussed the arrangements for monitoring air quality and it was advised that TAG monitored air quality in relation to Farnborough Airport. New developments within the Borough, that met a certain criteria, with regard to activity and impact on the number of vehicle movements were required to carry out air quality assessments. A discussion was held, in particular, around the location of monitoring equipment and if some of these should be re-located to perceived “hotspots”. A suggestion was made to engage schools in the monitoring process.

A further discussion was held which focussed on electric cars and their use by services within the Council. It was suggested that an electric pool car could be acquired for use by Officers and that consideration should be given to replacing obsolete vehicles with electric versions in the future.

It was **AGREED** that a more detailed map of the monitoring sites would be provided with details of emission levels in those areas. The issues raised would then be discussed further at the next mid cycle meeting.

- **Mobile Home Sites** – The Panel noted that there were four mobile home sites within the Borough: Brookside Park, Chiltern Farm Park, Hill Corner Park and Martin’s Park. All the parks were relatively small and were inspected annually to ensure compliance with licenced conditions. All had the benefit of a permanent licence under the Caravan Sites and Control of Development Act, 1960. In 2013, the Mobile Home Act had been enacted. The aim of the Act was to give greater rights to the residents of the sites. It was advised that each site had registered its site rules, which was a requirement of the Act, with the Council. The rules for each site were available to view on the council’s website. A number of changes had been introduced as part of the Act, which gave new powers to local authorities, including charging an annual fee for site licences and the introduction of compliance notices. It was advised that neither of these had been implemented to date as it was felt the annual fee costs would be passed to residents and, in cases where site conditions were not being complied with, the team endeavoured to work with the site owners to seek a resolution. However, it was noted that these powers would be used if necessary.

Future changes were also planned as part of the Act, including the provision of a “fit and proper person” appointed as manager of individual sites, increases in fines for offences under the Caravan Sites and Control of Development Act and offences by companies. The date these provisions might come into force was yet to be determined.

It was advised that the Environmental Health Team’s role had been to inspect sites on an annual basis to ensure compliance with the licence conditions, to respond to complaints and to signpost residents for advice.

In response to a query it was advised that the “fit and proper person” would need to undergo such checks as a DBS (Disclosure and Barring Service) check, which would identify any criminal convictions and cautions for offences. It was also noted that complaints were generally dealt with within 3 - 5 working days although, this was dependant on the nature of the complaint and current workloads.

The Panel discussed the legislation, especially the issue that it had not been implemented in full from the start, and the repercussions this might have had on residents. It was suggested that the Government could be lobbied to implement the legislation in full. In addition, it was proposed that a task and finish group could be set up to look at the issues around mobile homes. However, it was felt that the Settled and Safe Initiative already covered mobile homes and this could result in a duplication of resources. Further discussions would be held on the issues raised at the next mid cycle meeting.

- **Hart and Rushmoor CCTV Service** - The Panel noted that the Hart and Rushmoor joint service was launched in May, 2013 and was hosted at Rushmoor Borough Council Offices. A Joint Governance Group had been established, membership of the group consisted of Cabinet Members, Heads of Service and Environmental Health Managers from both sides, and the group met at key times, as required, to review budgets and performance reports. Furthermore, a three year maintenance agreement with Baydale Control Systems had been secured; this had since been extended for a further two years and would end on 31st December, 2017. The agreement established between Hart and Rushmoor had set the expectations and arrangements for the service and in addition a Hart and Rushmoor CCTV code of practice had been drawn up in October, 2014.

The team consisted of the Environmental Health Manager, a team leader, four full time and one part time CCTV operators. The service was manned between 7:00 a.m. - 1:00 a.m. Sunday to Wednesday and 7:00 a.m. - 3:00 a.m. Thursday to Saturday. The team monitored 116 cameras, 47 in Hart and 79 in Rushmoor, cameras recorded 24 hours a day and recordings were held for one calendar month and then written over. Requests for footage could be made during this time. It was noted that four cameras were positioned in the reception area at Rushmoor to protect both internal staff and others working within the building. A panic button was also located in the Customer Services Unit. The team also filtered the out of hours emergency calls for both councils and provided lone worker support for Rushmoor staff working out of hours.

The service worked with a number of partners, in particular the police, by providing and reviewing footage for evidence, monitoring incidents as they happened and alerting the police to on-going and developing crimes. The aim in the future was to provide a link to Netley Police Headquarters although, technical difficulties were preventing this from happening at present. Other partners included Shopwatch, Pubwatch,

other Council services and insurance companies working on behalf of members of the public.

The Panel discussed the CCTV service and commented on the number of cameras and their location in certain areas, it was advised that to move a camera to a new location would cost in the region of £12-13,000. A suggestion was made to provide body cameras for lone working staff, and it was advised that this was something that could be considered going forward. Further discussions were held around the correlation between private and council owned cameras and the need to identify blackspots across the Borough, and what others' protocols were for storing footage with the aim to create a common profile.

In response to a query, it was advised that some of Rushmoor's cameras would need to be replaced in the near future as they were getting old and the quality of the images would generally deteriorate, it was noted that Hart were currently in the process of updating all their cameras.

- **Community Patrol Team** – The purpose of the Community Patrol Team (CPT) was to “provide a reassuring presence on the streets and in public places – to ensure a Safe and Clean Environment”. They aimed to do this by dealing with issues related to environmental crime, by working closely with residents, local groups, neighbourhood watch and ward councillors.

The Panel noted that the team had reduced to four members since 2008 and was led by Richard Apsey, Senior Community Patrol Officer. Work covered by the CPT included:

- environmental crime – which covered a number of areas including: abandoned and untaxed vehicles, fly posting, fly tipping, graffiti and nuisance vehicle sales/repair
- park and playground inspection – this involved the daily inspection of the ten main playgrounds and 2-3 times a week inspections of the remaining 31 playgrounds, carrying out minor repairs and litter and graffiti removal
- stray dogs and dog related complaints in public areas – including the collection and/or return of stray animals, dog fouling patrols, advice, guidance and animal welfare
- support at events such as the Farnborough Donkey Derby, Rushmoor Fireworks and Victoria Day

The Panel was advised of activity between July, 2014 and July, 2015 when 7,267 separate activities had been noted. Fly tipping incidents were dealt with as soon as possible to try and identify who had been responsible, although this was not always possible. Abandoned trollies

accounted for 613 of the activities noted, it was advised that the majority of the larger supermarkets had joined the “Trolley Wise” scheme, where an independent company collected abandoned trolley’s on the supermarkets’ behalf. With regard to graffiti, it was noted that any offensive or racist graffiti would be removed within 24 hours where possible, and other types removed as soon as possible. It was noted that if graffiti appeared on private land permission was required from the owner before any removal could take place.

It was reported that new regulations on dog chipping would be coming into force as of 6th April, 2016 where all dogs over ten weeks of age would be required to be chipped and registered with a licensed company. Other new legislation around the Anti-Social Behaviour and Crime and Policing Act, 2014 would enable the team to have additional powers to serve community protection notices. There was also an increasing emphasis on littering through the Department of Communities and Local Government (DCLG) litter strategy, as part of this the fine for littering was likely to increase to £150. It was also noted that a new improved system to record activities/incidents remotely was being trialled, the system was called “Confirm Connect”.

The Panel discussed the issue around abandoned trolley’s and the “Trolley Wise” scheme, it was suggested that charges could be made to the supermarkets for any trolleys returned by the Community Patrol Team, this matter would be discussed further with the Contracts Manager, James Duggin.

The Chairman thanked Miss Lolley for the presentation.

17. WORK PROGRAMME –

The Panel noted the current work programme.

The Meeting closed at 9.15 p.m.

BARBARA HURST
CHAIRMAN

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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

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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)
PORTFOLIO – LEADER OF THE COUNCIL				
20.01.14	Community Planning 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. jon.rundle@rushmoor.gov.uk
PORTFOLIO – SAFETY AND REGULATION				
Community Safety				
17.11.14	Safer Rushmoor Partnership Plan	Chief Inspector Matt Reeves attended the meeting in November 2014 to give an overview on specific issues relating	The Police would be invited to attend a	Andrew Lloyd Chairman of the Rushmoor Community Safety

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
16.11.15	Monitoring and review of the Safer Rushmoor Partnership Plan.	<p>to Police activities.</p> <p>The Safer North Hampshire's Community Safety Manager attended the meeting on 16th November, 2015 to update the Panel on work in connection with the Safer Rushmoor Partnership Plan, in particular on activities within the area and priorities specific to Rushmoor. The Domestic Abuse Officer also attended and contributed to the meeting.</p>	<p>The Panel has requested an update on specific issues from the Community Safety Partnership and the Domestic Abuse Team at the meeting in November, 2016.</p> <p>Following the meeting on 16th November, 2015, the Council has been contacted by the Chair of the North East Hants Domestic Abuse Forum, who has invited Members to a training session on honour based violence, forced marriage, Female Genital Mutilation and witch craft abuse. The session is at the Council Offices on Friday 18th March, 2016 from 9.30a.m. – 2.30p.m.</p>	<p>Partnership Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk</p>
30.06.14	<p>Supporting Troubled Families</p> <p>Monitoring and review of the Supporting Troubled Families initiative.</p>	<p>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.</p>	<p>A further update will be provided at the meeting on 11th April, 2016.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Services Tel. (01252) 398640 Email.</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
				gamer.yasin@rushmoor.gov.uk
Environmental Health Policy				
15.06.15	<p>Food safety</p> <p>To examine the Council's Environmental Health policies relating to food safety.</p>	<p>The Environmental Health Manager (Food / Health and Safety) provided an update on the Council's provision of food safety services at the Panel's meeting on 15th June, 2015.</p> <p>It is anticipated that further updates will be received at least every two years.</p>	<p>The Environmental Health Manager (Food / Health and Safety) will provide a further update at the Panel's meeting in April, 2017.</p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk</p>
09.02.16	<p>Pollution / environmental control</p> <p>To examine the Council's Environmental Health policies relating to pollution and environmental control.</p>	<p>On 8th February, 2016, the Environmental Health Manager (Pollution / Environmental Control) updated the Panel on the work of the pollution / environmental control service.</p> <p>It is anticipated that further updates will be received at least every two years.</p>	<p>The Environmental Health Manager (Pollution / Environmental Control) will provide an update on pollution / environmental control services (including regulation of mobile home parks) at a Panel meeting in, 2018.</p>	<p>Helen Lolley Environmental Health Manager (Pollution / Environmental Control) Tel. (01252) 398170 Email. helenlolley@rushmoor.gov.uk</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
15.09.14	<p>Health and safety</p> <p>To examine the Council's Environmental Health policies relating to health and safety.</p>	<p>The Environmental Health Manager (Food / Health and Safety) informed Members about the Council's provision of Health and Safety services at the Panel's meeting on 15th September, 2014.</p> <p>It is anticipated that further updates will be received at least every two years.</p>	<p>The Environmental Health Manager (Food / Health and Safety) would provide an update on Health and Safety services at the Panel in September, 2016.</p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk</p>

PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT

Democratic Renewal and Elections

10.06.13	<p>Localism Act 2011</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. karen.edwards@rushmoor.gov.uk</p>
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DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
Concessions and Supporting Local Organisations				
1811.13	Grants to organisations 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. peter.amies@rushmoor.gov.uk
15.06.15	Rushmoor Voluntary Services 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. peter.amies@rushmoor.gov.uk
18.11.13	Citizens' Advice Rushmoor 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 April, 2016.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
17.11.14		An update was received from Alex Hughes, Chief Officer of Rushmoor Citizens' Advice Bureaux on 17th November 2014.		
14.09.15	Food banks	The Panel were provided with information on food banks, in particular,	The Panel will receive an update in due course.	Ian Harrison Corporate Director

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
		the findings of the Bill Sargent Trust Report at its meeting on 14th September, 2015. Mr Mike Shea, founder of Farnborough Food Bank and Jane Newton, of the Holy Trinity Larder were also in attendance.		Tel. (01252 (398400) Email. ian.harrison@rushmoor.gov.uk
23.03.15	Community Transport 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. peter.amies@rushmoor.gov.uk

Chairman - Cr. Barbara Hurst

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

Last updated - March, 2016

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

11th April 2016	Citizens' Advice Rushmoor Supporting Troubled Families
13th June 2016	Farnborough and Cove War Memorial Hospital Trust Meals on Wheels Review of Budget Portfolio
12th September 2016	Police and Crime Commissioner Health and Safety
14th November 2016	
30th January 2017	
10th April 2017	Food Safety
Date to be confirmed	Safer Rushmoor Partnership Hampshire Police Rushmoor Voluntary Services

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