



## RUSHMOOR BOROUGH COUNCIL

# COMMUNITY POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Thursday, 15th June, 2017 at 7.00 pm*

**To:**

Cllr M.S. Choudhary  
Cllr R. Cooper  
Cllr J.H. Marsh  
Cllr S.J. Masterson  
Cllr Marina Munro  
Cllr J.J. Preece  
Cllr M.J. Roberts  
Cllr P.F. Rust  
Cllr M.D. Smith

Enquiries regarding this agenda should be referred to the Panel Administrator:  
Marion Young, Democratic and Customer Services, Email:  
marion.young@rushmoor.gov.uk Tel: 01252 398827.

# **A G E N D A**

## **1. APPOINTMENT OF CHAIRMAN –**

To appoint a Chairman for the 2017/18 Municipal Year.

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

To appoint a Vice-Chairman for the 2017/18 Municipal Year.

## **3. MINUTES – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 6th April, 2017 (copy attached).

## **4. HOUSING SERVICES PRESENTATION – (Pages 5 - 40)**

To receive a presentation which will provide an update on progress against key areas of the Housing and Homelessness Strategy. This will include the following items:

- (i) Housing Strategy Overview
- (ii) Registered Providers Review Report (copy attached)
- (iii) Private Sector Housing Survey Report (copy attached)
- (iv) North Lane Lodge

## **5. APPOINTMENTS –**

### **(i) Mid Cycle Meetings –**

To appoint group representatives to attend the mid-cycle meetings for the 2017/18 Municipal Year.

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

To appoint Members to the Health Issues Standing Group for the 2017/18 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. P.F. Rust).

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

To appoint Members to the Housing Strategy Standing Group for the 2017/18 Municipal Year. The Group previously consisted of the Chairman (Cr. M.D. Smith) and Crs. R. Cooper, Jennifer Evans, S.J. Masterson and M.J. Roberts.

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

To appoint Members to the Welfare Reform Task and Finish for 2017/18. The Group previously consisted of the Chairman (Cr. M.D. Smith) and Crs. Jennifer Evans, A. Jackman and M.J. Roberts.

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

To appoint Members to the Registered Social Landlords Review Group for the 2017/18 Municipal Year. The Group previously consisted of the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary) and Crs. R. Cooper, Jennifer Evans and M. J. Roberts.

(vi) **Vivid/Rushmoor Borough Council Joint Business Meeting –**

To appoint Members to the Joint Business Meeting with Vivid Housing Group for the 2017/18 Municipal Year. In 2016/17, the Group's membership comprised the Cabinet Member for Health and Housing (Cr. Barbara Hurst), the Chairman (Cr. M.D. Smith), the Vice-Chairman (Cr. M.S. Choudhary) and Cr. M.J. Roberts.

6. **WORK PROGRAMME – (Pages 41 - 48)**

To note the Community Policy and Review Panel's draft work programme for 2017/18 subject to review at the next mid-cycle meeting (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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# COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 6th April, 2017 at Council Offices, Farnborough at 7.00 pm.

## Voting Members

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

Cr. R. Cooper	Cr. S.J. Masterson	a Cr. P.F. Rust
Cr. Jennifer Evans	Cr. J.J. Preece	Cr. J.E. Woolley
Cr. A. Jackman		

An apology for absence was received on behalf of Cr. P.F. Rust.

## 22. MINUTES –

The Minutes of the Meeting held on 2nd February, 2017 were approved and signed by the Chairman.

## 23. MENTAL HEALTH –

The Panel welcomed Colin Alborough, Environmental Health Manager and Chairman of the Rushmoor Health and Wellbeing Partnership, who gave Members an introductory presentation on Mental Health in Rushmoor. It was noted that Mental Health was one of the three Key Priorities of the Rushmoor Health and Wellbeing Partnership, along with Obesity and Falls.

In comparison with national and regional averages, the Panel was advised that Rushmoor had high incidences of psychiatric disorder conditions and hospital stays for self-harm. Mental Health had previously been identified as a borough-wide issue and had been included in the recently published Rushmoor Strategic Partnership (RSP) Deprivation Strategy for Rushmoor. Funding had been provided by Hampshire County Council to pull together into one cohesive place the wide range of mental health information and services through the Connect to Support web page. This had been very effective in raising awareness of local mental health services specifically the Wellbeing Centre in Aldershot and the Safe Haven Café.

Nick Parkin, Senior Commissioning Manager for Mental Health and Learning Disabilities, North East Hampshire and Farnham Clinical Commissioning Group, continued the presentation with an overview of the local mental health services commissioned by the North East Hampshire and Farnham Clinical Commissioning Group (CCG). The Panel was advised that the services offered had received national acclaim for their trailblazing work, and had successfully procured extra funding from central government. Collaborative working with other local CCGs in Surrey had added to the effectiveness of the services being offered locally.

The Panel offered its congratulations for a comprehensive and informative presentation on such a complex area. There was an engaged discussion on various aspects of mental health, with specific references to locally available services and the focus on early identification and intervention. An invitation was extended to Members of the Panel to visit the Safe Haven Café to give them a first-hand appreciation of this aspect of the RSP project.

The Panel **NOTED** the presentation.

#### 24. **CONNECT TO SUPPORT HAMPSHIRE (C2S) –**

The Panel welcomed Colin Alborough, Environmental Health Manager and Chairman of the Rushmoor Health and Wellbeing Partnership, who gave Members a presentation on Connect to Support Hampshire (C2S), a Directory of Services for care and support in Hampshire, funded by Hampshire County Council. The Directory was a one-stop online information and advice guide of local services for adults looking for information, community support and care options. It was targeted at Hampshire residents and Health professionals, with input from a wide range of health partners.

The Panel was advised that this tool was in the process of being embedded through an ongoing District trial covering:

- Engagement of partners
- Training, including with specific touchscreen tablet
- Trials with selected GP and hospitals

In respect of the training being provided, this was available to Members of the Panel who could also test the tool content and, in due course, could use the Directory as a means of engaging and helping residents. Further information would be emailed to Members.

The Panel **NOTED** the presentation.

#### 25. **TROUBLED FAMILIES –**

The Panel welcomed Tony McGovern, Coordinator for the Rushmoor & Hart Supporting Troubled Families (STF) programme, who gave Members a presentation on the current position of the national STF initiative with regard to Rushmoor, and advised the Panel on key findings and developments. The presentation covered:

- Background to the Programme
- Hampshire Phase 1 Evaluation of the Programme by Portsmouth University
- Six Headline Criteria for identifying families in need
- 2016-17 Numbers
- Support available
- Learning points
- Contacts

The Panel was reminded of the public criticism of the national STF programme in 2016 and noted that the intention of the presentation was to address that negative publicity, dispel some of the rumours and to demonstrate the progress being made in the Rushmoor and Hart area as evidenced by the independent analysis carried out by Portsmouth University.

The Panel was advised that the programme had now settled down and good progress was being made in identifying and referring families in need, using a developing multi-agency approach. The Portsmouth University analysis showed that significant improvements had been made in terms of increased school attendance and reductions in crime / anti-social behaviour for families in the programme, with Rushmoor above the County average in a number of areas (e.g. 89% sustained improvement in terms of increased school attendance compared to 86% Hampshire average).

The Panel noted the specific process undertaken by the Rushmoor & Hart STF with its Early Help weekly meetings with partner agencies, specifically identifying and agreeing on the best Family Lead to make initial contact with the families. The Panel was reminded that there was no cost to RBC.

The Panel **NOTED** the presentation.

26. **WORK PROGRAMME –**

The Panel noted the Work Programme for the 2016/17 Municipal Year.

The Meeting closed at 9.00 p.m.

M.D. SMITH  
CHAIRMAN

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**AGENDA ITEM NO. 4 (ii)**

**COMMUNITY POLICY &  
REVIEW PANEL**  
15<sup>th</sup> June 2017

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

**Qamer Yasin**  
Head of Environmental Health & Housing Services

**REPORT NO: EH1714**

**REVIEW OF REGISTERED PROVIDERS 2016/17**

**1. INTRODUCTION**

1.1 This report is to inform Members of the Community Panel on the outcome of the 2016/17 Registered Provider (RP) Review. The purpose of the review meetings is to continue to build good working relationships with our RP partners and scrutinise performance. This report gives an overview of the scrutiny process and for each of the RP's reviewed identifies:

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

**2. BACKGROUND**

2.1 The Community Panel RP Review Sub group for 2016/17 comprised:

<b>Members</b>	<b>Officers</b>
Councillor Mike Smith (Chair) Councillor Charles Choudhary Councillor Rod Cooper Councillor Jennifer Evans Councillor Mike Roberts	Zoë Paine Sue Thornett.

2.2 RP's Reviewed in 2016/17 were:

<b>Registered Provider</b>	<b>Meeting Date</b>
Society of St James	23 <sup>rd</sup> November 2016
Sanctuary Housing Association	7 <sup>th</sup> December 2016
Thames Valley Housing Association	11 <sup>th</sup> January 2017
MOD	15 <sup>th</sup> February 2017

**3 The Scrutiny Process:**

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

3.2 Accompanied site visits prior to each meeting provide Members and officers with the opportunity to understand the location, nature and quality of the housing stock in the borough.

#### **4 Key Issues explored through the review process:**

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

#### **5 Summary of Review Group findings**

##### **5.1 The Society of St James (SSJ) Rushmoor housing stock: 32 rented units**

- SSJ manage provide supported accommodation at properties owned by Hyde Housing Association which are; Aspen, Mulberry Brighstone and Mills Houses. Since the review meeting they have begun to manage North Lane Lodge, the council's 9-bed hostel for street homeless men.
- Councillors visited the North Lane Lodge site and Brighstone House and were generally pleased with the quality of the current and proposed accommodation.
- During the meeting, SSJ explained their remit in more detail, we learned about the specialist drug, alcohol and offender integration work the organisation delivers.
- SSJ's performance information was considered in light of them acting as a specialist housing management company on behalf of another RP Landlord.

##### **5.2 Sanctuary Housing Association- Rushmoor housing stock: 133 rented and 25 leasehold units**

- Sanctuary are a large national RP with over 100,000 properties who manage 4 retirement schemes in the borough,
- Councillors visited Borne Court (Aldershot) and Shaftsbury Court (Farnborough) before the meeting, they were impressed with the approach of the on-site staff and raised concerns that the scheme manager role may be lost in the organisational restructuring.
- During the last review February 2015 Councillors raised concerns about the impact on elderly tenants of delays in resolving heating failure at Bourne Court. We were pleased to learn that this has been resolved and reassured that customers were reimbursed the additional electricity costs incurred through the use of temporary electric heaters

last winter.

- Councillors raised concern that Leaseholders are not required to have gas safety checks and the potential impact of this to the safety of block. The Sanctuary officer in attendance clarified that there is no legal obligation for leaseholders to have gas safety checks but would raise this.
- Sanctuary is currently undergoing organisational restructure and will notify RBC Housing Team when concluded.

### 5.3 **Thames Valley Housing Association – Rushmoor housing stock 445 social rent, 12 affordable rent, leasehold 270 properties and 8 market rent**

- TVHA are a medium sized RP with 15,200 properties.
- Councillors visited two schemes in Farnborough, Pipers Patch and Queensmead.
- TVHA are a pilot RP for the Right to Buy scheme, they have found that although interest is high in Rushmoor, from 40 enquiries there have been 2 properties sold because high property prices mean tenants cannot afford to buy even with the £77k discount.
- Councillors enquired about the difference in satisfaction levels between tenants and leaseholders and learned that, on the larger section 106 sites this can be due the service provided by a third party managing agent that delivers communal cleaning and grounds maintenance services.
- TVHA confirmed that they are keen to pursue development opportunities in the borough.

### 5.4 **Ministry of Defence- Housing stock approximately 2,000**

- Following the Review of Defence Estates the MOD will be moving away from providing married quarters looking to provide a housing allowance scheme, increasing housing choice for staff who will be able to rent or buy their own properties.
- Carillion Amey has delivered the estate management and occupancy management contracts from Liverpool for the MOD for 2 ½ years. The Committee of Public Accounts report showed that the quality of accommodation, repairs and maintenance as poor. We are assured that this was a national report and the local standards are within acceptable levels. New online repairs reporting and bidding systems have been introduced to streamline the processes.
- Approximately 8% \*of the stock is empty to allow for troop movement which is currently being reviewed.
- MOD are improving the housing information they give to service leavers, however there is still a belief among soldiers that that council will house them when they leave.
- MOD are keen to work with RBC on the best use of surplus housing stock, initial discussions have taken place.

\*The armed services allow up to 10% void stock to allow for troop movement.

## 6 **Conclusion**

The RP Review process continues to play an important role in developing good working relationships with the council's housing providers. The estate inspections and follow up meeting enable members and officers to improve their understanding of the location, condition and management of the affordable housing stock in the borough, they also provide a platform to hold open and candid conversations around any concerns and to work together to resolve any problems.

## 7 **Recommendation**

That Community Panel agree to the scheduling of an RP Review Programme during 2017/18.

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### **Background papers:**

- Minutes of the review meetings
- Supporting documents supplied by RPs

### **Contact Details:**

#### **Councillor Mike Smith**

Chairman of Community Policy and Review Panel  
ON BEHALF OF THE RP REVIEW GROUP  
Tel: 01252 542250 / mdsmithrushmoor@gmail.com

#### **Report Author:**

Zoë Paine: Housing Strategy & Enabling Manager  
Tel: 01252 398687 / zoe.paine@rushmoor.gov.uk  
(Job Share with working days Wed- Fri)

**PRIVATE SECTOR HOUSING SURVEY – FINAL REPORT**

<b>1.</b>	<b>INTRODUCTION</b>
1.1	The purpose of this report is to update the Panel on the final report and findings of the private sector housing survey, which was completed at the end of March 2016.
<b>2.</b>	<b>BACKGROUND</b>
2.1	In November 2015, Cabinet approved for a private sector housing survey to be carried out by an appointed surveyor for this specific purpose, over a period of twelve-months.
2.2	The purpose of the survey was to identify poor housing conditions, overcrowding, disrepair and houses in multiple occupation.
2.3	A surveyor was recruited on a twelve-month contract in March 2016.
2.4	An update on the progress of the survey was first reported to Panel in June 2016. Regular updates have also been provided to the housing portfolio holder, Councillor Barbara Hurst.
<b>3.</b>	<b>DETAILS OF THE SURVEY</b>
3.1	The survey was concluded at the end of February 2017. See Appendix 1 for a map of the areas visited.
3.2	The remaining month was used to carry out return visits in the Aldershot area. This resulted in the identification of further poor quality accommodation that required immediate action by the private sector housing team.
3.3	In the final month of the survey, visits were made to residential accommodation above commercial properties that had been identified by the Immigration Service.
<b>4.</b>	<b>KEY FINDINGS</b>
4.1	The main issues identified through the survey were dampness, excess cold, and fire safety in houses in multiple occupation, with some properties having

	multiple hazards.
4.2.	The private sector housing survey report gives details of the methodology and findings in Appendix 2.
4.3	The findings have been manageable and were dealt with as they arose.
4.4	The findings show that properties in Aldershot have disrepair issues and there are some smaller HMOs. In Farnborough, smaller two storey HMOs were identified, which supports the existing knowledge.
4.5	The survey identified 161 hazards, showing that 2.3% of the properties inspected had hazards, as determined by the Housing Health and Safety Rating System – Housing Act 2004. For example, electrical safety, fire safety and excess cold hazards.
<b>5.</b>	<b>FINANCIAL IMPLICATIONS</b>
5.1	The cost of employing the surveyor for 2016/17 was £33,132, including on-costs.
<b>6.</b>	<b>CONCLUSION</b>
6.1	The purpose of the survey was to identify and act on poor housing conditions, overcrowding and more accurate figures on houses in multiple occupation, this has been achieved.
6.2	The survey did not identify any additional large licensable HMOs, but did uncover some smaller HMOs that do not currently require a property license. These properties do need remedial works to make them safe for the occupants. This is especially the case in areas, 7 and 8, which covers Mayfield Road and Caswell Close (ex GLC estate). This was expected, as these properties are large with 3 or 4 bedrooms and are cheap to purchase as buy to let properties.
6.3	The data gathered from the survey is being used to determine action in relation to improving overall housing standards in the borough by rectifying the hazards identified. The government is introducing a mandatory licensing scheme under the Housing and Planning Act 2016 for smaller HMOs, occupied by 5 or more people, living as 2 or more households. The Council will be required to administer this scheme, which is due to come in to force in October 2017, and we are currently awaiting guidance. The information that has been gathered during the survey is valuable in determining exactly where these properties are situated.
6.4	There may still be some hidden households within ethnic groups where access was not gained. Further work is required to inspect these properties, with the assistance of an interpretation service.

7.0	<b>RECOMMENDATIONS</b>
7.1	That Community Policy and Review Panel note that the survey work is complete, providing its findings in the report attached in Appendix 2.
7.2	The survey has provided valuable data to the Council and has prompted action to improve housing conditions and make properties safe.
7.3	The Community Policy and Review Panel should note that the legislation requiring mandatory licensing of smaller HMOs is due to come in to force in October 2017 and that further resources will be required to administer the scheme.
<b>Barbara Hurst</b> <b>Portfolio Holder for Housing</b>	
<b>Qamer Yasin</b> <b>Head of Environmental Health and Housing</b>	
<b>Report Author: Hilary Smith</b> <b>Private Sector Housing Manager - 01252 398637</b>	
<b>Background papers: Appendix 1 – Area Map</b> <b>Appendix 2 – Private Sector Housing Survey Report</b>	

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Appendix 1



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**Appendix 2**

**RUSHMOOR BOROUGH COUNCIL**

**Private Sector Housing Survey Report**

**March 2016 – March 2017**

**David Roberts**



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## **Executive Summary**

### **Background**

Rushmoor has seen an increase in demand for accommodation in the private rented sector similar to that experienced nationally. This may be attributed to:

- The increase in property prices;
- The lack of affordable properties;
- Increase in the cost of renting locally and;
- Increase of migration to the area.

This rise in demand has meant that local residents have accepted a lower standard of accommodation. Because of this, we have seen an increase in the number of requests for assistance with disrepair and overcrowding.

### **Methodology**

To help us to get a better idea of the condition of our private housing stock, Cabinet gave approval to appoint a surveyor on a twelve-month contract to carry out a targeted door-to-door survey. This is in line with guidance issued by the Department of Communities and Local Government (DCLG) issued in March 2015 - "Improving the Private Rented Sector and Tackling Bad Practice."

The survey started at the end of March 2016 and focussed on 12 areas, which were pre-determined taking into account the indices of multiple deprivation, local population, age of residents, local knowledge and history of complaints about poor housing conditions.

### **Results**

Within the 12 areas, 6,447 properties were visited and 161 hazards were identified using the Housing Health and Safety Rating System (HHSRS). The main hazards identified were damp, excess cold and fire safety. A total of 2.3% of the properties surveyed contained at least one hazard.

The survey also identified smaller, non-licensable Houses of Multiple Occupation (HMOs), a record of which has been kept in expectation of the proposed changes in the mandatory licensing scheme due to come in to force in October 2017. It was noticeable that the results of the survey varied between areas, with more issues of disrepair identified in Aldershot and the identification of smaller HMOs identified in Farnborough.

### **Conclusion**

The survey achieved its aims in identifying issues of disrepair, overcrowding and HMOs. The actions taken by the private sector housing team has had a positive effect on the health and wellbeing of residents by identifying those in need of

assistance. The survey provided the opportunity to gather intelligence on property occupation that can be utilised in the future and it identified properties in poor condition owned by well-known landlords in the borough.

The survey also identified matters of interest to other teams within the council, such as food safety and environmental health.

## **1. Introduction**

Nationally, the private rented sector has doubled from 2 to 4.1 million between 1996 and 2012 and dependency on it has increased. This has resulted in a shortage of accommodation, with residents accepting lower standards in their search for a home. Locally, we have seen a similar increase in demand, which is outstripping supply. This is partly due to an increase in property prices, a lack of affordability and migration to the area.

The private sector housing team has seen an increase in the number of requests for assistance from residents who are concerned about overcrowding, safety and disrepair.

In March 2015, The Department of Communities and Local Government (DCLG) issued guidance to local authorities called “Improving the Private Rented Sector and Tackling Bad Practice.” The guidance recommended that councils develop a proactive strategy to deal with poor quality housing to include:

- A door to door survey
- Consideration of a selective licensing scheme
- A blacklist of rogue landlords
- Introduction of fixed penalty notices for less serious housing offences

In November 2015, members of Cabinet gave approval for a surveyor to be appointed on a 12-month contract to carry out a targeted survey of private sector properties within the borough.

The surveyor joined the council on 14 March 2016 and after a two-week induction period, the survey started on 29 March 2016.

## **2. Aim of the Survey**

The aim of the survey was to gather more information about the condition of private housing in Rushmoor by:

- Identifying HMOs
- Identifying disrepair and poor housing conditions
- Identifying overcrowding

The information will be used to drive up housing standards, identify properties in need of intervention and to find and prevent rogue landlords from operating in Rushmoor.

### **3. Methodology**

A door-to-door survey of 12 pre-determined areas was carried out (Appendix 1). These areas were selected based on local knowledge and use of the indices of multiple deprivation. Three separate visits were made to each address to gather information and if no response was received on the third visit, a view was taken as to whether further investigation was needed or whether no further action was necessary.

The purpose of the survey was explained to residents and this prompted them to provide information about the status of other properties in their road or locality. This information was recorded and where appropriate further investigations were carried out.

Different forms of questioning were used to gather the information and these were adapted depending on the circumstances.

Questions asked by the surveyor included:

- Do you own the property or are you renting?
- Do you know who your landlord is?
- How many people live at the property?
- Do you have any issues with disrepair in your home?
- Do you have hot and cold water?
- Do you have heating in the property and does it work?
- Do you have a working smoke detector?
- Do you know if you have a gas safety certificate?
- Are there any issues in the property that are of concern to you?

The surveyor used the doorstep intervention to take a view on the general condition of the property, for example:

- Was there a handrail to the staircase?
- Were there smoke detectors visible?
- Was there any visible disrepair?
- Did the amount of shoes in the hallway correspond with the number of tenants?

If the surveyor was concerned about the property, he asked the occupier if he could carry out an internal inspection.

Inspections in the original 12 survey areas were finished at the end of February 2017 and so for the last few weeks visits were carried out on living accommodation above takeaways and restaurants within the borough. The Immigration Service and our food team identified these premises.

Revisits to properties in Aldershot were carried out and this uncovered a known, licensed HMO that was having extensive building works carried out with the tenants in situ. This meant that tenants were living on a building site with no cooking facilities, limited washing facilities, dangerous fire hazards along with a cockroach infestation. This was passed to the team and resulted in a Prohibition Order under the Housing Act 2004 being served, prohibiting the use of the property for living and sleeping whilst the works were being carried out. This Prohibition Order has recently been revoked and the property is in good order throughout.

#### **4. Recording of Information**

Information on the type of property i.e. semi-detached, detached or terraced was recorded along with the type of occupancy i.e. single family, owner-occupier or HMO and the information was recorded on the database.

If a more detailed inspection was required, an inspection sheet was used and the information transferred on to the database.

If further investigations were required by the private sector housing team, an email was sent to the “privatehousing” in-box. This meant that there was a record of how many cases were passed to the officers for action.

The inspection of accommodation above restaurants and takeaways was recorded on a hard copy form, which was then attached to the property address on the database.

#### **5. Results**

6,447 properties were visited and of these, a response was received from 5,777 on the first visit, 266 after a second visit and 31 after the third visit. A total of 80 cases were passed to the private sector housing team for further investigation. There were 140 properties where no response was received and a number of these were due to problems with communication where a different language was being spoken by members of the household. A Nepalese speaker from our customer services unit (CSU) helped to carry out revisits in areas 1 to 3 where there were language difficulties. Due to service pressures, this service was not available after area 3 and therefore several properties remain uninspected. The private sector housing officers, with the use of a translation service, will make re-visits to these properties. Of the properties where no response was received, an external assessment was made as to whether the property should be recorded as in good condition or in need of further investigation. Photographic evidence was taken of the property and details

passed to the private sector housing team for their decision as to whether a further visit was required.

It was found that properties in Aldershot had more issues with disrepair, whilst in Farnborough there were smaller HMOs. This is in line with existing knowledge and was therefore no real surprise.

The survey identified 161 separate hazards and a graph showing the numbers and type of hazards is in Appendix 2 at the end of this report. This does not show the exact number of properties that contained hazards as some properties contained multiple hazards. However, looking at the number identified compared to the number of properties visited, the figure suggests that less than 2.3% of properties contained a hazard, which is less than the national average.

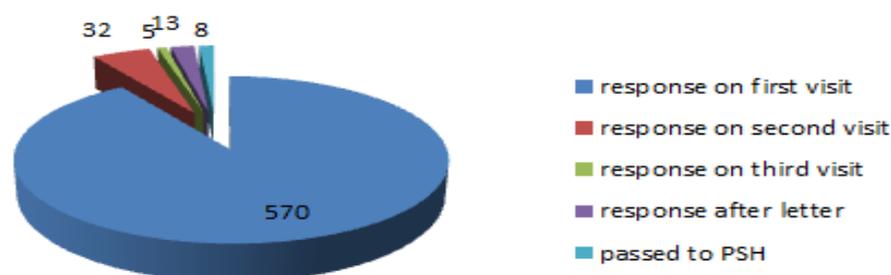
The most common hazards identified during the survey were dampness, excess cold and fire safety.

The survey did not identify any additional licensable HMOs. However, it has uncovered many smaller HMOs that do not need a licence but do require works to make them safe and suitable for the occupants. This is especially the case in areas 7 and 8, which cover Mayfield Road and Caswell Close (former GLC estate). This was expected as these properties have large rooms and are cheap to purchase as buy to let in comparison to other properties in Farnborough.

The investigation of accommodation above restaurants and takeaways has been slow due to difficulties in gaining access. A number of issues were identified regarding fire safety and possible overcrowding and these have been passed to the private sector housing team for further investigation.

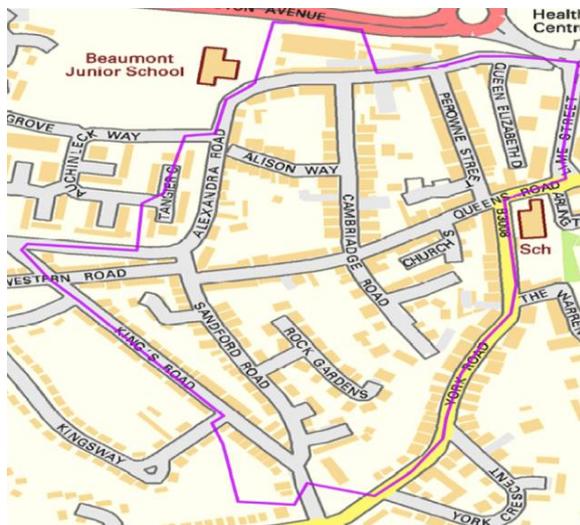
In order to demonstrate the findings of each area of the survey there is a breakdown of the visits carried out and details of what was found.

## 6. Breakdown of Visits Area 1



The survey started in area 1, which gave the surveyor the opportunity to experience and develop surveying and questioning techniques. As expected, this was one of the

least challenging areas with no serious issues of disrepair. The area contained a small number of large licensed HMOs.



The survey area was centred around Cambridge Road and moved towards central Aldershot along Queens Road

Out of 628 properties visited in this area, eight cases were referred to the private sector housing team. A number of these were known HMOs, where there were minor issues of disrepair.

A property in Perowne Street had a defective window at the front and the occupant had attempted to repair it. The repair had left a large gap to the top of the pane of glass, which had the potential to cause an excess cold hazard.

Several attempts were made to gain access to the property without success and so the case was referred to the private sector housing team. Further investigations were carried out and it was found that the occupant was an elderly man who said that he was the owner of the property. The private sector housing team found that this was not the case and the man was a sitting tenant. The property had been sold by the tenant's siblings without his knowledge. This highlighted the difficulties in trying to determine ownership of properties and that thorough checks, such as land searches are important.

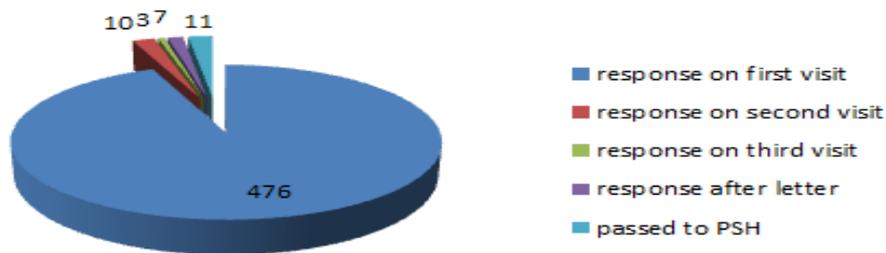
The new owners of the property confirmed that they were prepared to carry out the works to repair the window, but the tenant wanted to do it himself.

The tenant was signposted to agencies that could provide practical help or financial assistance but he was not interested. This highlighted that some residents are fiercely independent and do not want the intervention of the council.

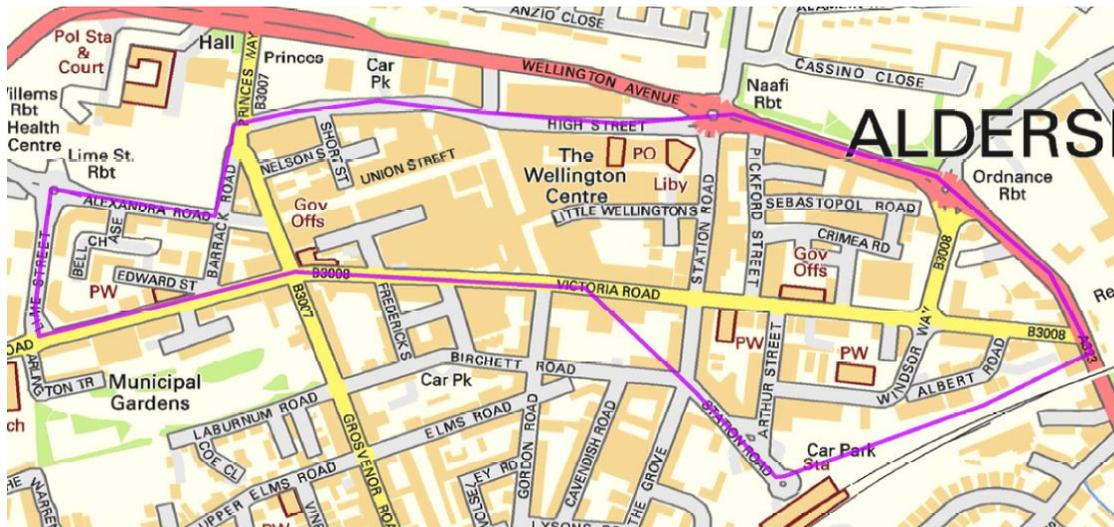


The repair carried out by the occupant was not effective and created an excess cold hazard.

## 7. Breakdown of visits Area 2



At the end of April, the survey moved in to area 2, in central Aldershot from the bottom end of Grosvenor Road, along the High Street to Victoria Road and Station Road. This area contained a number of residential properties above commercial units that have been converted into self-contained flats or shared accommodation along with stand-alone blocks of flats, such as, Enterprise House and Pickford House. A number of HMOs are contained in the area that the private sector housing team are aware of including Star Yard, a development located in Victoria Road. This was an HMO occupied by more than 20 residents, but is now subject to planning enforcement action to remove it from use.

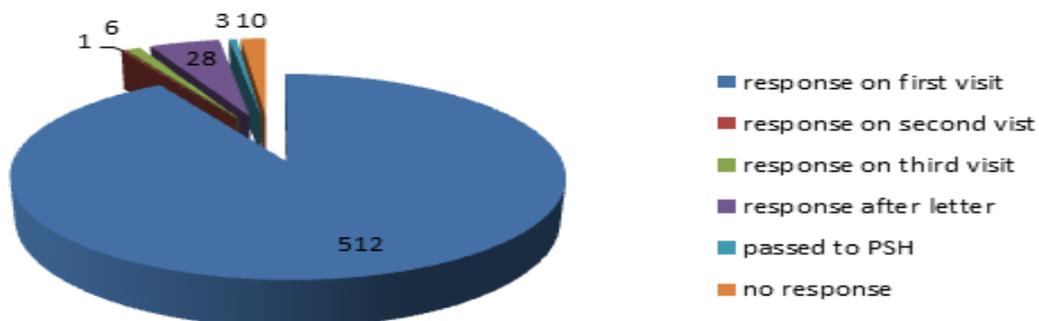


There were 11 properties in this area referred to the private sector housing team, of which several had inadequate fire safety measures. A property in Union Street had water leaking onto the electrics and another had wires running from the electrical supply to the commercial premises on the ground floor. Wires were trailing across the main entrance stairway and in the living room there were exposed and dangerous electrical cables.

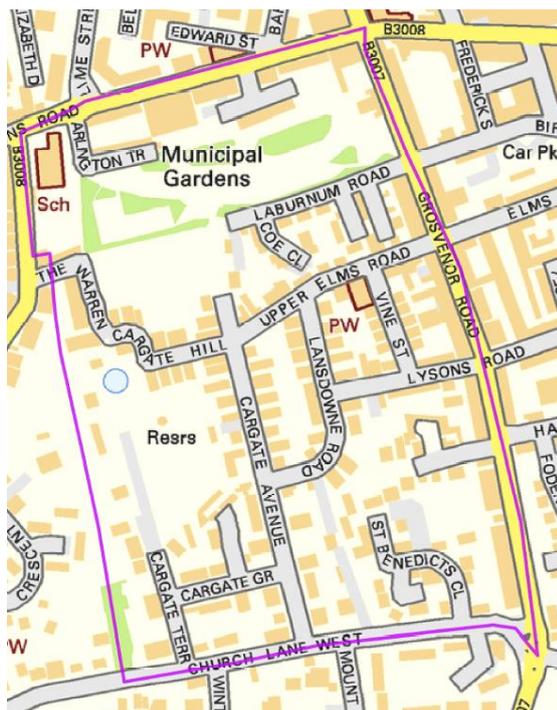
The most serious case of disrepair and overcrowding found in this area was residential accommodation above a commercial unit at 5a Wellington Street. The disrepair and fire safety risks were of such a serious nature that we had to call Hampshire Fire and Rescue Service for assistance, as it was felt there was an imminent risk to health and safety due to poor electrical installations combined with a lack of fire safety measures.

Hampshire Fire and Rescue Service used their powers under Article 31 of the Regulatory Reform (Fire Safety) Order 2005 to prohibit the use of the property for the purpose of living and sleeping with immediate effect. This case highlighted the benefit of effective partnership working to keep our residents safe and the use of all available legislation, and not just the powers that we have under Housing Act 2004.

## 8. Breakdown of visits Area 3



At the beginning of May, the survey moved in to the Cargate Avenue area of Aldershot and along one side of Grosvenor Road. This area was found to be predominantly owner occupied with some large HMOs that the private sector housing team are aware of. In Grosvenor Road, Lysons Road and Upper Elms Road the type of properties changed to smaller two-storey terraced houses, the majority of which were found to be owner occupied.

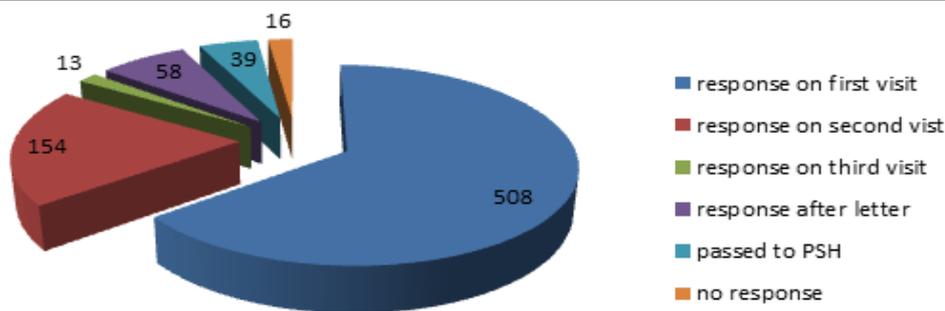


Information was received that a property at 9 Cargate Grove had been empty for over two years. The details of this property were passed to the strategy and enabling team for further investigation.

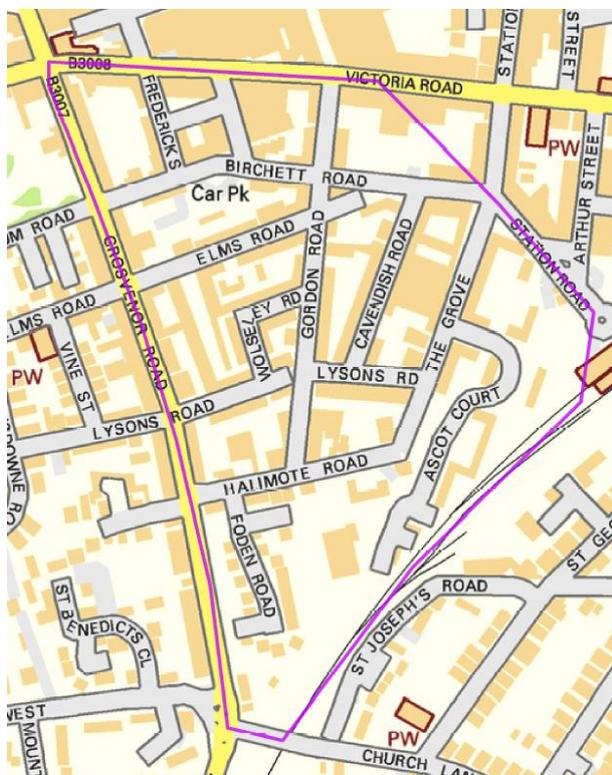
Minor issues of disrepair were found in this area, mainly around fire safety and missing handrails, the majority of which were found in the accommodation above the commercial units in Grosvenor Road.

There were no major issues of disrepair found in this area, but three properties had minor disrepair issues that were referred to the private sector housing team for further investigation.

## 9. Breakdown of visits Area 4



Area 4 had the largest number of properties to survey, 788. This included a number of purpose built self-contained flats in Ascot Court and Stratfield House. In Gordon Road, Lysons Road and Halimote Road the properties were mainly two-storey terraced.



A high proportion of residents living in the area were Nepalese, split equally across the owner occupied and privately rented sectors.

A number of issues of disrepair were found in this area. Damp and mould was a problem in some of the top floor flats in Ascot Court. Although the properties were built in the 1990's, poor construction and materials such as softwood window frames have led to much of the disrepair experienced by residents

Some of the disrepair found at Ascot Court highlighted the difficulties in achieving reasonable time effective repairs when there are split responsibilities between owner-occupiers, tenants, agents and management companies involved in a complicated management chain. There was unwillingness for parties to take responsibility for repairing the defects and it took a considerable amount of time and effort on the part of the council to achieve a resolution.

This area also revealed a number of cases of overcrowding and led to the service of a Prohibition Order on a property in Lysons Road. A further Prohibition Order was served to stop the use of an attic as sleeping accommodation in Wolsey Road.

In Birchett Road, a property had a sky dish supported only by the cables, which was directly above a public footpath. Further investigation led us to find multiple issues at the property including fire safety measures and unsafe windows where panes of glass were hanging from the frames and there was a risk of this falling onto the car park below. These issues have now been resolved.

This proved to be a challenging area that took almost two months to complete. This was due to the number of properties, the number of defects found and the language issues with the high proportion of Nepalese households encountered.

Recent events have highlighted that one of the limitations of the survey is that the information gathered can change. A property in Gordon Road was owner-occupied when visited during the survey and months later, we received information that it was overcrowded. Our investigations revealed that the property had been sold three months earlier and the new owners had let it out to seven individuals as an HMO. There was a lack of fire safety measures and inadequate amenities. This led to a Prohibition Order being served restricting the number of people who can live there.

This shows that the survey was a snapshot in time showing tenure, condition and type of occupation in the borough, and how quickly things can change.

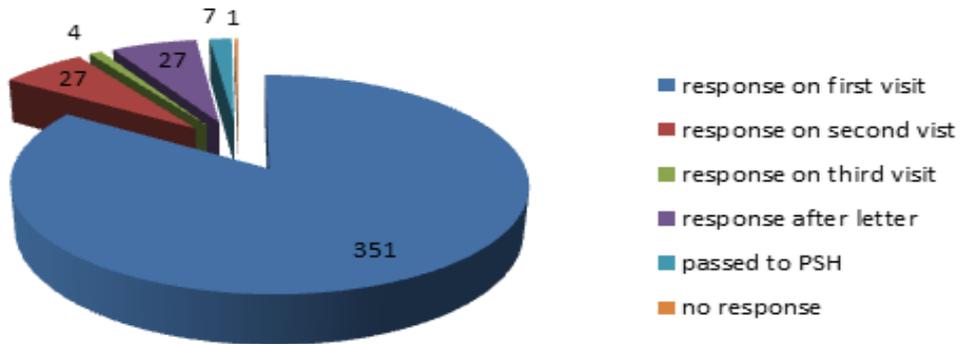


Sky dish supported by wires

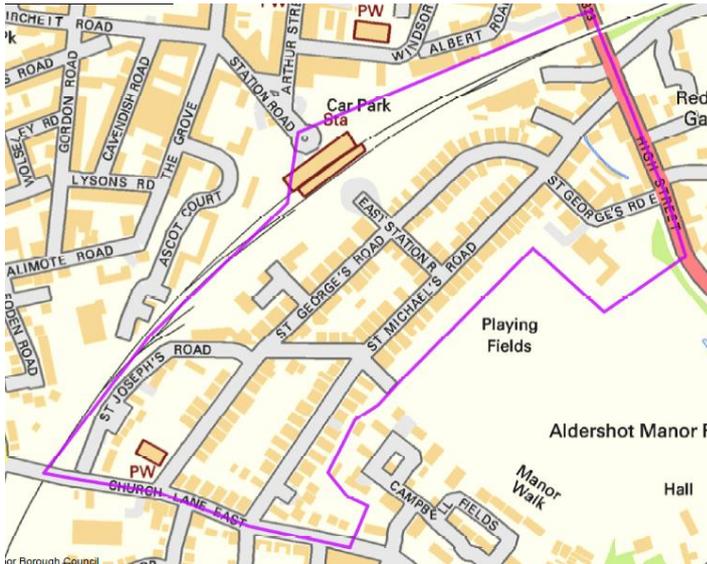


The wood at the bottom of the top sash loose, which meant that the glass was just hanging in the frame with a risk of it falling out

**10. Breakdown of visits Area 5**



In mid-August, the survey moved into St Georges Road and St Michaels Road in Aldershot. This is a residential area consisting of 1920-30s two storey properties. A number of non-licensable two-storey HMOs were found with insufficient fire precautions.



A property in St Michaels Road was an unlicensable two-storey HMO, occupied by five elderly Nepalese tenants, which had missing spindles on the staircase. Another property in St Michaels Road had damp and mould issues on the first floor ceilings which was due to a missing flashing at the abutment of the roof and chimneystack. All cases were forwarded to the private sector housing team for further action.

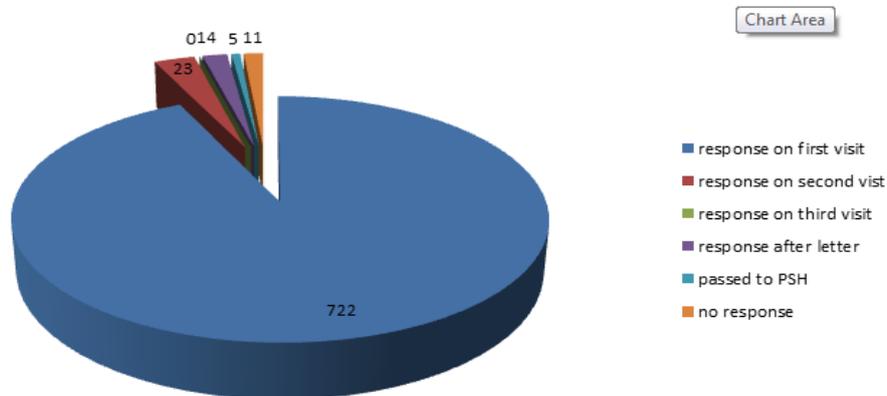
Some of the gardens in this area were large with some outbuildings that aroused suspicion that there may be an issue with “beds in sheds”. However, on investigation, this was not the case.



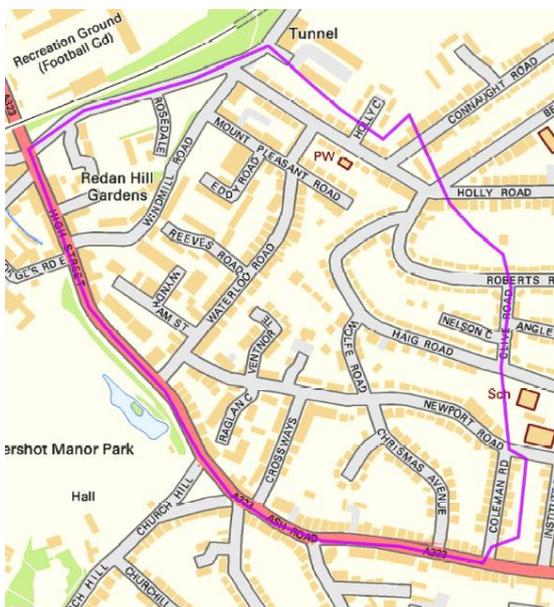
While carrying out the survey in this area a resident raised an issue about parking in St Michaels Road. There are two HMOs opposite each other and the tenants use the limited on street parking that is controlled by the use of resident parking permits.

The resident was advised that under housing legislation we have no powers to deal with on-street parking but referred the matter to the parking team for advice.

## 11. Breakdown of visits Area 6



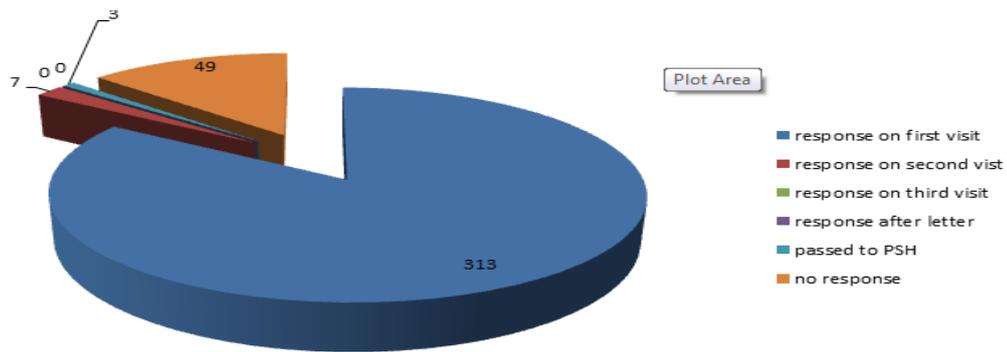
By mid-September, the survey moved in to area 6 at the bottom end of Aldershot High Street and along Ash Road, including the side roads to the north side of this area.



There was some accommodation above commercial properties in the High Street and some larger properties along Ash Road.

Minor issues of disrepair were found and five properties were referred to the private sector housing team. One property in Christmas Place was occupied as a HMO and was overcrowded with inadequate fire safety measures. This property was managed by an agency and once the owner was aware he gave notice to the agency and the tenants in order to bring the property back into single-family use.

## 12. Breakdown of visits Area 7



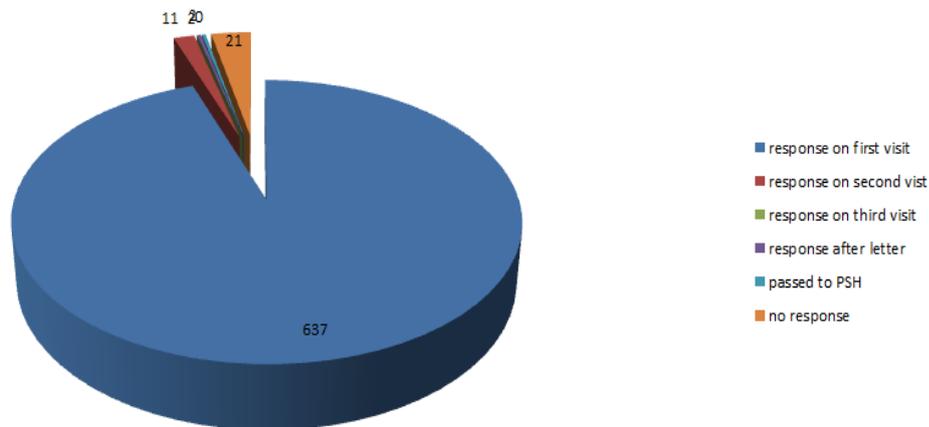
In October, the survey moved from Aldershot to Farnborough, starting on the former GLC estate, centred around Mayfield Road



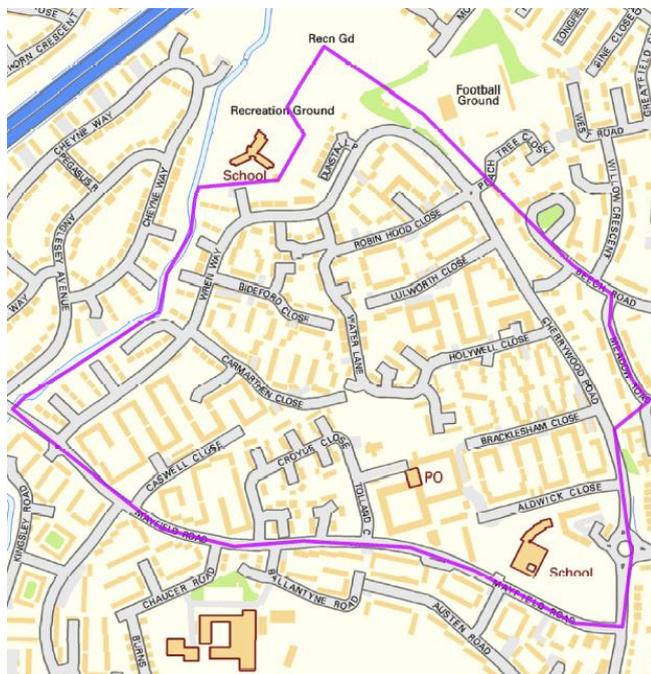
The majority of properties in this area are ex-local authority/housing association with large rooms and relatively inexpensive to purchase, making them ideal for the buy to let market. Some were found to be let out to a number of tenants as HMOs. Whilst these smaller HMOs do not currently require a property licence, they still have to meet requirements for amenities, repairs and fire safety.

Two properties in Chaucer Road and Austen Road were referred to the private sector housing team due to fire safety deficiencies including lack of smoke detection and fire doors. The properties have now been re-visited and all of the necessary works have been carried out satisfactorily.

### 13. Breakdown of visits Area 8



Area 8 was a continuation of area 7, on the former GLC estate covering Mayfield Road and Caswell Close. The area contained similar properties with similar problems, two properties in Caswell Close were referred to the private sector housing team, one for fire safety issues and the other as the front window was boarded up

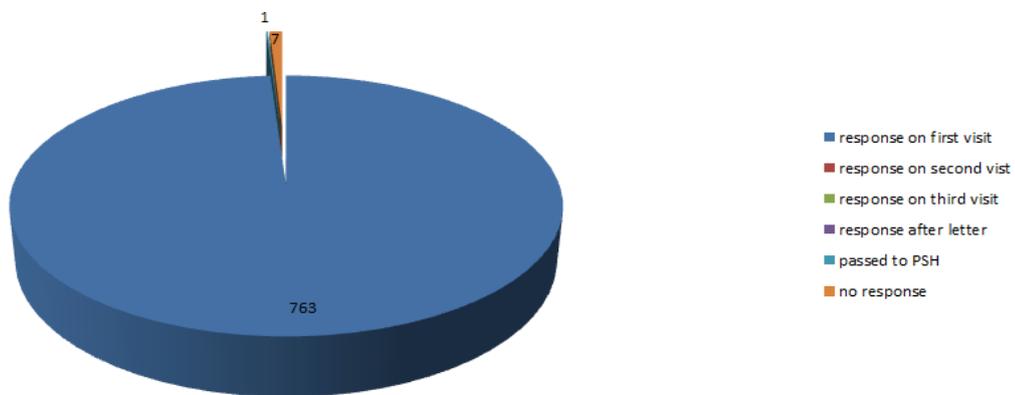


The property was owner-occupied, and the owner could not afford to carry out the repairs, so the private sector housing team gave advice on the financial assistance available to facilitate repairs. This issue remains un-resolved, as the owner of the property is unsure of what action they wish to take.

Five properties were identified in this area as non-licensable HMOs. There is a proposal under the Housing and Planning Act 2016 to extend the mandatory licensing scheme to include one and two-storey properties with five or more people living as two or more households. This is likely to come in to force in October 2017.

A record of all known properties found meeting these criteria since starting the survey has been kept to assist in future roll out of the new licensing scheme. The Government is due to issue guidance to local authorities on the proposed measures by October 2017.

### 14. Breakdown of Visits Area 9



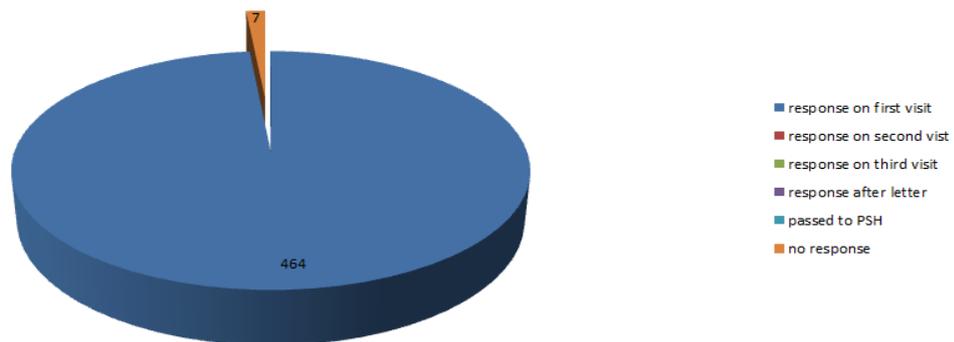
In November, work in area 9 commenced around Sandhill and the Grange Estate near to Farnborough Sixth Form College. Primarily the area is made up of two-storey semi-detached properties, some of which are ex local authority/housing association.



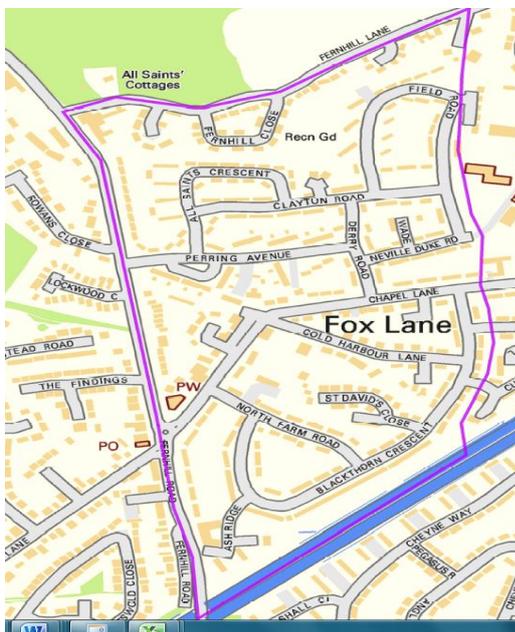
As with the other areas of Farnborough, three non-licensable HMOs were identified. However, most of these were in good condition.

One property in Beech Road was referred to the private sector housing team for further action as the heating was not working and a window to the front of the property was damaged. The landlord of the property was approached and agreed to do the works, which are currently underway.

### 15. Breakdown of visits Area 10



In December area 10 started, covering Fernhill Road and Chapel Lane in Cove.

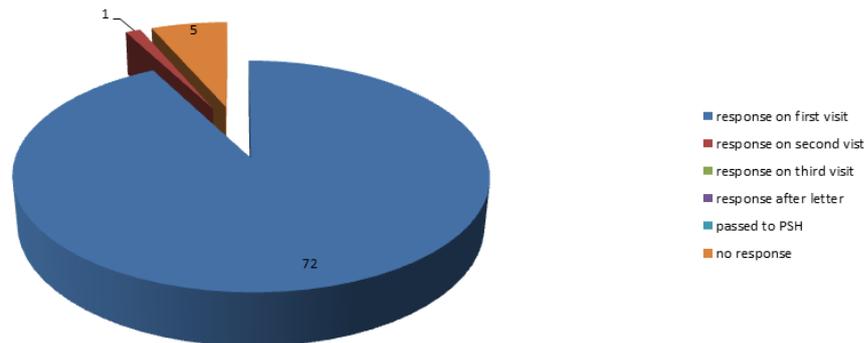


The area contained a mixed range of properties from large owner-occupied to smaller ex local authority/housing association.

As with other areas in Farnborough, seven non-licensable HMOs were found but no issues of disrepair were identified.

When the survey was nearly finished, a loose cast iron gutter pipe was found hanging from the flats above the shops on Fernhill Road. This was directly over a public footpath and a café that had tables and chairs outside. Immediate action was taken to contact the landlord of the flat to arrange for repairs to be carried out which have now been completed.

## 16. Breakdown of visits Area 11

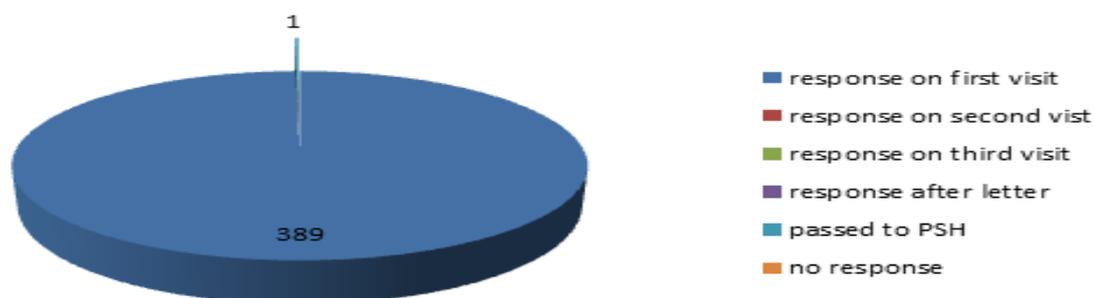


Visits in area 11 started at the beginning of January, this was the smallest area with just 78 properties.



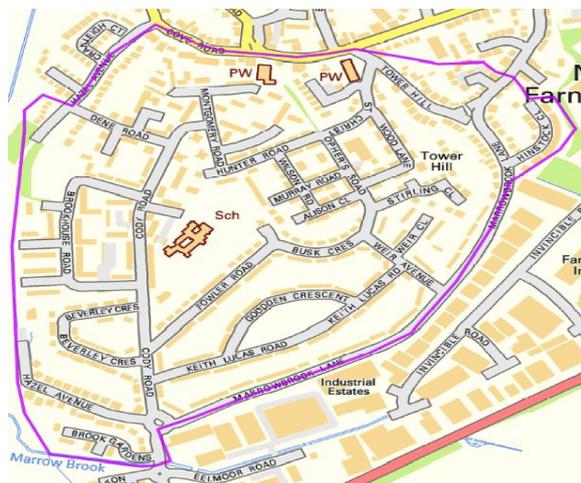
The area consisted mainly of ex local authority/housing association properties along with a number of smaller more recent developments. In Whetstone Road, there is a parade of shops with residential accommodation above; one non-licensable HMO was identified. Of the residential properties in this area, four out of five failed to respond to the survey. However, one of the properties eventually called to complain of odours from the extraction units of the takeaway below. This information was passed to the environmental health team to act upon.

## 17. Breakdown of Visits Area 12



In mid-January, we moved in to the final area of the survey. This centred on Cody Road, which is predominantly flats that are ex local authority/housing association properties, leading towards the Tower Hill area, which has more privately owner occupied properties.

There were a number of ex-military properties that used to belong to the RAE/DERA, which are owner-occupied or tenanted. The majority have been updated and have had central heating systems installed. However, two properties had not been modernised, with only an open fire available. The occupants of these properties were advised of their options dependent on whether they were owner-occupiers or tenants.



This area had fewer two-storey non-licensable HMOs than encountered in the other areas of Farnborough.

One issue that was passed to the private sector housing team was in relation to a HMO in Cody Road. The property was overcrowded, the flooring was in a poor condition, there was damp and mould and the fire door to the kitchen did not close

properly. The landlord is currently carrying out the required works and has reduced the number of occupants.

## **18. Conclusion**

The original aims of the survey have been met. Numerous issues of disrepair and overcrowding have been reported and dealt with by the private sector housing team. From the resulting actions of the private sector housing team an immediate positive impact has been made on resident's health and well-being

The survey has provided intelligence on a number of smaller HMOs and this information can be utilised when the proposed changes to the mandatory licensing scheme take place.

Issues that were identified in relation to the functions of other areas of environmental health and housing and have been passed to food safety and environmental health for their action.

The survey showed the benefit of working closely with other agencies, such as the Hampshire Fire and Rescue Service, and the Immigration Service who work with us to improve housing conditions through identifying and dealing with poor quality housing.

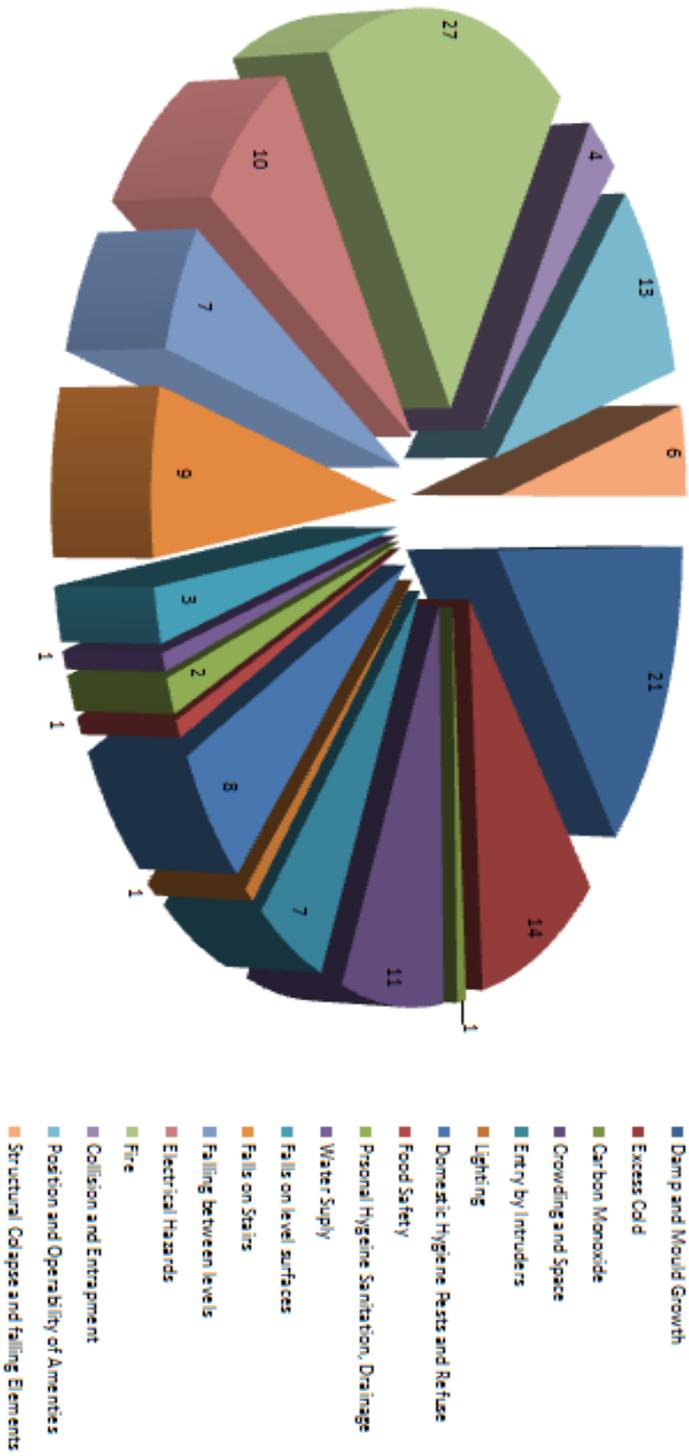
## 19. Appendices

### Appendix 1



## Appendix 2

Number of hazards identified throughout the survey



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## COMMUNITY POLICY AND REVIEW PANEL WORK PROGRAMME

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

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

The purpose of the work programme is to identify the way in which topics are being dealt with and the progress made with them. An update will be submitted to each meeting of the Panel.

# HEALTH AND HOUSING PORTFOLIO

## ACCOUNTABILITY AND AREAS OF RESPONSIBILITY

### Housing Matters

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

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

### Care in the Community Matters

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

### Health Matters

- To liaise and co-ordinate with local health organisations and bodies to improve facilities in the Borough.
- To work in partnership with local health organisations and bodies to promote the health needs of the Borough and in particular to support the activities of the Rushmoor Healthy Living.
- 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>	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>The FW / RBC Business meeting took place on Thursday, 23 July, 2015 the next business meeting will take place in 2016.</p> <p>FW attended the meeting of the Panel on <b>4 February, 2016</b>. They will be invited to provide the Panel with an update during the 2016/17 Municipal Year.</p> <p>On 15 September, 2016, Peter Walters attended the meeting of the Panel to advise Members on the proposed merger between First Wessex and Sentinel Housing Association.</p>	Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk
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>Appointments to the Group were made at the Panel meeting on 9 June, 2016 for the 2016/17 Municipal year.</p> <p>An outcome report of the Review for 2016/17 would be submitted to the meeting of the Panel at the end of the Municipal Year.</p>	Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Pack Page 44</p>		<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>		
<b>HEALTH MATTERS –</b>				
<p>Jan, 2007</p>	<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>The Group was appointed to at the meeting of the Panel on 9 June, 2016.</p> <p>Meetings of the Health Issues Standing Group to be organised for 2016 /17 Municipal Year and a programme of work to be developed for the Year.</p> <p>On 2 February, 2017 Sir Andrew Morris and Dr. Andrew Whitfield attended the Panel meeting to provide a detailed update on the Frimley Health and Care System Sustainability and Transformation Plan (STP). The development of the STP would be monitored by the Panel.</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	<b>Neighbourhood Renewal Strategy</b>	An update of the Neighbourhood Renewal Strategy was presented to the Panel on 4 February, 2016.	An update due to be provided to the Panel in the 2016/17 Municipal Year.	Ian Harrison, Corporate Director Tel. (01252) 398400 ian.harrison@rushmoor.gov.uk

## **POLICY**

<b>DATE RAISED</b>	<b>ISSUE</b>	<b>CURRENT POSITION</b>	<b>PROCESS AND TIMETABLE</b>	<b>CONTACT (SERVICE MANAGER)</b>
<b>HOUSING MATTERS</b>				
2008/2010	<b>Housing and Homelessness Strategies 2011-2016 and Action Plan</b>	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>The 2011-2016 Housing and Homelessness Strategy came to an end in March 2016. Consultation for the 2017-2021 had taken place in Spring 2016. Members would continue to play a key part in the development of the strategy.</p> <p>The Panel would continue to monitor the work of the Housing Options Team, the most recent update on the development of the new strategy was provided to the Panel on <b>15 September, 2016.</b></p>	Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
19.03.2012 Pack Page 16	<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>An update was presented to the Panel on <b>19 November, 2015</b>. A further update to be provided in the 2016/17 Municipal Year.</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 – 2017 / 18

<b>15 June 2017</b>	Hilary Smith  Zoe Paine	Final Private Sector Housing Survey – Final Report  Review of Registered Providers  Street Homeless Solution – RBC Housing
<b>14 September 2017</b>	Ian Harrison	Welfare Reform Update IAPT expansion - TalkPlus
<b>16 November 2017</b>		
<b>25 January 2018</b>		
<b>29 March 2018</b>		
<b>Future Items Suggested – Dates to be Confirmed</b>	Public Health Monitoring  Vanguard Update  Neighbourhood Renewal Strategy	Frimley Sustainability and Transformation Plan (STP)  South East Coast Ambulance Service  First Wessex inc merger with Sentinel

### Lead Officer

Karen Edwards (Corporate Director)  
Tel. (01252) 398800  
Email. karen.edwards@rushmoor.gov.uk

### Panel Administrator

Marion Young  
Tel. (01252) 398827  
Email. marion.young@rushmoor.gov.uk

Last update: 08 June 2017

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