



RUSHMOOR BOROUGH COUNCIL

BOROUGH SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Monday, 26th March, 2018 at 7.00 pm*

To:

Cllr A.R. Newell (Chairman)
Cllr R.L.G. Dibbs (Vice-Chairman)

Cllr T.D. Bridgeman
Cllr Liz Corps
Cllr A.H. Crawford
Cllr S.J. Masterson
Cllr Marina Munro
Cllr B.A. Thomas

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 - 4)**

To approve the Minutes of the Meeting held on 22nd January, 2018 (copy attached).

2. **RUSHMOOR VOLUNTARY SERVICES –**

To receive a presentation from Mr Greg Alexander, Chief Executive Officer of Rushmoor Voluntary Services, on working arrangements and operations within the service. The presentation will include an update on the Dial a Ride Service, Community Transport and Hampshire County Council funding.

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

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 two 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, 22nd January, 2018 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr A.R. Newell (Chairman)
Cllr R.L.G. Dibbs (Vice-Chairman)

Cllr Liz Corps
Cllr A.H. Crawford
Cllr Marina Munro
Cllr B.A. Thomas

Apologies for absence were submitted on behalf of Cllr T.D. Bridgeman and Cllr S.J. Masterson.

15. **MINUTES**

The Minutes of the Meeting held on 13th November, 2017 were approved and signed by the Chairman.

16. **ADDRESSING LOCAL ISSUES OF STREET DRINKING, ROUGH SLEEPING AND ANTISOCIAL BEHAVIOUR IN THE BOROUGH**

The Panel welcomed, John Halfacre (Temporary Chief Inspector) and Phil Mayne (Sergeant) from Hampshire Police; Caroline Ryan (Community Safety Manager); Suzannah Hellicar (Housing Options Manager); Simone Gleed and Tony Keall (Society of St. James); Tina Harvey, Kirsty Quinn, Faye Thorpe and Chris Nyamunga (The Home Group); and, Lesley Herniman and Tracey Ashton (The Vine), who had been invited to the meeting to give presentations on activities and measures being taken to make positive changes in the Borough around the issues of street drinking, rough sleeping and associated behaviours.

The Panel was advised of the current position in the Borough, and in particular the situation in Aldershot Town Centre. It was noted that the Public Spaces Protection Orders (PSPO) were now in place in each of the two towns. The PSPOs allowed the Council and the Police to enforce acts of anti social behaviour within the exclusion zones. Civil injunctions had been placed on some offenders, which had been undertaken by the individuals, however, should these restrictions be breached the offender would be taken to court and dealt with appropriately. In addition, a number of ancillary measures were being considered to combat and deter nuisance; these included demountable cameras to help deter criminal activity and the Positive Change Campaign – to encourage the public to give donations to appropriate charities. The Safer North Hampshire Partnership also worked across Hampshire to share problems and identify best practice.

Chief Inspector Halfacre advised on the work being carried out by the Police. It was reported that Operation Cadbury had been instigated to assist with the situation in the town centres, the idea of which was not to punish people, but to refer them through the appropriate services. However, if behaviours fell below appropriate levels individuals would be prosecuted according to the law. The Panel was advised of Section 35 dispersals, new legislation which had replaced Anti Social Behaviour Orders (ASBO). New Criminal Behaviour Orders (CBO) placed both positive and negative demands on individuals, if these were breached three times the individual would be required to go back to court for further sentencing. It was reported that three of the prolific offenders were currently in prison and one had recently been released.

The Panel was advised on what the Housing Options Team were doing to help address the issues. Ms. Hellicar reported that a partnership approach was being taken to help solve the problem through early engagement with individuals at risk of homelessness. A "Hub" Event was held on a weekly basis to bring the homeless together with agencies who could offer a one stop process for accessing services and housing support. It was felt important to assist individuals at an early stage to try and prevent the situation escalating. It was noted that the implementation of Universal Credit could have an impact on the levels of homelessness and the situation would be monitored closely. The Panel was also advised of the Homelessness Reduction Bill which had been implemented to allow all individuals at risk the same level of advice and prevention. In response to a question, it was advised that the option of "housing first", where individuals were placed in housing first before any support work took place, would be investigated as this had proved successful in other areas.

The Society of St. James representatives explained its work, in particular around the North Lane Lodge site, a wet hostel that had been created in collaboration with the Council. North Lane Lodge was a refurbished Air Cadets hut on ex-Military of Defence land. The refurbishment had created a hostel for homeless people, willing to engage, and consisted of nine small rooms, a communal area, break out rooms and laundry space. The expected lifespan of the facility was three years. The Lodge had been created to tackle issues around rough sleeping and street drinking and to provide access to accommodation to those that faced barriers accessing supported housing. The male only facility was staffed seven days a week and had 24 hour call cover. As part of the project, the Lodge offered access to life skill courses, such as cooking, painting, woodworking and fitness, and support services like counselling, and support sessions on substance abuse, mental health issues, budgeting and benefits. It was reported that since February, 2017 the Lodge had housed 15 residents, 11 of which had been sleeping rough, 13 who had mental health issues and 14 who were active drug/alcohol users. Of the 15 residents it was noted that one individual had been given a custodial sentence, two had abandoned the project and a further two had been given a "notice to quit". However, three residents were currently in the process of moving on to more independent living and three more had been identified as "ready to move on". To assist with the "moving on" process it was noted that the Society of St. James acquired properties, such as their site on Victoria Road, Aldershot due to open in February, 2018. These properties were shared houses with access to support and intervention.

The Home Group reported on the outreach work they carried out within the Borough. It was noted that two outreach workers worked within the town centres, providing familiar faces to the ones who were street attached/homeless. The process of supporting these individuals included, identification through 'Streetlink' an online tool to report rough sleepers and outreach work and an assessment of the situation, considering safeguarding for all and taking a person centred approach to each case as every individuals' needs were different. Outreach work would continue until the individual was willing to engage. The Panel noted the 'no second night out' approach which had been put in place to avoid people sleeping rough for more than one night at a time. This initiative was aimed at those sleeping rough for the first time when emergency accommodation could be provided via local authorities or local night shelters. Another initiative taken by the Home Group was to engage with individuals at risk of homelessness before their release from custodial sentences; this helped prevent crisis situations and in some cases being sent back to prison. It was advised that all the people homeless/street attached in Rushmoor had access to benefits, but still chose to sit on the streets and beg; in some cases, individuals could earn up to £100 a day.

The Panel noted the new holistic approach that The Vine was taking to help combat homelessness. Initiatives included advice and support with benefits, budgeting and housing issues, counselling, drugs and alcohol support and a range of stimulating leisure activities including art. It was noted that there were two outreach 'Vine' centres in the Prospect Estate, Farnborough and at Aldershot Park, Aldershot both funded by Vivid Housing, which ran alongside the main site in Station Road, Aldershot. It was reported that individuals felt comfortable within the environment provided by The Vine and within that setting they were able to access support and advice.

The Panel discussed the presentations and **ENDORSED** the approach being taken through joint working with multiple agencies across the Borough.

17. **WORK PROGRAMME**

The Panel noted the current work programme.

The meeting closed at 9.05 pm.

CLLR A.R. NEWELL (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

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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

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.

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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.

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				
24.10.17	Safer Rushmoor Partnership Plan	At the January 2018 meeting issues relating to rough sleeping and street drinking will be addressed, this will	January, 2018	Peter Amies Head of Community and Environmental Services

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	Monitoring and review of the Safer Rushmoor Partnership Plan.	include information from Hampshire Police, the Community Safety Partnership and the Council's Housing department.		Tel. (01252) 398750 Email. peter.amies@rushmoor.gov.uk
11.04.16	Supporting Troubled Families Monitoring and review of the Supporting Troubled Families initiative.	Members received an update on the 'Supporting Troubled Families' initiative on 11th April, 2016 and it was agreed that a further update would be requested at least every two years.	A further update will be provided at a future meeting.	Qamer Yasin Head of Environmental Health and Housing Services Tel. (01252) 398640 Email. qamer.yasin@rushmoor.gov.uk
10.04.17 24.10.17	Public Spaces Protection Orders To review the proposed new orders for both Aldershot and Farnborough	The Panel received a presentation on the proposed Public Spaces Protection Orders prior to the final report being submitted to Cabinet on 02.05.17.	The Panel endorsed the proposals within the Orders. An update on the PSPO's would be given as part of the presentation on 22nd January, 2018.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
13.11.17	Fire Safety Issues	At the meeting in November, 2017 the Panel addressed the issue of Fire Safety in the Borough. This issue had been raised as a Motion at a Council Meeting earlier in the year in the aftermath of the Grenfell Tower disaster and had been referred to the Panel for further scrutiny.	The Panel were satisfied that the Fire Service within Rushmoor operated at a high level and was well equipped to deal with fire safety matters.	Ian Harrison Corporate Director Tel. (01252 (398400) Email. ian.harrison@rushmoor.gov.uk

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
Environmental Health Policy				
12.06.17	<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 12th June, 2017.</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 June, 2019.</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>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk</p>
12.09.16	<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 12th September, 2016.</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, 2018.</p>	<p>Colin Alborough Environmental Health Manager (Food / Health and Safety) Tel. (01252) 398169 Email. colin.alborough@rushmoor.gov.uk</p>

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
PORTFOLIO – CONCESSIONS AND COMMUNITY SUPPORT				
Democratic Renewal and Elections				
12.09.16	Cabinet Portfolio for Concessions and Community Support To scrutinise the work of the Cabinet Member, including Grants to Organisations, the Community Lottery and Community Support.	The Cabinet Member for Concessions and Community Support attended the meeting in April, 2017 to update the Panel on current work within the Portfolio and priorities for the future.	The Portfolio Holder would be invited to attend a future meeting to update the Panel on priorities and current work. An update on the Community Lottery would be provided at a future meeting.	Karen Edwards Corporate Director Tel: (01252) 398800 Email: karen.edwards@rushmoor.gov.uk
24.10.17				
12.06.17	Electoral issues To deal with issues relating to elections and electoral registration.	The Cabinet Member for Concessions and Community Support (Cr. G.B. Lyon), the Chairman of the Licensing and General Purposes Committee (Cr. A. Jackman), the Chairman of the Borough Services Policy and Review Panel (Cr. A.R. Newell) and Crs. K. Dibble, B. Jones and S.J. Masterson have been appointed to serve on the Elections Group for the 2017/18 Municipal Year.	The Head of Democratic and Customer Services would attend a future meeting to update the Panel on the County Council's Boundary Review. November, 2018.	Andrew Colver Head of Democratic and Customer Services Tel. (01252) 398820 Email: andrew.colver@rushmoor.gov.uk
11.09.17				

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
		meeting to give an update on the current Electoral Review.		
Concessions and Supporting Local Organisations				
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 the meeting on 26th March, 2018 .	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
11.09.17	Citizens' Advice Rushmoor To consider the role of the CAB in the community.	Alex Hughes, Chief Officer at Citizens' Advice Rushmoor gave an update on working arrangements at the meeting on 11th September, 2016.	Alex Hughes has agreed to provide a further update at the Panel meeting in September, 2019 .	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
24.10.17	Food banks	The Panel were provided with information on food banks, in particular, 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.	The Panel have requested an update on foodbanks once universal credit has been rolled out fully.	Ian Harrison Corporate Director Tel. (01252 (398400) Email. ian.harrison@rushmoor.gov.uk
24.10.17	Community Transport To establish the level of	The Panel received presentations from both Rushmoor Voluntary Services and Farnborough Neighbour Care, who both	The issue of community transport would be raised at the meeting in March, 2018	Peter Amies Head of Community and Environmental Services

DATE RAISED	ISSUE AND DESCRIPTION OF TOPIC	PROCESS AND TIMETABLE	CURRENT POSITION	CONTACT (SERVICE MANAGER)
	provision of community transport in the Borough.	provided community transport in the Borough and surrounding areas.	at which Greg Alexander of RVS would be present.	Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk
13.06.16	Meals on Wheels/Luncheon Clubs To look at the services provided within the Borough.	The Panel received a presentation on the provision of Meals on Wheels and Luncheon Clubs in the Borough	The Panel highlighted some areas of concern with the Meals on Wheels service and requested some data on customer complaints and satisfaction from HCC. This information would be fed back to the Panel via the Mid Cycle Group.	Peter Amies Head of Community and Environmental Services Tel. (01252 (398750) Email. peter.amies@rushmoor.gov.uk

Chairman - Cr. Adrian Newell

Lead Officer - Ian Harrison, Corporate Director
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Last updated - March, 2018

BOROUGH SERVICES POLICY AND REVIEW PANEL

WORK FLOW – January 2018 – November 2018

26th March 2018	Rushmoor Voluntary Services Community Transport
11th June 2018	
17th September 2018	
19th November 2018	
Date to be confirmed	Community Lottery Update Foodbanks Parliamentary Boundary Review Pollution and Environmental Control Rent Relief Policy Military Covenant Royal British Legion Supporting Troubled Families