



## RUSHMOOR BOROUGH COUNCIL

# OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on  
Thursday, 19th July, 2018 at 7.00 pm*

**To:**

Cllr M.D. Smith (Chairman)  
Cllr Mrs. D.B. Bedford (Vice-Chairman)  
Cllr J.B. Canty (Vice-Chairman)

Cllr T.D. Bridgeman  
Cllr M.S. Choudhary  
Cllr R.M. Cooper  
Cllr K. Dibble  
Cllr Veronica Graham-Green  
Cllr B. Jones  
Cllr Nadia Martin  
Cllr B.A. Thomas

Enquiries regarding this agenda should be referred to the Administrator, Adele Taylor, Democratic and Customer Services, Tel. (01252) 398831, Email. [adele.taylor@rushmoor.gov.uk](mailto:adele.taylor@rushmoor.gov.uk).

# **A G E N D A**

1. **MINUTES – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 7th June, 2018 (copy attached).

2. **REVIEW OF REGISTERED PROVIDERS - 2017/18 – (Pages 5 - 10)**

To receive a report from the Registered Providers Review Group for the 2017/18 Municipal Year (copy attached).

3. **WASTE CONTRACT UPDATE –**

To receive a presentation from Mr. James Duggin, Contracts Manager giving an overview of the working arrangements and performance management processes in respect of the waste contract.

4. **ALDERSHOT CENTRE FOR HEALTH CAR PARKING - UPDATE –**

To receive an update from Ms Kirsty Hosey, Parking Manager, on the current position with the parking arrangements at the Aldershot Centre for Health.

5. **WORK PLAN – (Pages 11 - 18)**

To review the current work plan (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 Committee 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 Committee Administrator fifteen working days prior to the meeting.

-----

# OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Thursday, 7th June, 2018 at the Council Offices, Farnborough at 7.00 pm.

## **Voting Members**

Cllr Mrs. D.B. Bedford (Vice-Chairman) (In the Chair)  
Cllr J.B. Canty (Vice-Chairman)

Cllr T.D. Bridgeman  
Cllr M.S. Choudhary  
Cllr K. Dibble  
Cllr Veronica Graham-Green  
Cllr B. Jones  
Cllr Nadia Martin  
Cllr B.A. Thomas

Apologies for absence were submitted on behalf of Cllr R.M. Cooper and Cllr M.D. Smith

## **1. APPOINTMENT OF VICE-CHAIRMEN**

**RESOLVED:** That Cllrs. Mrs D.B. Bedford and J.B. Canty be appointed as Vice-Chairmen of the Committee for the 2018/19 Municipal Year.

## **2. WORKING ARRANGEMENTS**

Andrew Colver, Head of Democratic and Customer Services, provided a presentation on the roles and responsibilities of the Overview and Scrutiny Committee. The Committee was given an explanation of the principles behind the new structure, which had been driven by the need to streamline the structure to provide focussed outcomes, better clarity between scrutiny and policy development and an emphasis on the delivery of the Council Plan and Member priorities.

The agenda for each meeting would be standard and consist of both regular items, such as the performance monitoring report and the Forward Plan, and other items, to include those generated for pre-decision scrutiny, by call ins and some scrutiny of outside organisations. The work plan, which would be reviewed and progressed at Progress Meetings, would also be considered at the main meeting of the Committee. Task and finish groups would be established to deliver major project areas, membership of these would not be limited to the Committee, but would need to be politically balanced and exclude Cabinet Members. The Chairman or one of the Vice Chairmen would be required to chair the task and finish groups. A clear purpose and process was important to make the work of the task and finish groups successful and to allow the work to be carried out in a reasonable timeframe.

The role of the Progress Group would be to consider items for the next agenda, review and progress the work plan and to ensure the task and finish groups worked effectively.

**RESOLVED:** That the following Members be appointed to serve on the Overview and Scrutiny Committee Progress Group for the 2018/19 Municipal Year.

Chairman	Cllr M.D. Smith
Vice-Chairmen	Cllr Mrs D.B. Bedford Cllr J.B. Canty
Conservative Group	Cllr R.M. Cooper (with Cllr Veronica Graham-Green as Standing Deputy)
Labour Group	Cllr T.D. Bridgeman Cllr K. Dibble (with Cllrs Nadia Martin and B. Jones as Standing Deputies)

### 3. **PERFORMANCE MONITORING 2017/18**

Jon Rundle, Strategy, Performance and Partnerships Manager attended the meeting to provide information on the Council’s Performance Monitoring Report. It was reported, that the document was complex and changeable, and included items directly linked to the Council and some that were not, such as statistics on educational performance. Historically, the Corporate Leadership Team and Cabinet had reviewed the report but it was felt that under the new structure the Committee could “almost” own the document and help evolve it to ensure it provided information in line with the Council’s objectives and trends on performance. The document would also be used to help influence the work plan.

### 4. **DEVELOPING THE WORK PLAN**

The Committee held a discussion around potential items for the Work Plan, a number of which were identified as follows:

- (1) Registered Providers Task and Finish Group

**RESOLVED:** That the following Members be appointed to serve on the Registered Providers Task and Finish Group for the 2018/19 Municipal Year.

Chairman	Cllr M.D. Smith
Vice-Chairman	Cllr D.B. Bedford
Conservative Group	Cllr M.S. Choudhary Cllr R.M. Cooper
Labour Group	Cllr T.D. Bridgeman Cllr K. Dibble

- (2) Potential issues for further discussion

- Parking at the Aldershot Centre for Health – It was **AGREED** that a report on the current situation would be given at the next meeting of the Committee on 19th July, 2018.
- Hampshire County Council Transformation 2019 – It was **AGREED** that the situation would be monitored and an overview of any implications for the Council be given at the meeting of the Progress Group on 19th June, 2018.
- Environmental Nuisance – A discussion was held which considered the wider issues relating to environmental nuisance, these included fly tipping, household waste centres and recycling performance. It was felt that these issues could be picked up as part of a wider SERCO Review Group which could be picked up at the end of Quarter 2.
- Cabinet Champions – It was agreed that this topic would be picked up at a future Progress Meeting as an area for more detailed scrutiny.
- Property Investment/Asset Management – this issue would be picked up as part of the work of the Progress Group.

The meeting closed at 8.30 pm.

CLLR MRS D.B. BEDFORD (IN THE CHAIR)

-----

This page is intentionally left blank

**OVERVIEW & SCRUTINY  
COMMITTEE****Registered Providers Review Group Report**19<sup>th</sup> JULY 2018

REPORT NO. EHH1811

**REVIEW OF REGISTERED PROVIDERS 2017/18****1. INTRODUCTION**

1.1 This report is to inform Members of the Overview and Scrutiny committee on the outcome of the 2017/18 Registered Providers (RPs) 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 Overview and Scrutiny RP Review sub-group for 2017/18 comprised:

<b>Members</b>	<b>Officers</b>
Councillor Mike Smith (Chair)	Zoë Paine
Councillor Steve Masterson	Sue Thornett
Councillor Rod Cooper	Qamer Yasin attended meeting with
Councillor Jennifer Evans	Grainger Trust
Councillor Mike Roberts	

2.2 Registered Providers: Meetings held

<b>Registered Provider</b>	<b>Meeting date</b>
Mears Group	15 <sup>th</sup> November 2017
Accent South	24 <sup>th</sup> January 2018
Stonewater Housing	7 <sup>th</sup> February 2018
Grainger Trust	12 <sup>th</sup> February 2018

**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
- The Management of Estates and Homes
  - Quality of housing product
  - Financial information
  - Performance management
  - Dealing with Anti-Social Behaviour
  - Customer Satisfaction and Tenant involvement
  - Risk management to include: fire, gas and electrical safety
  - Review of Leaseholder service charges
  - Assisting residents with welfare issues
  - Development opportunities

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

5.1 **Mears Group – Housing stock in Rushmoor: 45 units of temporary accommodation at Clayton Court, two of which are wheelchair compliant.**

- Members visited Clayton Court (Aldershot) prior to the Review meeting and were impressed with the building and external communal area, accommodation and the scheme manager.
- Mears are currently looking at improvements to Clayton Court to make the entrance hall more welcoming and using the space to provide a homework club.
- They are currently looking at improved engagement with tenants and a new customer strategy has been agreed.
- Mears explained their role as a leading provider of housing management services to the public sector; In particular, the specialist housing service they provide to homelessness: emergency and temporary accommodation to local authorities.

5.2 **Accent South – Housing stock in Rushmoor: Total of 158 properties, which include; 54 general needs rented, 53 shared ownership, 7 leasehold, 7 intermediate rent and 10 market rent.**

- Accent own and manage over 21,000 properties, with Accent South managing over 4,500.
- Parent company Accent Group, have undergone a review resulting in a new structure and new housing teams. Accent's new Chief Executive and Chair have worked to improve Accent's financial position and resilience.



- Members visited two schemes in Aldershot and were impressed with the cleanliness and decorative order; new contractors are in place. The housing officer was helpful and the residents reflected that the tenants they had met seemed to be very happy with their home and landlord.
- Accent work closely with the police and Council on any Anti-Social Behaviour issues. CCTV at schemes has recently been upgraded; footage is now accessible from computers in the local office.
- It is clear that Accent have made good progress in the way they manage their housing operation since the last Review in 2016. This is reflected through improved presence at schemes and communication. It is clear that the relationship with residents is generally improved.
- Members raised concerns regarding complaints they had received about service charges and in particular, how a large repair cost is affecting residents. Officers were able to explain that they had a new leasehold team in place and had developed a payment plan to help leaseholders manage payments. A meeting had been set up to go through invoices with residents and address any other concerns. Accent is keen to set up a sinking fund to reduce the impact of large repair bills on residents going forward.
- Accent confirmed they are keen to pursue development opportunities in Rushmoor.

### **5.3 Stonewater Housing Association – Housing stock in Rushmoor: 104 properties, which include, 79 General needs rented, 24 retirement living, 1 wheelchair adapted and one leasehold property.**

- Stonewater manage around 31,500 homes in England including affordable rented, shared ownership and outright sale properties as well as retirement and supported living schemes for older and vulnerable people, foyers and women's refuges.
- Members agreed that a scheme visit would not be required as the Review group are familiar with the Stonewater housing stock and had received invitations to the opening of the additional units at Wavell Court on 1<sup>st</sup> March 2018.
- Stonewater was formed in 2015 through the merger of Jephson and Raglan Housing Associations. Members were pleased to see that tenant satisfaction has improved in the past two years; due largely to the increased number of front line staff, improved neighbourhood offices and a multi-agency approach to Anti-Social Behaviour.
- Stonewater were asked to investigate outstanding repairs at a scheme in Aldershot; Repairs are now being carried out.
- The organisation showed a clear understanding of the impact of the welfare reform, and fuel poverty on their residents. They have recruited a social inclusion team to support vulnerable tenants.
- Stonewater has capacity to develop outside the HCA framework, and would welcome any future development in Rushmoor.

#### **5.4 Grainger Trust – Housing stock in Rushmoor Maida phase 1: 215 properties, which include, 80 affordable rent and 32 shared ownership.**

- Grainger plc was established in 1912 owning and managing private rent stock. Grainger Trust (RP for profit) being a new small but rapidly expanding RP, have a small amount of social housing, they current own and manage schemes in Rushmoor, Winchester and more recently Basingstoke and Kent.
- Members visited Wellesley, Maida phase 1 and were impressed with the quality and design of the development, especially the non-distinction between different tenures. The residents they met were delighted with their new homes.
- Maida is still in its snagging period and the Review group considered a report received from a ward councillor regarding some repair issues repairs, which are being resolved.
- Grainger Trust is carrying out their first tenant satisfaction survey in 2018 and Members were invited to review the results.
- Grainger are committed to diversity and employing local labour on site. They are working with the Council to provide training and apprenticeship opportunities to local residents and offer a career pathway for staff entering through the apprenticeship route.
- Grainger Trust adopts a thorough approach to pre-tenancy checks to ensure tenancies are sustainable. They also offer early intervention and support to tenants that are experiencing difficulties in maintaining their tenancy.
- Management standards are consistently applied across all tenures at the scheme and a high standard of safety checks are regularly carried out.

#### **6 2018/19**

**The Committee has already agreed to establish the Registered Providers Review Group for 2018/19. A programme of meetings is being arranged, starting in September, and the terms of reference of the Review Group are currently being revised. One major change under the new arrangements will be for VIVID to be subject to a similar process of scrutiny as to the other registered providers. This will allow the Review Group to make comparisons and build an overall picture over time.**

#### **7 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.

## **8 Recommendation**

That Overview and Scrutiny Committee is asked to note the report and agree the outline arrangements for 2018/19.

### **BACKGROUND DOCUMENTS:**

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

### **CONTACT DETAILS:**

#### **Councillor Mike Smith**

Chair of the Registered Providers Review Group

**Report Author** – Sue Thornett: Housing Strategy & Enabling Officer

Tel: 01252 398632 / [sue.thornett@rushmoor.gov.uk](mailto:sue.thornett@rushmoor.gov.uk)

**Head of Service** – Qamer Yasin Head of Environmental Health & Housing

Tel: 01252 398640 / [Qamer.yasin@rushmoor.gov.uk](mailto:Qamer.yasin@rushmoor.gov.uk)

This page is intentionally left blank

# OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN

The purpose of the work plan is to plan, manage and co-ordinate the ongoing activity and progress of the Council's Overview and Scrutiny Committee. It will be updated regularly and presented to each meeting of the Committee. It will include issues that are currently being actioned as well as those that will be subject to future work.

The Committee's Terms of Reference are as follows:

- to perform all overview and scrutiny functions on behalf of the Council;
- to appoint such formal sub-committees and informal task and finish groups as it considers necessary to assist it in discharging its functions;
- to prepare and approve the overview and scrutiny work programme so as to ensure that the Committee's time is effectively and efficiently utilised;
- to undertake investigations into such matters relating to the Council's functions and powers as:
  - (1) may be referred by the Council, Committees, the Cabinet, or the Leader; or
  - (2) the Committee may consider appropriate; or
  - (3) have been referred to the Committee pursuant to the "call-in" procedure set out in the Overview and Scrutiny Procedure Rules in Part 4 of this Constitution. (These can be decisions taken by the Cabinet, a Cabinet Member, key decisions taken by an officer or under joint arrangements).
- to monitor and review the performance of the Council and services against relevant performance indicators and adopted plans;

- to review and/or scrutinise decisions proposed to be made (pre-decision scrutiny) or actions taken in connection with the discharge of any of the Council's functions;
- to review existing policy and strategy with a view to securing continuous improvement in the way in which the Council's functions are exercised, having regard to a combination of economy, efficiency and effectiveness;
- to make reports and/or recommendations to the full Council and/or the Cabinet in connection with the discharge of any functions;
- to review and/or scrutinise any matter affecting the area or its inhabitants;
- to discuss initiatives put forward for consideration by individual members of the Committee and any relevant 'call-for-action' in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution; and
- to consider petitions referred to the Overview and Scrutiny Committee in accordance with provisions set out in the Petition Scheme set out in Part 4 of this Constitution.

#### **(A) ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE**

<b>ISSUE (PURPOSE OF REVIEW)</b>	<b>TASK AND FINISH GROUP (Y/N) (MEMBERSHIP 2018/19)</b>	<b>TIMETABLE</b>	<b>CURRENT WORK</b>	<b>STATUS</b>
To monitor the performance and activities of Registered Providers working in the Borough.	Task and Finish Group consisting of:  The Chairman (Cllr M.D. Smith), Vice-Chairman (Cllr Mrs	Being developed	Programme for 2018/19 being prepared with the first meeting taking place in September. The programme will include VIVID.	Green

Last Updated Monday, 02 July 2018

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (Y/N) (MEMBERSHIP 2018/19)	TIMETABLE	CURRENT WORK	STATUS
	D.B. Bedford) and Cllrs T.D. Bridgeman, M. S. Choudhary, R.M. Cooper and K. Dibble.			
<p>To scrutinise the performance of SERCO against the contract specification for:</p> <ul style="list-style-type: none"> <li>• Waste collection</li> <li>• Fly tipping</li> <li>• Recycling</li> <li>• Customer interface</li> </ul>	To be set up at the meeting on 19th July, 2018.	TBC	<p>Scoping to be carried out.</p> <p>James Duggin (Contracts Manager) to attend the Committee meeting on 19th July, 2018 to give an overview of the current position and working arrangements.</p>	<p>The Committee considered that detailed scrutiny of certain issues is required. A task and finish group can be established to carry out this work and report back.</p>
<p>To review specific issues relating to parking:</p> <ul style="list-style-type: none"> <li>• Aldershot Centre for</li> </ul>			<p>Kirsty Hosey (Parking Manager) to attend the Committee meeting on 19th July, 2018 to give an update on the current position with the parking arrangements at the Aldershot Centre for Health following the previous discussions at the former</p>	

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (Y/N) (MEMBERSHIP 2018/19)	TIMETABLE	CURRENT WORK	STATUS
Health <ul style="list-style-type: none"> <li>• Housing estates</li> </ul>			Environment Panel.  Consideration of the wider parking issues will take place later in the year.	
To review the Council's approach to investment in commercial properties, including an assessment of the opportunities taken and the outcomes.	TBC		The Committee will be asked to consider setting up a task and finish group to look at the specific financial and property issues relating to the Council's approach to invest in commercial property.	



**(B) ISSUES EARMARKED FOR SCRUTINY BUT NOT YET COMMENCED**

<b>ISSUE</b>	<b>CURRENT POSITION</b>	<b>PROPOSED TIMETABLE</b>
Cabinet Champions	Work programmes are being established for the three Champions for 2018/19.	The Committee can review progress early in 2019.
Hampshire County Council Transformation 2019 Programme	This items has also been picked up by the Policy and Project Advisory Board.	An item has been included on the Board meeting agenda for 12th July, 2018.
Procurement Strategy	Potential area for scrutiny of the delivery of proposed outcomes set out in the strategy.	

## OVERVIEW AND SCRUTINY COMMITTEE

### WORK FLOW – JUNE 2018- MARCH 2019

DATE	ITEMS
7th June, 2018	Working Arrangements Performance Monitoring 2017/18 Developing the Work Plan
19th July, 2018	Registered Providers Update on Aldershot Centre for Health car parking Waste contract update Property Investment Task and Finish Group
13th September, 2018	Performance Monitoring Quarter 1 2018/19
1st November, 2018	
13th December, 2018	Performance Monitoring Quarter 2 2018/19
31st January, 2019	Cabinet Champions Governance Structure
28th March, 2019	Performance Monitoring Quarter 3 2018/19
Future Items for Committee	
Potential Items for Scrutiny at T&F	Management Structure/Portfolios Procurement Strategy

## OVERVIEW AND SCRUTINY COMMITTEE

### Progress Meetings 2018/19

DATE	NOTES/ACTIONS	OUTCOMES
19th June, 2018	<ul style="list-style-type: none"> <li>• James Duggin to be invited to next Committee Meeting to give an update on the current position and working arrangements of the SERCO contract.</li> <li>• Kirsty Hosey to be invited to the next meeting of the Committee to give an update on the current position with the car parking arrangements at the Aldershot Centre for Health.</li> </ul>	•
23rd August, 2018	<ul style="list-style-type: none"> <li>• Performance Monitoring to be included on agenda</li> </ul>	•
2nd October, 2018		
15th November, 2018		
10th January, 2019		
14th February, 2019		

This page is intentionally left blank