



## RUSHMOOR BOROUGH COUNCIL

# OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on  
Thursday, 13th September, 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 OF THE PREVIOUS MEETING – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 19th July, 2018 (copy attached).

2. **PERFORMANCE MONITORING QUARTER 1 2018/19 –**

To receive a report on the Council’s performance for Quarter 1 (May-June 2018). At the progress meeting, a number of areas of focus were identified for more detailed consideration. These were:

- Crime and Disorder
- Digital Strategy
- General Data Protection Regulations

It is intended that further information will be available for the meeting. The quarterly monitoring report can be found [here](#).

3. **APPOINTMENTS TO TASK AND FINISH GROUPS –**

To note and confirm the appointments and arrangements for the following Task and Finish Groups:

- Welfare Reform Task and Finish Group

Cllr M.D. Smith
Cllr Mrs D.B. Bedford
Cllr J.B. Canty
Cllr Veronica Graham-Green
Cllr Jennifer Evans
Cllr M.J. Roberts

- SERCO Task and Finish Group

Cllr M.D. Smith
Cllr Mrs D.B. Bedford
Cllr J.B. Canty
Cllr Veronica Graham-Green
Cllr K. Dibble
Cllr C.P. Grattan

4. **WORK PLAN – (Pages 5 - 14)**

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.

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# OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Thursday, 19th July, 2018 at the Council Offices, Farnborough at 7.00 pm.

## **Voting Members**

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

Apologies for absence were submitted on behalf of Cllr B.A. Thomas

## **5. MINUTES**

The minutes of the meeting held on 7th June, 2018 were agreed as a correct record.

## **6. REVIEW OF REGISTERED PROVIDERS - 2017/18**

The Committee welcomed Sue Thornett, Strategy and Enabling Officer, who attended the meeting to give a report on the 2017/18 Review of Registered Providers.

The purpose of the review was to gain a better understanding, build partnership working, review performance and address any issues/problems that might emerge with the registered providers operating within Rushmoor. Members had met initially to determine which providers would be reviewed; once decided, site visits had been organised and information packs requested. When the information had been reviewed, a set of questions were prepared addressing the key issues and the review meetings with the providers arranged. Registered providers that had been reviewed in 2017/18 had been the Mears Group, Accent South, Stonewater Housing and Grainger Trust.

The Committee was given an update on the findings from the reviews. It was noted that, in general, tenants were happy with their homes and the service provided. Following a staff structure review at Stonewater, improvements had been made to frontline customer services. New maintenance contracts and redecorating to improve the appearance of the Mears and Accent South properties was noted at the site visits.

It was advised that VIVID, as the largest provider of social housing in the Borough, had historically been dealt with separately. However, going forward, VIVID would be incorporated into the registered providers review process, which would help to ensure a fairer and more consistent process for all providers operating in Rushmoor.

In conclusion, the review process allowed Members and Officers to gain a better understanding of the working arrangements of providers and of issues affecting residents, provided a platform for open conversation and allowed for improved accountability and partnership working.

The Committee was then advised of issues at Alexander House, Aldershot, which was operated by Accent South. The Committee agreed a request from Cllr. A.H. Crawford to join the meeting to draw attention to ongoing concerns related service charges to leaseholders to cover major repair costs from 2015/16 when some emergency repair work was required. It was noted that a number of meetings had been arranged between residents and Accent South but no solution had yet been agreed. The Accent finance department continued to request the outstanding amount from residents. Cllr. Crawford felt that a further review should be undertaken with Accent South to address these concerns.

Action to be taken	By whom	When
Organise a meeting of the Registered Providers Task and Finish Group to discuss the issues raised by Members with Accent South.	Sue Thornett, Strategy and Enabling Officer	September, 2018

The Committee discussed the report and concerns raised. In response to a query, it was noted that, at the beginning of the process, a general email outlining the process and providers to be reviewed was circulated to all Members for comment. Full packs were only sent to Members of the Review Group. Ward Members were consulted if a property was situated within their ward.

The Committee **NOTED** the report and **AGREED** the process for the Registered Providers Task and Finish Group going forward. A programme of meetings would be circulated to Members of the Group shortly.

## 7. WASTE CONTRACT UPDATE

The Committee welcomed Mr. James Duggin, Contracts Manager, who attended the meeting to give an update on the Environmental Services Contract. Mr. Duggin outlined the procurement process for letting the contract, which had commenced in 2015 and was awarded to SERCO in 2017.

The Committee was apprised of the different elements of the contract, which included, grounds maintenance, street cleansing and waste management. The street cleansing element had changed most significantly, the service had gone back to a basic approach with manual operatives cleansing the streets. The Borough had been divided into thirteen zones with an operative allocated to each zone. Operatives had

a barrow and tools to carry out the majority of the work and were supported by mobile teams and mechanical sweepers when necessary. The waste management service had been enhanced, with the service also being provided on certain bank holidays, small WEEE (waste electrical and electronic equipment) collections, a bulky waste scheme and on-board technology providing real time information on the vehicles. Other elements included commercial services to help subsidise the cost of the household service and social value through the employment of apprentices, work with voluntary groups and community champions. Added value through the contract was also highlighted, with SERCO offering extra weed control services, edging up on grassed areas, awareness raising on recyclable materials and a commitment to keep costs in the lower quartile.

Through the on-board technology, realtime information could be viewed for each vehicle. Vehicles could be tracked at all times to assess progress of rounds and an electronic tool was available to log exceptions, such as missed bins by address and road blocks. Vehicles were also fitted with cameras to help keep operatives safe. The data collected from this realtime information was used to monitor performance. Key performance indicators were identified within the contract, these included: the number of missed bins; street cleansing inspection targets; grounds maintenance compliance with specification targets; and, public satisfaction targets. Since the contract had begun a number of inspections had been carried out, missed bin data had been collated and customer satisfaction surveys had taken place – all showed that the SERCO contract had been mobilised effectively and overall standards were good.

The Committee discussed the presentation and raised a number of issues around littering, it was noted that SERCO were keen to engage with schools and colleges but to date had been unsuccessful in engaging with the Sixth Form College where there was reported to be a particular issue with littering. It was suggested that contact could be made with fast food outlets to help address the littering issue from waste fast food packaging across the Borough. In response to a query regarding the community champions, it was advised that there was at least one from each ward and in some cases two. A list of champions would be circulated to Members in September. The monitoring of recyclable waste was raised, this was identified as a Hampshire County Council and Rushmoor Borough Council issue and was not compared within environmental services contracts, all benchmarking was carried out against other similar local authorities.

It was suggested that a task and finish group could be established to consider, in more detail, certain elements of the contract. This would be discussed further at the next meeting of the Progress Group.

#### **8. ALDERSHOT CENTRE FOR HEALTH CAR PARKING - UPDATE**

Ms. Kirsty Hosey, Parking Manager, attended the meeting to give an update on the current situation with car parking at Aldershot Centre for Health. It was noted that there had been a number of issues with the car park for many patients and the NHS had approached the Council for support in addressing the issues. It had been agreed

that the Council would operate the car park on behalf of the NHS on a temporary basis from August 2018 whilst a new contractor was appointed.

Following consultation, it was agreed that the car park would be incorporated into the Council's current Off Street Parking Order and the Council was currently in the process of implementing a pay and display system on the site. New signage would be installed and existing pay and display machines replaced with five Council owned machines. Payment for tickets would be in coins only and the existing charging structure would remain, with blue badge holders parking for free.

It was noted that there would be no period for vehicles to park for free, although, the free drop off facility would remain in place. The Council's Civil Enforcement Officers would patrol the public and staff car parks to ensure all customers and staff were parking correctly and penalty charge notices would be issued to those not complying with the new parking controls.

The Committee discussed the new arrangements and in response to a query regarding the free 15 minute period of parking, which had been available under the old scheme, it was advised that it had not been possible to retain this option with the pay and display machines that were being used. Members felt it was important to advertise clearly the changes to the free period and the blue badge holders on the notices that would be erected in the car park. It was noted that the scheme would be reviewed in three months' time.

## 9. **WORK PLAN**

The Committee noted the current work plan and a request was made to discuss how the Council deals with the issue of travellers at a meeting of the Progress Group.

The meeting closed at 9.14 pm.

CLLR M.D. SMITH (CHAIRMAN)

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# 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 Committees 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 is being prepared with the first full meeting taking place on 6th, September. The programme will include scrutiny of VIVID and the timing will be determined at the meeting.	Green

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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.		Given the issues raised at 19th July, 2018 meeting relating to accent Housing, a separate meeting of the Group has been arranged for 5th September, 2018. This will give Members the opportunity to raise issues with Accent, who have agreed to attend.	
To scrutinise the performance of SERCO against the contract specification for: <ul style="list-style-type: none"> <li>• Waste collection</li> <li>• Fly tipping</li> <li>• Recycling</li> <li>• Customer interface</li> </ul>	Consideration being given to setting up a task and finish group following the introductory presentation – to be confirmed at the meeting on 13th September, 2018	TBC	James Duggin (Contracts Manager) attended the meeting on 19th July, 2018 to give an overview of the current position and working arrangements. A task and finish group is being established to look at performance against the contract provisions. It was agreed at the Progress Group that initially the new group would receive a briefing on the contract terms, especially around performance.	Green – once set up a meeting will be arranged and terms of reference prepared.
To review specific issues relating to parking:	Not applicable at present.		Kirsty Hosey (Parking Manager) attended the meeting on 19th July, 2018 to give an update on the current position with the	N/A

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (Y/N) (MEMBERSHIP 2018/19)	TIMETABLE	CURRENT WORK	STATUS
<ul style="list-style-type: none"> <li>• Aldershot Centre for Health</li> <li>• Housing estates</li> </ul>			<p>parking arrangements at the Aldershot Centre for Health</p> <p>Rushmoor is managing the car park on a short term basis under an arrangement with the NHS. This will be reviewed in three months' time when the NHS has sought a new service provider for the car park.</p> <p>The arrangements are being monitored and a briefing note is being prepared on the current position. A survey report has been submitted through Cllr Alex Crawford and is being assessed.</p> <p>Consideration of the wider parking issues will take place later in the year.</p>	
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 investment in commercial property. Initially a briefing will be prepared for the Committee, probably on 1st November.	N/A

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (Y/N) (MEMBERSHIP 2018/19)	TIMETABLE	CURRENT WORK	STATUS
			Programme of investment for 2018/19 is being progressed.	

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

ISSUE	CURRENT POSITION	PROPOSED TIMETABLE
Cabinet Champions	Work programmes are being established for the three Champions for 2018/19.	The Committee will review progress in 2019.
Hampshire County Council Transformation 2019 Programme	This items has also been picked up by the Policy and Project Advisory Board.	An item was discussed at the Board meeting agenda on 12th July, 2018.
Procurement Strategy	Potential area for scrutiny of the delivery of proposed outcomes set out in the strategy.	--
Traveller Incursions	Issue raised at 19th July, 2018 meeting on the Council's response and outcomes.	--

## OVERVIEW AND SCRUTINY COMMITTEE

### WORK FLOW – JUNE 2018- MARCH 2019

DATE	ITEMS
<i>7th June, 2018</i>	<i>Working Arrangements Performance Monitoring 2017/18 Developing the Work Plan</i>
<i>19th July, 2018</i>	<i>Registered Providers Update on Aldershot Centre for Health car parking Waste contract update Property Investment Task and Finish Group</i>
13th September, 2018	Performance Monitoring Quarter 1 2018/19 Welfare Reform Group – confirm appointments and arrangements Serco Task and Finish Group - confirm appointments and arrangements Update on parking arrangements at the Aldershot Centre for Health
1st November, 2018	Property Investment
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	Management Structure/Portfolios Procurement Strategy Parking Strategy

Potential Items for Scrutiny at T&F	
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## OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2018/19

(Circulate the Cabinet Forward Plan, the Committee Work Plan and notes of the previous Committee meeting to each meeting of the Progress Group)

DATE	NOTES/ACTIONS	OUTCOMES
23rd August, 2018	<ul style="list-style-type: none"> <li>• Performance Monitoring to be included on agenda</li> <li>• Updates from previous meeting</li> <li>• Serco Task and Finish Group</li> <li>• Welfare Reform Task and Finish Group</li> <li>• Registered Providers Task and</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on the exceptions report and Digital Strategy and GDPR</li> <li>• For each update the Progress Group will determine the areas of focus for the Committee meeting</li> <li>• Briefing paper to be prepared on roles relating to recycling</li> <li>• Where a specific update was given the appropriate manager could be invited to the progress meeting</li> <li>• Contact Cllr Canty and Dibble to confirm membership</li> <li>• establish meeting date</li> <li>• prepare terms of reference</li> <li>• initial focus on provisions of the contract/performance</li> <li>• Contact Cllr Canty and Dibble to confirm membership</li> <li>• establish meeting date</li> <li>• prepare terms of reference</li> <li>• initial work will be on the review of the council tax support scheme, with a briefing being prepared for the committee on welfare reform</li> </ul>

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		<p>Finish Group</p> <ul style="list-style-type: none"> <li>• Procurement Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings to be held on 5th and 6th September. Cllr Nadia Martin to substitute for Cllr Keith Dibble</li> <li>• Terms of reference being finalised – to confirm VIVID to be met each year</li> <li>• Potential item to carry out some pre - decision scrutiny</li> </ul>
2nd October, 2018		<ul style="list-style-type: none"> <li>• Parking Issues</li> </ul>	
15th November, 2018			
10th January, 2019			
14th February, 2019			

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