

Public Document Pack



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*to be held as a virtual meeting on
Thursday, 25th March, 2021 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr Veronica Graham-Green (Vice-Chairman)

Cllr Gaynor Austin
Cllr T.D. Bridgeman
Cllr Sue Carter
Cllr R.M. Cooper
Cllr Christine Guinness
Cllr L. Jeffers
Cllr Mara Makunura
Cllr S.J. Masterson

Standing Deputies

Cllr K. Dibble
Cllr J.H. Marsh

Enquiries regarding this agenda should be referred to the Administrator, Adele Taylor, Democracy and Community, Tel. (01252) 398831, Email. adele.taylor@rushmoor.gov.uk.

A G E N D A

1. **MINUTES OF THE PREVIOUS MEETING – (Pages 1 - 6)**

To confirm the Minutes of the Meeting held on 4th February, 2021 (copy attached).

2. **CABINET CHAMPIONS –**

To receive reports from the three Cabinet Champions on their work during the 2020/21 Municipal Year. The Champions are as follows:

- COVID-19 Recovery – Cllr Sue Carter
- Education and Youth – Cllr Peter Cullum
- Armed Forces – Cllr Jacqui Vosper

3. **AIR POLLUTION –**

To receive a presentation from the Operational Services Manager, Colin Alborough and Environment and Airport Monitoring Officer, Richard Ward on air pollution issues across the Borough.

4. **HOUSING OPTIONS UPDATE –**

To receive a presentation from the Housing Options Service Manager, Suzannah Hellicar on the work of the Housing Options Team and the impacts of the pandemic.

5. **WORK PLAN – (Pages 7 - 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 two 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

Virtual Meeting held on Thursday, 4th February, 2021 at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr Veronica Graham-Green (Vice-Chairman)

Cllr Gaynor Austin
Cllr T.D. Bridgeman
Cllr Sue Carter
Cllr R.M. Cooper
Cllr Christine Guinness
Cllr L. Jeffers
Cllr Mara Makunura
Cllr S.J. Masterson

25. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 22nd October, 2020 were agreed as a correct record.

26. ALDERSHOT TOWN FOOTBALL CLUB

Mr. Shahid Azeem, Chairman, Aldershot Town Football Club, attended the meeting to give the Club's response to the representations made by the Aldershot Town Football Club Supporters' Trust at the Committee's meeting on 3rd September 2020 and to update on the current position in relation to the Club's operations.

Mr. Andrew Colver, Head of Democracy and Community, reminded Members of the background to the item. It was noted that at the Committee's meeting in September, 2020, three members of the Supporters' Trust had raised some issues, in particular relating to the conclusion of a new lease on the site of the Club in line with a number of principles that had previously been agreed by the Cabinet, the approach to engagement between the Club and the Supporters' Trust and future development options for the site. Following the meeting a report had been made to the Major Projects and Property Portfolio Holder.

It was agreed that the item would be considered in two parts, firstly Mr Azeem would respond to the issues raised by the Supporters' Trust, this would then be followed by an update on the current position of the Club.

Mr. Azeem thanked the Council for the support given to the Club over the years since he took over as Chairman in 2013. It was noted that, through working with the Council, planning applications were soon to be submitted for the regeneration of the Football Club site and, should these be granted, the long term lease on the site

should also be granted. It was noted that the lease, once agreed, would be in the name of the Aldershot Town Football Club. In response to the Supporters' Trust comments regarding the redevelopment of the site, Mr. Azeem explained that a redevelopment company had been established to oversee the development plans for the site, this allowed for any financial issues, which might occur, not to impact on the operation of the Club. It was also acknowledged that the EBB Stadium was no longer fit for purpose, due to the presence of asbestos, and through the redevelopment of the site, a seven day a week operation could be established, which would provide a basis to secure a sustainable future for the Club.

At the September, 2020 meeting, it had been reported that the Supporters' Trust had been temporarily suspended from the Football Supporters Association (FSA). As a result, measures had been put in place by the FSA, most of which had been addressed, with the exception of diversity awareness training for the trustees, due to COVID-19 restrictions. Mr. Azeem advised that since that time, a letter of apology acknowledging the Trust's errors which resulted in its suspension, had been written by the Supporters' Trust to the FSA and Mr. Azeem asked that this letter be made public.

One of the purposes of the Trust had been to raise funds to contribute to players' wages ('Cash for Shots'). In the past twelve months no contributions had been made by the Trust, and Mr. Azeem urged the Trust to write to its Members advising that their contributions were not being used for the intended purpose and what the monies were being used for.

It was noted that a new supporters club, 'In with a Shot!', had been established as a result of the issues with the Supporters' Trust. In with a Shot, had achieved a membership of in excess of 160 fans in the previous twelve months and had gained approval from the FSA, which the Supporters' Trust no longer had. In with a Shot had also donated £8,000 to the Club as a contribution to the players' wages.

Mr. Azeem then advised of the Club's attempts since 2013 to involve the Supporters' Trust in the running of the Club, all of which had been rejected, resulting in financial losses for the Club and some negative publicity. These offers included a seat on the Board with an equal share in the Club, the opportunity to take over the sole running of the Club and a seat on the Board for the Trusts' Chairman. These rejections has ultimately resulted in the Club no longer engaging with the Trust on the everyday running and decision making of the Club.

In response to the representations made regarding the financial status of the Club, Mr. Azeem advised most clubs in similar leagues were making significant losses and the majority were in a worse financial position than Aldershot. It was noted that match day income wasn't sufficient to sustain a club, commercial sponsorship, goodwill of the local authority and the financial input from directors were what allowed clubs to survive. It was noted that the Clubs' Directors had invested over £1million to support the Club over the past seven years, through the purchasing of shares, settlements of loans from the previous administration and to resolve cash flow issues to pay wages, HMRC and creditors. It was noted that the Club was not aware of any personal financial difficulties of any of its Directors.

In response to the comments raised regarding free tickets for children accompanied by a full paying adult, this promotion had been stopped due to COVID-19 restrictions on crowds and in turn restricted gate numbers. It was noted that this offer would be reinstated when it was safe to do so.

Mr. Azeem then responded to the issue of working with local businesses and supporting the community. It was noted that all the Club's major sponsors had been active since 2013 when he had become Chairman of the Club. Links with the community were also well established. Activities included fundraising for local charities, engagement with the Armed Forces Covenant, work with the military and Nepali communities and assistance with the local response to the coronavirus pandemic. The Club had also secured the Defence Employer Recognition Scheme Silver Award. In addition, the Club had previously been awarded Community Business of the Year by Hampshire County Council and the previous year the Inspired Business Award for Work in the Community.

The Committee discussed Mr. Azeem's presentation and was fully supportive of the response given and the work of the Club. A request was made for the letter, written by the Supporters' Trust to the FSA stating the errors of the Trust, should be published on the Council website. In response to a query, it was noted that the Trust was still in existence, but the Club would no-longer be engaging with them, and no claim would be made on any remaining funds in the Trust's accounts by the Club.

Mr. Azeem then gave an update on current operations at the Club. The 2020 season had been extended and the Club had been supported by the Government through the furlough scheme. Over the summer period, due to the uncertainty of the new season and when it would commence, the Club had worked on new protocols with the aim to start playing again in October, 2020. Players' contracts had been adjusted to start one month before the first official game in October, 2020. A clause had also been included in the players' contracts that should another lockdown be enforced resulting in the closure of the Club, players would not be paid.

The Department for Digital, Culture, Media and Sport (DCMS) had provided grants up to December, 2020, to support football clubs. However, in January, 2021, DCMS made a decision to cease the grant provision and instead provide loans to be paid back on favourable terms. Mr. Azeem advised that the Club had made the decision not to take out more loans and, without the support of the Government and no ticket sales, it faced a significant financial challenge. It was noted that the Club would continue to lobby Government during this difficult time, but would also rely on its huge resilience to continue to provide a sustainable Club for the community.

The Chairman thanked Mr. Azeem for his presentation and expressed the Council's support for the Club and the work it was doing within the community. It was suggested that the Aldershot Town Football Club would remain on the Committee's Work Plan and further updates could be provided by the Club in the future.

NOTE: Cllr T.D Bridgeman and Cllr Sue Carter declared personal but non prejudicial interests in this item. Cllr Bridgeman in respect of his ownership of a share in Aldershot Town Football Club, and Cllr Carter in respect of her status as a Trustee

for the Shots foundation. In accordance with the Members' Code of Conduct, both remained in the meeting during the discussion.

27. **PERFORMANCE MONITORING APPROACH**

Rachel Barker, Assistant Chief Executive, was in attendance to report on the work which had been taking place to revise the current performance management arrangements. It was noted that the new system was being developed and this report would give a brief on the work undertaken and help shape performance reporting in the future.

A review had been undertaken on how the Council collected and reported on progress against the Council's Business Plan projects and wider performance reporting. A three-tier reporting framework had been developed and implemented at the end of Quarter 2 in 2020/21 consisting of:

- Key Performance Indicator Dashboard – production of a graphical Key Performance Indicator dashboard initially every quarter but more frequent going forward. Comparable against previous years data. There would be an option for it to be automated in the future giving real time information
- Summary Project Progress Report – builds on previous information provided but would focus on exception reporting. It would provide a snapshot for the previous quarter detailing projects not on budget or schedule. A RAG status would be used but only red and amber would appear in this report
- Detailed Project Progress Report – Full report on all projects within the Business Plan. To be published on the Council's website at end of each quarter. It would show more detail including risk, timelines, project manager detail etc.

It was advised that currently Quarter 3 was in the process of being finalised and would be presented at the March, 2021 meeting of the Committee. Moving forward to 2021/22, the assumption would be to see Quarterly reporting to the Committee, this could focus on specific areas or the whole report and timings of meetings would be adjusted to fit more effectively with the quarterly reporting.

In response to a query regarding indexing the Detailed Project Progress Report, it was noted that this could be looked into for easier navigation of the document.

It was agreed that the full documents would be considered at the Progress Group Meeting prior to the Committee's meeting in March, 2021, to scope what would be presented to the full Committee.

The Committee **ENDORSED** the new approach.

28. **WORK PLAN**

The current Work Plan was **NOTED** and an update was provided as follows.

Cllr D. B. Bedford gave an update on the work of the Register Providers Task and Finish Group. It was noted that a recent meeting had taken place with Southern

Housing who were now responsible for The Crescent, Southwood and Mills House, North Town. Members had been pleased with the outcomes of the meeting and the work carried out since taking on these properties.

The Group's next meeting was scheduled with A2 Dominion. It was noted that there had been a number of issues raised that it was hoped would be resolved following the meeting.

It was requested that a system similar to the pilot scheme set up by VIVID, to allow Members emails to be addressed separately, could be provided by each of the Housing Associations operating in the Borough. Members agreed that the system had worked well with VIVID and rolling it out would be beneficial – this would be raised for discussion with the local Housing Associations.

Mr. Colver advised that a meeting of the Educational Improvement Group would be taking place on 23rd February, 2021, at which County Councillor Roz Chadd would be present. The meeting would consider the impacts of COVID-19 and other related matters.

Arrangements for the next meeting of the Highways Task and Finish Group with Hampshire County Council had proved difficult. However, it was expected that a date would be arranged in the next few weeks.

Mr Colver advised on the proposed items for the next meeting on 25th March, these were:

- Cabinet Champions activities – to receive a report from the three Cabinet Champions, Cllrs Sue Carter, Peter Cullum and Jacqui Vosper on their activities during the 2020/21 Municipal Year
- Air pollution – to receive a report from Environmental Health Officers on Air Pollution

An item on the current work of the Housing Options Service was requested, taking into account the impacts of COVID-19 and unemployment levels. It was suggested that this could be picked up at the next Progress Group meeting.

The meeting closed at 8.18 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 TASK AND FINISH GROUPS

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
<p>To monitor the performance and activities of Registered Providers working in the Borough.</p>	<p>Task and Finish Group established consisting of:</p> <p>The Chairman (Cllr M.D. Smith), Vice-Chairman ((Cllr Mrs D.B. Bedford) Chairman of the Group)) and Cllrs T.D. Bridgeman, Sue Carter, R.M. Cooper and K. Dibble.</p>	<p>2020/21</p>	<p>For the 2020/21 Municipal Year it was agreed that the scrutiny of performance and activities should be limited to three registered providers per year and that the areas for questions should focus on strategic issues including, Climate Change, Deprivation and the impacts of C19. The Group has selected Vivid (19.10.2020), Accent (16.11.2020) and Southern Housing (26.01.2021).</p> <p>In January 2021 it was agreed that A2 Dominion would be added to the 2020/21 review as the Council have been dealing with complex repair complaints for some time. A joint approach is needed to resolve these complaints for residents, the meeting will enable members to establish if there are any other issues impacting our residents which need to be investigated.</p>	<p>Green</p> <p>A2 Dominion were last included in a Review in February 2016.</p>

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
			<p>VIVID MEETING – The Chief Operating Officer and Development Director attended the meeting in October. VIVID had met with residents and councillors in North Town to discuss concerns about service charges which were a key issue of the review meeting. Working collaboratively had enabled the root of the issues to be identified and a way forward to be planned. Other issues around repairs reporting were also discussed.</p> <p>Development at North Town has been delayed by approx. 4 months due to C19, the next tranche of handovers is due in February 2021. Phase 5 is being worked up with a planning application due in summer 2021.</p> <p>ACCENT MEETING – The Group had discussed the ongoing problems at Alexander House in Aldershot, one of Accents schemes. Cllr Crawford was closely involved with the issues.</p>	

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
			<p>SOUTHERN HOUSING MEETING - Southern Housing are a fairly new RP in the Borough having recently taken over the Hydemartlet stock and are working in partnership with Rushmoor to expand their stock of new affordable housing. Their vision is to excel at customer service and values. The majority of their customer's initial interaction is via phone or digital platforms, via their Customer Service Centre based in Horsham. However, they recognise a need for face to face interaction across much of what is seen as housing management and have a team of mobile Home Service Managers.</p> <p>PILOT UPDATE - In Rushmoor, VIVID have piloted a new way of handling councillor emails/queries. The pilot ran from July – September 2020. VIVID have reported that the pilot has proved successful with the general feedback being a faster response and quicker resolution on residents' issues. A request to continue the pilot has been made and the collation of more detailed feedback</p>	

Last Updated 3rd March, 2021

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
			from councillors is ongoing. VIVID are pleased with the results and are considering rolling the service out to other Local Authorities.	
To review the Council Tax Support Scheme	Council Tax Support Task and Finish Group established, consisting of Cllrs M.D. Smith, Mrs D.B. Bedford (Chairman of the Group), A.H. Crawford, Veronica Graham-Green, Mara Makunura and M.J. Roberts.	June 2020 – January 2021	<p>The arrangements for the Council Tax Support Group would continue with the same membership being appointed for the 2020/21 Municipal Year.</p> <p>At its meeting held in October, 2020 the Group agreed to recommend that:</p> <ul style="list-style-type: none"> • the Council Tax Support (CTS) Scheme will remain the same for 2020/21. However, the impacts of COVID-19 on CTS will remain under review. • The Council should lobby Government to continue funding the Council Tax Hardship Grant • The unspent COVID-19 Council Tax Hardship Fund could be added to the existing Exceptional Hardship Fund pot <p>The Cabinet, at its meeting on 8th December, 2020, agreed the recommendations.</p>	Green

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
			<p>The Council confirmed the CTS for 2021/22 on 25th February, 2021. Council Tax bills had been prepared ready for dispatched on 11th March, specific information would be included to how to access further help in the event of difficulties.</p>	
Educational Improvement	<p>A Task and Finish Group has been set up consisting of:</p> <p>The Chairman (Cllr M.D. Smith), and Cllrs Gaynor Austin, Sue Carter, Mara Makunura, Nadia Martin and S.J. Masterson.</p>	2020/21	<p>The last meeting was held on 10th February, 2020 following the release of the KS4 results. The County Council Executive Member for Education and Skills was present at the meeting and agreed to provide additional information on the performance of service children in the borough and information and guidance on appointment of governors.</p> <p>At its meeting on 23rd February, 2021 the County Council Portfolio Holder for education and Skills (Cllr Roz Chadd) gave an update on education in Hampshire and how the current arrangements were working. In terms of attendance Hampshire schools were doing comparatively well and the systems for remote learning seemed to be effective. Among the areas being monitored closely were the</p>	Amber

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2020/21)	TIMETABLE	CURRENT WORK	STATUS
			<p>mental health of staff and children the arrangements for testing and support services for schools. One school was trialling saliva tests and this was likely to be extended to other schools.</p> <p>A further meeting of the Group would be held in summer 2021.</p>	
Highways Agency Task and Finish Group	<p>A Task and Finish Group has been set up consisting of:</p> <p>The Vice-Chairman (Cllr Veronica Graham-Green) and Cllrs Gaynor Austin, A.K. Chowdhury, Christine Guinness, L. Jeffers, S.J. Masterson and C.J. Stewart</p>	2020/21	<p>The first meeting was held on 12th August, 2020, which provided an overview on the current working arrangements and next steps. A further meeting will be arranged with representatives from Hampshire County Council (HCC) to discuss working arrangements, following which there is likely to be a further meeting where the Group will be asked to consider proposed changes to those arrangements.</p> <p>A briefing paper had been prepared for the proposed meeting with HCC representatives and a meeting will be convened at the earliest possible date in the New Municipal Year.</p>	Green

(B) OTHER ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE

ISSUE	TIMETABLE	CURRENT WORK	STATUS
To review the Council's approach to investment in commercial properties, including an assessment of the opportunities taken and the outcomes.	2020/21	<p>In May, 2019 a report was presented to the Committee which set out a review of commercial property investments. An independent external review has been undertaken of the property portfolio.</p> <p>At its meeting in October, 2020 the Committee received a presentation on the Council's Property Investment Portfolio, this covered working arrangements, the Property Investment Strategy and the Q2 monitoring of the current portfolio.</p>	Green
Town Centre Markets and Car Boots	2020/21	<p>A workshop was held on 10th August, 2020 at which a brainstorming exercise was carried out on how to achieve better sustainability for markets and car boots going forward. Members were asked to consider a number of questions and agreed that the provision of markets and car boots in the town centres should continue. A number of ideas to make improvements to the offer and arrangements have been put forward.</p> <p>The Cabinet Member was being consulted on the future provision of car boots and markets in the town centres and the comments of the Committee will be taken into account a part of these discussions.</p>	Green
Safer North Hampshire and Policing Matters	2020/21	At its meeting in September, 2020 representatives from the Hampshire Police and Safer North Hampshire teams gave an update on current issues and addressed a number of specific queries raised by Members.	Green
Aldershot Town Football Club/The Shots Trust	2020/21	At its meeting in September, 2020 the Aldershot Football Club Supporters Trust (The Shots Trust) gave representations on issues relating to the	Green

		<p>Football Club, these included the conclusion of the new lease, the engagement approach between the Club and its supporters and future options for the running of the Club.</p> <p>The representations were noted and relayed to the Major Projects and Property Portfolio Holder for consideration.</p> <p>At the meeting on 4th February, 2021, the Chairman of the Football Club provided the Committee with a response to the representations made by The Shot Trust. An update on current operations was also provided.</p>	
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OVERVIEW AND SCRUTINY COMMITTEE

WORK FLOW – DECEMBER 2020- MARCH 2021

DATE	ITEMS
25th March, 2021	Air Pollution Review Housing Options Report Review of Champion Activities
Potential Future Items for Committee	Review of Rents in Council owned buildings Income Generation – Impacts of C-19 Major community support organisations - Rushmoor Voluntary Services and Citizens' Advice Healthy Weights Programme – Update Q4 Performance Monitoring – 10th June, 2021 ICE Programme Quarterly Monitoring Hampshire Fire and Rescue Service RDP and RHL reporting

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2020/21

(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
7th January, 2021	Farnborough Airport Fund – Report	<p>The Group reviewed the report and queried the following:</p> <ul style="list-style-type: none"> • Was there a time limit on the funds? - No, the fund carries over from one year to the next • Are the joint arrangements expected to remain the same moving forward? - Yes but, as related to aircraft movements the fund will be reduced until the number of flights increase to previous levels <p>A response would be sought and reported back to the next Progress Group.</p>
25th February, 2021	Housing Options Report	Impacts on residents from C-19, housing stock issues and waiting list length
Items for Future Progress Meetings	<ul style="list-style-type: none"> • Revenue Protection and Debt Collection Procedures 	