



## RUSHMOOR BOROUGH COUNCIL

# OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on  
Thursday, 17th June, 2021 at 7.00 pm*

**To:**

Cllr M.D. Smith (Chairman)

Cllr Gaynor Austin  
Cllr Mrs. D.B. Bedford  
Cllr Jib Belbase  
Cllr M.S. Choudhary  
Cllr R.M. Cooper  
Cllr K. Dibble  
Cllr L. Jeffers  
Cllr Mara Makunura  
Cllr S.J. Masterson  
Cllr Nem Thapa

**Standing Deputies**

Cllr Sue Carter  
Cllr Sophie Porter

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

# **A G E N D A**

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

To appoint the Vice-Chairmen of the Committee for the 2021/22 Municipal Year.

## **2. MINUTES OF THE PREVIOUS MEETING – (Pages 1 - 8)**

To confirm the Minutes of the Meeting held on 25th March, 2021 (copy attached).

## **3. INTRODUCTION TO THE COMMITTEE –**

To receive an introductory presentation to the Committee to include working arrangements and programme for the 2021/22 Municipal Year.

## **4. REGISTERED PROVIDERS TASK AND FINISH GROUP - ANNUAL REPORT – (Pages 9 - 14)**

Report No. EPSH2017 is attached on the work of the Task and Finish Group during the 2020/21 Municipal Year. The Committee is asked to consider the recommendations.

## **5. PERFORMANCE MONITORING 2020/21 –**

The Assistant Chief Executive will report on progress made in delivering the priorities contained in the Council's Business Plan for the 4th quarter in 2021 and progress made during 2020/21 as a whole. Report No. ACE2103 can be found [here](#).

## **6. APPOINTMENTS 2021/22 –**

To consider the setting up of Task and Finish Groups for the 2021/22 Municipal Year and where appropriate appoint Members:

- Overview and Scrutiny Progress Group – the proposed representation for the 2021/22 Municipal Year is the Chairman (Cllr. M.D. Smith), the two Vice-Chairman and one representative from the Labour Group.
- Council Tax Support - the representatives for the 2020/21 Municipal Year were Cllrs M.D. Smith, D.B. Bedford, A.H. Crawford, Veronica Graham-Green, Mara Makunura and M.J. Roberts.
- Educational Improvement - the representatives for the 2020/21 Municipal Year were Cllrs M.D. Smith, Gaynor Austin, Sue Carter, Mara Makunura, Nadia Martin and S.J. Masterson.
- Highways Agency – the representatives for the 2020/21 Municipal Year were Cllrs Veronica Graham-Green, Gaynor Austin, A.K. Chowdhury, Christine Guinness, L. Jeffers, S.J. Masterson and C.J. Stewart.
- Review of Registered Providers – the representatives for the 2020/21 Municipal Year were Cllrs M.D. Smith, D.B. Bedford, T.D. Bridgeman, Sue Carter, R.M. Cooper and K. Dibble.

A report on nominations will be made at the meeting.

7. **WORK PLAN –** (Pages 15 - 22)

To consider the Work Plan for the 2021/22 Municipal Year.

**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.

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# OVERVIEW AND SCRUTINY COMMITTEE

Virtual Meeting held on Thursday, 25th March, 2021 at 7.00 pm.

## **Voting Members**

Cllr Mrs. D.B. Bedford (Vice-Chairman) (In the Chair)  
Cllr Veronica Graham-Green (Vice-Chairman)

Cllr T.D. Bridgeman  
Cllr Sue Carter  
Cllr R.M. Cooper  
Cllr Christine Guinness  
Cllr L. Jeffers  
Cllr J.H. Marsh  
Cllr S.J. Masterson

Apologies for absence were submitted on behalf of Cllr Gaynor Austin, Cllr Mara Makunura and Cllr M.D. Smith

## **29. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 4th February, 2021 were agreed as a correct record

## **30. CABINET CHAMPIONS**

The Committee welcomed the three Cabinet Champions, Cllr Sue Carter (COVID-19 Recovery Champion), Cllr Peter Cullum (Education and Skills Champion) and Cllr Jacqui Vosper (Armed Forces Champion) who had been invited to give reports on their work during the 2020/21 Municipal Year.

**Education and Skills** – Cllr Peter Cullum gave an overview of his year as Education and Skills Champion. It was noted that the Council had a limited statutory input in local education and any initiatives had to be carried out with support from the County Council and national educational organisations.

Cllr Cullum advised that initially he had met with the County Council Education and Skills Portfolio Holder, Cllr Roz Chadd, to get a general overview of the situation across the County. This had led to meetings with the head teachers at the local secondary schools and colleges, local employment agencies and representatives from the Federation of Small Businesses (FSB) to further discuss education and employment opportunities for young people. During these discussion it was evident that Science, Technology, Engineering and Maths should be encouraged in the local schools due to the aerospace focus within the Borough. As a result, Cllr Cullum advised that he, in consultation with the Royal Aeronautical Society (RAeS), had

arranged engagement for the schools with a project called “Cool Aeros”. This initiative invited young people to consider aerospace opportunities.

A sense of place had also been raised as an issue for Rushmoor’s young people. Cllr Cullum advised that he was currently in the process of creating an infographic highlighting the major features of the Borough to help young people gain a sense of place.

Other initiatives included apprenticeship schemes and work was being undertaken with the Council’s employment support officer and the FSB to establish the benefits of these government schemes.

The Committee discussed the report and raised queries around grading and Ofsted reports and mental health issues as a result of the pandemic. It was noted that it was difficult to know at present data was not readily available. However, individual schools would be able to provide information on their particular circumstances, especially around the grading of year 11 pupils.

The Chairman thanked Cllr Cullum for his report.

**Armed Forces** – Cllr Jacqui Vosper advised that a number of projects had not been progressed due to the pandemic during 2020/21. However, some activities had continued, including:

- Covenant Legislation – Cllr Vosper advised that she had led a Housing Sub Group which had been established to look at homelessness and housing allocation for service and ex-service personnel to inform the legislation of the Armed Forces Bill which was currently being considered in Parliament.
- COVID Response - The Council had liaised with the Military on issues relating to the pandemic, in particular, to ensure that messaging had been integrated and consistent.
- Census 2021 – Work had been ongoing regarding the arrangements for Census 2021. Liaison work would continue until late April, 2021.
- Education - The Covenant Partnership has been looking at outcomes for students from military families, particularly at A-Level, and the prospects for attending university/higher education. Work with Hart, Basingstoke and Deane and representatives from the 6th Form College was underway to look at improved data collection to help understand this issue in more detail.
- Events – It was reported that events had been limited during the pandemic with the exception of VE and VJ days and the Remembrance events. It was hoped that more events would start to be held towards the end of 2021 and into 2022.
- Garrison Community Hub – it was advised that the military had been upgrading and extending the offer at the former Connaught Centre – this included work on a new café and meeting space and an outdoor playground.

Later in the year the facility would be made available for use to the wider community as well as those with a military connection, such as local veterans. In addition, for the local veterans, a hub would be opened at the Military Museum and a repair café in Aldershot Town Centre later in the year.

- Defence Employers' Recognition Scheme Gold Award - In 2019, it was noted that the Council had the Silver Award. Consideration was now being given to making an application for the Gold Award. It was noted that a number of changes would need to be made to the Council's working arrangements and these would need to be demonstrated over a period of time. It was hoped that the application would be made in 2023.

The Chairman thanked Cllr Vosper for her presentation.

**COVID-19 Response** – Cllr Sue Carter reported that there were a lot of positives happening locally despite the difficulties presented by the pandemic. The Helpline and local response networks, set up through Rushmoor Voluntary Services (RVS), had dealt with over 1,300 cases to date. A key outcome from this work would be to embed some of the positive changes into business as usual work.

Other areas where Cllr Carter had been able to get involved included:

- Education – The closure of the schools had had a huge impact on teachers, families and children. The circumstances had had an impact on the mental health of some young people and organisations such as CAMHS, the Clinical Commissioning Group (CCG) and Hampshire County Council (HCC) were providing measures to help in this area.
- Rushmoor Youth Forum – Cllr Carter advised on the Rushmoor Youth Forum (RYF). The Forum brought together 32 agencies to work collaboratively to move support work forward to help address issues present in young people. Rushmoor Youth Influence (RYI), a group established for 15-30 year olds, fed into the work of the RYF giving the perspective of the younger generation to the work to the Forum. It was hoped that the work of the RYI group would grow to incorporate a buddying scheme to raise confidence and inspire each other.

The Council's Supporting Communities Strategy has identified young people as a priority group. The role of the RYF would be pivotal to engaging young people, prioritising their needs and identifying projects to support them in the longer term recovery phase.

It was hoped that a Shadow Youth Council (SYC) could be launched in September, following the beginning of the new school year. By launching a SYC it would allow young people to have a place to speak and be heard alongside gaining an understanding of local government and the voluntary sector. A SYC would be able to help articulate the needs of young people in a post COVID society and support the Council's main priorities, such as tackling climate change.

- Communications – it was noted that the arrangements for Members to receive regular briefings throughout the pandemic had worked well enabling information to be provided quickly and effectively. The extensive work with the Nepali community had also been noted.
- Vaccination Sites – it was noted that the sites had been in operation since December, 2020. Although they were operated by the NHS, the Council had been providing support. Vaccination availability had been an issue, but the numbers vaccinated across Rushmoor was a credit to partnership working.
- Physical and Mental Health and Wellbeing – This was a huge area being worked on by many partner agencies which affected many people, young and old. Signposting to help was being carried out through social media and it was important to ensure schools/pupils had access to relevant information.

In addition, it was also advised that communities were working together on initiatives, in particular Men's Shed facilities in Westheath and Aldershot Town Centre. The Men's Sheds would be a community and skills sharing hub for both men and women.

- Rushmoor Food Hub – this initiative would be central to the recovery process. Using Government funding it was intend to provide a community driven solution to support the local community.
- Partnership working – during the pandemic evidence of strong partnerships work between the public and voluntary/community sectors had emerged. The Council had developed strong working relationships with many organisations which would assist in the recovery processes and help deliver lasting improvements to the local community. Key partners included North East Hampshire and Farnham Clinical Commissioning Group, Hampshire Adults and Children Services, Citizens' Advice, RVS and VIVID Housing. This work would give a robust platform to move forward and address health and wellbeing issues.

In response to a query regarding feedback from residents on the Borough's handling of the pandemic it was acknowledged that most feedback had been extremely positive. It was noted that thanks should be conveyed to the Officers and partner organisation/charities for their hard work and efforts during these extremely challenging times.

The Chairman thanked Cllr Carter for her report.

### 31. **AIR POLLUTION**

The Committee welcomed Operational Services Manager, Colin Alborough, and Environment and Airport Monitoring Officer, Richard Ward, who were in attendance to give a presentation on air pollution issues across the Borough.

Mr. Ward, gave an overview of the team that sat within Operational Services. The Environmental Control and Pollution Team covered several other areas in addition to

air quality management these included, statutory nuisance, noise nuisance and animal licensing. It was noted that Mr. Ward was the lead officer for local air quality management and also had responsibility for air quality issues relating to commercial and domestic bonfires, planning consultations and policy and was the regulator for 27 permitted installations across the borough for the Local Air Pollution Prevention and Control (LAPPC) process.

Air pollution was very varied and complex, with a large number of contributors. Pollutants could have both short and longer term effect on the health of the population and had the most effect on the most vulnerable.

The team worked within the remit of frameworks set out by the Environment Act and the National Air Quality Strategy. It was noted that monitoring in Rushmoor was primarily based around nitrogen dioxide, for which there were currently 20 monitoring sites across the Borough. Reports on the data from this monitoring, which showed a gradual reduction over time across all sites, were submitted to the Department for Environment, Food and Rural Affairs (DEFRA) on an annual basis.

The Committee were also advised of ongoing projects on the M3 and A331. The A331 project had commenced in 2017 and through partnership working with neighbouring authorities, work had been undertaken to reduce nitrogen dioxide on the A331. A speed restriction of 50mph had been implemented in June 2019 on a 1.8km stretch of the road to assist in reducing nitrogen dioxide levels.

Looking to the future, it was advised that consideration would be given to the content of the Environment Bill due to be signed off later in 2021, this was expected to include longer term targets for air quality measures and an annual mean level for PM2.5 (particulate matter) levels. The Council's Climate Change Action Plan would also impact on the work of the team.

The Committee discussed the presentation and raised a number of queries.

In relation to the impact of the pandemic on pollution levels it was noted that it had been too early to determine the long term effects. However after the initial lockdown levels had been slowly creeping back up to normal.

With regard to having a local impact on nitrogen dioxide levels, it was noted that objectives in the Council's Climate Change Action Plan and work carried out by Hampshire County Council with school children to educate and raise awareness on the subject of air pollution would help on a local level to improve air quality.

In response to a query regarding wood burners and their impact on air pollution, it was noted that wood burning stoves contributed to a third of PM2.5 in the air. It was thought that moving forward, smoke control areas and regulation on target levels may be introduced to control the use of these heat sources.

The Chairman thanked Mr. Ward for his presentation.

## 32. HOUSING OPTIONS UPDATE

The Committee welcomed the Housing Options Service Manager, Suzannah Hellicar, to give an update on the work of the Housing Options Team and in particular the impacts of COVID-19.

Ms Hellicar, advised that as Service Manager she had responsibility for housing, homelessness, housing options and private sector housing. The move to remote working had meant that home visits and face to face interviews had been restricted but the Team had been able to provide a full service to its customers during the previous twelve months. A challenge for the Team had been keeping in contact with some of their homeless clients and mobile phone had been provided to a number of these individuals which had assisted with this issue. A big positive to come from the pandemic had been the partnership working, organisations and charities had come together to provide for those in need at this difficult time and the Team had adapted amazingly to the challenges faced.

In March 2020, the Government instructed local authorities to accommodate all rough sleepers, through the "Everyone In" scheme. Locally 150 vulnerable people had been accommodated and a benefit to come from this had been engagement with some individuals who had previously refused help. Some challenges resulting from the scheme had been anti-social behavior, costs of accommodation and future accommodation options. It was noted that VIVID Housing Association had provided significant support during this time.

The Committee was advised of the outreach work that had taken place. It was noted that some individuals had refused the offer of accommodation and the Team had provided PPE, food parcels, sleeping bags, support and continued offers of accommodation during the height of the pandemic. It was reported that four individuals had remained on the street.

It was advised that the eviction ban on private and social tenants was expected to remain in place until May, 2021. The Team had been working with landlords and tenants to resolve issues and were proactively looking to provide alternative accommodation where possible in cases where eviction was pending and matters couldn't be resolved.

Ms Hellicar explained the Housing First project, a scheme being carried out in partnership with Two Saints and VIVID Housing Associations to house the Boroughs most vulnerable residents. In April 2021, five units, provided by VIVID, would be available for use in this project. The Council would identify individuals who would benefit the most from the scheme and Two Saints would deliver the intensive support required to each resident. It was noted that an application had been made for five additional properties through the Rough Sleeper Fund.

Moving forward, it was noted that a small team would return to the office in April, 2021 to deal with demand. It was thought that demand would relate to eviction, the rise in unemployment figures and relationship and mental health breakdown. A new customer online portal and software package was also planned to be introduced to assist with demand. In addition, it was noted that the Rough Sleeper Strategy was

due to be presented to Cabinet in April, 2021 for adoption. The Team would also continue to build on the work with partners particularly around the development of the Temporary Accommodation Strategy.

The Committee discussed the presentation and raise a number of concerns. In response to a query regarding the numbers on the housing list it was noted that the Team had not seen a big influx, with the number remaining at around 1,400 – 1,500. It was thought this could increase as the situation evolved.

With regard to bed and breakfast accommodation, it was noted that the duration of a stay was limited wherever possible and suitable alternatives were sought quickly. Alternative accommodation, such as housing pods/containers, had been considered but it had been found that installation of services could be expensive depending on the site. However, if the right site became available this option could be considered moving forward.

Following a discussion on Clayton Court, it was noted that negotiations were underway to consider extending the lease on the property. It was advised that the site wasn't always appropriate and options for alternative temporary accommodation were being considered to add to the portfolio of available temporary housing. It was noted that currently there were two empty rooms in Clayton Court.

The Chairman congratulated and thanked Ms Hellicar and her team for the work they had carried out over the past twelve months.

### 33. **WORK PLAN**

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

- It was noted that the annual report would be prepared for the Council meeting on 22nd April
- A meeting of the Educational Improvement and Highways Agency Task and Finish Groups would be scheduled for early in the new Municipal Year

The meeting closed at 9.09 pm.

CLLR D.B. BEDFORD (VICE-CHAIRMAN) (IN THE CHAIR)

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**OVERVIEW & SCRUTINY  
COMMITTEE****Registered Providers Review Group Report**17<sup>th</sup> June 2021**REPORT NO. EPSH2017****REVIEW OF REGISTERED PROVIDERS 2020/21****1. INTRODUCTION**

- 1.1 This report is to inform Members of the Overview and Scrutiny committee on the outcome of the 2020/21 Registered Providers (RPs) Review. The purpose of the review meetings is to continue to build good working relationships with our RP partners, to monitor the performance and activities of the RPs and work together to resolve any problems. It also provides an opportunity to explore how RPs are able to support the council in the delivery of its corporate themes set out in the business plan and This report gives an overview of the scrutiny process and for each of the RP's reviewed and identifies; what is working well, causes for concern and any issues to follow up which may need to be raised with the Portfolio Holders for Planning and Economy or Operational Services.

**2. BACKGROUND**

- 2.1 The Overview and Scrutiny RP Review sub-group for 2020/21

<b>Members</b>	<b>Officers</b>
Councillor Diane Bedford Councillor Mike Smith Councillor Sue Carter Councillor Rod Cooper Councillor Keith Dibble Councillor Terry Bridgeman	Zoë Paine Sue Thornett

- 2.2 Registered Providers: Meetings held

<b>Registered Provider</b>	<b>Meeting date</b>
Vivid	19 <sup>th</sup> October 2020
Accent	16 <sup>th</sup> November 2020
Southern Housing	26 <sup>th</sup> January 2021

### 3 **The Scrutiny Process:**

- 3.1 Each RP provides financial and performance information, it's policies and strategies in advance of the meeting giving the group the opportunity to consider the information in advance.
- 3.2 Accompanied site visits prior to the meeting; these were unable to take place in this programme due to Covid-19 restrictions.

#### **Key Discussions in the review process**

#### 4.

- Housing management for all tenures
- Maintenance of property and neighbourhoods
- Customer service and compliance with the Housing Regulators Customer Standards
- Risk management: fire, gas and electrical safety
- Financial and performance information
- Assisting residents with welfare issues
- Development opportunities
- Working together on Climate Change
- Tackling deprivation and equality opportunity
- Ward Members experience of working with RPs
- Impacts of Covid-19

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

- 5.1 **Vivid** – Total properties in Rushmoor: 5,523 (a breakdown of tenure has not been provided). Vivid are Hampshire's largest provider of social housing and Rushmoor's stock transfer organisation.
- Vivid officers had met with residents and ward members at North Town the week prior to the meeting to discuss concerns about service charging. Collaborative working prior to and during the meeting enabled key issues to be identified and now resolved. Members appreciated Vivid's positive approach and keenness to work with members for the benefit of the residents on this matter.
  - A scheme for members reporting resident's issues had recently been carried out and proved successful, this will continue going forward.
  - Some examples were cited of residents' dissatisfaction with the repair service, repairs satisfaction currently stands at 89%. It was explained that there was still a backlog of repairs due to initial Covid restrictions when only emergency repairs could be completed, this is expected to be resolved by the end of the financial year. Vivid explained they are working to expedite repair issues and are planning to introduce 2-hour appointment slots, including evenings, to help working customers.
  - Members were impressed with the amount of community development work Vivid are involved with, during the pandemic Vivid have provided

£125,000 to local foodbanks, £125,000 to community support groups, and made available 400 IT devices to households in need.

- Vivid offer a high-level tenancy support to tenants with welfare needs, including a specialist money advice and employment and training teams, with officers dedicated to their residents in Rushmoor. During the pandemic additional support has been put in place to help with benefit applications, debt and rent arrears payment plan in some cases debts have been written off. A Wellbeing service is offered to residents to improve access to mental health services.
- Vivid has an ambitious development programme and are committed to building social rent properties. Rushmoor remains a priority development area.
- Members were impressed with Vivid's plans on cutting the carbon emissions in their housing stock and their commitment to partnership working.

**5.2 Accent Group:** Total properties in Rushmoor: 158, 54 general needs rent, 53 shared ownership, 7 Leasehold, 34 intermediate rent and 10 market rent. Accent properties in Rushmoor consist of 105 x 1-bed flats 53 x 2-bed flats.

- Members were pleased with Accent's approach to resolving the ongoing problems at Alexander House in Aldershot. Councillor Crawford was closely involved with the issues.
- Accent staff councillors and council officers are working together on management issues with leaseholders at Alexander House relating to roof repair and service charges. Members are pleased with Accent's approach and to move this forward which includes the recruitment of a specialist officer to deal with issues arising for home owners
- Accent own 2 buildings in the borough with cladding which needs to be replaced, they are not passing any of the £3million costs to leaseholders.
- Members were impressed with Accent's support to residents relating to the pandemic, welfare calls were made to all vulnerable residents to ensure that they were coping and had support including arranging food parcels. Members also acknowledge Accents assistance to the council with the provision of temporary accommodation during 2020.
- Accent is working towards decarbonising its existing housing stock initially by installing new energy efficient double glazing and heating systems. They are open to working in partnership working with the council to further tackle climate change and fuel poverty.

**5.3 Southern Housing:** Total properties in Rushmoor: 86 affordable housing properties, 52 general needs rent 23 Supported, 9 shared ownership, 2 intermediate rent; of which 44 are houses and 42 Flats and are expanding their development programme in Rushmoor.

- Southern Housing acquired housing stock from Hyde Housing Association in 2018 and are proactively seeking development opportunities within the borough. They are working with Cala Homes at The Crescent in Farnborough where they will deliver 88 affordable homes.

- Members were pleased with Southern's vision to excel at customer service. The majority of their customer's initial interaction is through the Customer Service Centre via telephone or other digital platforms, however, they recognise there is a need for face to face interaction and have put in place mobile Home Service Managers.
- Members complimented Southern on their governance structure, listening to residents and their positive approach to anti-social behaviour, they were particularly impressed with the New Beginning scheme providing essential furniture and white goods to prevent new tenants getting into debt when they set up home..
- Members were reassured to hear of the additional welfare and financial support given during the pandemic. Southern advised that rent arrears had risen slightly in the early months but have now stabilised and contained by engaging with tenants at an early stage. Tenants are offered to attend courses on money management and Southern provide electronic devices where needed to support residents with online aspects of sustaining their tenancy.
- There are number of initiatives Southern are involved relating to climate change. They are in the process of setting up environmental groups for residents to raise environmental issues within neighbourhoods and demonstrate what can be done at a local level. Southern have also developed a biodiversity toolkit which is available for residents and local communities and are keen to utilise this at The Crescent in Farnborough.

**5.4 A2Dominion:** Total properties in Rushmoor: 369, 184 general needs rent, 100 shared ownership, 5 Leasehold, and 80 Freehold

- In January 2021 the RP Review group was asked to call A2 Dominion into an extra ordinary meeting to support council officers and members in dealing with unresolved complaints relating to structural repairs, communal areas and poor communication.
- As a result of that meeting a schedule of actions was drawn up for A2 to implement, members have recently been able to meet with residents in person and a follow up meeting is planned with A2 on 10th June to review progress and for members to decide if any further action is necessary.

## 6 Conclusion

The RP Review process continues to play an important role in developing good working relationships with housing providers operating in the borough. The meetings enable the council's members and officers to improve their understanding of the condition and management of the affordable housing stock in the borough. The process also provides a platform to hold open and candid conversations about concerns so that they can be addressed and resolved, as well as the opportunity to see how the council and its RP partners can support one another in the delivery of their objectives.

Following consultation with the Chairman of the Review Group, it is proposed that a further programme of review is carried out in 2021/2022.

The Review Group will agree the process and select the registered providers for review at its next meeting.

## **7 Recommendation**

That the Overview and Scrutiny Committee is requested to:

1. Endorse the programme of work carried out in 2020/21.
2. Authorise the Review Group to prepare a programme of reviews for 2021/22

### **BACKGROUND DOCUMENTS:**

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

### **CONTACT DETAILS:**

#### **Councillor Diane Bedford**

Chair of the Registered Providers Review Group

**Report Author** – Sue Thornett: Housing Enabling and S106 Officer  
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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**

<b>ISSUE (PURPOSE OF REVIEW)</b>	<b>TASK AND FINISH GROUP (MEMBERSHIP 2021/22)</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 established consisting of:	2021/22		
To review the Council Tax Support Scheme	Council Tax Support Task and Finish Group established, consisting of:			
Educational Improvement	A Task and Finish Group has been set up consisting of:	2021/22	The first meeting of the Group in the 2021/2 Municipal Year would be held in summer 2021.	

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2021/22)	TIMETABLE	CURRENT WORK	STATUS
Highways Agency Task and Finish Group	A Task and Finish Group has been set up consisting of:	2021/22	A meeting will be arranged early in the 2021/22 Municipal Year 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.  This will conclude the work of this Group.	

**(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 – JUNE 2021- APRIL 2022

DATE	ITEMS
17th June 2021	<ul style="list-style-type: none"> <li>• Registered Providers Annual Report</li> <li>• Q4 Performance Monitoring</li> </ul>
22nd July 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
2nd September 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
21st October 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
9th December 2021	<ul style="list-style-type: none"> <li>•</li> </ul>
17th February 2022	<ul style="list-style-type: none"> <li>•</li> </ul>
7th April 2022	<ul style="list-style-type: none"> <li>•</li> </ul>
Potential Future Items for Committee	To be discussed at the next Progress Group meeting
<i>Items carried forward from 2020/21 – to be considered</i>	<i>Review of Rents in Council owned buildings                      Income Generation – Impacts of C-19                      Major community support organisations - Rushmoor                      Voluntary Services and Citizens' Advice</i>

## 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
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"><li>Revenue Protection and Debt Collection Procedures</li></ul>	