

# OVERVIEW AND SCRUTINY COMMITTEE

Virtual meeting held on Thursday, 22nd July, 2021 at 7.00 pm.

## Voting Members

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

Cllr Gaynor Austin  
Cllr Jib Belbase  
Cllr M.S. Choudhary  
Cllr R.M. Cooper  
Cllr K. Dibble  
Cllr L. Jeffers  
Cllr Mara Makunura  
Cllr Nem Thapa

## 8. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 17th June, 2021 were **AGREED** as a correct record.

## 9. COMMUNITY SAFETY AND POLICING - UPDATE

The Committee welcomed Police Inspector Kirsten Troman, Hampshire Police, and David Lipscombe, Senior Community Safety Officer, who were in attendance to provide an update on policing and community safety matters in the Borough. Members had raised a number of issues in advance of the meeting and these were covered in the update provided.

Inspector Troman reported on a number of policing matters, these included:

- Domestic Abuse (DA) – It was noted that DA had been set as a district priority for the past two months in Rushmoor and Hart. Numbers had risen since 2019/20 from 423 DA crimes to 549, showing a 30% increase over two years. However, repeat DA crimes had reduced to 27% below the County average of 36% repeats. Police Constables and Community Support Officers, alongside a Police Sergeant, had been utilised as DA Champions in four neighbourhood hubs in Hart and Rushmoor, and scrutiny and attention in this area would continue.

It was noted that when the consumption of alcohol increased during the European Football Championships and when COVID restrictions had been lifted, DA crime rates had spiked.

- Anti-Social Behaviour (ASB) – Inspector Troman highlighted concerns around young people and the loss of support/diversion through virtual engagement with key workers etc. during the pandemic. The impacts couldn't be quantified, but there was concern around the impacts on those at risk of criminal and sexual exploitation and those with diverse childhood experiences that could likely lead to them becoming involved in crime in the medium term. Links between the police and relevant organisations were in place to understand the gaps in the provision of support for young people and to determine how additional support could be provided by the police, where appropriate.
- Black Lives Matter (BLM) – since the movement began, data had shown an increase in peer on peer racially aggravated hate crimes. However, reporting had increased, which showed an increase in confidence that black peoples' voices were being heard. In response, the Police were carrying out a number of initiatives to engage with schools' charter work on a range of topics, including hate, cyber bullying, sexting, DA, gangs and child exploitation. Other work included engagement with the Rushmoor Secondary Head Teachers' Group to collaborate and try to influence the work around the peer on peer aspects of the issue.
- Violence against women – It was noted that some incidents of sexualised and demeaning behaviour towards women and girls in the work place had been reported. Robust investigation and media engagement to encourage reporting and advice/guidance on identifying such behaviours by both managers/employers and individuals was being implemented.
- Drug and Alcohol Abuse – It was noted that very few most serious violent crimes were associated with licensed premises and overall the night time economy position in the Borough was positive. With regard to the individuals that were street attached, some tactical options were in place to combat ASB. However, none of them would combat the social discomfort that existed in the population when encountering those under the influence of drugs or alcohol. This was a wider issue for society and partnerships to reflect on and influence.
- Crime Rates – Inspector Troman reported on crime data 2019/20 verses 2021/22 (2020/21 figures were considered "skewed" due to the pandemic). A reduction had been seen in vehicle crime, bicycle theft, house burglaries, most serious violence (grievous bodily harm (GBH) and up) and personal robbery. Increases had been seen in serious sexual offences, hate crime, cyber crime and violence with injury.

On the issue of fear of crime, it was noted that the police were ensuring that community priority meetings were held in neighbourhoods bi-annually to inform the public of crime patterns and to hear the voices of the community. Also, through a newly appointed Police Communications Lead, the passing on of positive messages of success and activity to reassure communities was also being implemented.

In relation to staffing, it was noted that a permanent Sergeant had been appointed for Farnborough to start in September, 2021 and a number of Police Community Support Officers (PCSO) and Police Constables (PC), had joined the team, as part of the force uplift programme.

Mr Lipscombe, advised that since the last time the Community Safety Team had been in front of the Committee, the joint working arrangements with Hart and Basingstoke and Deane (B&D) had been dissolved and the Council's Community Safety Team was now working back in-house under the Place Protection Team managed by James Knight. However, the team continued to work closely with Hart and B&D towards the shared goals of the Joint Community Safety Partnership.

Mr Lipscombe, advised on the current focus of work for the team, it was noted that some of the most significant issues during the pandemic had been neighbour nuisance. Incidents of ASB seemed focused at home between neighbours rather than in the wider community.

Over the summer period, ASB week would take place. This initiative advised on what ASB was and how it could be reported. In addition, a relaunch of the ASB warning slip process had been initiated, this allowed the Council's patrolling officers and police to issue a warning slip if they witnessed ASB, particularly in younger people. If an individual received more than two slips in a certain period of time, a more formal response by the team and partner agencies could commence, which provided a chance to offer support to the individual and their families, if required.

Other key areas of work for the team had included:

- Car meets – significant events had occurred in car parks in the town centre during the spring. Action had been taken to combat and prevent these meets through the installation of gates in two town centre car parks. In addition, a process was underway to implement Public Space Protection Orders on the Council's larger car parks to prohibit this type of behaviour.
- Street Attached - following significant issues in summer 2020, a tactical planning group had been established to address them. It was noted that improvements had been realised but some issues still remained. An action day would take place on 30th July, 2021 at which the Council and Police would spend time in Aldershot Town Centre to conduct environmental visual audits, engagement with shop keepers and licensed premises and address any issues that may arise through the behaviours of the street attached community.
- Community Trigger/Closure Orders – A community trigger was a process that allowed residents to ask for a review of a case they felt had not been resolved. A trigger had been raised in relation to a property owned by VIVID Homes around ASB and, following a multi-agency response, the issue had been resolved. A closure order allowed for a room to be closed in a property due to ASB. The Council was currently progressing its first closure order against a resident who had caused noise nuisance and used threatening behaviour towards other residents in the property. Should the closure be

successful, it would provide a good basis to make use of the power when dealing with anti-social neighbours in the future.

- Cannabis Nuisance – a warning process had been launched in partnership with the police, where up to two warning letters would be sent to those believed to be responsible. Should the issue persist evidence would be gathered, with the assistance of the police, to allow for a Community Protection Warning to be issued, followed by a Community Protection Notice if required. It was noted that most cases were resolved after the initial letter was received.
- ASB Warning Letters – these letters were sent out when an issue had been raised, to groups or individuals affected. Currently, a number of letters had been sent to a group of residents encouraging reporting of any issues, and warning about behaviours within their communities and the consequences.

Mr Lipscombe, advised on what the plan was for the Community Safety Team moving forward. It was noted that it was hoped that a relationship could be forged with the newly appointed Police and Crime Commissioner following a scheduled meeting later in July, 2021. It was also proposed that a refresh of the anti-social behaviour policy would be undertaken and an increase in legal powers would be sought for dealing with individuals and problem areas across the Borough.

It was noted that the Joint Scrutiny Committee had met on the 29th June, 2021. Members had been presented with the Partnership Plan 2020-23 detailing the partnerships priorities which included serious violence, youth related ASB and crime with historically low levels of reporting. It was noted that the work of the Partnership had been endorsed by the Joint Scrutiny Committee.

The Committee discussed the reports and raised a number of queries, these included:

- Protests – It was advised that a structure and thought through process was in place at the highest level to deal with protests. The work was challenging and open to national scrutiny and it was important to uphold the human rights of both the protesters and the general public
- Scams – It was noted that Neighbourhood Watch and Citizens' Advice were doing some excellent work in this area to educate and make people aware of scam. Action Fraud was a platform where scams could be reported/recorded to raise awareness. It was suggested that the Council could do more communications around scams and the types of things to look out for.
- Reporting Crime – the Committee discussed the reporting of crime via 101. It was noted that residents showed a lack of confidence in the 101 system and were reluctant to use it to report crime, taking the option to either report it direct to the local beat teams at neighbourhood meetings or to their local councillors. In response, the importance of using 101 to report crime was stressed as it enabled the police to create a picture of what was happening

across the Borough and pick up on “hotspots” and build on evidence to help tackle crime.

- Hate Crime – more details were requested on the types of hate crimes that were increasing and who the victims were. In response, it was noted that reports covered a number of different types but, the data showed that more were racially motivated than religious. There had also been an increase in disability related hate crimes. The peer on peer hate crimes remained the main concern.
- Interventions within Wards – Members requested that consideration be given to involving elected Members more when tackling issues in specific Wards.
- Joint Scrutiny Committee – A query was raised about the purpose of the Joint Committee. Mr Lipscombe advised that different formats had been trialled and Officers were always open to suggestions on how to improve the meeting to make it more effective. Currently the meeting was held annually and it was suggested that more frequent, shorter meetings on specific topics could be trialled.

The Chairman thanked Inspector Troman and Mr Lipscombe for their reports.

## 10. **PAY POLICY STATEMENT**

Corporate Director, Karen Edwards was in attendance to introduce the item on the Pay Policy Statement, which had been approved at the Council meeting on 24th June, 2021. The Committee had been asked to undertake a review of the structure and application of the Council’s pay policies to ensure that the policies met the requirement of council taxpayers.

The Committee discussed the policy and structure and raised some questions on how the pay policy was implemented. Queries had included:

- Use of contractors/consultant - justification of use and cost, in particular for the first half of the calendar year (2021):
  - How many?
  - Hourly/daily rate?
  - Why consultants and not full time employees? - Is it more cost effective for a short period?
  - What is the procurement process for engaging consultants?
  - How the Council compare to other local authorities on the number of consultants/contractors employed and remuneration levels?
- Data on equalities within the workforce in light of the Equalities and Diversity Review and other employment data. In particular:
  - General work force data to include; gender/age/ethnicity/disability, compared to other local authorities and government requirements
  - Numbers of officers in lower, mid and upper (executive) roles
  - Percentage difference between highest and lowest paid roles?

- Are lower grades employed or recruited through agencies on a temporary basis?
- How benefits such as, pensions, company cars/car allowances, loans are included and how they affect the structure?

It was also suggested that the Council's major contractors (SERCO/ Places Leisure) wage structures could also be considered in the future.

It was **AGREED** that a Working Group would be established to look at the data requested. Appointments for the Group would be made at the next Progress Group and a date confirmed for an initial meeting in September, 2021.

## 11. **WORK PLAN**

The Committee **NOTED** the current Work Plan.

The next meeting of the Committee would be moved to **24th August, 2021** to accommodate the item requested on the Communication and Education Plan on the new Food Waste Service.

It was proposed that at the December, 2021 meeting a report back on Supporting Communities Strategy and Action Plan would be made, this would involve officer and partner feedback.

The meeting closed at 8.45 pm.

CLLR M.D. SMITH (CHAIRMAN)

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# OVERVIEW AND SCRUTINY COMMITTEE

Meeting held on Tuesday, 24th August, 2021 at the Council Offices, Farnborough at 7.00 pm.

## Voting Members

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

Cllr Jib Belbase  
Cllr M.S. Choudhary  
Cllr K. Dibble  
Cllr L. Jeffers  
Cllr Mara Makunura  
Cllr Nem Thapa

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

## 12. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 22nd July, 2021 were **AGREED** as a correct record.

## 13. FOOD WASTE SERVICE - COMMUNICATIONS AND EDUCATION PLAN

The Committee welcomed Gill Chisnall, Corporate Manager Communications and Ruth Whaymand, Contracts Manager, who were in attendance to give a presentation on the communications and education plan for the new food waste collection service.

The Committee was advised on a number of issues, these included:

**Work Streams** – it was noted that collection arrangements with the Council's contractor, SERCO, were being reviewed to incorporate the new service, this had some legal and financial implications, due to round changes and a rebalancing of top heavy rounds to ensure a smoother service to residents. It was advised that two Recycling Support Officers had been recruited, on a one year contract, to support the launch of the new service, both would be carrying out engagement with residents prior to, during and after the launch. Their role would also include monitoring feedback and adapting the communications to address residents' concerns. IT systems were being updated to allow for a customer self-serve portal to report missed collections/check collection days, the crew would also be able to log problems from hand held devices in real time.

**Caddies and Liners** – It was advised that the service would be launched in two phases, the first phase would be to individual properties and phase two would be to

properties with shared facilities, such as flats. As part of phase one, it was noted that households would be provided with a 23L kerbside caddy, a 5L kitchen caddy and a one-off roll of liners. It was noted that the use of liners wasn't necessary and these could be substituted with alternatives such as bread bags, newspaper etc. It was advised that the caddies were due to arrive in early September but the liners had been slightly delayed. Once everything was in place the "go live" date would be announced for phase one. The launch of the service to shared facility properties (phase two) was likely to commence in spring 2022.

**Engagement/Communications** – It was noted that a Leadership Group within the Council had been established to consider the implications of introducing a food waste collection service. The Group had considered opportunities/barriers, especially with harder to reach groups and had spent time learning from the experiences of other councils and industry specialists, WRAP (Waste and Resource Action Programme). Following the establishment of a Member Working Group, a communications plan had been developed. Initially, social media had been used to raise awareness of the importance of a food waste collection service, following the adoption of the Council's Climate Change Strategy. More recently, "teaser" leaflets had been distributed to all households and further information, such as a "how to guide" and "tips" leaflets, would be circulated with the delivery of the caddies, in September 2021, to phase one properties. To complement this, social media would continue to be used to raise awareness of the new service and offer tips and advice on how to get the most from the service, this would include a "how to" video. The food waste advisers would also be promoting the service and offering help and advice to residents, community groups and harder to reach communities. Communications would increase around the launch and would continue to be monitored post launch to assess how the new service was being received by residents.

**Leadership Project** – the Leadership Group had been asked to consider how best to engage with harder to reach groups, in particular the language barriers with the Nepali community and the transient nature of the military community. Translation of leaflets/videos etc. would be available to help engage with the Nepali community, this had worked well during the pandemic. A Nepali speaking Customer Services Unit Adviser would also be trained and available to offer advice, translations and face to face engagement, when necessary. It was noted that the Group had liaised with the military and options for engagement with military personnel included, information distributed via the Garrison magazine, BFBS radio, welcome packs, attendance at coffee mornings etc. In addition, as part of the phase two work, it was advised that consideration would be given to engaging Resident Food Waste Champions in flatted developments, the Council would work with these individuals to help get neighbours on board with the new arrangements for recycling food waste.

Members discussed the presentation and raised a number of issues, including:

- Request for a Members "frequently asked questions" document to help address residents' concerns
- Request for a Members Seminar giving a step by step guide to how phase one will be launched

- Request for Food Waste Advisers to visit local neighbourhood shopping centres, such as North Town, to engage with residents
- Request for an “alert sticker” to be placed on caddies before delivery stating the start date of the service – this would be considered and, in addition, it was noted that a sticker would be placed on general waste bins requesting “no food waste”
- Joint working with Registered Providers as part of phase two? – it was noted that conversations with registered providers would be initiated by the Council to assist with engaging their residents. The rollout of phase two would be much slower. The engagement of the nominated resident champions may lead to different solutions being required for different blocks
- On the question of alternate weekly collection on general and recycling waste, it was noted that WRAP had suggested that councils offering alternate weekly collections got better participation rates than those offering weekly collections of other waste streams
- Nepali engagement, it was requested that a presentation could be given to some of the key members of the Nepali community to help engagement. It was suggested that Ms Whaymand or Ms Chisnall could attend a forthcoming Community Leaders meeting to give a presentation
- Expansion into food waste collection for commercial services – it was noted that the focus was currently on the domestic collection of food waste, as part of phases 1 and 2. Commercial services would be explored in the future

In response to a question, it was noted that by diverting food waste to recycling streams less domestic waste was being incinerated, this gap could be backfilled with commercial waste, which was currently going to landfill.

The Chairman thanked Ms Whaymand and Ms Chisnall for their presentation.

#### 14. **WORK PLAN**

The Committee **NOTED** the current work plan.

It was noted that the agenda for the next meeting in October 2021 might include a presentation from Citizens’ Advice and Rushmoor Voluntary Services on their activities and joint work with the Council.

It was suggested that a review of VIVID Housing could be carried out following recent land ownership issues in the North Town area. It was agreed that this would be followed up at the next Progress Group.

The meeting closed at 8.38 pm.

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

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# POLICY AND PROJECT ADVISORY BOARD

Remote Meeting held on Wednesday, 22nd September, 2021 at 7.00 pm.

## Voting Members

Cllr J.B. Canty (Chairman)  
Cllr P.I.C. Crerar (Vice-Chairman)  
Cllr P.J. Cullum (Vice-Chairman)

Cllr Gaynor Austin  
Cllr Jessica Auton  
Cllr Sophia Choudhary  
Cllr Michael Hope  
Cllr Prabesh KC  
Cllr Sophie Porter  
Cllr M.J. Roberts

Apologies for absence were submitted on behalf of Cllr Mara Makunura.

## 13. MINUTES

The minutes of the meeting held on 14th July 2021 were agreed as a correct record.

## 14. STRATEGIC ECONOMIC FRAMEWORK

The Board welcomed Mr Lee McQuade, Economy and Growth Manager who was in attendance to give a briefing on the Council's Strategic Economic Framework (SEF). The purpose of the briefing was to provide some background information on the SEF and to gather Members' views on the consultation process and principles.

The Board noted the uncertainty around economic growth, particularly policy uncertainty from the imminent Levelling Up White Paper, the net zero strategy and future funding. The impacts of the pandemic had also led to economic uncertainty. Considering the uncertainty, changes to the document were being made which would determine the best way to consult on the framework. It was felt that a soft approach, both internally and externally, would be taken. External partners would include Hampshire County Council, the EM3 LEP and business representative groups. It was also proposed that a business survey could be carried out with outcomes presented to the Cabinet in early 2022.

The purpose of the SEF was to offer a consistent vision and provide a framework, over the short to medium term, on how the Borough's economy could recover, to identify mechanisms for delivery and establish how the Council will measure and evaluate the performance of the SEF.

To allow effective consultation on the SEF, a process was underway to capture key information. A SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the Borough had been undertaken; this data would be used within the consultation

process to ensure all key areas were covered. The Board was apprised of some of the high level data and analysis that had been carried out, including labour force (claimant/age/furlough) statistics, business grants and impacts after withdrawal of funding support, changes to working patterns, sectoral impacts and inward investment/expansion. With regard to the town centres, data had been collected on, vacancy rates, footfall data and retail profile changes.

The Board noted the vision, “Rushmoor the Premier Place for Business to Thrive”. Comments were welcomed on the content of the vision, which included key driving forces and target outcomes.

The Board discussed the presentation and raised a number of issues, including:

- The importance providing flexibility within the framework to allow for adjustments following the pending papers from Government.
- How can the messages in the North Hampshire Narrative be reflected in the SEF? – it was advised that these two documents would be cross referenced to align together.
- Understanding vacancies/requirements and to ensure skills matching – conversations would be initiated with the Sixth Form College and FCOT to address this issue
- Ensuring more diverse businesses are incorporated into the SEF, such as co-operatives etc.
- Enabling community wealth building
- Addressing employment in the future, colleges keen to improve the status of the mental health of their students before leaving college and entering the workforce

It was advised that Mr. McQuade would pick up, in more detail, on comments and queries with individual Members outside the meeting and a further report on the SEF would be given to the Board as the consultation process progressed and the Levelling Up White Paper had been reviewed.

The Chairman thanked Mr. McQuade for his presentation.

## 15. **BUSINESS PLAN**

The Board welcomed Rachel Barker, Assistant Chief Executive, who was in attendance to give a presentation on the proposed timetable of the development of the 2022/23 Council Business Plan. The formal meeting was followed by an informal Member workshop.

The Board was apprised of the processes taken to develop the business plan. Previously the Board had been involved in the process of developing policy at the approval stages. However, this had been raised as an issue at a previous meeting and engagement with the Board was now timetabled to take place much sooner in the process, at the initial policy development stage.

The timeline for the business plan had been revised to bring it more in line with the budget setting process. Throughout October, Officers would be undertaking a review

of the 2021/23 Council Business Plan and identifying the strategic context moving forward. This work would be complemented by service workshops and wider engagement before coming back to the Board for review, at its November, 2021 meeting. The draft plan would then be developed and brought to the Board in January, 2022 followed by the approval process.

During the development of the business plan, a number of key issues would need to be considered, these included:

- The Levelling Up White Paper
- The Strategic Economic Framework
- Council enablers i.e. Climate Change Strategy, EDI, Supporting Communities Strategy and ICE Programme
- Budget setting
- Service planning
- Residents survey feedback
- North Hampshire Narrative
- Hampshire Budget consultations

The Board discussed the presentation and it was suggested that consideration could be given to imminent planning reforms and NHS reforms.

The Board **ENDORSED** the approach to the development of the business plan.

## 16. **WORK PLAN**

The Board **NOTED** the current Work Plan.

The meeting closed at 8.35 pm.

CLLR J.B. CANTY (CHAIRMAN)

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