

POLICY AND PROJECT ADVISORY BOARD

Report of the remote meeting held on Wednesday, 8th June, 2022 at 7.00p.m.

Voting Members

Cllr Marina Munro (Chairman)
Cllr Jessica Auton (Vice-Chairman)
Cllr P.I.C. Crerar (Vice-Chairman)

Cllr Michael Hope
Cllr M.J. Roberts
Cllr Jacqui Vosper
Cllr Jib Belbase
Cllr C.W. Card
Cllr M.S. Choudhary
Cllr Jules Crossley
Cllr Peace Essien Igodifo

1. APPOINTMENT OF VICE-CHAIRMEN

RESOLVED: That Cllrs Jessica Auton and P.I.C. Crerar be appointed Vice-Chairmen for the 2022/23 Municipal Year.

2. MINUTES

The minutes of the meeting held on 26th January 2022 were agreed as a correct record.

3. APPOINTMENTS TO GROUPS 2022/23

(1) Progress Group

RESOLVED: That the following members be appointed to serve on the Policy and Project Advisory Board Progress Group for the 2022/23 Municipal Year:

PPAB Chairman	Cllr Marina Munro
PPAB Vice-Chairmen	Cllr Jessica Auton Cllr P.I.C. Crerar
Conservative Group	Cllr Peace Essien-Igodifo
Labour Group	Cllr Jules Crossley Cllr M.J. Roberts
Liberal Democrat Group	Cllr Craig Card

(2) Transformation Task and Finish Group

RESOLVED: That the following members be appointed to serve on the Transformation Task and Finish Group for the 2022/23 Municipal Year:

PPAB Chairman	Cllr Marina Munro
Cabinet Member with responsibility for Customer Experience, Digital and Transformation	Cllr J.B. Canty
Conservative Group	Cllr Ade Adeola Cllr P.J. Cullum
Labour Group	Cllr Jules Crossley Cllr Sophie Porter
Liberal Democrat Group	Cllr Craig Card

(3) Elections Group

RESOLVED: That the following members be appointed to serve on the Elections Group for the 2022/23 Municipal Year:

PPAB Vice-Chairman	Cllr P.I.C. Crerar
Cabinet Member with responsibility for Electoral Issues	Cllr Sue Carter
Chairman of Corporate Governance, Audit and Standards Committee	Cllr P.J. Cullum
Conservative Group	Cllr C.J. Stewart
Labour Group	Cllr K. Dibble Cllr Clive Grattan
Liberal Democrat Group	Cllr Thomas Mitchell

4. FARNBOROUGH TOWN CENTRE STRATEGY - UPDATE

The Board welcomed Karen Edwards, Executive Director and Val Conway, Development Consultant and Rukaiya Umaru, Senior Development Surveyor/Planner, David Lock Associates (DLA).

Mrs Edwards, advised that following the meeting held with the Board at the end of the previous Municipal Year, DLA had taken account of the feedback from the Board and incorporated it into the draft strategy for Farnborough Town Centre. The purpose at this meeting was to review the draft Strategy, prior to the formal document being presented to the Cabinet at its meeting in July. Any comments and views from the Board would be fed into the final presentation to the Cabinet.

It was advised that the purpose of the Strategy was to pull together a variety of different elements of work to help shape the future of the town centre. It was considered a positive response to the changing nature of town centres and would help manage and instigate positive change to the town to meet local and visitor needs. It would also maximise the benefit of the civic quarter and demonstrate the Council's commitment to securing a prosperous and sustainable future for Farnborough. The Strategy would also be used as a guide to the process of redevelopment and to help identify next steps.

A review was given on what Farnborough was considered to be today, input from key stakeholders and the vision for the future. The vision stated that Farnborough

should be “a town where people chose to go for what they wanted and needed, and would find a whole lot more...”. The vision was backed up by five key themes:

1. Identity, Branding and Events
2. Environment, Safety and Wellbeing
3. Access, Gateways and Wayfinding
4. Activities
5. Development

The Board discussed a number of quick wins and “meanwhile” uses for the existing infrastructure in the town. Examples of which were hoarding redecoration, with artwork provided through schools competitions, provision of new seating, allowing pop up themed activities, improvements to security e.g. extended CCTV, false shop fronts in empty shops to display student exhibitions, host maker spaces and a moveable mini forest of potted trees linked to the climate change benefits of tree planting.

The Board was advised of the process for delivery, key areas included:

- Policy development in areas including, public realm, wayfinding, transport, design principles for town centre living and culture.
- Detailed masterplan development with key stakeholders
- Progression of development led by the Council and others e.g. Civic Quarter, proposals for Princes Mead

A number of organisational implications were reviewed which would help to achieve the objectives set out in the strategy, key areas noted were:

- An adequately resourced town centre management team with a promotion function
- An adequately resourced development team and pro-active planning team
- A dedicated bids manager – to maximise securing all available funding
- A pro-active approach to developing new partnerships, collaborative working and taking a direct lead to secure the right outcomes
- Flexibility in pursuit of clear objectives
- Council commitment and leadership

In conclusion, it was noted that the high level and ambitious strategy set out the overall direction of the work required to secure a sustainable and vibrant town centre, that was considered deliverable in the local economic context. The process would raise expectations and require funding but, in the longer term, would reap financial, economic and social rewards. The Council’s ongoing commitment would also provide confidence to investors and development partners moving forward.

The Board discussed the presentation. The Chairman summarised a number of comments that had been raised by Members, these included the need for more green spaces, a night time economy including festivals and other cultural and recreational activities with transport options such as night time buses. Members were advised that, should they have any additional comments on the draft strategy

following the meeting these should be emailed to Karen Edwards in advance of the Cabinet meeting on 5th July, 2022.

The Chairman thanked DLA and Mrs Edwards for their presentation.

5. **UK SHARED PROSPERITY FUND**

The Board welcomed Ms Rachel Barker, Assistant Chief Executive, who was in attendance to report on the latest position with the UK Shared Prosperity Fund (UKSPF).

It was noted that the UKSPF was the Government's domestic replacement for the European Structural and Investment Programme used to fund local regeneration, employment and skills projects and programmes. The UKSPF also supported the ambitions of the Government's Levelling Up White Paper.

It was noted that the government had allocated £2.6billion over three years to the UKSPF, of which Rushmoor would receive £1million over three years (£33,868 in 2022/23, £67,737 in 2023/24 and £898,395 in 2024/25). It was advised that the funds would only be accessible through an approved local investment plan, which should identify interventions to be made, from a menu of set options, to realise desirable outcomes based on local context and evidence. The plan should also focus on the key priorities (community and places, supporting local businesses and people and skills), set to help achieve the aims of the UKSPF to build pride in place and increase life chances across the country. The Council's investment plan, would need to be submitted by 1st August 2022.

The Board reviewed the key dates and milestones of the UKSPF. It was noted that the funding period was between April 2022 and March 2025 and all interventions must be delivered by March 2025 or have a break in the clause allowing for closure by March 2025. Other parameters included:

- Demonstrating how the investment plan contributed to the Government's net zero strategy and 25 year environmental plan
- Demonstrate how the plan impacted on the natural environment and duties under the Equality Act
- Consideration on how the UKSPF aligned with other funding streams such as, the levelling up fund, national employment support programmes and existing adult skills provisions
- Ensure no duplication or replacement of existing funding provisions

The investment plan should address the following key areas:

- Local context – setting out the evidence of local opportunities and challenges
- Selection of outcomes and interventions – to be identified from a menu of set options and clearly linked to local opportunities and challenges
- Delivery - set out details on approach, expenditure and deliverables, and capability and resource

It was noted that the process of scoping the plan had commenced. A long list of interventions had been drawn up and a process was underway to create a shortlist, through workshop activities and development of detail, to allow for a final review prior to completion of the investment plan. Key documents to be used in this process would be the Council Plan, the Local Plan, the Supporting Communities Strategy and Action Plan and the Climate Change Action Plan, amongst others. Shortlisting criteria to be considered would include:

- Is it a priority in the Council Plan/existing strategies?
- Are we already doing it, or can someone else deliver it?
- Support from residents/businesses/stakeholders/elected Members
- Would it deliver tangible benefits?
- Would it incur additional cost from the Council now or in the future?

It was advised that the shortlisting process would conclude during the next few weeks, and it was expected that a draft plan would be shared with the Board at its meeting in July, 2022.

The Board discussed the presentation and it was noted that the way the funding was being distributed meant that most of the activity would take place in 2024/25, when the bulk of the funding would be allocated. Regarding where the funding would be allocated and how the shortlisting process would be carried out, it was advised that each of the long list interventions would be assessed on a number of criteria and ranked accordingly; this would allow for those ranked highest to be shortlisted. It was also noted that not all interventions would be based on existing Council priorities, ideally they would come from a mix of existing and new priorities/interventions.

The Chairman thanked Ms Barker for her presentation.

6. ASYLUM PROCESS - CONSULTATION

Rachel Barker, Assistant Chief Executive, reported on a current consultation on the process for dealing with asylum seekers. Any feedback from the Board would be incorporated into the Council's response.

It was advised that the letter, from the Minister of Safe and Legal Migration, MP Kevin Foster, included in the agenda pack gave the context to the consultation and it was important to note that it was not about the principles of the arrangements but more about how it would roll out in the future.

It was noted that the Government's intention had been to move away from using hotels to house asylum seekers and towards a more fair and sustainable process through the private sector rental market. It was noted that the Government would host a couple of workshops, by geographical area, to inform and assist collaborative working with local authorities prior to the deadline for the consultation on 1st July, 2022.

The Board discussed the presentation and raised a concern regarding the limited stock of private rented accommodation within the Borough and it was felt that this would be a common concern amongst local authorities across the country. Further

comments were around the importance of setting expectations of working with the Home Office and the relationships between partners. In addition, comments would be made seeking to ensure the funding allocation was appropriate for the Borough. Resources to manage the process locally, would also be a concern.

The Chairman thanked Ms Barker for her presentation and it was noted that a copy of the detailed survey/consultation would be shared with the Board following the meeting.

7. **WORK PLAN**

The Board agreed that the work plan would be considered in more detail at the Progress Group scheduled for the following week.

The meeting closed at 9.20 pm.

OVERVIEW AND SCRUTINY COMMITTEE

Report of the meeting held on Thursday, 16th June, 2022 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr Gaynor Austin
Cllr L. Jeffers
Cllr Sophie Porter
Cllr A. Adeola
Cllr Prabesh KC
Cllr Marina Munro
Cllr S. Trussler

An apology for absence was submitted on behalf of Cllr Mara Makunura

1. APPOINTMENT OF VICE-CHAIRMEN

RESOLVED: That Cllrs. Mrs D.B. Bedford and K. Dibble be appointed as Vice-Chairmen of the Committee for the 2022/23 Municipal Year.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 7th April, 2022 were agreed as a correct record.

3. APPOINTMENTS 2022/23

RESOLVED: That the following Members be appointed to serve on the following Groups for the 2022/23 Municipal Year:

Overview and Scrutiny Progress Group

Chairman	Cllr M.D. Smith
Vice-Chairmen	Cllr Mrs D.B. Bedford Cllr K. Dibble
Conservative Group	Cllr S. Trussler
Labour Group	Cllr Gaynor Austin

Council Tax Support Task and Finish Group

Chairman	Cllr M.D. Smith
Vice-Chairman	Cllr Mrs D.B. Bedford
Conservative Group	Cllr L. Jeffers

	Cllr S. Trussler
Labour Group	Cllr Christine Guinness Cllr M.J. Roberts

Educational Improvement Task and Finish Group

Chairman	Cllr M.D. Smith
Vice-Chairmen	Cllr Mrs D.B. Bedford
Conservative Group	Cllr P.J. Cullum Cllr Mara Makunura
Labour Group	Cllr Gaynor Austin Cllr Jules Crossley

Review of Registered Providers Task and Finish Group

Chairman	Cllr M.D. Smith
Vice-Chairman	Cllr Mrs D.B. Bedford
Conservative Group	Cllr P.I.C Crerar Cllr Nem Thapa
Labour Group	Cllr K. Dibble Cllr Sophie Porter

4. CABINET CHAMPIONS - ROLE AND PRIORITIES 2022/23

The Committee welcomed Cllrs S.J Masterson and Nem Thapa, who had been appointed as Climate Action and Armed Forces Champions for the 2022/23 Municipal Year. Following a request at the last meeting of the Committee, the Champions were in attendance to provide an overview of their priorities for the year.

It was noted that as Cllr Mara Makunura, Cabinet Champion for Equalities was currently on leave the overview for her Champion role would be carried over to the next meeting on 21st July, 2022.

1) Climate Action Champion

Cllr Masterson advised on the purpose and role of the Climate Action Champion. The Purpose had been to support the Council's work to drive forward action to meet the aim to ensure the Council was carbon neutral by 2030 and that the Borough was more sustainable.

The role of the Champion would be to:

- Support development of the Climate Change Action Plan and actively monitor the Council's Carbon footprint
- Understand the impacts of and exploit opportunities to tackle climate change
- Support events aimed at addressing climate change
- Chair the Climate Change Working Group and report back to the Cabinet on projects/activities

The Priorities areas for 2022/23 included:

- Support development of EV infrastructure and promote use of electric vehicles
- Raise awareness to reduce and support the development of a range of targets and performance indicators for the reduction of carbon emissions
- Reduce car use to promote fuel efficient driving
- Develop the re-provision of Rushmoor In Bloom to focus on more on planting suitable to a changing climate and gardening for wildlife

Cllr Masterson advises that he had liaised with the Shadow Climate Action Champion, Cllr Jules Crossley and that they had broadly been in agreement on the priorities identified. Cllr Masterson believed the issue to be of great importance and pledged to raise the profile through improved communications and engagement with residents. However, he considered it to be important to be realistic and not over promise and under deliver.

The Committee discussed the priorities and it was noted that the focus of the work carried out would primarily be internal, however, engagement with outside organisations, such as Hampshire County Council (HCC) and their 2050 Project would be important.

In response to a query on measuring the achievements made during the 2022/23 period, it was noted that the Champions would attend the April 2023 meeting to report on their year and it was also advised that regular briefing notes could be provided throughout the year on progress.

2) Armed Forces Champion

Cllr Thapa advised on the purpose and role of the Armed Forces Champion. The purpose had been to promote the objectives of the Armed Forces Covenant on behalf of the Council through local action and by building connections between military and civilian communities.

The role of the Champion would be to:

- Ensure Council services reflect the principles of the Armed Forces and Military Covenants
- Be a conduit for the military community seeking assistance from the Council and act as a signpost/interface to other organisations
- Raise awareness of the role of the Champion and the objectives of the Covenant
- Establish effective lines of communication between military organisations and the Council
- Support events held by the military community
- Report back regularly to the Council/Cabinet on plans, projects and activities

The Priorities areas for 2022/23 included:

- Work with the Garrison Commander and officers to establish new covenant partnership arrangements
- Contribute to joint military/civilian events, such as CESSCA Café and the Health Fair, and actively support them to encourage community cohesion/integration
- Work with veteran hubs to encourage attendance/participation from veterans with a view to supporting other projects such as the Repair Café and Men's Shed
- Contribute towards the review of the Future Accommodation Model in Aldershot and ensure arrangements work effectively
- Work with service families and supporting organisations to encourage engagement with local health and wellbeing services

Cllr Thapa advised on a number of events he had already been involved with, these included the Health Fair, Gurkha Veterans' Hub, Armed Forces Week and the Falklands 40 flag raising.

The Committee discussed the priorities and noted that engagement with the Shadow Armed Forces Champion, Cllr Nadia Martin had commenced. Cllr Thapa advised that he hoped to connect, through the Garrison Commander, with other veterans and groups to aid integration into the community and would work hard to help signpost those in need.

In response to a query regarding the Gold Employers Recognition Scheme (ERS), it was noted that the Silver ERS had been achieved by the Council, this award encouraged employers to support defence and inspire other organisations to do the same. The scheme encompassed bronze, silver and gold awards for employer organisations that pledged, demonstrated or advocated support to defence and the armed forces community, and aligned their values with the Armed Forces Covenant. It was noted that there was a big difference and a lot of work involved in achieving the Gold ERS, compared to the Silver ERS award and this would need to be considered against the Council's other priorities.

It was agreed that Cllr Thapa would be invited to the April meeting of the Committee to report on his year.

The Chairman thanked Cllrs Masterson and Thapa for their reports.

5. COUNCIL BUSINESS PLAN - PERFORMANCE MONITORING

The Committee welcomed Rachel Barker, Assistant Chief Executive, who was in attendance at the meeting to report on the Council's Performance Management and Monitoring for 2021/22.

Ms Barker provided an overview of what performance management meant to the Council, why it was important and what made for successful performance

management and monitoring. The Council's Performance Monitoring incorporated the content of the Council Plan and the underpinning Service Business Plans. It was noted that Risk Management was increasingly becoming embedded in the Council's performance monitoring process and it was advised that the framework also allowed for check and challenge processes and data quality checks before sign off.

The Committee reviewed how the quarterly reporting had been presented. There were two annexes, annex A provided data on the Council Plan's priorities which had been rated with a Red Amber Green (RAG) rating and annex B provided more detailed monitoring on the underpinning Service Business Plans' priorities. It was important to ensure that the monitoring was effective and linked closely with any financial monitoring. The Committee noted that the team would continue to work on the effectiveness of the performance monitoring and it was thought that the system used currently would continue to be used in 2022/23.

The Committee noted that the Council had approved the 2022-25 Council Business Plan in February, 2022. The Plan had been more focussed and had fewer priorities and key activities. It was advised that each quarter, a single report combining detail on progress, the process against key indicators and measures and a quarterly Risk Management update would be provided and at the end of the year an annual report would be produced.

Ms Barker advised on new developments for 2022/23, included had been the monitoring of key strategies and plans that were not included in the Council Plan that services worked towards delivering on a day to day basis, this would help to keep track of strategy development throughout the year.

The Committee discussed the presentation and raised a number of different issues, these included the Aldershot Town Centre regeneration project and its amber status, the impact of the global economy on the risk register, run rates and dashboard information for at a glance information and live data on projects. It was suggested that the issues around performance Monitoring could be picked up at the Progress Group meeting.

The Chairman thanked Ms Barker for her presentation.

6. **WORK PLAN**

The current Work Plan was **NOTED**.

Members were advised that any items they would like considered by the Committee should be fed into the Progress Group via the Committee's Lead Officer or Administrator or through Groups Members.

It was requested that an item be brought forward on the Farnborough Airport and this would be considered further at the Progress Group.

The meeting closed at 8.52 pm.

POLICY AND PROJECT ADVISORY BOARD

Report of the meeting held on Wednesday, 13th July, 2022 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr Marina Munro (Chairman)
Cllr Jessica Auton (Vice-Chairman)
Cllr P.I.C. Crerar (Vice-Chairman)

Cllr Jib Belbase
Cllr C.W. Card
Cllr M.S. Choudhary
Cllr Jules Crossley
Cllr M.J. Roberts
Cllr Jacqui Vosper

Apologies for absence were submitted on behalf of Cllr Michael Hope and Cllr Peace Essien Igodifo.

8. MINUTES

The minutes of the meeting held on 8th June, 2022 were agreed as a correct record.

9. UK SHARED PROSPERITY FUND - UPDATE

The Board welcomed Ms Rachel Barker, Assistant Chief Executive, who was in attendance to report on the latest position with the UK Shared Prosperity Fund (UKSPF).

The Board were advised of the current funding position, it was noted that Rushmoor had been allocated £34k for 2022/23, £68k in 2023/24 and £898k in 2024/25. However, technical guidance from the Government was still outstanding, but officers had been advised to proceed in developing investment plans whilst awaiting further details. It was advised that the investment plan would need to be accompanied by two spreadsheets, one detailing expenditure and the other giving details on indicative deliverables. The current timescales allowed for a final draft to be completed by 22nd July, 2022, to allow for review and sign off prior to the 1st August, 2022 deadline, this would all be dependent on the content of the technical guidance (to be shared with the Board), when it was published.

The Board were updated on the shortlisting process of categorising the interventions. It was noted that the following priorities had been identified as part of this work:

- Communities and Place – including, public realm improvements, town centre events and promotion, transition funding, heritage, culture and arts, health and place support

- Supporting local business – Sector support
- People and Skills – apprenticeships, training and skills development

The Board reviewed extracts from the draft plan which detailed themes identified by the Council, example projects, alignment to government intervention, indicative output/outcomes and related existing strategies and plans. In addition, it was requested that costs against each intervention were provided for Member information.

The Board also noted that, up to 4% of the UKSPF could be used for management and administration costs and this should be recognised and accounted for.

It was advised that the approach had been to identify interventions that had already been subject to engagement and consultation, including the Council Business Plan, the Strategic Economic Framework, the Supporting Communities Strategy, the Climate Change Action Plan and the Town Centre Strategies, all of which had been subject to a high level of stakeholder engagement. In addition, throughout the development stages, discussions had taken place with the DWP, Homes England, and the local MP, amongst others.

It was also noted that the Council would be writing to all those that Government envisaged being invited to join the UKSPF Partnership Network to share the principles that have been used in developing the Investment Plan and to invite comments and feedback. It was expected that the first meeting of the Partnership Network would take place in the Autumn, once the UKSPF allocation had been received. However, it was noted that, ultimately the Council would be responsible for the funds and the Government would be entitled to claw back any underspend.

The Chairman thanked Ms Barker for her presentation.

10. HOUSING AND HOMELESSNESS STRATEGY

The Board welcomed Zoe Paine, Strategy and Enabling Officer who was in attendance to provide an update on the scoping and refresh of the Housing and Homelessness Strategy.

The Board received a recap on the current strategy, valid until December 2022, its four themes and the corporate objectives underpinning it. It was then apprised of Rushmoor's new vision and Business Plan, which had put more emphasis on housing, expressly mentioning:

- "Housing for every stage of life" - as one of the six major ambitions in the "vision" for Aldershot and Farnborough 2030
- "To ensure there are enough homes and types of housing provided in Rushmoor" - in the current Council Business Plan

The scoping work already undertaken with the Board was also reviewed. This had generated a strategic approach with three key objectives:

- Increase the supply of good quality homes

- Support residents to access affordable well managed and maintained housing in the private and social sectors
- Improve the condition and energy efficiency of housing in the Borough

Following discussions, during which the Board were asked to agree the key objectives, the following amendments were made:

- Increase the supply of good quality homes..... “for all residents and perspective residents for every stage of life”
- Support residents to access affordable well managed and maintained housing in the private and social sectors
- “Work Proactively”.... to improve the condition and energy efficiency of housing in the Borough

The Board noted the proposed timetable moving forward:

- Drafting document and Corporate Management Team (CMT) agreement - February 2023
- Cabinet – March 2023
- New Strategy published – April 2023

Any additional dates for consultation with the Board would be discussed at the Progress Group.

The Chairman thanked Ms Paine for her presentation.

11. **CONCESSIONARY TRAVEL SCHEME IN HAMPSHIRE - CONSULTATION**

The Board welcomed Tim Mills, Head of Economy, Planning and Strategic Housing who was in attendance to report on a current Hampshire County Council (HCC) consultation on the Concessionary Travel Scheme in Hampshire.

It was advised that HCC were consulting on proposed changes to the concessionary travel scheme between 30 May and 24 July, 2022. The proposals sought to deliver effective services, within a reduced budget, to achieve around £800,000 pa saving by April 2023. The proposals included:

- To make operational changes to supported passenger transport services e.g. supported bus services, Dial-a Ride, Call & Go and Taxishares
- To remove some enhancements to the Concessionary Travel Scheme, and
- Increase the contributions users pay for some services

It was noted that feedback on the consultation would inform recommendations to the Executive Lead Member for Transport and Environment Strategy, for decisions to be made in November, 2022.

By way of overview it was reported that HCC were trying to make cuts of £80 million to its overall budget by April 2023 of which the Economy, Transport and Environment department had to deliver £10.3 million. Currently HCC supported Dial-a-Ride, Call &

Go and Taxishare services in Rushmoor, alongside subsidising three bus routes, the No. 7 (Hartley Whitney – Aldershot), the No. 9 (Cove – Farnborough) and The No. 41 (Ash to Farnborough), the total spend for which had been £3.5 million per year. Amongst the proposed changes identified there had been a reduction in service level for supported services, removal of use of the Older Person's Bus Pass for Taxishare, Dial-a-Ride and Call & Go services and introducing a £1 fare for all single Taxishare journeys, and working towards a common fare approach for Dial-a-Ride and Call & Go services with suggested fares of £6 for a local return journey and £8 for a longer return journey, all increasing in future years in line with inflation.

Following discussions it was requested that the wording in the response was strengthened to include how HCC engage constructively on how services are delivered locally going forward and how these proposals affected their policy on climate change. In particular, Members felt that the No. 9 should be protected and consideration be given to extending the service which currently started at 09:00 and ceased at 14:30, not fitting with normal/working life or a night time economy.

It was advised that the response would be circulated to Members prior to responding to HCC.

The Chairman thanked Mr Mills for his report.

12. **WORK PLAN**

The Board noted the current Work Plan.

The meeting closed at 8.51 pm.

OVERVIEW AND SCRUTINY COMMITTEE

Report of the meeting held on Thursday, 21st July, 2022 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr A. Adeola
Cllr Gaynor Austin
Cllr L. Jeffers
Cllr Prabesh KC
Cllr Mara Makunura
Cllr Marina Munro
Cllr Sophie Porter
Cllr S. Trussler

7. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 16th June, 2022 were agreed as a correct record.

Cllr Makunura requested to be removed from the Educational Improvement Task and Finish Group due to other commitments. Membership of this Group would be considered at the next meeting of the Progress Group.

8. CABINET CHAMPION - ROLES AND RESPONSIBILITIES 2022/23

The Committee welcomed Cllr Mara Makunura, who had been appointed as Cabinet Champion for Equalities and Diversity for the 2022/23 Municipal Year. Cllr Makunura provide an overview on the priorities for the year.

Cllr Makunura advised on the purpose and role of the Equalities and Diversity Champion. The purpose had been to support the delivery of the Equalities and Diversity Action Plan and work with partners to address issues for people with disabilities.

The roles and priorities of the Champion would be to:

- Work to identify and promote cultural, religious and heritage festivals and events in the Borough - This would be done through the establishment of a Rushmoor Cohesive Communities Group (RCCG), made up of two representatives from each community group settled in the Borough. The Group would work together to support each other's communities/events and support Council lead events throughout the year. The Group aimed to

promote under reached communities across the Borough and engage them with a wider range of local events.

- Work to improve awareness of Members and Officers of equality, diversity and disability issues in the Borough - It was advised that Cllr Makunura had been the Health and Wellbeing Champion during 2021/22 and part of the work undertaken had been to establish the Rushmoor Accessibility Action Group (RAAG). The Group would be addressing access issues across the Borough and working with the Police and Crime Commissioner to help tackle related hate crime and antisocial behaviour issues.
- Promoting culture – a plan was in place to work with the Rushmoor International Association (RIA) to help promote the different cultures within the Borough to the Council's Twin Towns/Sister Cities.
- Monitor the Equality and Diversity Action Plan and influence proposals for future phases of its delivery – It was planned that regular meetings would be held with the Assistant Chief Executive, Rachel Barker, to highlight issues that had been raised at both RCCG and RAAG to help guide the work moving forward and support existing projects.
- Updates on the work would be provided to the Cabinet and Committee as appropriate.

The Committee discussed the report, and the following was noted in response to queries raised:

- It was advised that the recommendations made following the Local Government Association (LGA) Peer Review, that took place as a result of the Black Lives Matter motion in June 2020 had, in the main, been achieved
- Cllr Makunura advised that the RAAG were currently looking into options to address the availability of Makaton friendly signage, signing at official Council meetings, audio recordings of Council publications such as the Arena magazine and QR codes for blind people to read signage.
- Consideration be given to obtaining funding from the Levelling Up Fund for events etc.
- Consideration be given to how the Committee would measure the success for the Champion roles

The Chairman thanked Cllr Makunura for her report.

9. **CORPORATE CUSTOMER CONTACT INDICATORS**

The Committee welcomed Marybeth Quintmere, Customer Services Manager and Mary Timmins, Customer Services Team Leader who were in attendance to give a presentation on current customer contact data in relation to calls to Customer Services, walk in arrangements and demand through other access channels.

The Committee received an overview of the Customer Services (CS) team. The team consisted of 18 members of staff, currently, two males, four with English as their second language, four part time, one six-month fixed term contract and one vacant post.

During the pandemic it was noted that many changes had been made on the way the service had been delivered. These changes had shaped the way the service was offered going forward, including where work sat within teams/services. Examples of work that had shifted from individual services to the CS team included:

- Local Tax - work transferred included copy bills, discounts, direct debit enquiries and other low complexity work – more complex issues and recovery were still dealt with by the Local Taxation team.
- Housing – during the pandemic it was highlighted that duplicate contacts were increasing with customers contacting both Housing and CS. A six-month trial was being undertaken to understand demand and identify non specialist housing work, to allow for a process to be designed to respond appropriately to different enquiry types. The outcomes so far, had allowed CS to respond to customers who had criteria based or update enquiries, a dedicated officer had been appointed with three additional advisors trained to pick up any overflow work as required.

The Committee reviewed call data since the beginning of 2022. The data showed calls answered and abandoned and other contact streams, such as email, Love Rushmoor, various webforms, PCN's, etc. The data related to use of the Council's reception area had also been reviewed and this had shown a significant drop in numbers using this drop in, face to face offer. As an example, 63 customers had attended reception to make a payment since January, 2022, pre pandemic this figure had been 2,849. Data had also been provided on digital take-up in relation to waste and environmental services, this had shown an increase per quarter for these services.

Moving forward the Committee noted a number of areas that had been identified that could impact on the service provided by the CS team, these included:

- Move of off-street parking to the CS team
- New telephony systems
- Replacement of the Customer Relationship Management (CRM) system and developments thereafter
- Housing trial (three months remaining)
- Post and print project
- Council tax digital offer
- Recruitment
- Office move

Following a discussion, a number of queries were raised by the Committee, these included:

- Demand and management of staff - it was advised that demand could be identified on a half hourly basis if required, and resource shifted to accommodate as necessary. In general, demand predictions and actuals were aligned
- Consideration be given to a dedicated Councillor enquiry line – this would be taken away for consideration
- Warm handovers would be available on the new system ensuring customers reached an appropriate officer
- Consideration of a multilingual receptionist – this would be taken away for consideration, however a translation service was available, and connection was usually very quick
- CRM funding – it was advised that funding was in place
- Reference numbers could be used as part of the new system to help track calls and responses
- How could the Love Rushmoor App be used more effectively?

The Chairman thanked Ms Quintmere and Ms Timmins for their presentation.

10. **WORK PLAN**

The current Work Plan was noted.

It was noted that potential items for the meeting on 15th September, 2022 were Community Safety and Policing and Farnborough Airport.

The meeting closed at 9.07 pm.

OVERVIEW AND SCRUTINY COMMITTEE

Report of the meeting held on Thursday, 15th September, 2022 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr A. Adeola
Cllr Gaynor Austin
Cllr L. Jeffers
Cllr Prabesh KC
Cllr Marina Munro
Cllr Sophie Porter
Cllr S. Trussler

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

11. HER LATE MAJESTY QUEEN ELIZABETH II

As a mark of respect for Her late Majesty Queen Elizabeth II, the meeting started with a minute's silence.

12. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 21st July, 2022 were agreed as a correct record.

13. COMMUNITY SAFETY AND POLICING

The Committee welcomed Chief Inspector (CI) Emma Hart (Hampshire Police) and James Knight (Service Manager – Place Protection), who were in attendance to provide an update on policing and community safety matters in the Borough.

(1) Policing –

Chief Inspector Hart, who joined the meeting online, gave an introduction to her career and her initial thoughts after moving to Rushmoor. Despite a motivated and proactive team being in place, CI Hart had identified a lack of experience within the team, due to staff retention issues. It was noted that the team currently consisted of one Inspector, two Sergeants, 24 Police Constables (PC) and 12 Police Community Support Officers (PCSO's). It was advised that a recruitment campaign, being held in November across the Borough, would aim to encourage local people to join the force or become Special Constables/volunteers. It was noted that Hampshire was one of the

highest performing forces but one of the lowest funded. National, match and external funding were being sought to address funding issues.

The Committee noted the key policing matters in the area, which included burglary, anti-social behaviour (ASB) and high harm, drug related harm and youth on youth violence. It was noted that a High Harm Team would be launched on 3rd October, 2022 in Rushmoor and Hart, to focus on ASB and high harm issues across the area.

CI Hart reported on crime data and it was noted that crime rates in Rushmoor were in line with the rest of the country. District priorities were identified, these included drug related harm, Asian Gold breaks and violence against women and girls. It was advised that patrol plans were key to addressing these issues.

On the issue of priority deployment, it was noted that the police had to focus resource where it was considered most needed, would achieve positive outcomes and where swift justice could be achieved. Measures taken to offset the demand on deployment included:

- Operation Mothra – this operation involved having a police presence in an area for 15 minutes or more for a period of time - outcomes had shown a reduction in crime in the following weeks in those areas
- Early intervention and partnership working – key to providing support and help to those that needed it, including the issue of Community Protection Notices (CPN's)

CI Hart reported on 999 versus 101 calls. It was noted that there had been unprecedented demand on 101 and it was often a long wait to report a non-emergency crime. Alternative contact streams were available for non-emergency reporting, these included contact through the internet and via a QR code, but it was recognised that not everyone had access to these contact streams. It was also noted that the police monitored call data relating to the 101 number and continued to work towards improving the service. Consideration was being given to alternative digital access routes to allow people to pick and choose how they contacted the police. Data on the 101 non-emergency number would be provided at a future meeting.

In response to a query regarding youth on youth violence and drug taking, it was noted that gang exploitation of vulnerable young people was more prevalent now than ever before. It was noted that Hart had had some success with a criminal exploitation package, which had allowed information to be shared and interventions to take place with vulnerable young people and their families – it was hoped that this scheme could be utilised in Rushmoor in the future. In addition, cross border intelligence sharing was also key to tackling youth and drug related crime. Other contributing factors included the removal of youth services by the County Council.

The Chairman thanked Chief Inspector Hart for her presentation.

(2) Community Safety –

Mr Knight provided an overview of the service, which covered Community Safety, Licensing and Community Patrol Officers (CPO's). The three areas came together to create and maintain a safe, clean and inviting Borough that residents could be proud of, by providing a visible Council presence to residents, businesses and visitors, engaging at every opportunity, educating and encouraging compliance where appropriate and enforcing if necessary. The Team had been given two overarching priorities, these were to:

- maintain the aesthetic value of the Borough and improve feelings of safety in public, private and virtual space, and;
- improve visibility and evidence outcomes of the Team's work

The Committee were advised of the work of the Safer North Hampshire Community Safety Partnership. The Partnership had recently signed off on its most recent Strategic Assessment (a copy of which would be shared with the Committee) which aimed to improve feelings of safety and health outcomes and tackle issues such as serious violence, domestic abuse and ASB. The Partnership ensured strong links between the various agencies involved.

An update was then provided on the work of the Community Safety team, this included:

- **Current Focus** – It was noted that during the pandemic there had been a significant increase in neighbour issues and disputes, and this had continued into 2022. Complaints often focussed on noise issues and/or cannabis, and in particular took place in housing association properties. The Team linked closely with local Housing Associations to tackle these issues and ensured appropriate support.

An ongoing issue in Hawley Woods with vehicle related antisocial behaviour had led to a positive partnership approach with the MOD, Fire, Hart Council and the Police. This had led to positive press and sharing of useful intelligence.

- **PSPO** – A Public Space Protection Order (PSPO) had been launched in Aldershot Town Centre on 20th July. Authorised officers had the power to request an individual to stop drinking and to confiscate alcohol, if suspected of ASB, and to issue a fine for public urination/defecation. Since July the CPO's had engaged 20 individuals, all who had complied with any requests. It was noted that there had been a number of repeat offenders. As a result, moving forward, the CPO's would be looking to confiscate any alcohol from these individuals.

Following a walkabout in the town centre in late August, feedback from some businesses had been generally positive. Comments had been made on the increase in officer presence and nuisance individuals being moved on.

- **Closure Order** – In late 2021, the Team had its first successful Closure Order on a property responsible for antisocial behaviour and drugs issues in Aldershot. The impact on neighbours had been significant and feedback had been that the situation had improved significantly. The Team had successfully applied for an extension to the Closure Order following the initial period.
- **Cannabis** – Use of cannabis in residential properties continued to be an issue, with a large number of complaints being made. The Team followed a Cannabis Warning Process in partnership with Hampshire Police, which included a number of warning letters, visits and ultimately use of Community Protection Notices. It was noted that, first warning letters were generally effective and prevented reoccurrence, although a small number of complaints had progressed to the next stage. During 2021-22, 35 warning letters had been sent, 11 of which had been second letters. However, no warnings had progressed to the issue of a Community Protection Notice.

The Committee discussed the report and raised a number of issues, including:

- **Resources** – It was noted that currently there was a vacancy within the Community Safety Team, but the recruitment process had commenced and it was hoped the role would be filled shortly. It was felt that the Team were currently effective in their role and, should more resource be available, the expectation would need to be managed.
- **CCTV** – in response to a query regarding the relocation of the CCTV unit, it was felt that the move would not be disadvantageous, but it would be key to maintain good communication lines.
- **Youth Services** – a discussion was held over the withdrawal of Youth Services by Hampshire County Council and the impacts this had had on youth crime rates. The Committee requested that the Head of Young People's Services and the County Portfolio Holder responsible for this area be invited to a future meeting of the Committee. This request would be discussed further at the Progress Group.
- **Attendance at Ward Surgeries/Ward Audits** – it was advised that Ward Audits were planned and Ward Members would be welcome to join the officers as the audits were undertaken. Dates would be shared with Members as appropriate. It was also noted that the Team would endeavour to attend ward surgeries and Members were asked to share dates of these with Mr Knight.

The Chairman thanked Mr Knight for his presentation.

14. **WORK PLAN**

The current Work Plan was noted.

It was noted that potential items for the meeting on 20th October, 2022 were Property Services and Park and Playgrounds.

A discussion would be held at the next meeting of the Progress Group in relation to inviting the Head of Children's/Young People's Services at Hampshire County Council to a future meeting.

It was noted that discussions were underway to determine a way forward and suitable date for Farnborough Airport to attend a future meeting.

The meeting closed at 9.10 pm.
