

OVERVIEW AND SCRUTINY COMMITTEE WORK PLAN

The purpose of the work plan is to plan, manage and co-ordinate the ongoing activity and progress of the Council's Overview and Scrutiny Committee. It will be updated regularly and presented to each meeting of the Committee. It will include issues that are currently being actioned as well as those that will be subject to future work.

The Committees Terms of Reference are as follows:

- to perform all overview and scrutiny functions on behalf of the Council;
- to appoint such formal sub-committees and informal task and finish groups as it considers necessary to assist it in discharging its functions;
- to prepare and approve the overview and scrutiny work programme so as to ensure that the Committee's time is effectively and efficiently utilised;
- to undertake investigations into such matters relating to the Council's functions and powers as:
 - (1) may be referred by the Council, Committees, the Cabinet, or the Leader; or
 - (2) the Committee may consider appropriate; or
 - (3) have been referred to the Committee pursuant to the "call-in" procedure set out in the Overview and Scrutiny Procedure Rules in Part 4 of this Constitution. (These can be decisions taken by the Cabinet, a Cabinet Member, key decisions taken by an officer or under joint arrangements).
- to monitor and review the performance of the Council and services against relevant performance indicators and adopted plans;

- to review and/or scrutinise decisions proposed to be made (pre-decision scrutiny) or actions taken in connection with the discharge of any of the Council's functions;
- to review existing policy and strategy with a view to securing continuous improvement in the way in which the Council's functions are exercised, having regard to a combination of economy, efficiency and effectiveness;
- to make reports and/or recommendations to the full Council and/or the Cabinet in connection with the discharge of any functions;
- to review and/or scrutinise any matter affecting the area or its inhabitants;
- to discuss initiatives put forward for consideration by individual members of the Committee and any relevant 'call-for-action' in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution; and
- to consider petitions referred to the Overview and Scrutiny Committee in accordance with provisions set out in the Petition Scheme set out in Part 4 of this Constitution.

(A) ISSUES CURRENTLY BEING PROGRESSED BY THE OVERVIEW AND SCRUTINY COMMITTEE TASK AND FINISH GROUPS

ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
<p>To monitor the performance and activities of Registered Providers working in the Borough.</p>	<p>Chairman of the Overview and Scrutiny Committee (Cllr Mike Smith, Vice Chairmen of the Overview and Scrutiny Committee (Cllrs Diane Bedford and Keith Dibble and Cllrs Ade Adeola, S.J Masterson and Sophie Porter</p>	<p>The Annual Report for 2022/23 was presented at the June 2023 meeting.</p> <p>A planning and review meeting was held on 6th September. The Group agreed the terms of reference, and made some changes to the standard questions asked, notably removing the questions around COVID management, and adding questions around Mould Management and Household energy efficiency ratings.</p> <p>The Group agreed that the three providers to be reviewed this year's would be Vivid Homes, Defence Estates and A2 Dominion. The Group also agreed to add a fourth provider to the review, Riverside Housing, following reports of issues from tenants.</p> <p>In October the Group met with A2 Dominion who reported that they had appointed a new Chief Executive whose priority it was, to ensure better performance as a RP. New work contractors had also been appointed with robust KPIs on performance. Contact details for staff responsible for properties in Rushmoor had been provided, and site visits, were being arranged for 2024.</p> <p>In response to a Housing Ombudsman complaint and changes in the law surrounding damp and mould, A2 had contacted all residents who, had raised a repair mentioning damp and mould, to check if the issue</p>

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ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
		<p>has been resolved. A2 were working to get any unresolved issues fixed.</p> <p>In November, the Group met with the Chief Operating Officer and Group Development & New Business Director at VIVID, who explained their roles as new members of the executive team and their focus on improving the customer experience and preparing for any changes in legislation rising from the Social Housing Regulation Bill due in 2024.</p> <p>It was confirmed that all backlogged repairs were completed by September 2023, however, it was acknowledged that VIVID's repairs performance still needed to be improved. In addition, energy efficiency improvement works to properties in Fernhill Ward was progressing well.</p>
<p>To review the Council Tax Support Scheme</p>	<p>Chairman of the Overview and Scrutiny Committee (Cllr Mike Smith, Vice Chairman of the Overview and Scrutiny Committee (Cllr Diane Bedford) and Cllrs Christine Guinness, S.J. Masterson, M.J. Roberts and S. Trussler,</p>	<p>The first meeting was held on 24th July at which options to review the existing Council Tax Support scheme for 2024/25 were discussed by the Group. Members asked Officers for further information and data to be brought to the next meeting on 30th August, 2023 to assist in making any recommendations for change.</p> <p>At its meeting in August, 2023, the Group received updated information about the recent performance of the CTS Scheme, implications of reshaping the scheme to an income-based scheme rather than a minimum contribution scheme. The Group also saw the implications of improving the minimum contribution scheme for vulnerable</p>

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		<p>customers. The costs and benefits of the latter scheme are being worked up for the next meeting. The Group also received a broader presentation from Boom Local Community Bank (Credit Union) about sustainable financial products which could form part of a package measures to assist local residents.</p> <p>Following the meeting on 26 September, 2023, the Group will be presenting a report to Cabinet at its meeting on 17 October which will recommend that Cabinet agree to consult on a change to the scheme for 2024/25. The change relates to removing the 88% cap on the maximum level of support that can be awarded to a working age recipient of Council Tax Support.</p> <p>The Cabinet AGREED the recommendations at its meeting on 17 October.</p>
<p>To consider further the economical and environmental impacts of Farnborough Airport on the Borough.</p>	<p>Vice Chairman of the Overview and Scrutiny Committee (Cllr Diane Bedford) and Gaynor Austin, Jess Auton, Jules Crossley, Mara Makunura and Calum Stewart</p>	<p>Terms of Reference were review and agreed at the Progress Group (4th July, 2023).</p> <p>At the meeting on 11 September, 2023 the following actions were agreed:</p> <ul style="list-style-type: none"> • Terms of reference to be revised. Amends to specify what is out of scope. • Key lines of enquiry to be developed i.e., what do Members what to find out. Set these within a programme of work. • Extend deadline of the report.

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ISSUE (PURPOSE OF REVIEW)	TASK AND FINISH GROUP (MEMBERSHIP 2022/23)	CURRENT WORK
		<ul style="list-style-type: none"> Set up a shared space for relevant documents inc. FA Annual Report.

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

ISSUE	CURRENT WORK
Corporate Customer Contact Indicators	The work of the CSU would continue to be monitored and a meeting was scheduled for December 2023 to provide further feedback on the new CRM system.
Stagecoach	<p>Stagecoach attended the meeting in July 2023 following a number of concerns and issues raised with Members by residents. At the meeting a recommendation was made to hold a stakeholder meeting to discuss some of these issues in more detail, in particular related to Aldershot services.</p> <p>The Progress Group would scope a plan for the meeting when it met in early September.</p>
Council Business Plan	<p>In July, the Committee received an update on the Council Business Plan. It was requested that the list of items in the work plan be prioritised against the Council Plan and reported back on at the Progress Group.</p> <p>Q2 monitoring would be considered at the December 2023 meeting.</p>
Support for the Local Armed Forces Community and British Gurkha Veterans	<p>In September, the Committee carried out an assessment of ongoing issues and support needs of our local Armed Forces Community, including welfare concerns raised via a Notice of Motion to Council on 6 July, 2023, relating to British Gurkha Veterans.</p> <p>As a result of the meeting, a number of recommendations would be made to the Cabinet.</p>

	At the Cabinet Meeting on 17 October, 2023, the Cabinet RESOLVED that the recommendations from the Overview and Scrutiny Committee, be approved, subject to any letter from the Council in respect of these matters being signed jointly by the Leader of the Council and the Cabinet Champion for the Armed Forces and the removal of any reference in the recommendations to the 'Shadow Armed Forces Champion'.
Community Safety and Police	At the meeting on 21 September, the Community Safety Team and Hampshire Police were in attendance to provide an update on current issue in the borough and respond to the Notice of Motion on Youth Crime Prevention referred to the Committee for consideration.
Call-In – Lawn Tennis Association	In November, the Committee had a call-in on a Cabinet decision relating to investment into public tennis courts in parks. The outcome of the meeting had been to not refer the item back to Cabinet for re-decision, therefore the Cabinet's decision became effective from 10 November, 2023.
Arts and Culture	At its November meeting the Committee were apprised of the work being undertaken in conjunction with the Hampshire Cultural Trust and Arts Council England on arts and cultural activity on the Borough. A further meeting would be held on this item in 6-12 months.
Climate Change	The recently published Climate Change Scorecards were presented to the Committee at its meeting in November. It was noted that a more in-depth review of Climate Change work would be undertaken in February, 2024.

OVERVIEW AND SCRUTINY COMMITTEE

WORKFLOW – June 2023- March 2024

DATE	ITEMS
15th June 2023	<ul style="list-style-type: none"> • Corporate Customer Contact Indicators (Session 2) • Registered Providers T&F Annual Report
20th July 2023	<ul style="list-style-type: none"> • Stagecoach • Council Business Plan (Session 1)
7th September 2023 (Special Meeting)	<ul style="list-style-type: none"> • Gurkha Welfare Notice of Motion (Council - July 2023) – Support for the Local Armed Forces Community and British Gurkha Veterans
21st September 2023	<ul style="list-style-type: none"> • Policing and Community Safety to incorporate the Notice of Motion on Youth Crime Prevention raised at Council (April 2023)
9th November 2023	<ul style="list-style-type: none"> • Call-In Lawn Tennis Association investment in public tennis courts in parks • Arts and Culture (Cultural Compacts (Lee McQuade)) • Climate Change Scorecards(Sophie Rogers/Rachel Barker)
2nd January 2024	<ul style="list-style-type: none"> • Customer Service – Contact Indicators • Q2 Performance Monitoring
8th February 2024	<ul style="list-style-type: none"> • Climate Change Strategy • Asset Management – Update (TM)
27th March 2024	<ul style="list-style-type: none"> • Health Services • Champion Reports
Potential Future Items for Committee	<ul style="list-style-type: none"> • Ward Grant – Review – winter 2023 • Charitable Support • Regeneration – <i>Primarily All Member Seminars</i> • Waste and Recycling • Telecommunications Infrastructure – IH met with Toob and feedback would be shared with Members • County Councillors – Communications/Engagement (in particular, Highways Issues) – requested suitable date from then – October 2023

OVERVIEW AND SCRUTINY COMMITTEE

Progress Meetings 2023/24

Membership: Chairman (Cllr Mike Smith), Vice Chairmen (Cllrs Diane Bedford and Keith Dibble) and Cllrs Gaynor Austin, S.J. Masterson and S. Trussler

DATE	ITEM	NOTES
3 April 2023 Annual Review	<p>OSC Annual Report</p> <p>Cabinet Champions</p> <p>Private landlords</p> <p>June Meeting</p> <p>Info/Action follow up</p>	<p>Agreed with some suggested additions</p> <p>Going forward - hear from at PG throughout the year or regular written updates</p> <p>Scope option to have a private landlords T&F group similar to the RP Group</p> <p>Customer Contact Indicators and RP Annual Report</p> <p>Produce a Work Tracker to monitor actions/requests for information at meetings</p>
4 July 2023	<p>Council Business Plan</p> <p>Highways issues/HCC Communications</p>	<p>RB attended to give a summary of a proposed item for the meeting on 20th July on the Council Business Plan performance monitoring.</p> <p>Cllr Abe Allen attended the meeting to raise an issue in Fernhill relating to Bunds which had been installed in Chapel Lane. The Bunds had been installed as a prevention measure by HCC but had caused concern amongst residents. It was agreed that this issue would be raised at a proposed future meeting with County Councillors regarding communication/engagement with the County Council.</p>

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	<p>Stagecoach</p> <p>Farnborough Airport T&F Group – ToR</p> <p>Cabinet Champions Priorities</p> <p>Youth Crime Prevention</p>	<p>A number of issues had been raised regarding changes and performance levels with local bus services. Contact had been made with Stagecoach who were available to attend the meeting on 20th July, 2023.</p> <p>The Terms of Reference were agreed at the meeting.</p> <p>The priorities for 2023/24 for the Cabinet Champion were endorsed at the meeting.</p> <p>Following the Notice of Motion to Council in April, 2023, it was agreed that the focus of the September meeting with the Community Safety Team and the Police would be on Youth Crime Prevention.</p>
4 September 2023	<p>Stagecoach</p> <p>Council Plan</p> <p>7 September</p> <p>Action Tracker</p>	<p>Stakeholder meeting – Focus on safety of travelling on foot between Bus Hubs and the Aldershot Railway Station to continue journey. Lack of a bus service to Aldershot Railway Station. Bus links to Voyager House in Farnborough.</p> <p>Future items had been priorities against the Council Plan and the Work Plan amended accordingly.</p> <p>Good to understand how many Gurkhas are affected by the issues raised. Purpose to make recommendations to Cabinet on findings from the meeting.</p> <p>Focus of discussion on young people and knife crime. Good to understand what is in place to address prevent young people getting involved in criminal activities. Other areas to cover – timescales for new police recruits, from joining the force to being on the ground.</p> <p>Understand the cost of Realtime Information Boards at bus stops and investigate need in the Borough with Stagecoach.</p>

19 October 2023	Support for the Local Armed Forces Community and British Gurkha Veterans	The Group discussed the resolution on the Committee's recommendations to the Cabinet following their meeting on 17 October relating to this items. Following a discussion, it was agreed that IH would write to the Leader expressing the Committee's disappointment at the removal of reference to the Shadow Champion and request that the decision be reconsidered.
	Police and Community Safety	It was noted that an all Member Seminar was being arranged with the Police to address areas of concern. It was hoped that the informal setting and private nature of the seminar would result in more open dialogue with the police.
	Arts and Cultural (cultural Compacts)	Lee McQuade was in attendance to scope an item on Arts and Culture. Members requested: data on how the Arts Council identified Rushmoor as a priority place; timeframes; key things to achieve and an update on what the Council is currently doing and how it is advertised to the community
	Engagement with County Councillors	The Group were updated on the responses from the five County Councillors in reply to the invite to attend a future meeting. It was suggested that a second letter be sent asking them to identify some dates on which they all (the majority) would be available to attend.
	Future Meetings	It was agreed that the meeting in November would have an item on the Climate Change Scorecards alongside the Arts and Culture Item, and an update on the Registered Providers Group meeting with A2 Dominion from the Members. December would have an item on the Q2 Performance Monitoring and a request was made to invite representatives from Frimley Park Hospital to the March, 2024 meeting.
	Farnborough Airport T&F Group	It was noted that the revised Terms of Reference for the Group would be shared with Members alongside the current list of items to be addressed at the Group going forward. It was agreed that the Group would need extra time to carry out the work and the timeframe would be adjusted accordingly.

27 November 2023	Customer Contact Indicators – Update	The Committee scoped the item for the December meeting, which would include data on, demand, service levels, metrics on call data, front of house activity, changes to phone systems etc. Impacts of the changes would be shown in a visual platform where possible.
	Q2 Performance Monitoring	The Committee scoped the item for the December meeting and requested that data was provided by RAG status (red at the top) and that the team signpost Members to any areas of concern.
	Charitable Support	It was noted that the support to the major charities (RVS & CA) had been changed in the last 6 months and SLA and KPI's were now in place. A briefing note would be provided to Members in due course and a future date identified for the item to be brought to the Committee.
	Postal Services	Cllr Masterson raised concerns regarding postal services and proposed a future meeting with representatives from Royal Mail to discuss the local impact on residents of the postal service. It was agreed that contact would be made with Royal Mail to identify the correct representative and a date for a meeting.
	County Councillors	It was noted that a response had been received from Cllr Rob Humby, Leader of Hampshire County Council, stating that the five Aldershot County Councillors would not be attending a meeting of the Committee and that any County Council issues should be raised in writing and would be responded to, in writing, for use at meetings. Elected Members were welcome to contact individual County Councillors with issues in their area.
18 January 2024		
4 March 2024		