

**COUNCIL MEETING – 21ST APRIL, 2016**

**AGENDA ITEM NO. 8 (1)**

**BOROUGH SERVICES POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2015/16**

**1. INTRODUCTION**

- 1.1 In accordance with provisions set out in the Constitution, this Report reviews the work that has been carried out by the Borough Services Policy and Review Panel in 2015/16.

**2. PORTFOLIO AND WORK PROGRAMME**

- 2.1 The main areas of responsibility for the Panel are as follows:-

- **Portfolio – Leader of the Council**

- Community planning and strategic partnerships

- **Portfolio – Safety and Regulation**

- Community safety (including anti-social behaviour)
- Environmental health policy relating to licensing, food, health and safety, pollution, environmental control and the provision and regulation of caravan sites

- **Portfolio – Concessions and Community Support**

- Democratic renewal and community involvement
- Electoral issues
- Concessions and supporting local organisations
- Accessibility

- 2.2 The mid-cycle meeting has continued to provide an effective forum for discussion and consideration of the Panel's processes and priorities. It has also provided a method of sifting items and to manage the Panel's agenda.

- 2.3 The work programme for 2015/16 has covered a cross-section of the key areas of the portfolios. The majority of the projects encompassed both scrutiny / overview and policy development.

### 3. **PANEL ISSUES**

3.1 The principal items which have been examined in 2015/16 were as follows:-

(a) **Community Safety –**

The Panel continued to give a high priority to the overview and scrutiny of crime and disorder matters. In November, the Panel received a briefing on the Rushmoor Community Safety Partnership which gave an update on various initiatives around the existing night time economy in Aldershot and activities on issues related to the selling of psychoactive substances. The method of capturing crime data had recently changed and this will be reviewed in the coming year.

This will remain a high priority item for the Panel and will continue to be monitored and scrutinised as part of the Panel's forward work programme.

(b) **Environmental Health Policy –**

• **Food Safety –**

At its meeting in June, the Panel scrutinised the Council's provision of Food Health and Safety Service. This included an update on the purpose of the Service and its emerging issues and demands. The service continues to work with and support its customers by further embedding the systems thinking principles in their work.

• **Environmental Control and Pollution –**

The Panel, at its February meeting, was updated on issues relating to environmental and pollution control in the Borough. The Panel were advised on air quality, updated on the legislation relating to mobile home sites, reviewed the joint working provision, with Hart District Council, for the CCTV service and were updated on the work of the Community Patrol Team.

The Panel will continue to review all aspects of policy and working arrangements on a cyclical basis.

(c) **Citizens' Advice Rushmoor –**

In April, the Panel received an update on the priorities of Citizens' Advice and how emerging issues were still being addressed through more partnership working and initiatives, despite reductions in funding. The Panel expressed gratitude for the work carried out by Citizens' Advice and the ongoing improvements to the service provided.

(d) **Rushmoor Voluntary Services –**

The Panel has received an update which included details of the services currently offered and new ways of partnership working to ensure services

would still be provided. The Panel expressed strong support for the work of Rushmoor Voluntary Services and requested an update on funding streams at a future meeting.

(e) **Food Banks –**

In September, the Panel invited representatives from the local food bank organisations to give an overview of their work and the pressures and demands on the service. It was expected that the demand for food banks would increase going forward and the Panel would keep a watching brief on the situation.

(f) **Support Troubled Families –**

At its meeting in April, the Panel was updated on the Supporting Troubled Families programme. The Panel heard how the programme had developed and how more families were getting the help and assistance they required. The Panel would continue to review the programme.

(g) **Community Involvement –**

Further to a workshop for Panel Members on the topic of community involvement, the Panel has set up a new Community Involvement Task and Finish Group to take forward the outcomes from this session. The Community Involvement Task and Finish Group's terms of reference are to research and explore best practice and ideas for engaging and involving residents and communities when developing services. This is with a view to making recommendations on any new approaches that could be applied to Rushmoor's consultation and engagement activities when developing forward plans and services. The Task Group met in October and March and is part-way through its work.

4. **CONCLUSIONS**

- 4.1 The Panel has carried out a wide range of tasks during the year and has been effective in providing input into a number of major projects and strategic priorities for the Council. I would like to thank all members of the Panel and officers for their support.

5. **RECOMMENDATION**

- 5.1 The Council is asked to note and endorse the Panel's work.

BARBARA HURST  
CHAIRMAN  
BOROUGH SERVICES POLICY AND REVIEW PANEL

**COUNCIL MEETING - 21ST APRIL, 2016**

**AGENDA ITEM NO. 8 (2)**

**COMMUNITY POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2015/16**

**1. INTRODUCTION**

- 1.1 In accordance with the arrangements for reviewing and monitoring the Panel's activities, this Report summarises the work that has been carried out by the Community Policy and Review Panel in 2015/16.

**2. STRUCTURE/FOCUS OF THE PANEL'S WORK PROGRAMME 2015/16**

- 2.1 The Panel's main areas of responsibility are:

- Housing Matters
- Care in the Community
- Health issues affecting the Borough's residents

- 2.2 The mid-cycle meeting has worked well in identifying issues for consideration and has acted as a forum for discussing potential and future agenda items in an informal setting. Mid-cycle meetings also gave Members the opportunity to meet with officers in order to obtain background information on issues that were due to be taken to the Panel.

- 2.3 The Panel appointed five groups this year to take forward more detailed policy development and review work; the Health Issues Standing Group, the Housing Strategy Standing Group, the Registered Providers of Social Housing Review Group, the First Wessex Housing/Rushmoor Borough Council Joint Business Meeting Group and the Welfare Reform Task and Finish Group.

**3. PANEL ISSUES**

- 3.1 The key items examined in 2015/16 were as follows:

**(a) Step by Step**

The Panel received a presentation from Mrs Amanda Dubarry, Chief Executive of Step by Step, in June, 2015. Members were provided with a brief history of the charity and an overview of the work done by the charity to help and support young people in the Borough. The Panel was impressed by the range of services offered and was informed of the challenges that Step by Step had faced, including a reduction in some services due to financial circumstances. The Panel agreed to support the principle of Rushmoor providing financial help to the charity and hope to invite Step by Step to a future meeting for an update.

**(b) Housing and Homelessness Strategy and Homelessness in Aldershot**

In September, the Panel considered the 2014/15 Report on the Housing and Homelessness Strategy. This Report included a number of different examples on what the strategy had achieved since it was introduced in 2011, for example, the number of affordable homes that had been delivered and work that had been done to meet the needs of specific groups.

The Housing and Homelessness Strategy comes to an end in 2016 and the Panel requested that an interactive workshop be arranged to enable them to have an influence in the early stages of the development of the next strategy. Once this strategy has been finalised, the Community Panel would like to continue to receive annual updates on the progress of the strategy.

The Panel requested an update on the homelessness situation in Aldershot Town Centre and the actions that have been taken by the Council. Members have been advised of the issues and the work which has been done to address the issues. The Panel has acknowledged that the issues are challenging and time consuming, it is important that a multi-agency approach is used.

**(c) North East Hampshire and Farnham Clinical Commissioning Group (CCG) Vanguard Programme**

In November, the Panel invited a representative from the CCG to provide them with information on the Group's Vanguard Programme. Their Vanguard status had been awarded by NHS England and involved plans for moving services away from hospitals and into the community and to bring together elements of health and social care with the aim of providing services quicker. The Panel will be inviting Dr Andrew Whitfield to a Panel meeting in 2016/17 to provide an update on the Vanguard Programme's work and the impact it may have had on services.

**(d) Welfare Reform**

The Panel received an update on the Welfare Reform Programme. It was heard that the Government's intent and mandate was to continue to deliver welfare reform through a complex and wide-ranging programme. Locally, the Council has difficult issues with welfare and income generally and the Task and Finish Group's view was that changes needed to be made, but it was important the genuinely vulnerable should continue to be protected.

**(e) First Wessex**

First Wessex attended the February Panel meeting to provide their annual update as well as explaining the implications of the introduction of the 1% rent reduction over a four year period. It was heard that the association would need to make £10million in savings to manage the loss. The Panel was

assured that, while there would be a reduction in some services, there was an aim to ensure that the services continued to be of a high standard.

**(f) Neighbourhood Renewal Strategy**

Members have been provided with an update on the Neighbourhood Renewal Strategy, which focused on three areas: Cherrywood, North Town and Aldershot Park. The Panel was impressed with the work that had been carried out and was informed that the Borough now had two Lower Super Output Areas (LSOA) in the bottom 20% of areas of deprivation in England, whereas previously, three of Rushmoor's LSOAs had been in the bottom 20%.

**(g) Housing Options**

The Panel had requested an update on the work and performance of Housing Options Team, after recognising the challenges they had faced throughout the year. Members were supportive of the work the Team had done to reduce street homelessness and were pleased that the Team had continued to meet statutory obligations to homeless people through partnership working and the exploration of new and innovative ways to support their customers.

**(h) Frimley Park Hospital NHS Foundation Trust**

Sir Andrew Morris attended the final meeting of the Municipal Year to provide an update on the Trust's developments. The Panel was pleased to see the success that had been achieved and the improvements that had been made at Wexham Park. Members were informed that Frimley Park had been part of a wider initiative to improve wellbeing in increased prevention and early detection together with promoting greater self-care. The Panel was keen to be informed on any updates that would affect the Borough in the future.

**(i) Review of Registered Providers 2015/16**

Members of the Panel completed the scrutiny of the review work of registered providers in 2015/16. The Panel looked at an assessment of performance and during this work had encouraged a number of important changes to be made by the selected providers to improve their services provided to residents.

**4. CONCLUSION**

- 4.1 The Panel has carried out a wide range of tasks during the year and has considered a number of important strategic issues affecting the Borough. I feel that Panel Members have worked well together and have been effective in providing input into existing Council services and involving key external partners. I would like to thank them, together with the officers, for the support they have given to the Panel's work which has helped to make it an enjoyable and rewarding year.
- 4.2 I believe that there will be some significant work to carry out and review in 2016/17, including, the Redress Scheme and the Private Sector Housing

Survey. The Panel will continue to receive the annual updates contained in their programme of work.

5. **RECOMMENDATION**

- 5.1 The Council is asked to note and endorse the Panel's work.

M.D. SMITH  
CHAIRMAN  
COMMUNITY POLICY AND REVIEW PANEL

**COUNCIL MEETING - 21ST APRIL, 2016**

**AGENDA ITEM NO. 8 (3)**

**CORPORATE SERVICES POLICY AND REVIEW PANEL -  
ANNUAL REPORT 2015/16**

**1 INTRODUCTION**

- 1.1 I am pleased to report on the Corporate Services Panel's work over the last year and to update the Council on progress made in the key activity areas. The paper also highlights some of the work planned by the Panel for the year ahead.
- 1.2 The Panel has covered a wide range of work during the year and has used member groups to look at some of the key areas within the Corporate Services portfolio. The Panel held a workshop in August, 2015, and Members were provided with the budget information for services under the Corporate Services Portfolio. This workshop highlighted a number of areas that Members wanted to look at in more detail and many of these areas of work were added to the Panel's work programme in 2015/16. I would like to take this opportunity to thank all the Panel Members for their positive contributions throughout the year.

**2 PANEL ISSUES**

- 2.1 The key areas of work for 2015/16 were as follows:

**(a) Channel Shift Development**

Channel Shift continued to develop during 2015/16, with a number of Council services starting to carry out business in different ways. Members discussed aspects of the programme of work and agreed that the removal of old systems and the replacement of new systems had been a success. The 2015/16 update included demonstrations of the Customer Service Unit's service platform, the self-service platform and the mobile devices used by Civil Enforcement Officers.

**(b) Digital Strategy Seminar**

In September, the Panel agreed to cancel their formal Panel meeting and invite all elected Members to a Digital Strategy Seminar. The purpose of the seminar was to allow Members the opportunity to input their views and ideas concerning the future digital vision, ambition and strategy for Rushmoor.



### **(c) Council Website**

The Panel has been interested in reviewing the progress of the Council's website since it had been re-designed in 2012. Members were impressed that the website was now more customer friendly and staff now had the ability to follow a customer's 'journey' when they visited the website. The Panel made some recommendations for consideration during future development of the Council's website.

### **(d) Financial Update / Treasury Management**

In November, the Panel was provided with their annual update on the Council's finances and Treasury Management. It was agreed that 2015/16 had been challenging for the Council but that the necessary arrangements and programme were in place to improve the position. The Panel will continue to receive financial updates.

### **(e) Performance Reporting**

Members were provided with a copy of strategic and performance management update. It is intended that the update on performance reporting will help identify any key issues that the Panel would like to scrutinise in more depth at future meetings.

### **(f) Mayoral Costs**

The workshop held in August had highlighted Mayoral Costs as an area that had not been reviewed by the Panel in some time. The Panel was supportive of the Mayorality and believed that the Mayor played an important part in the Community. It was however felt that it would be helpful for more data to be recorded that showed the demand for the Mayor throughout each year.

### **(g) Local Land Charges**

As an area that Members had not been introduced to before, the Panel invited the Local Land Charges team to a meeting to provide them with an overview of the service. It was informed of the way the service carried out their work and the changes that were due as a result of the Local Land Charges Register being transferred to the Land Registry as a part of the Infrastructure Act 2015.

### **(h) Systems Thinking**

The Panel continued its work on the development of the systems thinking approach. This year, a cost-benefit analysis of systems thinking was reviewed along with information on how much the approach had been able to save through service reviews. The Panel would like to continue to monitor the progress of the approach and provide input when needed.

3.1 The Panel receive a number of annual updates, which will continue to be presented to the Panel during the next Municipal Year. Work on some of the items identified by Members at the workshop in August, 2015, will be presented in the 2016/17 Municipal Year. The Panel will hold another workshop at the end of the first meeting of the Panel, which will encourage Members to raise any items they believe should be added to the Corporate Services Panel's programme of work. The following issues will be some of the items brought to future meetings:

- Asset Management
- Business Rates Retention Scheme
- Member Support / Panel Consolidation
- Personnel Monitoring
- Digital Strategy

#### 4 **RECOMMENDATION**

4.1 The Council is asked to note and endorse the Panel's work.

JACQUI M. VOSPER  
CHAIRMAN  
CORPORATE SERVICES POLICY AND REVIEW PANEL

**COUNCIL MEETING – 21ST APRIL, 2016**

**AGENDA ITEM NO. 8 (4)**

**ENVIRONMENT POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2015/16**

**1. INTRODUCTION**

1.1. In accordance with provisions agreed by the Council, this Report reviews the work that has been carried out by the Environment Policy and Review Panel during 2015/16. In addition to setting out the issues discussed, it also explains the processes used and the progress made.

1.2. The Panel's main areas of responsibility are:

- Planning and Building Control
- Economy and regeneration
- Street Scene services
- Environmental Health

**2. THE PANEL'S WORK PROGRAMME**

2.1 The work programme has been regularly updated with items for monitoring and scrutiny, including regular performance management information.

2.2 The mid-cycle meeting provides an opportunity to discuss the Panel's processes and priorities, and adapt the work programme if it is felt necessary.

**3. PANEL ISSUES**

3.1 The principal issues examined by the Panel during 2015/16 have been:

a) **Environmental Improvement Strategy**

3.2 The Panel reviewed the Environmental Improvement Strategy and received a presentation in January on the changes that have been made to the Strategy to reflect the Panel's recommendation and changes to legislation. A communications plan is also being developed alongside the Strategy. The Panel put forward possible ideas to include in the Strategy which included the introduction of a 'Clean Street Award' to be awarded to residents as an incentive to reduce litter and also the extension of bulky waste collection discounts to benefit claimants.

b) **Recycling Task and Finish Group**

3.3 The Panel agreed to the establishment of a Recycling Task and Finish Group to look at alternative approaches to recycling, including learning from best

practice, implementing behavioural change initiatives and collecting a wider range of materials.

**c) Public Convenience**

- 3.4 The Panel has looked at the costs of providing public conveniences in the Borough. The Panel was concerned at the excessive costs for maintaining public conveniences and recommended that some public conveniences not located in the parks should be removed from the procurement process. Legal advice was being sought on whether this is possible.

**d) Household Waste Recycling Centres**

- 3.5 The Panel was involved in the consultation on the changes in opening hours to the Household Waste Recycling Centres (HWRC) to deliver cost savings to Hampshire County Council. The consultation asked for views on the options available to secure savings which ranged from changing operating hours and days to possible site closures. The Panel is keen to ensure that both the Aldershot and Farnborough HWRCs are maintained and a new facility in Aldershot is delivered as part of the Wellesley development. The Panel's recommendation is that opening hours are reduced to avoid any closure.

**e) Markets**

- 3.6 In November 2015 the Panel was updated on the changes that had been implemented on the operation of the markets and car boot sales in the Borough. The markets in both Aldershot and Farnborough had been growing in popularity following the changes. The Panel's recommendation was for additional themed markets, extending the operating hours of Farnborough market and expansion of the Aldershot market.

**f) Aldershot Regeneration**

The Panel has been involved in the development of the Aldershot Prospectus which set out the strategy for the regeneration of Aldershot. The Prospectus has six key themes to the vision of the town centre and contains a detailed Masterplan for the key development and refurbishment opportunities in the town. There are a series of projects contained in the Prospectus which will shape the centre over the next 15-20 years and beyond. The Panel put forward a number of recommendations to be included in the Prospectus before it was submitted to Cabinet: emphasis on the role of the old Aldershot Town Hall in the development of Aldershot; provision of good quality family living in the town centre; Princes Hall expansion; a well-defined and well-framed town square; emphasis on the town's Victorian heritage; and, links from the Windsor Way redundant sites to the Railway Station development.

**g) Conservation**

In January 2016 the Panel was updated on conservation work in the Borough, including arboricultural and biodiversity issues. Updates were also given on the

work of the Rowhill Nature Reserve Society, Blackwater Valley Countryside Partnership, the Basingstoke Canal Authority and Cove Brook Greenway Group. The Panel recognised the important and valuable work carried out by the volunteer groups and is intending to have an update at a future meeting.

#### **4. CONCLUSIONS**

- 4.1 I would like to take the opportunity of thanking all Members of the Panel for the support they have given to the Panel's work during the year. We have carried out a wide range of tasks during the year, and have provided a valuable contribution on a number of major issues. The Panel has tried to limit the number of items it has discussed at each meeting to enable detailed discussion and I feel this has proved effective.
- 4.2 For 2016/17, the Panel will continue to progress a range of work areas, and will be maintaining its scrutiny role, particularly in relation to progress with parking management, waste and recycling and economic development. In addition, the Panel will be looking at new issues as and when they arise or are raised by Members.

#### **5. RECOMMENDATION**

- 5.1 The Council is asked to note and endorse the Panel's work.

D.E. CLIFFORD  
CHAIRMAN  
ENVIRONMENT POLICY AND REVIEW PANEL

**COUNCIL MEETING – 21ST APRIL 2016**

**AGENDA ITEM NO. 8 (5)**

**LEISURE AND YOUTH POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2015/16**

**1. INTRODUCTION**

- 1.1 In accordance with the Council's procedures for monitoring the overview and scrutiny process, this Report reviews the work that has been undertaken by the Leisure and Youth Policy and Review Panel in 2015/16. The Panel's focus has been to keep a watching brief on the performance of local facilities and provide comments and ideas which are helping to shape the Council's future policy and services. The Report covers the issues discussed, the processes followed and the outcomes achieved during the year.

**2. PORTFOLIO AND WORK PROGRAMME**

- 2.1 The main areas of responsibility for the Panel are as follows:-

- Leisure and recreation facilities
- Arts and cultural development
- Town twinning
- Rushmoor in Bloom
- Youth issues

- 2.2 The mid cycle meeting (consisting of Crs Diane Bedford, Terry Bridgeman, Mark Staplehurst and myself) is an effective forum for discussion and consideration of process and priorities. For 2015/16, the Panel has continued to visit leisure facilities within the Borough and has invited a number of organisations to attend meetings so that the Panel can learn more about the services available for residents.

**3. PANEL ISSUES**

- 3.1 The Panel has spent a considerable amount of time monitoring services. The main purpose has been to ensure that the services meet customer demands, provide value for money and are delivered effectively. The principal items considered in 2015/16 have been as follows:

**(1) Budgets and Savings**

The Panel has continued its work from previous years on looking at certain aspects of its budget. This work has focused on costs and potential alternative

ways of providing services. This is part of a programme looking at various aspects of service provision in the portfolio.

- **Aldershot Lido**

The Panel has progressed the Lido Review in conjunction with a task and finish group and considered the results of the public consultation. It has also identified ways to progress the review through soft market testing. A report will be made to the Cabinet in 2016. Further work will be carried out during 2016/17 to establish the best way forward to ensure a sustainable facility for the future.

(2) **Scrutiny and Performance Management**

- **Aldershot Town Football Club**

As part of the scrutiny of facilities in the Borough, the Panel visited Aldershot Town Football Club to be updated on performance/activities, since the current owners bought the Club in 2013. The Panel noted the work being done by the club to engage with the community.

- **Hampshire County Council – Youth Consultation**

At its meeting in September, the Panel were informed of the Hampshire County Council Youth Consultation, due to start in November 2015. The consultation focussed on how youth services were provided in the county, going forward, in light of funding cut backs. The Panel will be kept informed of the outcomes of the consultation.

- **Princes Hall**

The Panel has been updated on the activities and working arrangements at the Princes Hall. The facility has faced some challenges relating to the hiring of rooms on the ground floor, the impact of new venues in the town and the long-term use of the building. The Panel will continue to keep a watching brief on the facility.

- **Hampshire County Council – Library Services**

The Panel has been advised of the Hampshire County Council Library Services consultation and the early findings, the highlights of which are being monitored and further scrutiny of the service will be carried out if necessary.

- **West End Centre**

The Panel made a visit to the West End Centre to review the working arrangements and activities, at its meeting in April. The facility continues to attract a wide range of musical artists, theatre groups and comedians and hosts exhibitions and special events alongside its classes and workshops for the local community.

The Panel expressed its gratitude to the West End Centre for work with the community and will continue to review the facility in the future.

**4. PROPOSED WORK FOR 2016/17**

- 4.1 For the coming Municipal Year, the Panel is likely to continue to focus its attention on key service areas. The mid cycle meeting has already considered some potential areas for work including the Army sports facilities, community leisure and public halls and community centres
- 4.2 The Panel will also continue its monitoring role and work with the Cabinet and Officers on developing new projects where appropriate.

**5. CONCLUSIONS**

- 5.1 The Panel has worked extremely well during the year and we have examined a range of important services which have a significant impact on the Borough. Within our managed programme we have helped to develop services and carried out in depth scrutiny where necessary. The Panel will continue to visit appropriate facilities in the Borough to learn more about how they work.
- 5.2 Finally and importantly, I feel that the Panel has worked very well together during the year. All Members have contributed at meetings and I would like to express my thanks for their support. In addition, I am also grateful for the support given by the officers and the Panel Administrator to the Panel and myself as Chairman.

**6. RECOMMENDATION**

- 6.1 The Council is asked to note and endorse the Panel's work.

LIZ CORPS  
CHAIRMAN  
LEISURE AND YOUTH POLICY AND REVIEW PANEL