

**COUNCIL MEETING – 20TH APRIL, 2017**

**AGENDA ITEM NO. 7 (1)**

**BOROUGH SERVICES POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2016/17**

**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 2016/17.

**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 – Business and 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 2016/17 has covered a cross-section of the key areas of the portfolios. The majority of the projects encompassed both scrutiny/overview and policy development.

**PANEL ISSUES**

- 2.4 The principal items which have been examined in 2016/17 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 the activities of the Partnership. A strategic assessment was being carried out to identify emerging trends to allow allocation of resources and organisation of activities based on need.

The Panel was updated on the issues around rough sleeping and street drinking in the Borough. Members were advised of the measures in place to deal with the issues and would continue to keep a watching brief on the situation.

The Chairman of the North East Hampshire Domestic Violence Forum also attended the November meeting to give an update on Violence Against Women and Girl Crimes and domestic violence.

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

(b) **Environmental Health Policy –**

**Health and Safety –**

At its meeting in September, the Panel scrutinised the Council's provision of Health and Safety Services. This included an update on the regulations of the Service and its emerging issues and demands. The service carried out both reactive and proactive work and had commercialised some areas of its work through selling support packages to local businesses, and offered training courses. The Panel will continue to monitor the service.

(c) **Farnborough and Cove War Memorial Hospital Trust –**

In June, the Panel reviewed the grant given to the Trust from the Council and agreed in principle to a £10,000 per annum reduction. The Panel will continue to monitor the operation of the Trust.

(d) **Meals on Wheels/Luncheon Clubs –**

The Panel reviewed the meals on wheels service and luncheon club provision in the Borough. Some concerns were raised over the quality of the food provided by Apetito, the contractor for the meals on wheels service. The Panel will continue to monitor the service and further scrutiny will take place should the need arise.

(e) **Good Causes Lottery –**

In September, the Panel was apprised of the actions required to establish the Cabinet approved Good Causes Lottery. A small consultative group was established to liaise with the Cabinet Member for Concessions and Community Support and officers to set guidelines for choosing good causes to benefit from the lottery.

(f) **Public Spaces Protection Orders –**

At its meeting on 10th April, the Panel will be reviewing the proposed Public Spaces Protection Orders and the outcomes of the recent consultation, prior to a report being submitted to the Cabinet.

(g) **Concessions and Community Support Portfolio –**

The Panel will meet with the Cabinet Member for Concessions and Community Support at its meeting in April to discuss current work within the portfolio and priorities for the future.

3. **CONCLUSIONS**

- 3.1 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.

4. **RECOMMENDATION**

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

A.R. NEWELL  
CHAIRMAN  
BOROUGH SERVICES POLICY AND REVIEW PANEL

**COUNCIL MEETING - 20TH APRIL, 2017**

**AGENDA ITEM NO. 7 (2)**

**COMMUNITY POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2016/17**

**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 2016/17.

**2. STRUCTURE/FOCUS OF THE PANEL'S WORK PROGRAMME 2016/17**

- 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 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 2016/17 were as follows:

**(a) Housing and Homelessness Strategy**

This year, the Panel has contributed to the development of the Council's Housing and Homelessness Strategy. The Housing Strategy Group analysed feedback from 222 consultation responses, and participated in the development of the Strategy and its four strategic themes:

- the right homes in the right place
- making best use of the housing stock
- helping people to solve their housing problems and provide a suitable home when needed
- enabling people to live in good quality accommodation appropriate for their needs

**(b) Private Sector Housing Survey**

In June and November 2016, the Panel received an update on the progress that had been made with the private sector housing survey that had commenced in March, 2016. A qualified Housing Surveyor had been appointed in March on a twelve-month contract and, in liaison with the Private Sector Housing Team, would conduct a twelve-month investigation into, primarily, houses in multiple occupation (HMOs) which were in severe disrepair, overcrowded, illegally converted or under the control of rogue landlords. The findings would be reported back to the Panel to inform the future approach for private sector housing in the Borough.

**(c) Redress Schemes for Lettings Agency Work and Property Management Work**

The Panel received an update on progress made by the Private Sector Housing Team following the introduction of the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014. It was confirmed that letters had been sent to all known managing and letting agents in the Borough and that regular checks were made to ensure that all agents were members of one of the three designated government administered redress schemes.

**(d) First Wessex and Sentinel House Associations – Proposed Merger**

Mr. Peter Walters, Chief Executive of First Wessex, attended the Panel meeting in September 2016 to report on the proposed merger between First Wessex and Sentinel housing associations, both of which had been described as 'top performing'. The Panel was advised that the merged association would use its combined strength to provide improved services and to build more homes covering the whole of the Hampshire region. The Panel noted that the planned merger had to undergo due diligence and an update from First Wessex would be provided early in the 2017/18 Municipal Year.

**(e) First Wessex Garage Sites**

In November, the Panel considered proposals for the transfer of the First Wessex garage portfolio. Representatives from First Wessex, Quest Estates (Chartered Surveyors and Valuers) and Hampshire Garage Investments Ltd attended the Panel to explain the background and reasons for the sale.

After due consideration, the Panel recommended to the Cabinet that the transfer of the garage stock from First Wessex to Hampshire Garages Investment Ltd. should be supported subject to a number of requirements, which included capital receipts from the sale being re-invested in the Borough.

**(f) Health and Wellbeing**

The Panel received an update on the current approach to health and wellbeing in Rushmoor and, in a separate presentation, key initiatives taking place to address mental health. It was explained that the Rushmoor Health

and Wellbeing Partnership developed and monitored the implementation of the Rushmoor Health Strategy in order to improve health outcomes and reduce health inequality. The Panel considered the health and wellbeing challenges for Rushmoor and projects which were currently underway in the Borough, and would continue to monitor this in 2017/18.

In April 2017, the Panel will receive an update on key initiatives taking place to address mental health in Rushmoor.

**(g) Prepayment Meters**

During the winter of 2016/17, the Panel commissioned research to be carried out on the issue of prepayment meters. This followed a Notice of Motion submitted to the Council in October about the costs of prepayment meters, compared with other methods. The Housing Strategy Group reviewed evidence collected from energy suppliers, registered providers and local landlords. Following detailed consideration, it was concluded that, although the Council was not able to influence energy costs, it could address the lack of awareness amongst residents and would aim to do this by supporting and advertising the information that was readily available.

**(h) Frimley Health and Care System Sustainability and Transformation Plan (STP)**

In February 2017, Sir Andrew Morris OBE, Chief Executive of Frimley Health NHS Foundation Trust, and Dr. Andrew Whitfield, Chair and Clinical Lead of NHS North East Hampshire and Farnham Clinical Commissioning Group (CCG), presented details of the Frimley Sustainability and Transformation Plan (STP).

The Panel was advised that in order to address overspending in the NHS, the country had been split into 44 footprints to reform health services. Each area was required to produce a five-year STP to deliver better health, better patient care and improved efficiency. The Frimley STP contained five priorities to address the key gaps facing the NHS:

- A substantial step change to improve wellbeing, increase prevention, self-care and early detection
- Action to improve long-term condition outcomes including greater self-management and proactive management across all providers for people with single long term conditions
- Frailty Management: Proactive management of frail patients with multiple complex physical and mental health long-term conditions, reducing crises and prolonged hospital stays
- Redesigning urgent and emergency care, including integrated working and primary care models providing timely care in the most appropriate place

- Reducing variation and health inequalities across pathways to improve outcomes and maximise value for citizens across the population, supported by evidence.

Members scrutinised the improvements planned in the STP, and it was agreed that Frimley Health Trust would continue to consult with the Council as the Plan was developed further.

(i) **Troubled Families**

The Panel received an update on the national Troubled Families programme and the current position for Rushmoor.

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 2017/18, including the Frimley Health and Care System Sustainability and Transformation Plan (STP).

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 - 20TH APRIL, 2017**

**AGENDA ITEM NO. 7 (3)**

**CORPORATE SERVICES POLICY AND REVIEW PANEL -  
ANNUAL REPORT 2016/17**

**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 in 2016/17 including support for the development of a Digital Strategy, and the new Love Rushmoor app through its Customer Services Working Group. Continuing the theme of digital technology, the Panel will shortly be investigating and trialling alternative options for Members' IT support and communications. I would like to take this opportunity to thank all the Panel Members for their positive contributions throughout the year, and particularly the Chairman, Cr. P.J. Moyle, who resigned from the Council in March 2017.

**2 PANEL ISSUES**

- 2.1 The key areas of work for 2016/17 were as follows:

**(a) Digital Strategy**

This year, the Panel participated in the development of a Customer and Digital Strategy for the Council. With assistance from the Council's adviser, Michael Gates, the Panel explored the opportunities for digital technology to improve the delivery of public services, and contributed to the development and content of the strategy. As part of this work, the Panel emphasised the need to ensure that services continued to be fully accessible.

**(b) Human Resources**

In July, the Panel received a presentation on the workforce profile, which provided data related to staffing and recruitment at Rushmoor Borough Council. The Panel noted new requirements for apprentice posts from April 2017, and welcomed the reduction in days lost within the Council organisation to employee sickness. The Panel was interested to learn more about the underlying reasons behind the statistics, and endorsed proposals for the future development of a Well-Being Strategy.



**(c) Property Acquisition**

In September, the Panel considered the Council's approach to property acquisition, and early work on developing an Asset Management Strategy. The Solicitor to the Council gave a presentation to the Panel advising on the criteria and processes for acquisitions, including due diligence and urgency arrangements for bid deadlines. Members were supportive of the overarching aim of the strategy to achieve a balanced portfolio of properties for investment and increased revenue, and will revisit Asset Management in 2017/18.

**(d) Business Rates Retention Scheme**

The Panel requested an update from the Head of Financial Services on the current Business Rates retention scheme and plans for reform to 100% Business Rates retention by the end of the current Parliament. Members were keen to understand how a new system would work, and the financial implications for Rushmoor. It is expected that the Government will consult further on the design of the reformed system, and the Panel will continue to monitor this next year.

**(e) Organisational Development Strategy**

In November, the Panel reviewed progress on the Council's Organisational Development Strategy, and examples of a wide range of activities taking place within the Council's organisation which support the Council's 'Fit for the Future' narrative, and in turn the Council's 8-Point Plan. The Panel supported action to address the core development areas for staff identified through the development review process, together with a focus on project management to deliver priority projects for the Council.

**(f) Budget Briefing**

In January, the Panel agreed to cancel their formal Panel meeting and invite all elected Members to a Council Budget Seminar. The purpose of the seminar was to allow Members the opportunity to consider and discuss details of the Council Budget 2017/18 in advance of its presentation to the full Council the following month.

**(g) Customer Service Review Group**

The Panel's Customer Service Review Group met this year to review Customer Service data, which included customer satisfaction survey results and call statistics. The Group also looked at the new arrangements for the Corporate complaints process, payment projects, and the new Love Rushmoor app. Future work will include analysis of how customers contact the Customer Services Unit, and progress with the Love Rushmoor app.

### **3 WORK PLANNED FOR 2017/18**

3.1 The Panel receive a number of annual updates, which will continue to be presented to the Panel during the next Municipal Year. The following issues will be some of the items brought to future meetings:

- Asset Management
- Business Rates Retention Scheme
- Members IT Support
- Human Resources Update
- Digital Strategy progress
- Channel Shift

### **4 RECOMMENDATION**

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

D.S. GLADSTONE  
VICE-CHAIRMAN  
CORPORATE SERVICES POLICY AND REVIEW PANEL

**COUNCIL MEETING – 20TH APRIL, 2017**

**AGENDA ITEM NO. 7 (4)**

**ENVIRONMENT POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2016/17**

**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 2016/17. 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 policy
- Regeneration activities
- Street scene services, including parking
- 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 2016/17 have been:

a) **Parking Management Strategy**

3.2 The Panel has looked at the proposed Parking Management Strategy and the areas that will be considered when developing the Strategy. The Panel proposed a number of additional improvements that could be considered as part of the Strategy work. A working group has been established to develop the Strategy and an update on progress will be brought to the June 2017 Panel meeting.

b) **Local Plan**

3.3 The Panel has been involved in the development of the Local Plan with some members sitting on the working group. The Panel was consulted on the Plan and looked at the various elements. The final draft submission will be presented to the April 2017 Panel meeting. The Panel will look at the Council's

policy on neighbourhood shopping facilities contained within the Local Plan at the September 2017 meeting.

**c) Conservation Areas**

- 3.4 The Panel has been informed on the conservation areas in the Borough so they could better understand development within conservation areas and where they are located. The Council's Planning Team will be carrying out an appraisal of the conservation areas in the Borough which will be prepared once the work on the Local Plan is complete. The Panel asked for some work to be carried out on the Council's website to provide more background information on conservation areas. A representative from Historic England will be invited to the September Panel meeting to provide information on conservation area assessments.

**d) Energy and Environmental Improvements**

- 3.5 The Panel has looked at the measures the Council has been taking to reduce energy costs through energy efficiency measures on Council owned premises. There have been a number of schemes introduced including upgrading street and car park lighting, upgrading lighting in Council Buildings and the installation of solar PV at five Council buildings. The Panel enquired why solar PV panels have not been installed at more buildings and was advised that the weak roofs on a number of the buildings are unable to support the weight of solar panels.

**e) Flooding**

- 3.6 The Borough has experienced issues with flooding in the past and the Panel received information from Eight20 and Hampshire County Council on initiatives that will help alleviate the flooding issues. Eight20 have carried out an Aldershot Catchment Study to identify solutions to alleviate the flooding in the centre of Aldershot. Hampshire County Council has a number of smaller schemes in the pipeline for the Borough. The Panel has asked Eight20 to report back to a future Panel meeting as the scheme develops.

**f) Recycling**

- 3.7 In September, the Panel discussed the current recycling performance in the Borough and asked that the Cabinet take action to address the unsatisfactory recycling results. The Cabinet Member for Environment and Service Delivery attended the November Panel meeting to give some details on the planned actions to address the current level of recycling. The Panel is still concerned that the Cabinet is not doing enough to address the poor recycling rates. The new waste collection contractor, Serco, will provide details on initiatives in the new contract at the 11th April Panel meeting.

**g) Demolition of Buildings and Dangerous Structures**

- 3.8 In January 2016 the Panel was advised on procedures and roles and responsibilities for dealing with the demolition of buildings and dangerous

structures in the Borough. There was a particular incident in the Borough which had raised some concern on the correct procedures, whether they were followed and which organisation has overall responsibility for monitoring and regulating. The Panel was satisfied with the information provided but suggested that there could be additional monitoring of individuals that are known to the Council for previously not following procedures.

#### **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 covered a wide range of areas during the year. 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 2017/18, the Panel will continue to progress a range of work areas, and will be maintaining its scrutiny role, particularly in relation to progress with the parking strategy, waste and recycling and flood alleviation. 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.

R.L.G. DIBBS  
CHAIRMAN  
ENVIRONMENT POLICY AND REVIEW PANEL

**COUNCIL MEETING – 20TH APRIL 2017**

**AGENDA ITEM NO. 7 (5)**

**LEISURE AND YOUTH POLICY AND REVIEW PANEL –  
ANNUAL REPORT 2016/17**

**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 2016/17. The Panel's focus has been to keep a watching brief on the performance of local facilities and provide comments and ideas, which would help 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, and myself) is an effective forum for discussion and consideration of process and priorities. For 2016/17, 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 2016/17 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 working group and considered the results of the soft market testing activities. A report will be made to the Cabinet in May, 2017. Further work will be carried out during 2017/18 to establish the best way forward to ensure a well-used and sustainable facility.

- **Connaught Leisure Centre**

The Panel was consulted on proposed operational changes at the Connaught Leisure Centre. The changes would result in a potential saving of around £40,000 per annum. The Panel agreed that, additional consultation with users of the facility should be carried out, and their views considered, before the Cabinet made a final decision.

## **(2) Scrutiny and Performance Management**

- **Football Club**

As part of the scrutiny of facilities in the Borough, the Panel has been updated on the current position with both of the local football clubs. The Panel will keep a watching brief on the clubs.

- **Rushmoor Arts Hub**

At its meeting in June, the Panel was informed of the Rushmoor Arts Hub, an initiative funded by the Arts Council England South-East and managed by the Council and the Hampshire Cultural Trust, which had been established in 2015. The project activities include providing grants for young people to develop skills in the arts. The Panel will continue to monitor the Arts Hub as it develops.

- **The Empire**

The Panel has visited the Empire, an entertainment venue located in the old Kings Church, Aldershot that is managed by local entrepreneurs PRB Aldershot. The venue hosts up to 990 people and facilities include a bar, restaurant, Hindu temple and a private function room. The Panel will keep a watching brief on the performance of the venue.

- **Rushmoor Local Children's Partnership**

The Panel has been advised of the working arrangements and activities of the Rushmoor Local Children's Partnership (LCP). Members raised some issues, which will be addressed at a future meeting of the Panel. The Panel will continue to monitor the work of the Rushmoor LCP.

- **Garrison Sports Facilities**

In January, the Panel visited the Garrison Sports facilities. As part of the discussions the Panel have requested some data on obesity, particularly in primary school children. This will be reported back to the Panel.

- **Playgrounds**

At its meeting in April, the Panel was updated on the current position with Playgrounds in the Borough and the changes in developer/Section 106 funding. The Panel has endorsed an approach to carry out some work to establish levels of demand across the 39 playgrounds in the Borough. The Panel has requested a report back in due course.

- **Open Space – New Health Activities**

The Panel was informed of a number of activities taking place in the Borough, which promoted healthy lifestyles and wellbeing. The Panel will continue to monitor sporting activities in the Borough.

#### 4. **PROPOSED WORK FOR 2017/18**

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 Leisure Contracts.

#### 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.



**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