

COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 7th April, 2016 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cr. M.D. Smith (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

Cr. Sophia Choudhary
Cr. R. Cooper
Cr. Liz Corps

Cr. Jennifer Evans

Cr. S.J. Masterson
Cr. M.J. Roberts
Cr. P.F. Rust

67. MINUTES –

The Minutes of the Meeting held on 4th February, 2016 were approved and signed by the Chairman.

68. FRIMLEY PARK HOSPITAL NHS FOUNDATION TRUST –

The Panel welcomed Sir Andrew Morris (Chief Executive of Frimley Health NHS Foundation Trust), who had been invited to attend the meeting to provide an update on the developments across Frimley Park Hospital NHS Foundation Trust. Members were informed that, before the merger, Wexham Park hospital had received an 'inadequate' rating from the Care Quality Commission (CQC), however, the hospital had significantly improved and in the 2015 inspection, was considered as an overall 'good' hospital by the CQC, with their urgent and emergency services and critical care service receiving 'outstanding' ratings. Heatherwood was also rated as 'good', which meant that Frimley Heath received the best multisite rating in England. It was explained that Wexham Park's significant improvements had been achieved by setting five key objectives: get the culture right, improve governance, quality and safety, raise and sustain performance, improve the infrastructure and financial recovery. Sir Andrew Morris informed the Panel Members that, while there was still work to do on the first three objectives, their focus was on the improvement of infrastructure and financial recovery.

Frimley Health's quarterly performance was shared with the Panel and it was noted that the accident and emergency (A&E) department waiting target would be met if 95% of patients did not have to wait longer than four hours to be seen. 91.6% of Frimley Park Hospital's patients were seen by a medical professional in under four hours, which resulted in the hospital not meeting the target for the fourth quarter. Sir Andrew Morris also informed Members that the number of patients visiting the A&E department had increased by 10% and in a 24 hour period, around 330 patients visited the department, 80% of these patients visited between the hours of 10am and 10pm. In order to decrease

the waiting time, it was heard that there was an aim to increase GP cover but there were also issues around some patients choosing not to phone '111' or visit their GP before visiting A&E.

The Panel was informed of plans to build a new hospital on the Heatherwood site at a cost of £72million. The new hospital would include 6 operating theatres, 48 beds, 16 day case beds, an outpatients facility and a diagnostic centre. It was noted that an engagement exercise with local residents was due to start in April. It was thought that the introduction of this hospital would enable the Trust to move some additional activity from Frimley, resulting in an opportunity to further develop some of Frimley Park Hospital's current facilities and services. Key service improvements discussed included: stroke services, acute renal service, vascular services, breast unit and kidney cancer treatment.

Members noted that Frimley Health had been approached to become part of a wider initiative, working closely with the North East Hampshire and Farnham Clinical Commissioning Group. Possible priorities for the initiative included improving wellbeing, increasing prevention and early detection and promoting greater self-care. Plans for opening 'hubs' in key local towns had also been discussed, which would offer support from GPs, social care and community nurses.

The Chairman thanked Sir Andrew Morris for attending the meeting and the Panel **NOTED** the update.

69. **REVIEW OF REGISTERED PROVIDERS 2015/16 –**

At the request of the Panel, the Registered Provider (RP) Review Group had prepared Report No. EHH1608, which provided details on the outcomes of the review meetings held to scrutinise performance of RPs during 2015/16. Ms. Zoe Paine (Housing Strategy and Enabling Manager), provided the Panel with a presentation which included further information on the reviews. The RPs reviewed in 2015/16 were Accent Peerless, Oak Housing Association, Stonewater Housing Association and A2 Dominion.

It was heard that each RP was required to submit financial and performance information in advance of the meeting, which enabled Members and Officers to prepare the questioning process. The Group also arranged site visits prior to each meeting and key issues explored were:

- performance management
- quality of housing and development opportunities
- customer satisfaction
- estate management and repairs
- anti-social behaviour
- impact of housing reforms, including the 1% rent reduction

An overview of the four RPs was provided and issues that had been raised as a result of the meetings were highlighted. A question was raised concerning Clayton Court, which had been converted by Oak Housing, and whether further temporary accommodation would be provided after seven years, when the area was due for redevelopment. Ms. Paine explained that it was hoped more affordable housing would be available in seven years, reducing the need for temporary accommodation.

It was concluded that the review process had played an important role in developing a good understanding of the affordable housing stock in the Borough, where it was located, what condition it was in and how well it was managed. Both the site visits and meetings encouraged the development of effective working relationships with the local housing providers and provided a platform to hold open and candid conversations around any concerns. This also assisted in resolving issues and problems.

The Panel **ENDORSED** the Report.

70. **WORK PROGRAMME –**

The Panel **NOTED** the work programme and work schedule.

The Meeting closed at 9.00 p.m.

CR. M.D. SMITH
CHAIRMAN

BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 11th April, 2016 at the Council Offices, Farnborough at 7.00 p.m.

Voting Members

Cr. Barbara Hurst (Chairman)
Cr. A.R. Newell (Vice-Chairman)

Cr. T.D. Bridgeman
Cr. D.E. Clifford
Cr. A.M. Ferrier

Cr. C.P. Grattan

Cr. S.J. Masterson
Cr. M.J. Roberts
Cr. D.M. Welch

71. **MINUTES –**

The Minutes of the Meeting held on 8th February, 2016 were approved and signed by the Chairman.

72. **CITIZENS' ADVICE RUSHMOOR –**

The Panel welcomed Ms. Alex Hughes, Chief Officer at Citizens' Advice Rushmoor (CAR), who attended the meeting to give an update on activities and working arrangements. A pack was circulated to the Panel which included the Annual Report 2014/15, a copy of the presentation and some general information about Citizens' Advice. It was advised that the data for 2015/16 were still being pulled together and would be made available to Members as soon as the report was complete.

The Panel was shown the dashboard of data for the local authority area, which was also distributed with a quarterly newsletter to all Members. The dashboard gave a useful source of data for the area/clients, and highlighted emerging and changing issues. The dashboard also provided information on the channel of contact made with CAR; it was hoped that a shift towards electronic communication, such as webchat and email, would be seen in the future.

Ms. Hughes explained that the aim of CAR was to help people find a way forward, by progressing issues and giving advice to educate individuals to prevent similar issues reoccurring. The data gained helped identify the impacts of policy and regulations, allowing campaigns for change to solve collective issues on both a local and national level. In addition, CAR created benefits to society through the way in which services were delivered, the social value of working with over 150 volunteers in the local area and the benefit of being part of a national network. It was advised that, nationally, Citizens' Advice had recently been rebranded providing a more modern outlook and clean appearance.

The Panel reviewed the statistics relating to issues raised during 2015/16 compared to those for 2014/15, it was noted that CAR had helped with 22,981 different advice issues in 2015/16 compared to 15,855 the previous year. The largest area for concern in 2015/16 had remained issues related to welfare benefits. It was noted that employment issues were generally being dealt with through webchat as this was a more accessible channel for those in work.

Ms. Hughes advised of changes in funding. It was noted that the Council had previously been the largest funder, although Pensionwise, an impartial government service offering advice on pensions, had become the largest funder during 2015/16. Pensionwise was a government initiative of which there were 50 across the country, the branch based locally covered Rushmoor and the surrounding area, including Newbury, Andover, Eastleigh, Guildford and Woking. The core funding from the Council gave the opportunity to be creative with regard to developing staff to meet emerging needs through training and channel shift.

It was noted that, for every £1 invested, CAR generated at least £1.51 in fiscal benefits, reducing the demand on government funds, £8.74 in public value and £10.94 in benefits to individuals.

The Panel reviewed data relating to issues raised by ward across the Borough, the information showed an equal split between Aldershot and Farnborough with Cherrywood and Wellington being the two areas where the most issues were raised. It was noted that a Nepali language drop in service had been established in June 2014. The drop in service ran on a Wednesday morning when Nepali speaking staff and volunteers were available to assist Nepali residents with any issues they may have. The service was generally attended by 30-40 people and was carried out in a non-confidential environment, although appointments could be made if required. It was advised that there were three funded Nepali staff members, one core funded and the other two project funded. The drop in service helped to free up the mainstream service.

Ms. Hughes advised on the value and tangible benefits of volunteers to the service. These benefits included: giving volunteers the experience and confidence to move into work; improved employment prospects and salaries through skill development; improved self-esteem through a sense of belonging through working with the local people; and, increasing community trust. It was noted that volunteering also had a positive impact on tackling mental health issues, such as depression, in turn reducing demand on health services and providing savings for HMRC. It was advised that, if volunteers were paid for the service they provided, the salary bill would be way in excess of the funding streams.

It was noted that CAR provided positive benefits which enabled the local community to prosper. Two in three clients got their problem solved through advice provided by the service. Almost three in four clients experienced negative impacts as a result of their problems. However, once

advice had been sought, four in five had stated that their lives had improved in other ways, such as through less stress and depression, secure housing situations, more control over their money and financial situation and better physical health and relationships with others.

During 2014/15, 1,324 employment problems had been addressed, of which two in every three had been resolved. The need to be in work that was safe and secure benefitted both the employee and employer. With regard to self-employed people it was advised that more help was needed, CAR worked with the Economic Recovery Group to identify areas of concern. These included: pension provisions; work life balance; income and benefits; and, bogus self-employment. It was noted that only 15% of self-employed people were currently contributing towards a pension. A link had been made with Enterprise First to provide the right level of support to self-employed people and this was being done through seminars held locally.

The Panel was advised of the provisions to help tackle mental health issues in the local area:

- Healthwatch Hampshire - an independent champion for health and social care who offered advice and advocacy.
- Heathlands - a Clinical Commissioning Group (CCG) funded centre for those with severe mental health issues.
- Making Connections – a Vanguard CCG project to link vulnerable clients to the right services and to reduce demand on acute services.

CAR worked in partnership with RBC and provided a great service to their clients, but was always looking for ways to adapt and respond to changing needs. By working in partnership, more could be achieved and they could offer scrutiny, data and insight to help improve local services, such as; the Council Tax Support Scheme, benefit delivery/Welfare Reform and housing and homelessness support. During 2015/16, 5,656 issues relating to benefits and tax credit problems were addressed through CAR, this was an increasing problem and posed challenges to individuals and the Council. CAR offered personal budgeting support funded through the Pensionwise initiative.

The Panel was then advised of the Settled and Safe Programme. CAR had used the mystery shopper technique to investigate letting agents and landlord practices with the aim to improve the local private rented sector. Recommendations from the report had been to: ensure tenants had a better understanding of their rights and responsibilities; work with letting agencies to ensure transparency/benchmarking good practice; work with the Council to support good data gathering; and, improve housing standards using evidence to link to national work on the housing bill.

In response to a query on relationships with stakeholders/partners and what was and wasn't working, it was noted that the constant changes to local services due to commissioning was a challenge and telephone numbers/contacts changed allowing people to fall through the net. It was

reported that the multi-agency approach was working well: quarterly meetings were held for project work and working together helped to address the austerity measures forced on services.

The Panel discussed the change in demand for debt advice, as there was now less credit available and changes to payday loan arrangements had been made, with the result that there was less need for advice in this area. There was more information available for people to help themselves and education on money management had improved. A request was made for more information on prepaid energy meters locally, as these were calibrated at a higher rate than normal energy meters and might cause issues for some residents.

A request was made to carry out a short piece of work, similar to the Settled and Safe Programme, to address homelessness issues in light of the recent problems in Aldershot Town Centre.

The Panel **NOTED** the update and **AGREED**

Action to be taken	By whom	When
<ul style="list-style-type: none"> Gather information on the number of prepaid meters in the Borough. 	Alex Hughes, Chief Officer Citizens' Advice Rushmoor	May, 2016
<ul style="list-style-type: none"> An item to be added to the agenda for the next mid cycle meeting, relating to a piece of work on homelessness. 	Panel Administrator	May, 2016

73. **SUPPORTING TROUBLED FAMILIES –**

The Panel welcomed Mr. Tony McGovern, Extended Services Partnership Manager, who attended the meeting to give an update on the Supporting Troubled Families Programme.

Mr. McGovern updated on the national programme, advising that back in 2011 troubled families in Hampshire had been costing the Government in the region of £119 million. A Troubled Families Unit had been established, which took a whole family approach, through information sharing and devising individual family plans. Some funding was available when the process started and the remaining funding was available once a robust support system was in place.

Families had to meet certain criteria to be part of Phase 1 of the Supporting Troubled Families Programme. These included being involved in youth crime and/or anti-social behaviour, having children not in school or an adult in the family that was out of work and on benefits, at least two of these needed to be met to be included in the programme. During Phase 1, all targets had been met allowing all funding to be achieved. As a result, in 2015 Hampshire had been asked to join Phase 2 of the project ahead of most of the country.

It was advised that Rushmoor had joined with Hart in 2014 to establish a local approach to the Programme. A structure had been established, led by Qamer Yasin, Head of Environmental Health and Housing, and Phil Turner, Head of Housing Services at Hart District Council. Quarterly meetings were held of the Local Co-ordination Group, to which all partners were invited. The meetings were held to agree working principles, share information and ensure all partners were responsible for the work being undertaken. In addition, weekly "early help hubs" had been established; these meetings were attended by all partners/agencies and helped to identify families suitable for the programme. Once families had signed up to the programme, monthly case conference meetings were held, when appropriate, to determine the way forward.

Mr. McGovern gave a summary of Phase 1, consisting of 70 families engaged in the Supporting Troubled Families Programme; 53 had shown measurable progress achieving the full £800 funding per family from the Department of Communities and Local Government (DCLG). Overall, the Council had achieved slightly better results than the county average and continued to make good progress. Benefits included continued savings for Hampshire County Council (HCC), better working practices, increased confidence in whole family working, increased co-operation and co-ordination and a greater range of agencies helping each other and focusing on the same issues.

It was noted that the criteria for Phase 2 had been made broader, allowing more families to become eligible to be part of the Supporting Troubled Families Programme. The new criteria included mental health issues, alcohol and substance abuse and domestic violence. As a result, the number of families involved in year one of Phase 2 matched the number in total of Phase 1. It was noted that the co-location of HCC's Children and Adult Services, and the Police to the Council Offices had been a huge benefit to the project.

The Panel was shown maps that pinpointed where families were situated across the Borough. Phase 1 had seen a concentration in Cherrywood and Aldershot Park but, for Phase 2, families had been much wider spread across the Borough.

It was advised that an amount of money was available to support families with small problems that could easily be resolved, these were usually small amounts that could remove barriers, such as £5 for a passport photo for

a job application or out of school diversion activities. In addition, funding of £30,000 had been made available to projects managed by agencies/partners that supported families.

The Panel then discussed two case studies. The first relating to a single mother with two children who hadn't been attending pre-school; with the right help the children were now regularly attending pre-school and the mother was studying for an Open University qualification and was now able to help herself. The second study was more challenging, it related to a single mother with six children aged between 11 and 22 years. She had a difficult relationship with authority and a number of the children had ASB's and reprimands on file. The mother was now on side and the youngest child, who had been out of school for a year, had had his educational needs assessed and things were slowly improving. Work would continue with the family. Mr. McGovern advised that the "tough love" approach was sometimes needed to deal with families that were hard to engage with for instance "if you don't do this, you could lose your home".

In conclusion, the Supporting Troubled Families Programme had made a real difference locally. It had made positive impacts on many families with significant problems and allowed a focus on issues that mattered locally. The programme was a good example of partnership working and had had four successful years so far. The aim would now be to drive it forward to the next level.

The Panel discussed the Nepalese community and the fact that there were none engaged in the Supporting Troubled Families Programme, it was felt that the Nepali community hid certain problems and it was advised that domestic violence was the most prevalent issue within their community. A meaningful way to engage with the Nepali community needed to be established. A discussion was also held around those families that did not want to engage with the programme. It was advised that some families were not ready to engage and there was nothing to be done in those cases. Nevertheless, it was important for families to understand that the door was never closed.

In response to a question, it was advised that Members were not made aware of cases within their wards due to confidentiality arrangements. Members could refer families via Mr. McGovern who would be happy to pass on the information to the relevant agency/partner.

The Chairman thanked Mr. McGovern for his presentation.

74. **WORK PROGRAMME –**

The Panel noted the current work programme.

The Meeting closed at 9.12 p.m.

CR. BARBARA HURST
CHAIRMAN

LEISURE AND YOUTH POLICY AND REVIEW PANEL

Meeting held on Monday, 6th June, 2016 at the Council Offices,
Farnborough at 7.00 p.m.

Voting Members

Cr. Liz Corps (Chairman)
Cr. Mrs. D.B. Bedford (Vice-Chairman)

Cr. T.D. Bridgeman
Cr. P.I.C. Crerar
Cr. Sue Dibble

Cr. R.L.G. Dibbs

Cr. J.H. Marsh
Cr. M.L. Sheehan
Cr. L.A. Taylor

75. **APPOINTMENT OF CHAIRMAN –**

RESOLVED: That Cr. Liz Corps be appointed as Chairman of the Panel for the 2016/17 Municipal Year.

76. **APPOINTMENT OF VICE-CHAIRMAN –**

RESOLVED: That Cr. Mrs D.B. Bedford be appointed as Vice-Chairman of the Panel for the 2016/17 Municipal Year.

77. **MINUTES –**

The Minutes of the Meeting held on 4th April, 2016 were agreed as a correct record.

78. **APPOINTMENTS TO PANEL GROUPS –**

(1) **Mid-Cycle Group –**

It was **AGREED** that the membership of the mid-cycle meeting group for the Municipal Year 2016/17 would be as follows, the Chairman (Cr. Liz Corps), the Vice-Chairman (Cr. Mrs D.B. Bedford) and Cr. T.D. Bridgeman.

(2) **Lido Task and Finish Group –**

It was **AGREED** that the membership of the Lido Task and Finish Group for the Municipal Year 2016/17 would be agreed by the Head of Democratic and Customer Services in consultation with the Group Leaders in due course. It was also **AGREED** that the name of the group would be changed to the Lido Review Working Group.

79. **RUSHMOOR ARTS HUB –**

The Panel welcomed Mr. Tony McGovern, Rushmoor Arts Hub (RAH) Project Manager, and Mr. Barney Jeavons, Hampshire Cultural Trust (HCT), RAH Steering Group Chair who attended the meeting to give a presentation on the work carried out so far on the project.

The Panel noted the background to the project. It was advised that Rushmoor had been listed in the bottom 20% of areas in the country for arts, making it eligible for funding from Arts Council England (ACE). In 2012, an unsuccessful bid had been submitted to the ACE South-east; however, after geographical changes within the ACE, this was followed in 2013 by a visit from ACE South-west. A consultation, carried out locally for ACE South-west, took place during 2014 to establish who required help and what help was needed in the area. The consultation findings had led to funds in excess of £39,000 being granted in spring 2015, to the Council and the HCT.

The consultation highlighted that 78% of respondents would like more arts provision in Rushmoor and 42% had stated that they would like to help develop it. Others identified that their organisation would benefit from a dedicated Rushmoor arts website and networking opportunities, and visits from high quality arts organisations.

A Steering Group had been established involving Mr. Jeavons from the HCT, the SoCo music project, First Wessex Housing Association, the Council and Rushmoor Voluntary Services with Rushmoor Schools Plus who had taken the role of co-ordinating the project. The Group met monthly and had established terms of reference and an action plan; it was noted that Mr. McGovern dedicated 10 hours per week of his time to the project. The Group were also supported by a mentor from ACE South-west.

The Panel was then advised of the project activities, including: the provision of inspirational training and development opportunities; the delivery of a website and regular e-newsletters; the hosting of network events; and, the creation of a grant scheme for young people to develop their own skills.

It was explained that a number of learning visits had taken place, Mr. McGovern and Mr. Jeavons had made trips to Bristol, Basingstoke, Farnham, Eastleigh, Exeter, Torbay and Plymouth to experience their creative spaces and how the arts sat within a borough/district. The majority of these places were more established with the arts as part of their communities and the trips had been a productive insight into how the arts could become embedded in local society.

A number of training and development activities had also taken place, including mystery shoppers at the West End Centre and Princes Hall and West End Centre staff development through “learning as the customer”. This had been achieved by visiting venues and a planned visit for some staff members to the Edinburgh Fringe Festival.

It was reported that a RAH website was currently being developed and a Facebook and Twitter page had been established. The website would have information about arts organisations and events in Rushmoor and would give visitors to the site the opportunity to chat with each other, creating an online forum/networking facility. It was advised that the sites' content would be closely monitored. A networking session had taken place in March 2016, to which 54 organisations had been invited to attend but only fifteen had attended. Mr McGovern advised that it had proven difficult to get organisations involved in the project and a decision had been made that the next networking session, in September, would be opened up to a wider audience.

The Panel was informed of the Young Peoples Arts Grant. Grants of between £50 and £1,000 were available to young people between the ages of 13-25 who lived or studied in Rushmoor. The scheme had been promoted in the Arena magazine and the children of Fernhill School, poet Chris Redmond and Whitestone Media, had produced a promotional video. To date, five applications had been successful, with awards of between £350 and £950 to two animators, a filmmaker, a dancer and a drummer.

It was reported that the Arts Council had been provided with an interim report on the progress of the project and had stated that Rushmoor was now on the Arts Council's radar. The next stage would be to get together with the stakeholders to talk about the future of the project to determine how it could be developed.

The Panel discussed the possibility of partnership working with the University College of Arts (UCA), Farnham, which in the past had exhibited at the West End Centre. It was thought that this project might assist in creating a partnership between RAH and UCA. In addition, it was advised that the Sixth Form College held an art exhibition annually of works created by the students. It was noted that, due to cutbacks, funding was tight and the exhibition might need to be stopped in the future. It was suggested that a grant could be given to the college to enable the exhibition to continue.

A discussion was then held on embedding the arts in every part of the strategic plan and policy. It was felt important to encourage arts in schools and the possibility of utilising empty shop spaces to display art work could be investigated. It was also suggested that a Member of the Panel could be invited to join a stakeholder meeting.

The Panel **ENDORSED** the Rushmoor Arts Hub and requested an update on the project at a future meeting.

80. **LOCAL AUTHORITY SUPPORT FOR SPORTS –**

The Head of Community and Environmental Services, gave a presentation on the Local Authority Support for Sport. It was reported that Rushmoor was considered a stronghold for sport and had second to none facilities within its boundaries. The majority of the facilities within the

Borough were self-funded and ran on a voluntary basis. However, a small number provided by the Council were, in particular:

- Aldershot Indoor Pools
- Aldershot Lido
- Southwood Golf Course
- Farnborough Leisure Centre
- Connaught Leisure Centre

As part of the Council's 8-Point Plan, discretionary services were under scrutiny and it was important to try and make them as self-funding as possible. The Panel recognised that sports facilities were expensive to run and replace.

Over the past six years, it was noted that £27 million had been invested in the Borough's sports and play facilities. Funding had been provided from numerous sources including the Department for Children, Schools and Families, Sport England and the Military. The Borough had in the region of £100 million worth of sport/play assets within its boundaries.

Mr. Amies advised of the Council's strategic priorities, including health and wellbeing, community safety, economic development, social cohesion and inequalities, neighbourhood renewal and educational attainment. Sport played its part in addressing these priorities through: physical activity to help combat medical issues such as diabetes and obesity; the employment of 700 part/full time staff and 1,000 volunteers; and, Sport for All – tackling inequality and raising aspirations through the "Be the Best" initiative. The Panel viewed a short video titled the "Hampshire Youth Games – Mission Possible", which shared inspiring stories from young people involved in the games held in Aldershot.

The Panel was then apprised of the numerous other activities available around the Borough, these included walking groups, couch to 5k and Park Run, cycling and walking football and basketball, specifically aimed at the older generation. It was noted that Rushmoor had reached the top ten authorities nationally in the "Active People's Survey", for participating in 30 minutes or more activity a week. It was also noted that 100% of its junior football clubs had been awarded with Charter Mark status and several clubs, across different disciplines, had produced Olympic athletes.

It was important that the sporting clubs throughout the Borough remained sustainable by developing opportunities to generate income, investing to save, reducing running costs and securing funding opportunities. Some clubs rented space to other organisations in their facilities during the day when buildings would not normally be in use and others had links with prestigious clubs or sports providers. Some benefitted from sponsorship from local or national companies and others supported charities, such as "Race for Life".

The Panel discussed the presentation and the issues around sporting facilities and it was noted that some residents still believed that there was nothing available for young people in the Borough. It was also mentioned that the Rushmoor Gymnastics Academy had trouble funding coaches as its finances were tight. In response to a query, it was explained that funding was still available from the likes of Sustrans, which had previously contributed £130,000 for improvements to the Cove Brook Greenway.

The Borough's two football clubs were mentioned and it was advised that an update could be given at a future meeting. A discussion would take place at the next mid-cycle meeting to determine the way forward.

The Chairman thanked Mr. Amies for his presentation.

81. **CONNAUGHT LEISURE CENTRE –**

The Head of Community and Environmental Services reported on a proposal for operational changes at the Connaught Leisure Centre.

The Panel noted that the Borough had a number of community schools, most of which were self-funding and were being run with little or no financial assistance from the Council. However, it was advised that Connaught Leisure Centre, currently managed by the Council and situated within the grounds of Connaught School, was running at a deficit of approximately £30,000 per annum. Mr. Amies advised that the school had some concerns over safeguarding as the gym area was only accessible through the school, allowing adults to walk through the corridors unaccompanied.

It was advised that an average of fifteen people were using the gym facilities on a weekly basis during school opening hours (8.30 a.m. – 5.00 p.m.). It was proposed that following consultation with the users, the gym opening hours could be amended to 5.00 p.m. - 10.00 p.m., Monday – Friday. Displaced daytime users could be re-located to the Aldershot Indoor Pools gym facilities. This proposal would result in a potential saving of around £40,000 per annum.

In response to a query it was noted that to create separate access to the facilities would be costly and users would still need to access the building via playground areas where children may be present.

It was **AGREED** that the Head of Community and Environmental Services would consult with the daytime users and their views would be taken into account in the decisions on the Leisure Centre's future.

Action to be taken	By Whom	When
The Head of Community and Environmental Services be requested to consult with daytime users of the Connaught Leisure Centre on the proposals set out above and ensure their views are taken into account.	Head of Community and Environmental Services.	September, 2016

82. **WORK PROGRAMME –**

The Panel **NOTED** the current work programme.

It was advised that a visit to the Military Sports Facilities had been scheduled for a meeting of the Panel. However, it was felt that, if Members were still keen to visit the facilities, a date would be set outside of the cycle of meetings. This would be discussed further at the next mid-cycle meeting.

A number of items were raised for consideration at future meetings, these were noted and would be discussed at the next mid-cycle meeting.

The meeting closed at 9.03 p.m.

CR. LIZ CORPS
CHAIRMAN

ENVIRONMENT POLICY AND REVIEW PANEL

Meeting held on Tuesday, 7th June, 2016 at the Council Offices,
Farnborough at 7.00 p.m.

Voting Members:

Cr. R.L.G. Dibbs (Chairman)
Cr. Sophia Choudhary (Vice-Chairman)

Cr. Mrs. D.B. Bedford
Cr. K. Dibble

Cr. D.S. Gladstone
Cr. P.J. Moyle

Cr. Marina Munro
Cr. J.J. Preece

(There was one vacancy on the Panel)

83. APPOINTMENT OF CHAIRMAN –

RESOLVED: That R.L.G. Dibbs be appointed Chairman for the
2016/17 Municipal Year.

84. APPOINTMENT OF VICE CHAIRMAN –

RESOLVED: That Cr. Sophia Choudhary be appointed Vice-Chairman
for the 2016/17 Municipal Year.

85. MINUTES –

The Minutes of the Meeting held on 5th April, 2016 were approved and
signed by the Chairman.

86. PARKING MANAGEMENT –

The Panel received a presentation from the Head of Community and
Environmental Services on the parking service and was asked to consider the
approach to developing a new parking strategy. There were a number of
areas that needed to be considered when developing a parking strategy
including the increase in car ownership, environmental issues, provision of on
street and off street parking, community safety and sustainable transport.
There had been some recent improvements introduced relating to the use of
blue badges, improving the patrol system through the use of technology,
redesigning patrols to provide comprehensive coverage and visibility and
preparation for installing new pay and display machines.

There were a number of issues highlighted across the Borough which
needed addressing. In Aldershot there was a demand for more short-stay
parking in the town centre which could be achieved by maximising the use of
the long-stay car parks and re-designating others as short-stay only. Other
issues to be considered for Aldershot were the potential for more residents'
parking schemes, a consultation on overnight parking in the town centre and

whether lower tariffs in car parks would increase footfall. The main issues in Farnborough related to parking in and around Farnborough Sixth Form College and the pricing policies in car parks owned by other operators.

The Panel was informed of the current tariffs in the car parks and the income generated. The income generated from on-street parking and fines offset expenditure and any surplus was invested in highway improvements across the Borough.

The Panel discussed parking in the Borough and suggested areas where improvements were required. It was acknowledged that any suggested improvements would need to be prioritised against other schemes put forward. A report would be brought to the September Panel meeting setting out a priority list of improvements.

The Panel **NOTED** the presentation.

Action to be taken	By whom	When
Consideration be given at the mid-cycle meeting to the addition of an item on a priority list of parking improvements for the Panel meeting on 6th September.	Panel Administrator	July, 2016

87. **CONSERVATION AREAS –**

The Panel received a presentation from the Head of Planning and the Planning Policy and Conservation Manager on conservation areas in the Borough and how development within them was assessed. There were over 8,000 conservation areas in England which were designated for their special architectural and historic interest. There were eight conservation areas in Rushmoor which were: Aldershot Military Town; Aldershot West; Basingstoke Canal; Cargate Avenue; Farnborough Hill; Manor Park; St Michael's Abbey; and, South Farnborough.

There were additional considerations required of proposals that were in conservation areas to ensure that historic architectural features were retained. When considering planning applications in a conservation area there were a number of policies that needed to be adhered to which related to preserving the area. The policies set out in the Rushmoor Local Plan Review (2000), Rushmoor's Core Strategy (2011), the Emerging Rushmoor Local Plan Preferred Approach, June 2015 and the National Planning Policy Framework all set out the requirements that needed to be met before development would be approved. There was also extra protection for heritage assets, of which there were 94 listed buildings/structures in Rushmoor and 156 locally listed heritage assets.

The current priority for the Planning Policy and Conservation Team was to prepare the new Local Plan. Once the Local Plan had been completed a programme for the conservation area appraisal work would be prepared. The Panel discussed the presentation and a request was made for the Council's

website to contain more background information on conservation areas. A request was also made for a representative from Historic England to be invited to a future Panel meeting to provide some information on conservation area assessments.

The Panel **NOTED** the presentation.

Action to be taken	By whom	When
A discussion be held with the Council's Web Manager on how the Council's website could contain more detailed background information on the conservation areas.	Keith Holland/ Louise Piper/ Paul Cowell	July, 2016
Consideration be given at the mid-cycle meeting to the addition of an item from Historic England on conservation area assessments to the work programme for a future Panel meeting.	Panel Administrator	July, 2016

88. **APPOINTMENTS FOR 2016/17 –**

(1) **Mid-Cycle Meetings –**

It was agreed that Cr. J.J. Preece would attend the mid-cycle meetings in 2016/17 as the representative of his political group, along with the Chairman and Vice-Chairman.

(2) **Recycling Task and Finish Group –**

It was agreed that the work of the Recycling Task and Finish Group had been completed therefore appointments were not required for 2016/17.

(3) **Farnborough Town Centre Working Group –**

It was agreed that Crs. P.J. Moyle, Marina Munro, L.A. Taylor and P.G. Taylor would comprise the Farnborough Town Centre Working Group during 2016/17. The Terms of Reference for the Working Group would be reviewed at the first Environment Panel mid-cycle meeting.

Action to be taken	By whom	When
A review be undertaken of the Farnborough Town Centre Working Group Terms of Reference at the Environment Panel mid-cycle meeting	Panel Administrator	July, 2016

(3) **Aldershot Town Centre Task and Finish Group –**

The Panel was informed that the Cabinet had set up an Aldershot Town Centre Regeneration Group and therefore the Aldershot Town Centre Task and Finish Group was no longer needed. The Terms of Reference for the

Regeneration Group were being developed by the Leader of the Council and invitations to join the Regeneration Group would be sent out shortly. Reports would be submitted to future Panel meetings.

89. **WORK PROGRAMME –**

The Panel **NOTED** the current work programme. It was proposed that the Contracts Manager should be invited to the September Panel meeting to provide an update on recycling rates. The Panel was asked to send any suggestions for areas of work to be looked at to the Panel Administrator for it to be considered at the following mid-cycle meeting.

Action to be taken	By whom	When
Consideration be given at the mid-cycle meeting to the addition of an item on recycling for 6th September Panel meeting.	Panel Administrator	July, 2016
Any items submitted by Panel Members be added to the agenda for the mid-cycle meeting for consideration for the work programme.	Panel Administrator	July, 2016

The Meeting closed at 8.47 p.m.

CR. R.L.G. DIBBS
CHAIRMAN

COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 9th June, 2016, at Council Offices, Farnborough at 7.00 pm.

Voting Members

Cr. M.D. Smith (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

Cr. R. Cooper
Cr. Jennifer Evans
Cr. A. Jackman

Cr. S.J. Masterson

Cr. J.J. Preece
Cr. P.F. Rust
Cr. J.E. Woolley

90. APPOINTMENT OF CHAIRMAN –

RESOLVED: That Cr. M.D. Smith be appointed Chairman for the 2016/17 Municipal Year.

91. APPOINTMENT OF VICE-CHAIRMAN –

RESOLVED: That Cr. M.S. Choudhary be appointed Vice-Chairman for the 2016/17 Municipal Year.

92. MINUTES –

The Minutes of the Meeting held on 7th April, 2016 were approved and signed by the Chairman.

93. REDRESS SCHEME –

The Panel received Report No. EHH1614 on the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014. The purpose of the Report was to advise Members of the legislation that had come into force on 1st October, 2014. It was noted that the regulations required all letting and management agents to be a member of one of three designated government administered redress schemes.

Members were advised that there were three designated government administered redress schemes: Ombudsman Services Property, Property Redress Scheme and The Property Ombudsman. The aim of the redress schemes were to make letting and management agents accountable for their practices, allowing tenants and landlords to complain to the relevant redress scheme if they were unhappy with the service they had received. Hilary Smith, Private Sector Housing Manager, explained that it was the responsibility of the Private Sector Housing Team to ensure that all letting and managing agents were members of one of the schemes.

It was noted that failure to comply with the scheme could result in a monetary penalty of £5,000, a Notice of Intent and a Final Notice. Members questioned the appeal process and the grounds for an appeal:

- the decision to impose a monetary penalty was based on an error of fact
- the decision was wrong in law
- the amount of monetary penalty was unreasonable
- the decision was unreasonable for any other reason

Questions were focused on the final ground for an appeal, for any other reason. Members expressed the view that they would prefer the legislation to be clear and concise, however, the Panel was informed that there had been no need for enforcement in Rushmoor so it was not known how the “First-tier Tribunal” would respond.

The Panel was updated on the Council’s position and the work the Private Sector Housing Team had done after the introduction of the legislation. This included sending letters to all known managing and lettings agents, publishing details on the Council’s website and making regular checks to ensure all were members of one of the three schemes.

The Panel **NOTED** the Report.

94. **PRIVATE SECTOR HOUSING SURVEY UPDATE –**

The Panel received Report No. EHH 1613, which provided an update on the progress that had been made with the private sector housing survey that had commenced on 29th March, 2016. It was noted that there had been an increase in the dependency on the private rented market and some residents had been accepting lower standards, including poor housing conditions, disrepair and overcrowding. This had resulted in the Government recommending a pro-active approach.

The Private Sector Housing Team had appointed a qualified Housing Surveyor in March 2016 on a twelve-month contract. The Team had identified twelve high-risk areas by looking at geographical spread, population, age of residents, indices of multiple deprivation and local intelligence. It was noted that the aim of the survey was to identify houses in multiple occupation (HMO), disrepair and poor housing conditions, overcrowding, to gather further intelligence about Rushmoor’s housing stock and to uncover illegal conversions and identify rogue landlords.

Members were informed of what the housing survey had raised so far, including HMOs with no or defective fireproofing, property with severe dampness, trip and fall hazards and defective windows and guttering. It was noted that as each issue had been identified, the Private Sector Housing Team would deal with it, resulting in immediate improvement action being taken.

The Panel noted the process that the Housing Surveyor followed in order to gain access to properties. If the surveyor was unable to gain access after

three attempts, the Private Sector Housing Team followed an enforcement route, e.g. Notice of Entry or warrant, if disrepair, overcrowding or multiple use was suspected. The information collected would be used to assess the way forward with private sector housing in the Borough.

It was concluded that the survey was due for completion on 11th March, 2017, when an assessment would be made of what the Private Sector Housing Team had found, which would then inform the future approach.

The Chairman thanked the Private Sector Housing Manager and the Housing Surveyor for the update. The Panel stated its strong support of the work being done by the Team.

The Panel **NOTED** the Report and **AGREED** to request an update at the end of the survey.

95. **APPOINTMENTS TO GROUPS –**

The Panel agreed the following appointments for the 2016/17 Municipal Year:

(1) **Mid-Cycle Meetings –**

RESOLVED: It was agreed that Cr. P.F. Rust would attend the mid-cycle meetings in 2016/17 as a representative of the Labour Group, along with the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary).

(2) **Health Issues Standing Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary) and Cr. P.F. Rust be appointed to the Health Issues Standing Group for the 2016/17 Municipal Year.

(3) **Housing Strategy Standing Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Crs. R. Cooper, Jennifer Evans, S.J. Masterson and M.J. Roberts be appointed to the Housing Strategy Group for the 2016/17 Municipal Year.

(4) **Welfare Reform Task and Finish Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith), Crs. Jennifer Evans, A. Jackman and M.J. Roberts be appointed to the Welfare Reform Task and Finish Group for the 2016/17 Municipal Year, with attendance by the Cabinet Member for Concessions and Community Support (Cr. G.B. Lyon) as required.

(5) **Registered Providers of Social Housing Review Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary) and Crs. R. Cooper, Jennifer Evans and M.J. Roberts be appointed to the Registered Providers of Social Housing Review Group for the 2016/17 Municipal Year.

(6) **First Wessex Housing Group/Rushmoor Borough Council Joint Business Meeting –**

RESOLVED: That the Chairman (Cr. M.D. Smith), Vice-Chairman (Cr. M.S. Choudhary) and Cr. M.J. Roberts and the Cabinet Member for Health and Housing (Cr. Barbara Hurst) be appointed to the First Wessex Housing Group/Rushmoor Borough Council Joint Business Meeting for the 2016/17 Municipal Year.

96. **WORK PROGRAMME –**

The Panel noted that the work programme and work schedule would be updated at the first mid-cycle meeting of the Municipal Year.

The Meeting closed at 8.06 p.m.

CR. M.D. SMITH
CHAIRMAN

BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 13th June, 2016 at the Council Offices,
Farnborough at 7.00 p.m.

Voting Members

Cr. A.R. Newell (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

a Cr. T.D. Bridgeman	Cr. C.P. Grattan	Cr. Marina Munro
a Cr. R. Cooper		Cr. M. Staplehurst
Cr. Liz Corps		Cr. B.A. Thomas

Apologies for absence were submitted on behalf of Crs. T.D. Bridgeman and R. Cooper.

97. **APPOINTMENT OF CHAIRMAN –**

RESOLVED: That Cr. A.R. Newell be appointed Chairman for the 2016/17 Municipal Year.

98. **APPOINTMENT OF VICE CHAIRMAN –**

RESOLVED: That Cr. M.S. Choudhary be appointed Vice-Chairman for the 2016/17 Municipal Year.

99. **MINUTES –**

The Minutes of the Meeting held on 11th April, 2016 were approved and signed by the Chairman.

100. **APPOINTMENTS FOR 2016/17 –**

(1) **Mid-Cycle Meeting –**

RESOLVED: That the Chairman (Cr. A.R. Newell), the Vice-Chairman (Cr. M.S. Choudhary) and Crs. T.D. Bridgeman and M. Staplehurst be appointed to attend the mid-cycle meetings for the 2016/17 Municipal Year.

(2) **Elections Group –**

RESOLVED: That membership of the Elections Group for the 2016/17 Municipal Year, as appointed by the Licensing and General Purposes Committee, being the Cabinet Member for Concessions and Community Support (Cr. G.B. Lyon), the Chairman of the Licensing and General Purposes Committee (Cr. A. Jackman), the Chairman of

the Borough Services Policy and Review Panel (Cr. A.R. Newell) and Crs. D.M.T. Bell, K. Dibble, B. Jones and S.J. Masterson be endorsed.

(3) **Community Involvement Task and Finish Group –**

RESOLVED: That the Chairman (Cr. A.R. Newell) and Crs. C.P. Grattan, Marina Munro, M. Staplehurst and L.A. Taylor be appointed to the Community Involvement Task and Finish Group for the 2016/17 Municipal Year.

101. **FARNBOROUGH AND COVE WAR MEMORIAL HOSPITAL TRUST –**

The Panel welcomed Mr. Peter Amies, Head of Community and Environmental Services, to the meeting, following a tour of the Farnborough and Cove War Memorial Hospital earlier that day. Members had met with day care clients and viewed the facilities and working arrangements.

Mr. Amies gave an overview of the history of the Trust. It was noted that the building was the town's memorial to the men of Cove, Farnborough and South Hawley who had died during World War 1. The house had been purchased and converted into a hospital and had relied on voluntary support until the NHS took it over in 1948. The hospital closed in 1974, when Frimley Park Hospital opened but, following public pressure to re-open it for community use, the Trust had been formed and the hospital re-opened in 1975. The Council procured the building in 1976 from the Health Authority and made it available to the newly established not for profit Trust as a short stay residential and day care centre. In 1978 funding had been secured to open three of the ground floor rooms for use by day care patients and in 1984 further funding was secured to re-open it as Devereux House. The day care facility ran from the ground floor with the first floor being used for short stay patients and eventually permanent residents. Farley House, the adjoining old maternity wing, had then been converted into leasehold flats for the elderly. The Council was the current landlord and the five year lease ran up to 1st July, 2017.

At present, the facility had sixteen self-contained rooms, for patients who were reasonably mobile and under the care of their GP. The day care facility consisted of a large room, dining room, quiet room, occupational therapy department and a physiotherapy room. Other services offered were advice on speech therapy, chiropody and bathing by Ambulift; the Trust also had a minibus that had recently been replaced at a cost of £50,000.

It was advised that the residential element of the facility was self-funding but the day care facility received a grant from the Council to the value of £112,000 and rent relief of £626 per annum. The residential side required 13 patients to break even and the day care could accommodate 22 clients per day; it was advised that there were currently six people on the waiting list. In total, there were 57 clients for the day care facility aged between 57 and 99 years. Attendance was consistent across the five days of opening with most clients attending one day a week with one attending everyday. Clients

received snacks, lunch and tea during the operational hours of 10.00 a.m. – 3.00 p.m. at a cost of £26 per day plus £5.50 if transport was required; for social care services referrals the cost increased to £30.92. However, there was an element of means testing.

The facility contributed to the wider community, making use of five full time volunteers and allowing Health and Social Care student and school work experience placements. The League of Friends were involved in fund raising activities and visits were made by a local podiatrist and hairdresser, with clients paying directly for these additional services. Trips and themed events were also organised for the clients should they wish to participate.

The Panel reviewed the income and expenditure for the day care facility and noted an average profit of £13,000 per annum for a typical year. It was noted that the largest expenditure was for staff salaries, followed by rent, rates and facilities. The bulk of the income, besides the grant from the Council, came from day bookings (£85,000) and rent from the adjoining building, Bevan Lodge, which was utilised by Bevan Lodge Community Pre-School, the Samaritans and neighbour care (£35,000).

During discussion, the Panel noted that the facility was unique in the area with no other similar facilities. It was accessible to all and the level of service provided was of a high standard.

The Chairman then invited Cr. Roland Dibbs, who was in attendance at the meeting in his role as Trustee of the Farnborough and Cove War Memorial Hospital Trust, to address the meeting. Cr. Dibbs reported that, after discussions with the other Trust members, it had been agreed that the Trust would be willing to take a reduction of £10,000 from the annual grant received from the Council in light of the current austerity measures forced on the Council to make considerable savings in the medium term. The reduction would mean that the fees would need to be increased going forward to cover costs.

The Panel discussed the offer and **AGREED** in principle to the reduction of £10,000 per annum on the proviso that the Trust remained financially stable and could contact the Council without delay if they should experience financial difficulties. It was also **AGREED** that the Council would assist in finding a tenant for the first floor of Bevan Lodge, which was currently empty, to increase income for the Trust.

The Panel noted the presentation and **AGREED** the following actions

Action to be taken	By Whom	When
Consider the arrangements with the Farnborough and Cove War Memorial Hospital Trust to	Head of Community and Environmental Services.	September, 2016

implement the reduction in the Council's annual grant from £112,000 to £102,000.		
To liaise with the Farnborough and Cove War Memorial Hospital Trust on seeking a tenant for the first floor of Bevan Lodge.	Head of Community and Environmental Services.	September, 2016
A letter would be sent to the Trust thanking them for their offer to take a reduction in their grant contribution from the Council.	Head of Community and Environmental Services.	July, 2016

102. MEALS ON WHEELS/LUNCHEON CLUBS –

The Head of Community and Environmental Services reported on the Meals on Wheels and Luncheon Club services within the Borough:

(1) Meals on Wheels –

It was noted that, prior to 2013, the service had varied considerably across Hampshire in the way it was delivered, the choice and the price. Levels of financial contribution across districts had become unstable and Hampshire County Council (HCC) took the decision to take over the provision and funding to ensure consistency for its residents. HCC had increased their investment in the service and appointed Apetito as the contractor.

The service, delivered in vans that automatically heated the food at a certain distance from its arrival point, was available to residents over 55 years and the standard price for a two course lunch was £3.95 and £3.25 for afternoon tea. The service had been extended to seven days a week and meal delivery in Rushmoor had increased from 19,000 in 2013/14 to 26,000 in 2015/16, this provided food for around 100 customers. However, the new service did not provide the befriending element of the original service so a “Food and Friendship Service” had been established.

Food and Friendship was delivered by Age Concern Hampshire with support from Royal Voluntary Services. The service provided company at meal times and was free to Meals on Wheels customers between 11.30am and 4pm on weekdays. It was noted that only six Rushmoor Meals on Wheels clients received weekly befriending support. Clients were referred for the service through adult services, relatives, friends/neighbours or GPs and all volunteers were trained to identify malnutrition and general wellbeing issues. They also signposted clients to luncheon clubs, helped with daily living and reduced social isolation. The Council had agreed to a grant of £2,500 per annum for this service, which at present required only £1,000 per annum to

cover expenses. As the service was in credit by almost £3,000 the grant had been withdrawn for the time being but would be monitored closely to ensure the service continued.

(2) Luncheon Clubs –

The Panel noted that a club was held at the Farnborough Community Centre which was hosted by Age Concern UK volunteers on a Tuesday and Friday. 34 residents attended on a weekly basis at a cost of £4.50 for a two-course meal, and that a local provider provided the meals. Additionally, outings and special meals at Christmas time were organised at a small extra cost.

The second club previously held at Place Court was now held at the Aldershot and Fleet Rugby Club and was hosted by two paid staff from Age Concern Hampshire at a salary cost of £5,000 per annum. The club ran on a Thursday between 11am and 3pm and currently had 15 people attending at a cost of between £3.50 –£4.00, with others on a waiting list. It was hoped that numbers would increase to 20 but there were some issues with transport and the limited numbers the minibus could carry. The Council provided a grant of £2,500 per annum which had been matched by the dowry left over following the closure of the Elders Club to cover the salary costs for the following seven years.

It was noted that transport to both luncheon clubs had been provided by Rushmoor Voluntary Services (RVS), in minibuses that were specially adapted and accessible. The Council paid a grant of £10,000 per annum towards the cost of RVS transport.

Overall, the Council paid £13,500 per annum towards the running cost of the Luncheon Clubs and Meals on Wheels befriending service, with savings of £42,000 having been made in this area since 2015. £20,000 had been saved when HCC had taken over control of the Meals on Wheels Service, £15,000 when the Aldershot Luncheon Club had moved from the Elders Club to the Aldershot and Fleet Rugby Club and £7,000 from a reduction in the grant to RVS for transport.

Concerns were raised about the quality of the food provided by Apetito, the state of the vans and the times the food was delivered. It was noted that vans appeared grubby and in a state of disrepair. It was also noted that food promised for between 1pm – 2pm had not been arriving until after 2.30pm, making vulnerable clients wait, unacceptably, for their dinner. Data on customer satisfaction and the number of complaints was requested, to be reviewed at the following mid-cycle meeting. It was also reported that some of the local nursing homes had appointed Apetito to provide the lunches within their facilities; all the nursing homes had excellent kitchen facilities but neither the staff nor funding to provide home cooked food for their clients. Mr. Amies would make the views of the Panel known to Hampshire County Council and report back.

It was **AGREED** that:

Action to be taken	By Whom	When
Data on customer complaints and satisfaction of the Apetito Meals on Wheels Service be collated and shared at the next mid-cycle meeting.	Head of Community and Environmental Services	August, 2016
The views of the Panel on the service provided by Apetito in both the home and within nursing homes be shared with Hampshire County Council with comments reported back to the Panel at a future meeting.	Head of Community and Environmental Services	August, 2016

103. REVIEW OF BUDGET PORTFOLIO –

The Panel reviewed its budget portfolio and agreed to consider the following items at the next mid cycle meeting:

- Pest Control
- Rent Relief Policy

104. WORK PROGRAMME –

The Panel noted the current work programme.

The Meeting closed at 8.17 p.m.

CR. A.R. NEWELL
CHAIRMAN