

BOROUGH SERVICES POLICY AND REVIEW PANEL

Meeting held on Monday, 12th June, 2017 at the Concorde Room, Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr A.R. Newell (Chairman)
Cllr R.L.G. Dibbs (Vice-Chairman)

Cllr T.D. Bridgeman
Cllr Liz Corps
Cllr A.H. Crawford
Cllr S.J. Masterson
Cllr Marina Munro
Cllr M. Staplehurst
Cllr B.A. Thomas

1. APPOINTMENT OF CHAIRMAN

RESOLVED: That Cllr A.R. Newell be appointed Chairman for the 2017/18 Municipal Year.

2. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Cllr R.L.G. Dibbs be appointed Vice-Chairman for the 2017/18 Municipal Year.

3. MINUTES

The Minutes of the Meeting held on 10 April, 2017 were approved and signed by the Chairman.

4. APPOINTMENTS FOR 2017/18

(1) Mid-Cycle Meeting –

RESOLVED: That the Chairman (Cllr A.R. Newell), the Vice-Chairman (Cllr R.L.G. Dibbs) and Cllrs A.H. Crawford and M. Staplehurst be appointed to attend the mid-cycle meetings for the 2017/18 Municipal Year.

(2) Elections Group –

RESOLVED: That membership of the Elections Group for the 2017/18 Municipal Year, as appointed by the Licensing and General Purposes Committee, being the Cabinet Member for Concessions and Community Support (Cllr G.B. Lyon), the Chairman of the Licensing and General Purposes Committee (Cllr A. Jackman), the

Chairman of the Borough Services Policy and Review Panel (Cllr A.R. Newell) and Cllrs K. Dibble, B. Jones and S.J. Masterson be endorsed.

5. **ADDITIONAL ITEM - APPOINTMENTS**

(1) **PANEL MEMBERSHIP**

The appointment of Cllr Liz Corps to the vacant seat within the Conservative Group's allocations on the Borough Services Policy and Review Panel for the 2017/18 Municipal Year was noted.

6. **ENVIRONMENTAL HEALTH - FOOD SAFETY**

The Panel welcomed Mr. Colin Alborough, Environmental Health Manager, who gave a presentation on the food safety service working arrangements and food safety standards in the Borough.

Mr Alborough advised of the purpose and main areas of work for the team. Their purpose was "to ensure that food and drink on sale for human consumption, which was produced, stored, handled and consumed in the Borough was without risk to the health and safety of the consumer." The work involved carrying out the statutory, regulatory service as described by the Food Standards Agency Framework Agreement and the Food Law Code of Practice. Day to day work involved inspecting and rating businesses, supporting new businesses, responding to statutory notifications, acting as the Primary Authority for the British Army, and linking to the wider public health agenda.

It was advised that the work of the team complemented the Council Plan through a number of areas, in particular:

- Sustaining a thriving economy and boosting local business - through the provision of consultancy services to local businesses. The Council charged businesses £57 per hour (full cost recovery) for this service which allowed businesses to work with officers to drive standards of food safety up.
- Supporting and empowering our communities and meeting local need – through the initiation of an optional food hygiene re-rating scheme, at a cost of £170 for three hours. It was noted that, in the majority of cases, those that had chosen to be re-rated had improved their Food Hygiene Rating.
- A cleaner greener and more cultural Rushmoor – out on the street assessing the situation and intervening during interventions and in response to service requests.
- Financially sound with services fit for the future – A service plan was produced and presented to the Licensing and General Purposes Committee on an annual basis. Benchmarking was carried out to ensure costs for services were sustainable and an inter authority audit process was in place, in which the Rushmoor service had been found "compliant".

It was advised that the displaying of the Food Hygiene Rating certificate was not compulsory in England. However in Scotland it was mandatory and in Wales it would soon become mandatory to display the certificate. An app was available called “scores on the doors” to check the rating of local establishments anywhere in the country. The Panel reviewed a slide which showed a graph of the different ratings up to March 2015, a request was made for an updated version to be circulated to the Panel.

The Panel was shown a number of issues that the team faced in 0/1 rated businesses. These include: cross contamination of food types, cockroach infestations, poorly maintained equipment and evidence of rodent activity. The Panel was advised that appropriate enforcement action would be taken in each case in line with the Council’s Enforcement Policy.

The team received about 550 service requests a year and were the frontline point of contact for both residents and businesses. Service requests included requests from new businesses for help setting up, complaints about food and food premises, food alerts (including mislabelling), and notifications of infectious diseases.

The Panel was informed that, going forward, the Service would continue to support customers and develop cost recovery and income generation. Work would also continue to remain fit for purpose, ensure appropriate responses to emerging issues, keep pace with regulatory reviews and keep relevant to changing times.

A discussion was held during which a number of issues were raised, these included;

- A request to the FSA to shorten the time for businesses to make an appeal, currently 21 days, against a re-rating scoring.
- A suggestion to create a system that recognised the “best of the best” in the Borough, in addition to the FSA Food Hygiene Ratings.
- The harvesting of watercress from the Cove Brook by individuals from the Nepalese community. It was advised that the water in the brook may not be safe for consumption and the vegetation being collected probably was not watercress. It was suggested that a warning could be broadcast on the Gurkha Radio. Mr. Alborough agreed to prepare a poster for use by Cllr Staplehurst and Cllr Crawford offered to liaise with the BGWS.

In response to a query it was advised that all larger companies that sold/prepared food were inspected. If a company changed hands the new owners were obliged to inform the Council and an inspection would be carried out within 28 days.

The Panel **AGREED**

Action to be taken	By Whom	When
To provide updated information on the FSA Food Hygiene ratings to include 2016 and 2017.	Mr. Colin Alborough, Environmental Health Manager	Week commencing 19.06.17

To prepare a warning notice to the Nepalese community regarding the harvesting of watercress from the Cove Brook.	Mr. Colin Alborough, Environmental Health Manager and Cllr Mark Staplehurst.	Week Commencing 19.06.17
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The Chairman thanked Mr. Alborough for his presentation.

7. **WORK PROGRAMME**

The Panel noted the current work programme and were asked to contact the Panel Administrator to advise of any areas they would like to see covered during the 2017/18 Municipal Year. It was noted that the following items would be considered at the next mid cycle meeting:

- Rough sleeping/Street Drinking
- Food banks

The meeting closed at 8.02 pm.

CLLR A.R. NEWELL (CHAIRMAN)

COMMUNITY POLICY AND REVIEW PANEL

Meeting held on Thursday, 15th June, 2017 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr M.D. Smith (Chairman)
Cllr S.J. Masterson (Vice-Chairman)

Cllr M.S. Choudhary
Cllr R. Cooper
Cllr J.H. Marsh
Cllr Marina Munro
Cllr J.J. Preece
Cllr M.J. Roberts
Cllr P.F. Rust

1. APPOINTMENT OF CHAIRMAN

RESOLVED: That Cllr M.D. Smith be appointed Chairman for the 2017/18 Municipal Year.

2. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Cllr S.J. Masterson be appointed Vice-Chairman for the 2017/18 Municipal Year.

3. MINUTES

The Minutes of the Meeting held on 6th April, 2017 were approved and signed by the Chairman.

4. HOUSING SERVICES PRESENTATION

(1) Housing Strategy Overview

The Panel welcomed Ms Qamer Yasin, Head of Environmental Health and Housing, who introduced the presentation on Housing Service and explained that the other elements to the presentation were all linked to the Council's overall Housing and Homelessness Strategy.

(2) Housing and Homelessness Strategy

The Panel welcomed Ms Sally Ravenhill, Strategy and Enabling Manager, who provided an interim update on the Housing and Homelessness Strategy which had been adopted by the Council in February 2017, subject to the Panel considering changes in two areas:

- Housing and Income Data
- Definition of Affordable Housing

The Panel considered and provided comment on the Housing and Income Data supplied, noting that recently published data would form part of the next update. It was noted that using official figures provided by the Department for Communities and Local Government (DCLG), Valuation Office Agency (VOA) and the Office for National Statistics (ONS) ensured consistency and allowed comparisons over time, whilst local figures helped to provide context.

The Panel asked that the presentation be circulated to them after the meeting. Comments made at the meeting would be taken on board for consideration at the next Panel meeting in September 2017, when the Housing and Homelessness Strategy would be discussed in more detail as part of one of two scheduled progress and update sessions on the Strategy to come to the Panel during the Municipal Year.

(3) Registered Providers' Review Report

The Panel welcomed Ms Zoe Paine, Strategy and Enabling Manager, who gave a presentation on the Review of Registered Providers (RPs) in 2016/17, to complement Report No. EHH1714 which was circulated as part of the agenda papers. The presentation and Report covered:

- Purpose of the Annual Reviews
- Process undertaken
- Key issues identified during neighbourhood visits

The Panel provided feedback on the issues identified in respect of the four Housing Providers reviewed during 2016/17: Society of St James (SSJ); Sanctuary Housing; Thames Valley Housing; and Ministry of Defence.

The Panel was advised that, where the Council was aware of complaints against an RP, it could assist by guiding residents on what avenues were open to them to resolve these complaints. The Council could also raise issues directly with the RP, with serious, unresolved complaints being referred to the Homes and Communities Agency, which regulated RPs.

(4) Private Sector Housing Survey Report

The Panel welcomed Ms Hilary Smith, Private Sector Housing Manager, who gave a presentation on the Private Sector Housing Survey, to complement Report No. EHH1715 which was circulated as part of the agenda papers.

The Panel noted the background to and aim of the survey, as well as the findings and remedial actions taken to improve problem areas. The Panel was pleased to note that the original aims of the survey had been met, and information gathered would help to improve housing standards and safety for residents. It also noted that, whilst follow-up work was scheduled, it was not necessary for further survey work to be carried out at this time.

The Panel was advised that further resources might be required in order to develop policies and processes to implement the Housing and Planning Act 2016 once guidance was received on its implementation.

(5) North Lane Lodge

Ms Qamer Yasin then gave a presentation on North Lane Lodge. The Panel noted and provided feedback on the background to and implementation of this supported accommodation project for vulnerable homeless people.

The Panel was pleased to note the success of this pilot project in terms of engaging with the nine previously identified rough sleepers, with the aim of using the lessons learned to help to develop a future resource to meet the complex needs of the street homeless people in the Borough.

The Chairman thanked the Officers for a comprehensive and professional presentation.

5. APPOINTMENTS

The Panel agreed the following appointments for the 2017/18 Municipal Year:

(1) Mid-Cycle Meetings –

RESOLVED: It was agreed that Cllr P.F. Rust would attend the mid-cycle meetings in 2017/18 as a representative of the Labour Group, along with the Chairman (Cllr M.D. Smith) and Vice-Chairman (Cllr S.J. Masterson).

(2) Health Issues Standing Group –

RESOLVED: That the Chairman (Cllr M.D. Smith) and Vice-Chairman (Cllr S.J. Masterson) and Cllr P.F. Rust be appointed to the Health Issues Standing Group for the 2017/18 Municipal Year.

(3) Housing Strategy Standing Group –

RESOLVED: That the Chairman (Cllr M.D. Smith) and Vice-Chairman (Cllr S.J. Masterson) and Cllrs R. Cooper, A.H. Crawford and M.J. Roberts be appointed to the Housing Strategy Standing Group for the 2017/18 Municipal Year.

(4) Welfare Reform Task and Finish Group –

RESOLVED: That the Chairman (Cllr M.D. Smith) and Cllrs Jennifer Evans, A. Jackman and M.J. Roberts be appointed to the Welfare Reform Task and Finish Group for the 2017/18 Municipal Year, with attendance by the Cabinet Member for Concessions and Community Support (Cllr G.B. Lyon) as required by the Group.

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

RESOLVED: That the Chairman (Cllr M.D. Smith) and Vice-Chairman (Cllr S.J. Masterson) and Cllrs R. Cooper, Jennifer Evans and M.J. Roberts be appointed to the Registered Providers of Social Housing Review Group for the 2017/18 Municipal Year.

(6) **Vivid/Rushmoor Borough Council Joint Business Meeting –**

RESOLVED: That the Chairman (Cllr M.D. Smith), Vice-Chairman (Cllr S.J. Masterson), and Cllr M.J. Roberts and the Cabinet Minister for Health and Housing (Cllr Barbara Hurst) be appointed to the Vivid/Rushmoor Borough Council Joint Business Meeting for the 2017/18 Municipal Year.

6. **WORK PROGRAMME**

The Panel noted that the work programme would be reviewed at the next mid-cycle meeting of the Municipal Year.

The meeting closed at 9.00 pm.

CLLR M.D. SMITH (CHAIRMAN)

CORPORATE SERVICES POLICY AND REVIEW PANEL

Meeting held on Thursday, 29th June, 2017 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr Jacqui Vosper (Chairman)
Cllr M.S. Choudhary (Vice-Chairman)

Cllr D.M.T. Bell
Cllr J.B. Canty
Cllr R.L.G. Dibbs
Cllr D.S. Gladstone
Cllr P.F. Rust
Cllr J.E. Woolley

Apologies for absence were submitted on behalf of Cllr B. Jones.

1. APPOINTMENT OF CHAIRMAN

RESOLVED: That Cllr Jacqui Vosper be appointed Chairman for the 2017/18 Municipal Year.

2. APPOINTMENT OF VICE-CHAIRMAN

RESOLVED: That Cllr M.S. Choudhary be appointed Vice-Chairman for the 2017/18 Municipal Year.

3. MINUTES

The Minutes of the meeting held on 10th November, 2016 were approved and signed by the Chairman.

4. APPOINTMENTS TO GROUPS

(i) Mid-Cycle Meetings –

RESOLVED: That the Chairman, Vice-Chairman and Cllrs D.M.T. Bell and B. Jones be appointed to attend Mid-Cycle Meetings for the 2017/18 Municipal Year.

(ii) Customer Services Working Group –

RESOLVED: That the Chairman, Vice-Chairman and Cllrs D.M.T. Bell, R.L.G. Dibbs, B. Jones and P.F. Rust be appointed to the Customer Services Working Group for the 2017/18 Municipal Year. Cllr P.G. Taylor, Corporate Services Portfolio Holder, would be invited to attend meetings as required by the Group.

5. HUMAN RESOURCES REPORT FOR 2016/17

The Panel welcomed Ms Rachel Gray, Human Resources Manager, and received the Human Resources Report for 2016/17 (No. HR1701), which provided a detailed report on the Rushmoor workforce and related HR and Learning and Development activities.

The Panel noted the key data relating to the workforce profile, including headcount, gender breakdown, part-time workers, age, turnover, training and sickness.

The Panel considered the information relating to sickness absence and noted that Rushmoor was slightly above average for working days lost due to sickness compared to other district councils in the region, but considerably lower than the national figure. Anxiety, stress and depression were the main reasons for sickness and this was again similar to other councils. In terms of information before the Panel, it was suggested that it would be useful to have data on the number of employees to whom the sickness data applied as it was unclear whether the data was distorted by the long-term sickness of few individuals rather than shorter term sickness leave for a number of staff. Rachel Gray reassured the Panel that triggers were in place to identify staff who had recurring sickness absence.

The Panel identified succession planning as a concern, given the age profile of the current workforce. The Panel noted that the new Chief Executive was due to introduce a Future Leaders' programme.

In terms of starters and leavers, the Panel was advised that obtaining data on leavers' reasons for leaving was to be improved. The Panel noted that, in certain circumstances, market supplements were paid to recruit new staff in specialist areas, such as IT and building surveying. In addition, Rushmoor was part of a Hampshire apprenticeship scheme and worked with other councils to manage and promote apprenticeship opportunities in the region.

The Panel noted the ongoing review of HR policies and was advised that no cases of bullying or harassment had been raised in 2016/17.

The Panel thanked Rachel Gray for her report, which was **NOTED**.

6. PROCUREMENT UPDATE

The Panel welcomed Ms Katherine Booker, Principal Procurement Officer, who gave a presentation on the Better Procurement Project, which had been developed following significant changes to legislation introduced in 2015, as well as an identified need to increase the profile and awareness of procurement amongst spending managers. The presentation covered five main areas:

- Staff Training
- Frameworks
- Supplier Selection
- Key Procurement Projects
- Impacts and Measures of the Procurement Service

The Panel noted that Staff Training had been undertaken in order to increase the profile of procurement, provide an understanding of the new procurement rules, and to ensure good practice was being followed.

Katherine Booker then explained the benefits of the framework process, whereby companies underwent a tender exercise before being accepted onto the various frameworks managed by the Council. The Panel was advised that the framework process saved time and resource, and also encouraged competition between approved firms. The Panel noted that the frameworks also operated at a local level where local firms were encouraged and given assistance to apply to be on the framework.

In terms of the contract value, the Panel was given a handout which explained the various frameworks in place depending on the contract value. It was noted that any contract over £50,000 must be advertised on the South East Business Portal.

The Panel was informed of the supplier selection process, including the provision of feedback to suppliers on their performance where they had not been selected as the supplier for a specific good or service. In addition, the Panel was advised of the evaluation process used for assessing and selecting suppliers for specific contracts.

The Panel noted the current and future key procurement projects.

The Panel considered the impact and measures which showed positive outcomes in many areas, including cost savings, risk reduction and business engagement. It was acknowledged that social value outcomes were yet to be specifically addressed although there had been some increase in apprenticeships and work experience placements generally.

The Panel thanked Katherine Booker for her detailed presented and **NOTED** the update.

7. **WORK PROGRAMME**

The Panel considered the list of potential items for the work programme for 2017/18. It was suggested that a review of the Emergency Response Plan would be timely given recent events. However, it was noted that this issue had already been identified by Cabinet Members as an area to be addressed. Other issues raised as potential agenda items were building security and asset management.

Members were invited to put forward further potential items of interest for the future programme of work which would be considered at the next mid-cycle meeting due to be arranged for early/mid-August 2017.

The meeting closed at 9.02 pm.

CLLR JACQUI VOSPER (CHAIRMAN)
