

Public Document Pack



RUSHMOOR BOROUGH COUNCIL

CABINET

*at the Council Offices, Farnborough on
Tuesday, 18th October, 2016 at 7.00 pm
in Concorde Room, Council Offices, Farnborough*

To:

Councillor D.E. Clifford, Leader of the Council
Councillor K.H. Muschamp, Deputy Leader and Business, Safety and Regulation
Portfolio

Councillor Sue Carter, Leisure and Youth Portfolio
Councillor Barbara Hurst, Health and Housing Portfolio
Councillor G.B. Lyon, Concessions and Community Support Portfolio
Councillor P.G. Taylor, Corporate Services Portfolio
Councillor M.J. Tennant, Environment and Service Delivery Portfolio

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A full copy of this agenda can be found here:
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A G E N D A

1. **MINUTES** – (Pages 1 - 12)

To confirm the Minutes of the Meeting held on 20th September, 2016 (copy attached).

2. **CONTRACTOR ANNUAL SERVICE PLANS 2016/17 –**
(Environment and Service Delivery/Leisure and Youth)

(1) **PLACES FOR PEOPLE LEISURE –** (Pages 13 - 32)

To consider the Head of Community and Environmental Services' Report No. COMM1620 and Places for People Leisure's Service Plan for 2016/17 (copies attached). The local Contract Manager, Mr. Duncan Mackay, will attend the meeting to present the Plan and answer questions.

(2) **VEOLIA –** (Pages 33 - 56)

To consider the Head of Community and Environmental Services' Report No. COMM1621 and Veolia's Annual Service Delivery Plan 2016 (copies attached). Veolia's Contract Manager, Mr. Rob Noble, will attend the meeting to present the Plan and answer questions.

3. **COUNCIL TAX SUPPORT SCHEME - CONSULTATION –** (Pages 57 - 60)
(Concessions and Community Support)

To consider the Head of Financial Services' Report No. FIN1621 (copy attached), regarding arrangements for consultation on the Council's Council Tax Support Scheme.

4. **PARKING STRATEGY MEMBER WORKING GROUP –** (Pages 61 - 64)
(Environment and Service Delivery)

To consider the Corporate Director's Report No. CD1605 (copy attached), which sets out a proposal to establish a Member Working Group to support the delivery of the Council's new Parking Strategy.



RUSHMOOR BOROUGH COUNCIL

CABINET

*Tuesday, 20th September, 2016 at 7.00 p.m.
at the Council Offices, Farnborough*

Councillor D.E. Clifford (Leader of the Council)
Councillor K.H. Muschamp (Deputy Leader and Business, Safety and
Regulation Portfolio)

Councillor Sue Carter (Leisure and Youth Portfolio)
Councillor Barbara Hurst (Health and Housing Portfolio)
Councillor G.B. Lyon (Concessions and Community Support Portfolio)
Councillor P.G. Taylor (Corporate Services Portfolio)
Councillor M.J. Tennant (Environment and Service Delivery Portfolio)

The Cabinet considered the following matters at the above-mentioned meeting. All executive decisions of the Cabinet shall become effective, subject to the call-in procedure, from **4th October, 2016**.

36. MINUTES –

The Minutes of the meeting of the Cabinet held on 23rd August, 2016 were confirmed and signed by the Chairman.

37. FINANCIAL STRATEGY AND MEDIUM TERM FINANCIAL FORECAST –
(Leader of the Council)

The Cabinet considered the Head of Financial Services' Report No. FIN1619, which set out a review of the Medium Term Financial Strategy and sought endorsement of an updated Strategy for the period 2016/17 to 2019/20. It was appropriate to carry out the review at this time as the Council was about to move into its next budget setting cycle.

The Cabinet was advised that the review of the Strategy had been carried out in light of the expected continuation of the challenging financial

circumstances that the Council had experienced for a number of years. Members were informed that the existing Strategy had served the Council well in supporting financial planning over the medium term. It had been integral to the Corporate Plan and had supported the 8-Point Plan for the achievement of sustainability.

The Report set out the keys risks and considerations for future budget setting under the following headings:

- Central Government funding
- Business Rates Retention Scheme
- New Homes Bonus
- The multi-year settlement offer
- 2017/18 Local Government Finance Settlement – technical consultation paper
- Council Tax
- Transformational change
- Interest rates
- Level of reserves
- Devolution
- Other key risks
- Sustainability

The Cabinet was informed that, to ensure that a revised Strategy would be relevant to current decision making, it was necessary to consider this in the context of the Medium Term Financial Forecast. The Revenue Forecast indicated the anticipated funding gap for each of the years in the medium term, based on a set of assumptions about cost pressures and funding levels, and set these against cost reductions and income generation proposed in the 8-Point Plan. The Forecast showed a projected budget gap of £3.4 million by 2019/20. The Council was in the process of securing borrowing to support the Capital Programme but it was confirmed that there were very competitive inter- authority interest rates of around 0.25% widely available.

It was recommended that the Government's offer of a guaranteed four year settlement would provide the Council with some certainty for its future financial planning and should, therefore, be accepted.

During discussion, Members expressed their satisfaction with the Council's financial position and were content that the Council's 8-Point Plan had been successful in helping to deliver this. The Cabinet also acknowledged the good work carried out by the Budget Strategy Working Group and Rushmoor officers in getting to this position.

The Cabinet

- (i) **RECOMMENDED TO THE COUNCIL** that the Council's Financial Strategy, as set out in Appendix A of the Head of Financial Services' Report No. FIN1619, be approved; and

(ii) **RESOLVED** that:

- (a) the principal issues identified in the Report and the summary of risks, as set out in Appendix B, be noted;
- (b) acceptance of the multi-year settlement offer be approved; and
- (c) authority for the production of an efficiency plan be delegated to the Head of Financial Services, in consultation with the Cabinet Member for Corporate Services.

38. **APPLICATIONS FOR DISCRETIONARY RATE RELIEF –**
(Concessions and Community Support)

The Cabinet considered the Head of Financial Services' Report No. FIN1617 which set out details of three applications for rate relief from the Batten Disease Family Association (Office No. 1, The Old Library, Boundary Road, Farnborough), Parkside (Aldershot and District Learning Disability) Fab Café (Farnborough Library, Pinehurst, Farnborough) and Fabrica NCV Limited (No. 16 Camp Road, Farnborough).

The Cabinet RESOLVED that

- (i) the application for discretionary rate relief from the Batten Disease Family Association be refused on the grounds that the national charity could not currently demonstrate a sufficient local benefit;
- (ii) 20% top-up discretionary relief be awarded to Parkside (Aldershot and District Learning Disability) Fab Café for year 2016/17; and
- (iii) authority to determine the application by Fabrica NCV Limited be delegated to the Cabinet Member for Concessions and Community Support, to allow for a visit to be made to the premises.

39. **WAVERLEY BOROUGH COUNCIL'S PRE-SUBMISSION DRAFT LOCAL PLAN PART 1 – STRATEGY AND SITES CONSULTATION –**
(Environment and Service Delivery)

The Cabinet considered the Head of Planning's Report No. PLN1631, which sought agreement to submit comments on Waverley Borough Council's Pre-Submission Draft Local Plan Part 1: Strategy and Sites document, which was open to consultation until 3rd October, 2016.

The Report set out the context of this consultation in terms of National Planning Policy and explained how Hart, Rushmoor and Surrey Heath

Councils together formed a Housing Market Area. It was explained that Waverley, Guildford and Woking Councils were working together in a similar way. It was predicted in the document that Waverley would meet its objectively assessed housing need within its administrative area. The document also expressed a commitment to preserving the strategic gap between Aldershot and Farnham, although proposed changes to the gap would be included in Part 2 of the Local Plan and Rushmoor would work closely with Waverley in this respect at that time.

The Cabinet discussed several elements of the consultation, including the risks associated with Waverley relying on developments at Dunsfold Aerodrome to meet a large proportion of its housing need. It was also stressed that local infrastructure should be improved sufficiently to cope with the increase in the local population.

The Cabinet RESOLVED that the Council make representations on the Waverley Borough Pre-Submission Draft Local Plan Part 1: Strategy and Sites consultation document, based on the comments set out in the Head of Planning's Report No. PLN1631.

40. **EDUCATIONAL ATTAINMENT – CONSULTATION ON THE CONNAUGHT SCHOOL –**
(Leisure and Youth)

The Cabinet considered the Corporate Director's Report No. CD1604, which sought agreement to submit comments on Hampshire County Council's consultation on the future of the Connaught School, Aldershot, which was open until 30th September, 2016.

A comprehensive briefing paper was attached to the Report and this set out the background to the consultation and a detailed explanation of the proposed options. In addition to this, Members had had a meeting on 19th September, 2016 when presentations had been given by Hampshire County Council and the head teacher at Westgate School in Winchester, which was an example of an 'all through' school, having pupils aged from four to sixteen years. Members were informed that Connaught School's governing body now supported Hampshire County Council's preferred option of the merger with Belle Vue Infant School and Newport Junior School to form an 'all through' school across the three existing sites.

The Cabinet discussed several elements of the consultation, including the likely timescale for the changes if agreed. Members were content that there was now a level of agreement as to the best way forward and expressed gratitude to Connaught's Chair of Governors for what had been achieved at the Connaught School.

The Cabinet RESOLVED that

- (i) a response be made, on behalf of the Council, to the consultation on the future of the Connaught School, as set out in

the Corporate Director's Report No. CD1604 and discussed at the Meeting, to include:

- welcoming the opportunity to continue to work with Hampshire County Council on the future of the Connaught School and improving educational attainment across Rushmoor;
 - supporting the preferred option of an all through school but not wanting to rule out the possibility of moving to an academy in the future;
 - being keen to engage with Hampshire County Council on the possibility in the future of a new building for the new school on a single site; and
- (ii) the Corporate Director, in consultation with the Deputy Leader and the Cabinet Member for Leisure and Youth, be authorised to finalise the detailed response.

NOTE: Cr. D.E. Clifford declared a prejudicial interest in this item in respect of his company supplying goods to schools in the Borough and, in accordance with the Members' Code of Conduct, left the meeting during the discussion and voting thereon.

41. **CONNAUGHT LEISURE CENTRE, ALDERSHOT – CHANGES TO WEEKDAY OPENING TIMES –**
(Leisure and Youth)

The Cabinet considered the Head of Community and Environmental Services' Report No. COMM1612, which sought approval to change the weekday opening times at the Connaught Leisure Centre, Aldershot.

Members were informed that the existing weekday opening times were 8.30 a.m. to 10.00 p.m.. It was proposed that these should change to 5.00 p.m. – 10.00 p.m., with weekends remaining unchanged. It was explained that the revised hours would significantly reduce the Centre's operating costs and would alleviate safeguarding concerns raised by the school around adult customers mixing with school pupils. A full explanation of each of the reasons was given in the Report. It was reported that arrangements had been made to provide existing Connaught customers with access to daytime fitness facilities at the nearby Aldershot Indoor Pools.

The Cabinet expressed support for this proposal and the need to make the facility sustainable by achieving an operating surplus.

The Cabinet RESOLVED that the changes to the opening times at Connaught Leisure Centre, as set out in the Head of Community and Environmental Services' Report No. COMM1612, be approved.

42. **HAMPSHIRE COUNTY COUNCIL REVIEW OF AGENCY AGREEMENTS – TRAFFIC MANAGEMENT, HIGHWAYS DEVELOPMENT CONTROL AND ENVIRONMENTAL WORKS –**
(Environment and Service Delivery)

The Cabinet considered the Head of Community and Environmental Services' Report No. COMM1617, which provided an update on changes to the County Agency Agreements and sought approval for the Council to continue with an agency arrangement and deliver a range of services, with some adjustments.

The Cabinet was informed that, due to funding pressures, the County Council had had to reduce service levels and funding of agency arrangements where Rushmoor provided services on behalf of the County Council. The Report set out where these reductions would take place within the areas of traffic management, highways development control and environmental works.

The Cabinet discussed the proposals and acknowledged that the County Council had little choice but to implement these changes. Members were keen, however, to supplement these important local services wherever possible, such as in providing additional weed control operations. It was confirmed that the Council would continue to discuss with the County Council how this might be achieved.

The Cabinet RESOLVED that

- (i) given the high priority for traffic management, environmental works and highways development control and in order to maintain influence and deliver improvements, the continuation of the delivery of an agency agreement for Hampshire County Council, as set out in the the Head of Community and Environmental Services' Report No. COMM1617, be approved; and
- (ii) the financial implications, as set out in the Report, be approved.

43. **RUSHMOOR MARKETS AND CAR BOOT SALES – UPDATE –**
(Environment and Service Delivery)

The Cabinet considered the Head of Community and Environmental Services' Report No. COMM1619, which sought approval to delegate responsibility for some operational issues and the setting of rent and to apply for planning approval to change the days of operation.

The Cabinet was reminded that the operation of Rushmoor's markets and car boot sales had been brought in house in early 2015. Since that time, in Farnborough the Tuesday market had thrived in its new location in Queensmead but the Sunday market had done less well. The Sunday car boot sale had remained busy. In Aldershot, the Thursday market had remained stable but both the Saturday market and Sunday car boot had

struggled in recent times. The Report set out a number of proposals to increase footfall and income generation:

- Aldershot market rents to be reduced by £10 per pitch
- Farnborough rents to be increased by £2.50 per pitch
- Farnborough Sunday market to be moved to a Friday, subject to planning consent
- Aldershot Saturday market to be moved to a Monday, subject to planning consent
- Aldershot Sunday car boot to be moved to a Saturday

The Cabinet was supportive of these proposals and was keen for any other opportunities to be fully explored, such as Italian and Farmers' markets and activities involving Rushmoor's twin towns. It was agreed that the delegation of the responsibility for the setting of rents and other operational issues would make the service more responsive and likely to deliver improvements.

The Cabinet RESOLVED that

- (i) the delegation of responsibility for operational issues and the setting of rents, as set out in the Head of Community and Environmental Services' Report No. COMM1619, be approved; and
- (ii) the Head of Community and Environmental Services be authorised to implement the other proposals set out in the Report, including the applications for planning approval for a Friday market in Farnborough and a Monday market in Aldershot.

44. CAR PARKING SERVICE – REPLACEMENT OF PAY AND DISPLAY MACHINES AND RELATED MATTERS –
(Environment and Service Delivery)

The Cabinet considered the Head of Community and Environmental Services' Report No. COMM1618, which sought approval for a proposed approach to the replacement of the Council's pay and display machines and a number of related matters.

The Cabinet was informed that the Council's existing machines were now at the end of their life. The proposed new machines would be equipped to take the new £1 coins as well as a number of other methods of payment, such as debit card and pay by phone. It was explained that the use of Rushmoor's Parking Smartcards had tailed off significantly in recent years and it was, therefore, proposed that these should be phased out. Furthermore, in the

event of the phasing out of Parking Smartcards, it was recommended that the existing Smartcard 65 Plus concession, where residents over the age of 65 currently received £50 credit for a payment of £25, should not be carried forward to any alternative method of payment, such as permits or pay by phone. It was explained that there was no evidence to suggest that those aged 65 and over were any more economically disadvantaged than other customers.

The Cabinet RESOLVED that

- (i) the proposed approach for replacing the pay and display machines, as set out in the Head of Community and Environmental Services' Report No. COMM1618, be approved;
- (ii) the phasing out of Parking Smartcards, as set out in the Report, be approved; and
- (iii) the 65 Plus concession be withdrawn.

45. REDAN ROAD, ALDERSHOT – COMPULSORY PURCHASE –
(Health and Housing / Corporate Services)

The Cabinet considered the Solicitor to the Council's Report No. LEG1611, which sought approval to move towards the compulsory acquisition of the former Territorial Army Centre at Redan Road, Aldershot. The Chairman welcomed the owner of the site, Mr. M.K. Choudhary, to the meeting and it was explained that Mr. Choudhary would be allowed to address the Cabinet.

The Solicitor to the Council explained that the site had been acquired by Mr. Choudhary in August 2000 and had been subject to a number of planning applications. Most recently, planning had been granted in March 2015 for 22 dwellings, subject to the payment of Section 106 contributions totalling £196,451. Building had commenced in February 2016 when the foundations for block 1 – 7 had been laid. This had represented the commencement of the planning permission and was the point at which the Section 106 obligations had become payable. This sum had been invoiced but not paid. A request had been received from the owner's agent for payment of this amount to be made in instalments but this had been refused by the Development Management Committee in June 2016.

Mr. Choudhary addressed the meeting and offered his explanation for the delay in developing the site. He explained that there was, currently, a shortage of labour in the building sector and that this was presenting problems to developers. He was confident that he could complete the development by the end of 2018 and was ready to start imminently. He asked the Cabinet to allow him to keep the site and to consider allowing him to pay the outstanding Section 106 contributions in instalments.

The Solicitor to the Council explained that the site had been identified in the Rushmoor Borough Council 2015 Strategic Housing Land Availability

Assessment as a site that would deliver 22 dwellings before 2019. In the Solicitor's opinion, the only way this could be guaranteed was to seek a development partner that would be prepared to step in and deliver the development, if needed. It was emphasised, however, that, in the first instance, Mr. Choudhary would be given the opportunity to pay the Section 106 monies and build out the development by the end of 2018, as planned.

In discussing the proposal, it was the Cabinet's view that it was a priority to ensure that development of this key strategic site was completed by the end of 2018 to provide much needed housing.

The Cabinet RESOLVED that, subject to the Council having entered into an agreement with a development partner to indemnify the Council for the acquisition cost of the site, the Solicitor to the Council be authorised to:

- make an offer to acquire the site up to the value set out in the confidential Appendix 2 to the Solicitor to the Council's Report No. LEG1611, under Section 227 of the Town and Country Planning Act 1990; and
- agree a period during which the offer should remain open for acceptance.

46. **UNION STREET EAST REGENERATION –**
(Environment and Service Delivery)

The Cabinet considered the Solicitor to the Council's Report No. LEG1612, which sought approval to take forward the regeneration of the Union Street East and former Marks and Spencer building site, as identified in the Aldershot Town Centre Prospectus Supplementary Planning Document.

Members were informed that the site comprised Nos. 36 – 62 Union Street and Nos. 51 – 57 High Street. The Report set out the background information and the development options. It went on to highlight a number of acquisition issues around the assembly of the land which would be required to secure a development partner. It was proposed that the Council should continue to intervene at this site to acquire the properties required to allow the area to be regenerated. A number of funding options had been explored, including bids to the Local Growth Fund, which was overseen by the Enterprise M3 Local Enterprise Trust and these options were set out in the Report. Members heard that, given the complexity of ownerships, the Council would need to work up a scheme as to how the key site could be regenerated to encourage interest from residential developers.

The Cabinet confirmed its support for intervening where required to facilitate the regeneration of Rushmoor's town centres and acquiring relevant sites as they became available.

The Cabinet RESOLVED that

- (i) the redevelopment of the Union Street East and former Marks and Spencer Key Site, as identified in Appendix 1 of the Solicitor to the Council's Report No. LEG1612, be approved;
- (ii) the details of the project be taken to the Aldershot Regeneration Group;
- (iii) the capital cost for the acquisition of the four Union Street properties stated in the Report, as set out in the confidential Appendix 2 of the Report, be approved;
- (iv) the full year revenue costs associated with the property acquisitions, as set out in the confidential Appendix 2 of the Report, be approved;
- (v) the urgency decision to acquire Nos. 60 – 62 Union Street, Aldershot be noted;
- (vi) the Head of Financial Services be authorised to:
 - accept any grant funding towards the costs of the redevelopment and to enter into any prudential borrowing arrangement, subject to appropriate safeguards, to increase the viability of the scheme;
 - submit expressions of interest and to enter into any loan or grant agreements with the Local Enterprise Partnership or the Homes and Communities Agency necessary in respect of the redevelopment of the key site;
- (vii) the Solicitor to the Council be authorised to:
 - negotiate and acquire by agreement Nos. 60 - 62 Union Street, Nos. 54 – 56 Union Street / Nos. 53 – 55 High Street, No. 52 Union Street, No. 50 Union Street and No. 36 Union Street within the key site area, at the price set out in the confidential Appendix 2 of the Report and subject to confirmation from the Council's valuer or the Council's external Compulsory Purchase Order adviser that the price represents the appropriate open market value;
 - enter into any legal documentation necessary in respect of the purchase or acquisition of rights and to undertake any ancillary action in connection therewith;
 - procure and appoint architects to develop a scheme for the redevelopment of the key site; and

- appoint external advisers to advise upon Compulsory Purchase Order acquisition costs.

47. EXCLUSION OF THE PUBLIC –

RESOLVED: That, taking into account the public interest test, the public be excluded from the meeting during the discussion of the under mentioned item to avoid the disclosure of exempt information within the paragraph of Schedule 12A to the Local Government Act, 1972 indicated against the item:

Minute Nos.	Schedule 12A Para. No.	Category
48 and 49	3	Information relating to financial or business affairs

**THE FOLLOWING ITEMS WERE CONSIDERED
IN THE ABSENCE OF THE PUBLIC**

48. APPLICATIONS FOR SECTION 49 REMISSION OF NON-DOMESTIC RATES –
(Concessions and Community Support)

The Cabinet considered the Head of Financial Services' Exempt Report No. FIN1618, which set out two applications for the remission of non-domestic rates on the grounds of hardship.

Members assessed the applications from Ms. Ranjita Malia trading as Shreyaz Fashion, No. 18 Union Street, Aldershot and Sovereign Snooker Limited, Snooker Hall Sovereign House, No. 1A Camp Road, Farnborough, taking into account the evidence of financial hardship supplied and whether it was in the interests of local taxpayers to subsidise the businesses. The Cabinet took into account the nature and circumstances of the businesses and, where appropriate, the availability of alternative facilities in the area.

The Cabinet Member for Concessions and Community Support had visited each of the premises and recommended that both applications should be approved.

The Cabinet RESOLVED that

- (i) 50% hardship relief be granted to Ms. Ranjita Malia trading as Shreyaz Fashion for 2016/17; and
- (ii) 25% hardship relief be granted to Sovereign Snooker Limited for 2016/17.

49. **FIRST WESSEX COVENANT ISSUES AND DISPOSALS –**
(Corporate Services)

The Cabinet considered the Solicitor to the Council's Exempt Report No. LEG1613, which sought approval for three separate issues relating to First Wessex Housing Association.

Members heard how First Wessex had requested whether amenity land and former highway land at Phases 1 – 4 of its development in North Town, Aldershot could be released to them for nil consideration. The Association had also requested whether former highways land at their development at Lyndhurst Avenue, Aldershot could be released, also for nil consideration. In this case, in exchange for transferring the land for nil consideration, the Council would receive nomination rights to the new properties in perpetuity. The details and circumstances of each application were set out in the Report.

The Cabinet RESOLVED that

- (i) the request for a waiver of the consideration for the proposed release of the covenant relating to the amenity land at Phases 1 – 4 of First Wessex's North Town development be refused;
- (ii) the request to transfer, for nil consideration, the former highway land at Phases 1 – 4 of First Wessex's North Town development be refused; and
- (iii) the request to transfer, for nil consideration, the former highway land at Lyndhurst Avenue, Aldershot be approved.

The Meeting closed at 9.12 p.m.

CR. D.E. CLIFFORD
LEADER OF THE COUNCIL

AGENDA ITEM NO. 2(1)

CABINET
18th October 2016

HEAD OF COMMUNITY & ENVIRONMENTAL SERVICES
REPORT NO. COMM1620

PLACES FOR PEOPLE LEISURE SERVICE DELIVERY UPDATE – 2016/17

1.0 INTRODUCTION

- 1.1 Places for People Leisure (PfP) manage the Aldershot Indoor Pools and Lido, and the Farnborough Leisure Centre on behalf of the Council, with the contract running until 2019.
- 1.2 PfP Leisure was acquired by the Places for People Group Ltd in December 2012. PfP is a not-for-dividend organisation and are one of the largest property management, development and regeneration companies in the UK. Our contract with PfP is based on partnership working and we work closely with them on operational issues, performance monitoring and developing initiatives to encourage as many of our residents as possible to enjoy the facilities. There are regular performance monitoring meetings, and scrutiny by the Leisure and Youth Panel. As part of these performance management arrangements, they are required to prepare an annual service update for the Council.
- 1.3 Duncan Mackay, the local Contract Manager, will attend Cabinet to present the plan and answer any questions.

2.0 HIGHLIGHTS IN 2015/16

- 2.1 PfP has performed well on our contracts during the past year and the highlights include :
 - Worked closely with the Council on the Megarider bus ticket and the school holiday swim for £1.00.
 - Continued to provide a 'Gym only' low cost membership to compete with local competition.
 - Farnborough Leisure Centre and the Aldershot Indoor Pools both achieved Quest accreditation and now hold the rating 'Excellent' and 'Good' respectively.
 - Continued to invest in innovative activities, services and facilities including a virtual group cycling room, and a complete rebrand of the popular soft play area to the 'Adventure Reef'.
 - Continued the rolling programme of energy efficient initiatives at the facilities, including the installation of new LED lighting

- Worked with the Council and the Friends of Aldershot Lido to enhance the offers available at the Lido

3.0 MAIN ISSUES and AIMS for 2016/17

3.1 The main issues for PfP in the next twelve months include :

- To continue to enhance and improve the range of activities on offer to our residents.
- To carry out further improvement works at the facilities, including a gym upgrade and changing room refurbishment.
- Working with the Council and other local partners to provide support for community safety initiatives and disadvantaged groups.
- In partnership with the Council, increase awareness of all the facilities, with an emphasis on healthy lifestyles and the subsidised 'Swim for a £1' scheme during school holidays
- To continue to assist the Council in its review of the Lido site
- Continue to work closely with local groups to enhance the offer to Lido users.
- Continue to promote the facilities and services through social media including Facebook and Twitter.
- To continue to invest in new technologies including, a website redesign, self-serve kiosks and a Wellness App.

4.0 RECOMMENDATION

4.1 The Cabinet is recommended to note Places for People Leisure's Service Delivery Update for 2016/17.

Peter Amies
Head of Community & Environmental Services

Contact
Peter Amies 01252 398750
Ashley Sharpe 01252 398762



**PfP Leisure Service
Update 2016/17**

**Creating Active Places & Healthy
People in Rushmoor**

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Introduction



Places for People Leisure (PfP), in partnership with the Council, manages Farnborough Leisure Centre and Aldershot Pools and Lido. We are in the 13th year of a 15 year contract.

PfP Leisure was acquired by Places for People Group Ltd in December 2012. PfP is a not-for-dividend organisation and are one of the largest property management, development and regeneration companies in the UK. PfP Group own or manage 153,000 homes, are active in 400 local areas and have assets in excess of £3 billion. PfP Leisure, a social enterprise, currently manage 117 facilities and are in partnership with 34 local authorities.

PfP Leisure's knowledge and company ethos has been developed over 24 years within all facets of the leisure industry and leisure facility management. The Quality Management Systems (QMS) that are employed have been successfully integrated and proven within more than 117 leisure facilities across the UK. PfP Leisure strive to provide a high quality service that is based upon local needs and the client's aspirations.

This Leisure Service update gives an overview of our achievements over the last year, working in partnership with Rushmoor Borough Council and also looks ahead to the future.

Duncan Mackay - Rushmoor Contract Manager

2015/16 Highlights

92%

Of our Staff would recommend Places for People Leisure as an employer to their friends/family.

Over

127,000

Swim Visits

Over

30,000

attendances to group workout classes

Over

£615,000

Total Investment

Over

80,000

Swim Lesson places per year

Over

9,000

children attended our Birthday Parties

Over

75,000

Tenpin Bowling games played

14th

Year of operation

Excellent

Farnborough achieved 'Quest Excellence'

Fitness & Memberships

Competition within the local fitness market place remains strong: our membership offer and fitness proposition is essential in ensuring that we encourage the community to join to keep active and healthy.



3,000+ members joined

More than 30,000 people attended our workout classes

Group Indoor Cycling and Body Pump have over 800 people attending per month

Over 4,000 Members

All Inclusive

A membership that gives you full facility access

Swim-Only

A membership that gives you swim and the use of SWIMTAG

Gym-Only

A membership that gives you gym access.

Junior

A membership that gives you swim and gym access

Fiona's journey

"I retired in July and knew that I wanted to get fit but really had not seriously committed to any exercise routine for decades!! I took the chance to have a six week swim deal and thoroughly enjoyed it.

For my 60th birthday my husband brought me a full membership to Farnborough Leisure Centre. I was not sure. Should I go for a more 'up market' establishment rather than the local Leisure Centre? Well I decided to stick with it as everyone was friendly which outweighed the little irritations of a public venue.

The reception staff are lovely, they really are an asset. My instructor Theo listened to me, understood me, and catered for my immediate needs - to have some gentle exercise, take care of myself, eat well and tone my increasingly flabby body!!! Theo became my Personal Trainer and gradually challenged me to increase my fitness and stamina. She has worked with me since January and has continually listened and responded to my desire to improve my fitness. She certainly has pushed me beyond my expectations and has made me feel that age (60) is not an excuse to give up or make excuses for 'giving up'. Her weekly sessions are varied and challenging and each week I look forward to what is going to be expected of me.

Theo has proven to be interested not only in my physical fitness but my emotional well-being. Always asking about my life (which has encountered some ups and downs recently) and she can change a reluctant visit to the gym to a positive experience and renewal of my own positivity. I have lost 1½ stone since my retirement and feel so much better in myself.

Theo is an inspiration as she also pushes herself and is continually upgrading her own knowledge and fitness by attending courses and completing personal training to enable her to share this with her PT clients. As I approach my renewal date for the gym I can honestly say, Theo is my inspiration to renew my membership.

Fiona

Swimming

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Swimming is a major part of Rushmoor's leisure provision. Farnborough Leisure Centre and Aldershot Pools incorporate 2 large main pools and 2 teaching pools in addition to the Lido. We work closely with the Amateur Swimming Association to increase participation across various user target groups.

SWIMTAG is a revolutionary training aid and monitoring system that tracks your progress in the pool. We offer this free to all members using the pool, customers can review the data it collects including the number of lengths, split times and stroke rate easily via the website on a pc/tablet or smartphone.



23,433km distance

20,677 swims

987 unique users



127,757

swim visits in

2015/16

excluding lessons, clubs, schools & Lido

Adults 72,895

Juniors 41,797

Seniors 11,118

Disabled 1,517

Other 430

FREE Swimming for Under 8's

We continue our offer of FREE swimming for under 8's - children under 8 years swim free with a paying adult. This initiative really drives participation in such an important age group.

16,439

**under 8's swam free
in 2015/16**

£1 Swim

PfP Leisure sponsored an offer for the school holidays for children aged 16 and under. The majority of "All Welcome" and all "Fun Sessions" were available to children for only £1.00.

Learning to Swim...

We have over 1600 swimmers on our lesson programme who swim every week for 50 weeks of the year.

740

NEW Swim Lesson enrollments across 2015/16

"My daughter has decided to stop her swimming lessons on Saturday mornings, she has become a very confident and competent swimmer. I would like to thank you all for giving my daughter this essential life skill.

Thank you all for being professional and caring in your teaching, Ellie has enjoyed her time with you all."

Mr Robb



In our most recent Quest quality assessment, Farnborough and Aldershot both scored a banding of 'Excellent' for our swimming lesson programme, the highest banding achievable.

4,881 Swim Lesson's **FREE** swims
All children on our swim lesson programme are entitled to **FREE** swimming within our pools outside their lesson time.



Access for Young People

Access for young people remains one of the key objectives for PfP Leisure and the Council. The Active Places and Healthy People Plan 15-16 is a key document that continues to focus on developing the programme of activities.



Soft Play

We had over **22,000** visits to our soft play this year: **98.6%** up on last year. The refurbishment in July was very successful.

Birthday Parties

We ran **652** birthday parties with **9403** children attending across the year.

98.4% Staff were rated Excellent or Good

98.8% Customers rated us value for money

98.3% Customers would re-book or recommend us

Junior Memberships

For 11 to 15 year olds includes the use of the gym and pool at both sites during advertised times.

Holiday Programme

A total of **2,260** children enjoyed our holiday playscheme throughout the year.

Dryside Courses

Over **4,500** children every year keep active and learn new skills on our Gymnastics and Trampoline Courses

In September we relaunched the courses- increasing from 35 to 45 weeks per year.

Mega Rider

PfP Leisure continued to support the Council this year with the 'Mega Rider' Bus Pass scheme during the summer holidays

Tenpin Bowling

The Farnborough Young Tenpin Bowlers Club have been very successful with 4 club members representing the Hampshire County squad and a further 2 members representing Surrey.



Staff - Our Greatest Asset

Staff Development and training is a fundamental part of PfP Leisure's strategic plan and delivery.

PfP Leisure have continued their partnership with the largest National Vocational Qualification (NVQ) provider in the country and draw down well over £1 million worth of funding per annum. At any one time there are 450 staff on the NVQ and/or apprenticeship schemes. Farnborough Leisure Centre and Aldershot Pools have had great success again with apprentices and staff going through the various NVQ qualifications. This is in addition to PfP Leisure's in-house training programme.

The training and development year on year impacts on the annual staff surveys carried out by an external organisation. This year, 92% of the staff said they would recommend PfP Leisure as an employer to their friends and family.



We currently have over **300** staff

Staff Member of The Month

We have introduced 'Staff Member of the Month'. Staff nominate their colleagues who they feel have gone the extra mile that month. The staff receive a certificate and money prize which has proved popular.

Fundraising, Open Days & Outreach in the Community

Pack Page 24

Open Days

We run a number open days throughout the year for both adults and children. This helps retain our current members and encourage new customers to get active by attending our free taster sessions.

Outreach

We attend outreach fetes and fairs which include the annual Donkey Derby . We have a customer advisor team that carries out outreach in the community 7 days a week.

Fundraising Events

The staff and customers get involved in local fundrasing.



What our customers say

98% Of our customers are satisfied with our overall service and facilities

97% Of our customers are satisfied with the cleanliness

97% Of our customers are satisfied with value for money

Great value for money, friendly knowledgeable staff and generally a nice place to visit.

Ben

Body Combat is a fab class, especially Tanya's on a Wednesday evening. She is very helpful, informative and gets you going

Sian

Lovely staff. The reception team are always very nice and helpful.

Katie

One of the cleanest Leisure Centres I've ever been to.

David

Love the centre, and the facilities it offers. Both me and my son are swimming members and regularly use the pool. I was a gym member a while back and have used the upgraded facilities. Also school holiday play schemes, café, soft play and bowling are also used. It's very handy, within walking distance of my home.

Alison

I am doing this survey on behalf of my daughter who has special needs. She recently joined the gym and I have to be with her to help/support and remind her what to do. We have both been treated so well by the instructor Theo and the rest of the staff.

Clare

The pool is far superior to any other I have used recently.

Michael

I just wanted to say a huge thank you to all of your party team! Isaac's birthday took place on Saturday and your staff were organised, welcoming and just brilliant from start to finish. We had additional children arrive and Jake was very quick to reassure me that it would be fine and the additional food would be provided.

The children thoroughly enjoyed the games and the staff were engaging and hands on with the children making it great fun and a real hit with all the children. In particular keeping a eye on the girls who didn't want to get involved.

The food went down really well and again your staff were brilliant at dealing with the rowdy kids, keeping me calm and organising the cake and singing happy birthday.

Thank you thank you thank you!

Laura

Improving our facilities

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We continue to invest in the facilities examples include:

Dance Studio – £15k

replacement flooring and installation of LED lighting.

Lido – £6k

Investment in café benches/ Wi-Fi in the grounds and new lockers.

Soft play – £60k

investment in refurbishment and extending the children's soft play facility.

Sand Filter refurbishment – £31.5k

At Farnborough Leisure Centre

Pool Circulation Pumps – £12k

replaced at Farnborough Leisure Centre

General Redecoration of facilities £30 – 40k

A dedicated painter is employed all year round in addition to painting and decorating projects.

Bowling Lane Machine – £24K

An automatic machine that oils and dresses the bowling lanes.

IT replacement – £72K

At both Farnborough Leisure Centre and Aldershot Pools & Fitness Centre.

Pool Covers – £6.5k

At Farnborough Leisure Centre the pool cover which reduces energy consumption was replaced.

Lido Changing rooms - £10k

A full redecoration.

UV Pool Disinfectant – £62k

This replaced the existing system at both Farnborough Leisure Centre and Aldershot Pools & Fitness Centre. This is in addition to the chlorine disinfection system already in place.

Total Investment

£615k

Continuing the improvements

We continue improve the facilities and the services we provide. For the year ahead, these include:



Soft Play Extension

A further extension to the Adventure Reef will be considered at Farnborough Leisure Centre.

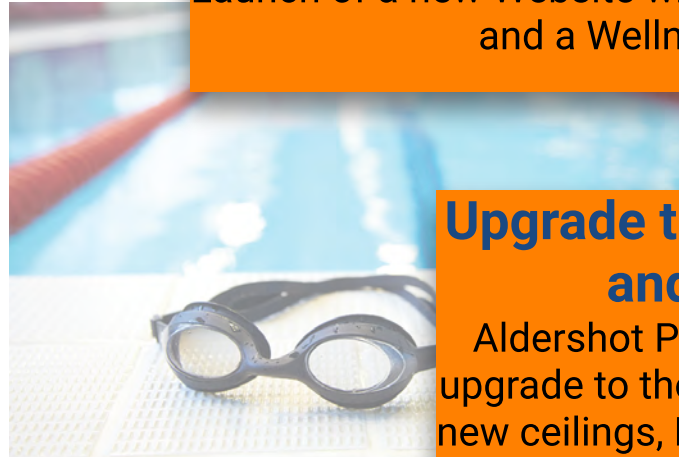
'Pool View'

To install an underwater safety camera system at Aldershot Pools & Fitness Centre.



Website and Wellness App

Launch of a new Website with improved functionality and a Wellness App.



Upgrade the Changing Rooms and Pool Ceiling

Aldershot Pools & Fitness Centre - an upgrade to the changing rooms including new ceilings, LED lighting throughout and new changing cubicles. Pool hall roof strengthening works and ceiling replacement.

Gym Upgrade

Improvements to Farnborough's Gym to include some exciting innovative fitness equipment, new flooring and full redecoration.

Self-Serve Kiosks

Farnborough Leisure Centre - self-service kiosks to enable customers to fast track access.

Tenpin Bowling



Over
74,000
games
played

Farnborough Bowl - Our 10 lane Tenpin Bowling facility is fantastic fun for all occasions for family, friends or work colleagues of all ages.

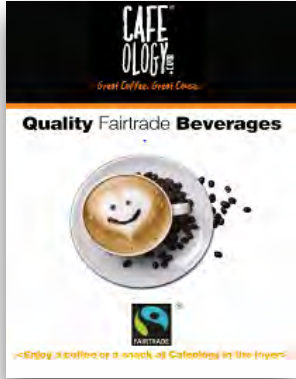
The Bowl is open throughout the year, is fully air-conditioned, with computerised scoring facilities and amazing cosmic bowling . There is access to target ramps and bumper bars enabling all ages and abilities to bowl with ease.

Many disability groups use the Bowl including The Woodlarks, Henry Tyndale, Community Special School and Parkside.

We include a range of special offers and provide a packed programme which include leagues and sport bowlers in addition to many other users.

Cafe

The Cafeology brand provides Fairtrade options and incorporates choices that support the healthy living objectives of our customers. Our cafes commit to the Food Standards Agency Hygiene Rating scheme.



Marketing - "What ever place you're into"



Our marketing has become a more focused on broadcasting our message through digital platforms with our website being the centre of our marketing. This allows us to be up-to-date, flexible and reactive in the conversations with our customers.

There is a dedicated Marketing Manager along with the membership team and activity staff . They increase participation, carry out outreach in the community and keep the programme and activities up to date with the needs of our customers.



Facebook Reach

Farnborough Bowl - 31,406

Farnborough Leisure Centre - 394,013

Website Hits

Farnborough Bowl - 58,500

Farnborough Leisure Centre - 557,047



Aldershot Pool & Fitness Centre (Inc Lido) - 131,994

Aldershot Pool & Fitness Centre (Inc Lido) - 217,492

Total - 557,413

Total - 833,039



Aldershot Lido 2015 Season

Aldershot Lido had over 17,000 visits in 2015.

We introduced a number of new initiatives which included: 5 for 4 Prepaid tickets, Loyalty Cards, a 10% military discount, a variety of season tickets and the half price ticket entry brought forward from 4.00pm to 3.30pm.

Investment included painting and decorating of the changing rooms, new picnic tables for the catering outlet and free WIFI.

Our facebook page likes increased by 124% and website hits by 5.5% on last year.

Aldershot Lido 2016 Season

Over 45,000 visits: 153% increase on last year.

Website Hits increased from **123,560** (2015 Season) to **217,287** (2016 Season)
75.85% increase

Early Morning Lane Swimming introduced.

Half price ticket entry brought forward again this year to 3.00pm from 3.30pm

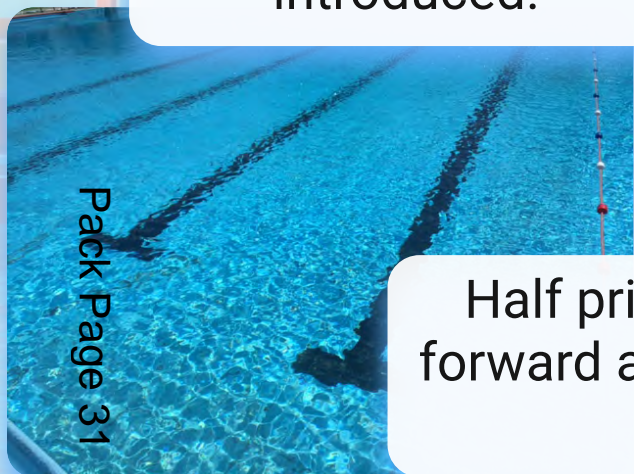
Fast Track queuing system introduced, reducing queuing times

Facebook likes have increased by 980% from 690 to 7,462





Increased discounted military ticket from 10% to 20%

29,146 Visits in August 2016 alone: this is 11,332 more than the whole of last season.







Our Facilities:

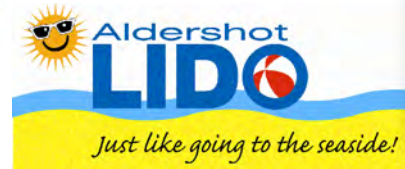
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Farnborough Leisure Centre
 01252 370411
www.farnboroughleisurecentre.co.uk
 @farnboroughlc 
 @farnboroughleisurecentre 



Farnborough Bowl
 01252 554046
www.farnboroughbowl.co.uk
 @farnboroughbowl 
 @farnboroughtenpinbowl 

Aldershot Pools & Fitness Centre
 01252 323482
www.aldershotpoolscomplex.co.uk
 @aldershotpools 
 @aldershotpoolsandlido 



Aldershot Lido
 01252 323482
www.aldershotpoolscomplex.co.uk
 @aldershotpools 
 @aldershotpoolsandlido 

Accolades and Partners:



working in partnership with



AGENDA ITEM NO. 2(2)

CABINET

HEAD OF COMMUNITY AND ENVIRONMENT

18 OCTOBER 2016

REPORT NO. COMM1621

KEY DECISION? NO

VEOLIA ANNUAL SERVICE DELIVERY PLAN 2016

SUMMARY AND RECOMMENDATIONS:

This attached report is the annual Service Delivery Plan from Team Rushmoor for 2016.

The Cabinet is recommended to note the Veolia annual Service Delivery Plan.

1. INTRODUCTION

- 1.1 Veolia, operating locally as Team Rushmoor have been providing waste collection, street cleansing, grounds maintenance and toilet cleaning services to the Council since 2002. The contract is now in the final year and is due to expire at the end of July 2017.
- 1.2 Each year, the local Veolia manager presents a progress report to the Cabinet that picks out some of the highlights of the previous year and plans for the year ahead.
- 1.3 Rob Noble, the local Veolia manager, will attend Cabinet to present the report and answer any questions.

2. HIGHLIGHTS OF THE LAST YEAR

- 2.1 The last year has seen good overall performance from Veolia:
 - Missed bin reports well within target levels (20-25 per 100,000 collections)
 - Litter collection very good (circa 97% pass rate)
 - Very high quality grounds maintenance service in particular with the annual bedding displays, which attract numerous compliments from the public every year

- 2.2 The most significant event for the local operation was the departure of the long-term Veolia manager John Stockings who retired in February this year after 14 years working in partnership with the Council.
- 2.3 Prior to John's retirement, Veolia recruited a new Environment Manager, Aaron Straker and a new Contracts Manager, Rob Noble. Since joining the Team Rushmoor, both Rob and Aaron have shown real commitment to improving the service and have already introduced some new ways of working that are starting to have an impact.

4. THE YEAR AHEAD

- 4.1 The upcoming year will be the last year of the current contract, however Veolia are still focussed on service improvement including:
- Developing a multi-skilled workforce and
 - Working with schools

5. RECOMMENDATION

- 5.1 The Cabinet is recommended to note the Veolia Annual Service Delivery Plan.

BACKGROUND DOCUMENTS:

Rushmoor Borough Council and Veolia – Working Together, Annual Progress Report 2016

CONTACT DETAILS:

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Rushmoor Borough Council and Veolia – Working together

Annual Progress report 2016



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Statement on behalf of Veolia

“The past 12 months have seen some major changes within the team at Veolia Rushmoor, mainly due to the retirement of John Stockings and Paul Cunnington in February 2016.

Their departures have presented Veolia with a unique opportunity to move the Rushmoor/Veolia partnership forward in a new, more energetic and initiative way.

From a personal point of view, I was delighted to be appointed to the Contract Managers role in January 2016 and would like to thank Rushmoor Borough Council (RBC), James Duggin, his team and all the support services at RBC for helping to make the new teams transition period a smooth one.

Going forward, I believe that our teams strong work ethic, enthusiasm and willingness to listen and learn can only serve to deliver the best possible service to RBC and the residents of Rushmoor in the future and we look forward to being part of your team in the coming months.”

Robert Noble – Veolia Rushmoor Contract Manager

Statement on behalf of Rushmoor Borough Council

“The last year has seen major change for the Council's contract with Veolia with the planned retirement of the local manager, John Stockings, who had worked with Rushmoor since the contract started in 2002. Under John's stewardship, the contract has performed well and our residents have experienced a stable and reliable service.

Prior to John's departure, Veolia recruited Rob Noble and Aaron Straker, both of whom have brought extensive experience from running services for large London Authorities.

I have been very pleased with the improvements that have been made over the last several months, with increased self-monitoring to maintain standards and subtle changes to working practices such as a greater focus on capturing street litter for recycling and I feel confident that service standards will continue to be high through to the end of the contract in July 2017.”

Martin Tennant - Portfolio Holder for Environment and Service Delivery

Service background in numbers

Waste

- The Veolia Rushmoor Waste collection service collects and disposes of approx. 30,000 tonnes of rubbish and recycling during it's 3 million waste and recycling collections per year.

The Garden Waste collection service also has over 7,500 customers in total.

Streets

- The Veolia Rushmoor Street Cleansing service covers around 320Km of highway and collects around 2,000 tonnes of litter & detritus. It also has 27 Parks and 41 Play areas to look after.

Grounds Maintenance

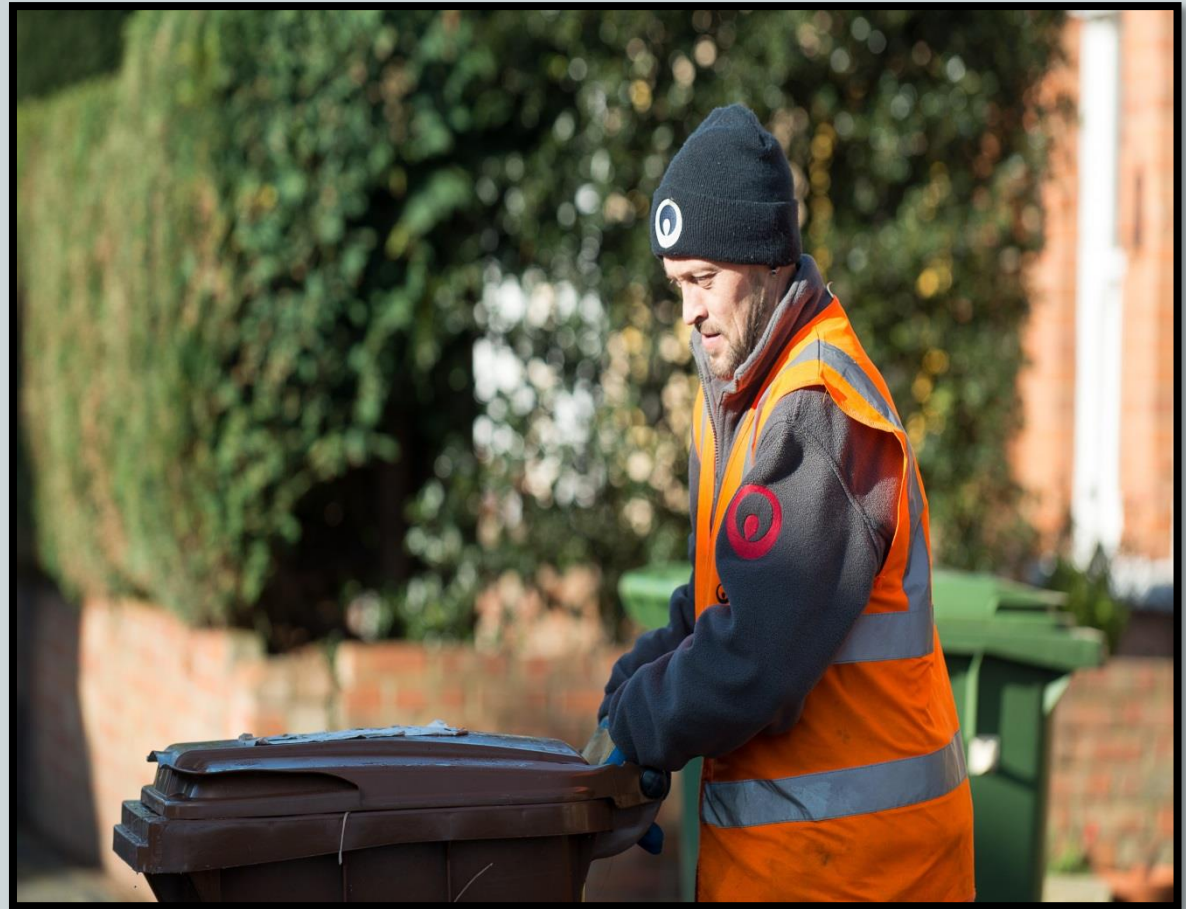
- The Veolia Rushmoor Grounds maintenance service covers over 150Ha of parks and open spaces and is responsible for 1800sqm of annual bedding displays, as well as numerous planting tubs and hanging baskets too.

Contract performance (Jan 2016 – present)

Missed bin rate (Jan – Sept)

The Missed bin rate for the Veolia Rushmoor Collection service currently stands at 20 missed bins per 100,000.

This means that 2016 is on course to show a decrease of approx. 7% on 2015.



Contract performance (Jan 2016 – present)

Recycling rate (Jan – Sept)

The Recycling rate for the Veolia Rushmoor Collection service currently stands at approx. 26%

This has remained at roughly the same level as 2015 but we hope that this will increase with the introduction of more Recycling on the Street Cleansing side of the contract, particularly in the Aldershot and Farnborough town centres.



Contract performance (Jan 2016 – present)

Health and Safety in the workplace – Accidents at work/Lost Time Injuries (LTI)

So far, in 2016, we have recorded a total of 8 x accidents at work, which is a decrease on the 12 x accidents at work compared to this time last year.

(None of the accidents in 2016 have lead to a Lost Time Incident (LTI), compared to the 2 x LTI's in 2015)



Contract performance (Jan 2016 – present)

Health and Safety in the workplace - Safe and unsafe acts

So far, in 2016, we have recorded a total of 412 Worksafe Observation monitoring sheets, which is an increase of 9% compared to this time last year.

The amount of unsafe acts noted during the Worksafe Observation (18) are down by over 45% on this time last year.

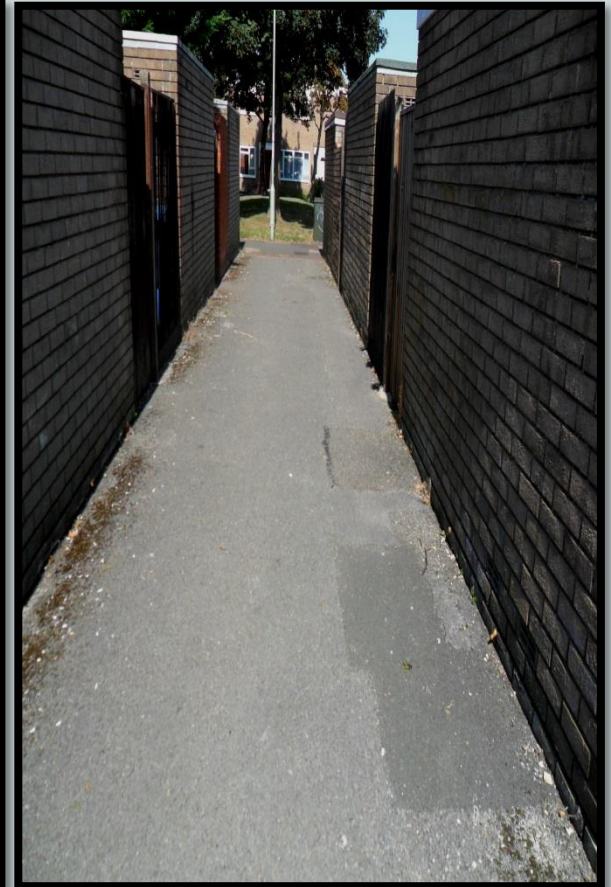


Contract performance (Jan 2016 – present)

Improved levels of staff performance in 2016

A more pro-active, hands-on approach to how we complete our daily work has seen an improved on-street performance across the contract.

Extra staffing (at no extra cost to RBC) has helped to tackle Weeds and improve standards, particularly on the Cleansing side of the contract.



Contract performance (Jan 2016 – present)

Added value across the contract in 2016

Investment in staff training has helped us to up-skill our staff to work across all aspects of the contract, which in turn has helped give the staff a platform to progress with the company.

Investment in newer vehicles has also helped us to deliver a more reliable service.



Contract performance (Jan 2016 – present)

Social achievements in 2016

Team Veolia Rushmoor took part in the Annual Victoria Day Parade in Aldershot, as well as joining forces with Talavera School to plant Summer Bedding as part of a Key stage 1 + 2 based national curriculum lesson.

Other notable events this year include the Donkey Derby, sponsorship of the annual Rushmoor in Bloom competition and various Spring Clean events throughout Rushmoor.



Your Veolia team

Aaron Straker

Aaron worked for both Veolia Westminster and Camden for 6 years before taking the Environmental manager role with Rushmoor.

Previous roles include working as an Business Analysis at Westminster (working with ECHO and integration systems) and a Collections Manager for Camden.

Aaron is from Aldershot and lives locally.

Andrew Bloomfield

Andrew has been a Manager on the Grounds Maintenance side of the Rushmoor contract for 14 years and is well known in the industry as having a vast knowledge of his profession and the Rushmoor contract as a whole.

Previous roles include working as a Contract Manager at Stroud, East Sussex, Havant and Lewes.

Andrew has also worked for Portsmouth City Council.

Robert Noble

Robert worked for Veolia Westminster for 13 years before taking the Rushmoor Contract Managers role.

Previous roles include Collections and Streets Manager within London's Soho and the West End.

Robert also held the post of Special Events Manager for Westminster council for 7 years, which meant planning, implementing and managing London's biggest events, such as the London Olympics and Royal events.

Investing in our staff

Staff initiatives

In June 2016, Team Veolia Rushmoor introduced an Employee of the Quarter and Team of the Quarter initiative to encourage staff to go the extra mile in terms of service towards the contract as a whole.

Staff Forums

In the past few months, Team Veolia Rushmoor have formed a number of Staff Forum groups so the staff can have more of a say in how we as a group work. The groups include a Health and Safety and a working practise group.



Investing in our staff

Cross contract training

Since the start of February 2016, Team Veolia Rushmoor have worked toward cross training staff on all aspects of the contract.

To date, we have 3 x members of staff that are able to move across the Grounds, Collections and Street Cleansing to a very high standard and are fully trained in the use in a wide variety of skills.



Forging links and forming bonds

Skilled-Up

Since February 2016, Team Veolia Rushmoor have joined forces with the RBC Skilled-up team on a variety of projects and have attended a number of Skilled-up sessions as guest speakers.

Veolia's attendance has allowed members of the Skill-up group to gain access to the jobs available within the Waste industry.



Forging links and forming bonds

Customer Service Unit

Over the past 4 months, members of the Team Veolia Rushmoor staff have been spending time working alongside members of the Rushmoor CSU and vice versa.

This has helped both groups get a better understanding of what each team does and has helped to solve long-standing problems through better communication.



Forging links and forming bonds

Community Patrol Officers

Team Veolia Rushmoor have been working alongside the local Rushmoor CPO's to find better ways of reporting Fly-tips and certain aspects of anti-social behaviour.

The CPO's have also joined Team Veolia Rushmoor staff in some Traffic Management training and represented RBC in a Team Veolia Management meeting.



Recent testimonies

"Just a quick note to thank the street sweeper/cleaner driver who came out to Croft Road this morning. He arrived very promptly and worked patiently, needing to make a dozen passes up and down the road to clear an Oil spill. Great service - thank you!" – 5th September 2016

"Please convey our appreciation to the HGV road sweeper (and the rest of the team) who carried out their excellent work in keeping our streets clean" – 2nd September 2016

"Just wanted to say how brilliant the boys are who empty my Green, Blue and Brown bins. Please pass this on to the guys as they do a wonderful job" – 5th August

"Have been admiring the large planters filled with summer bedding plants particularly around the area of Princes Hall and on Windsor Way. They really are fabulous. Beds in Manor Park are also very attractive. Please pass on my thanks to the parks dept." – 14th July 2016

"I just wanted to say how good the garden waste crew are and what a nice bunch of lads they are!" – 12th July 2016

"Rushmoor Council is blooming fabulous, roundabouts look epic" – 25th July 2016

"Please can I pass on my thanks to our refuse collectors - my little boy likes to wave and say hello every week and they never fail to acknowledge him and give him a friendly wave. Great job (we live on the shrubbery in Southwood)" – 2nd September 2016

Initiatives for 2016/2017

Team Veolia Rushmoor are looking for ways to take the current contract forward and are hoping to become a key part of Rushmoor Borough Councils future in a number of ways by adopting a more flexible approach to the way we work.

By focusing on up skilling our staff, we will be able to support Rushmoor Borough Council by backing up priority services such as Education and Environment.

One example of this is where Team Veolia Rushmoor currently offer all local Rushmoor Schools the chance to take part in some hands-on Nature and Recycling lessons. The lessons are covered under the National Curriculum and are aimed at Key stage 1 and 2 levels.

These lessons range from School visits and Summer Bedding planting to borough wide completions to find local Recycling Champions.

Training plans for 2016/2017

Our staff are our biggest asset and we are keen to listen to what training our staff want to help up-skill them to meet their future goals and that of RBC.

We also feel that a multi-skilled work force can offer a more rounded, professional service and see progression as a key to future contracts.

Examples of ongoing staff training since January 2016 include:

20 x 12D trained staff

This gives the staff the correct Health + Safety training needed to perform in a safe manner when working around major A roads. This training was also attended by members of the RBC Community Patrol Officers team.

3 x Cross-Contract trained staff

This offers flexibility across the contact and opens new career paths to staff.

It also help with integration across the services and fosters the feeling of team spirit within the group.

2 x LGV trained Driver

This will offer the staff nominated more work-based opportunities and a chance to increase there future earnings. An increase in pay will also help with staff retention in a very competitive market.

Training plans for 2016/2017 (Cont.)

3 x WAMITAB trained staff

This national qualification in Waste Management will give the nominated staff the skills to become future Supervisors and Managers within the Waste and Treatment industry.

2 x LANTRA trained staff

This national qualification in Land-based and Environmental training will give the nominated staff the skills to become “Train the Trainer” Teachers in a multitude of Ground Maintenance skills, which will mean that they in turn can train other staff.

This will result in the core staff having a boarder skill set, which will mean a more flexible pool of staff.

1 x Management Trainee

This training offers 1 x member of the Team Veolia Rushmoor staff, a former apprentice on the contract, the opportunity to take on projects such as event planning and the Leafing programme.

After that, more class room based training, such as the Veolia FastTrack programme is organised to help supply the tools needed to move into a Management role.

Where we see ourselves going forward

Veolia has enjoyed a good, solid relationship with RBC in the past and the new Management team aim to build on the that fine work by focusing on our future goals and bringing an air of enthusiasm and energy to the contract going forward.

Our goals will only be achieved by listening to what our client wants and by adapting to change as needed.

We also feel that developing a strong working relationship on both a local and personal level will help us to fulfil our aim of becoming a bigger part of Team Rushmoor in the future and we hope to be able to offer a wider range of services and support to RBC over the coming months and years.

We see our people as our biggest asset and we hope that by investing in them, we will be able to show that whilst we are a big company, we have retained the feel of a local service.

CABINET
18th October 2016

HEAD OF FINANCIAL SERVICES
Report No. FIN1621

Council Tax Support Scheme Consultation Arrangements

1 Introduction

- 1.1 The purpose of this report is to seek Cabinet approval to undertake a public consultation in respect of the Council's Council Tax Support Scheme (CTSS), in order to inform any decision to review or amend the Scheme for the 2017/18 financial year.

2 Background

- 2.1 From 1st April 2013, local authorities have been developing their own CTSS to replace the previous national Council Tax Benefit Regulations, which had supported those in need to meet their Council Tax costs.
- 2.2 Whilst local authorities have the freedom to set their own local schemes, based on local circumstances and needs, local authorities are required to provide pensioners with the same level of support received under the previous national Council Tax Benefit arrangements.
- 2.3 Accordingly, most local authorities devised hybrid schemes, whereby those of pensionable age receive up to 100% of their Council Tax bill in support, whilst the maximum level of support for working age customers is typically lower and a range of other local adjustments have been made.
- 2.4 In Rushmoor, we are in our fourth year of operating our local scheme, which has been overseen by the cross-party Member Welfare Reform Task and Finish Group. Following a consultation exercise in November 2015, the changes below were introduced to the scheme with effect from 1st April 2016.
- An increase of minimum contribution from 8% to 10%
 - Removal of the Family Premium for all new claims, in line with other benefits
 - Reduction in the savings threshold from £16k to £6k
 - Maximum support restricted to Band D level for Bands E to H
 - Reduction in backdating periods from 13 weeks, to a maximum of 4 weeks
- 2.5 This local scheme has proved effective and the Council Tax collection rates remain high although those rates have reduced by 0.4% over the past two years. Those in receipt of Council Tax Support (CTS) are generally meeting their Council Tax liabilities; however, the collection rate within the CTS group is lower than across the whole of the Borough. Current year payment rates for those of working age in receipt of CTS are running at around 81%, which compares favourably with a DCLG study, which shows rates on average of between 65 – 75% across the board nationally for this group of people.

3 Options for change

- 3.1 The Group considered the impact of wider Welfare Reform issues, such as changes to the Benefit Cap and the continuing roll out of Universal Credit. It was also noted that the government had recently announced that no further new welfare reforms were planned during the current Parliament. Welfare reforms already announced would continue to be implemented throughout the Parliament.
- 3.2 The Council's position in relation to other local authorities in terms of collection rates and minimum contributions were noted, as well as the increasing overall receipts for Council Tax over the period 2013 – 2016, which significantly outweighs the smaller increase in arrears for non-payment. The total amount of CTS being awarded has declined from around £5.2m at the point of the old scheme being phased out to around £4.1m at the end of August 2016.
- 3.3 Given the short space of time since the previous changes to the CTSS were introduced, the Group felt that it was too soon to draw conclusions about the effectiveness of those changes and agreed to continue to monitor the effect on those in receipt of support in order to build up an evidential base for any future suggested scheme changes.
- 3.4 The Group also considered whether to harmonise the CTSS with some new changes being proposed in the broader welfare system, either to Universal Credit or Housing Benefit legislation as has been the practice since the establishment of Rushmoor's own scheme.
- 3.5 These are predominantly technical changes which will affect relatively small numbers within the scheme; however, in order to effect these changes, a consultation exercise will be required.
- 3.6 The Group unanimously agreed the following alignments:
- a) Change to the temporary absence period for which CTS will be paid
 - b) A change to arrangements for those receiving the work related activity group component within their Employment Support Allowance (ESA) or Housing Benefit (HB)
 - c) A change to align the CTSS with Housing Benefit and Universal Credit in the way that those who receive carers allowances are treated
- 3.7 The Group also considered a proposal in respect of the introduction of a two dependent children rule, which is intended to be introduced by the Government from April 2017. However, as no detail or legislation has at present been laid to support this change, the Group felt that inadequate information presently existed to inform a credible consultation on this change at this time. If information from the Government was received prior to a consultation starting, the Group felt it appropriate to include. However, unless this is the case, the Group recommends to Cabinet that this change is not

considered until a later time when the Government's treatment of this matter in other welfare systems is clearer.

4 Timescale

- 4.1 Before applying the technical changes proposed to bring our scheme in line with other welfare benefits, it is necessary to undertake a consultation exercise. The results of the consultation will be analysed and considered by the Group for final recommendations to be made to Cabinet prior to full Council consideration by the statutory deadline of 31st January 2017.

5. Recommendations

- 5.1 The Cabinet are requested to:

- a) Agree that a public consultation be undertaken on options around the Council's Council Tax Support Scheme as set out in 3.6 above
- b) Agree to include proposals on aligning with the two dependent children rule, as set out in 3.7, if sufficient information on the government's plans to introduce this to other benefits is available by the commencement of the consultation exercise.
- c) Endorse that the detail of the consultation paper be agreed by the Head of Financial Services in consultation with the Portfolio Holder for Concessions and Community Support and following discussion with the Welfare Reform Task and Finish Group.
- d) Note that a report on the outcome of the consultation and any subsequent proposals will be presented to Cabinet during January 2017.

Amanda Fahey
Head of Financial Services

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AGENDA ITEM No. 4

CABINET
18th OCTOBER 2016

CORPORATE DIRECTOR
REPORT NO. CD1605

KEY DECISION: NO

PARKING STRATEGY MEMBER WORKING GROUP

SUMMARY AND RECOMMENDATIONS:

Establish a Member Working Group to support the delivery of the Council's new Parking Strategy.

Approve the attached terms of reference for the Member Working Group and invite nominations in accordance with political representation.

1. INTRODUCTION

- 1.1 The purpose of this report is to establish a Member Working Group, appointed by Cabinet, to support the delivery of the Council's new Parking Strategy.

2. BACKGROUND

- 2.1 Between 2012 and 2014, a systems thinking review was carried out in the Parking service, which examined the design and management of the work in order to improve the experience for customers. Many improvements were agreed and implemented, including:
- a) Improved access for blue badge customers
 - b) Implementation of a new IT system with 24/7 access for customers
 - c) Better enforcement via re-designed CEO patrols, rotas, radios, IT and ways of working
 - d) Ongoing cost savings of £50k per annum (from review of roles and structure and deletion of overtime).
- 2.2 Further recommendations suggested that a new parking strategy was required to ensure:

- a) We continue to improve the experience for our customers
- b) We have a clear route-map to achieve this
- c) We address a range of parking issues in the borough
- d) We better understand and consolidate the links between parking, town centre economy and regeneration strategies.

2.3 Since the review, the Council's Cabinet have agreed that delivery of a new parking strategy is a priority and will be included in the Council's new plan.

2.4 Cabinet have identified a range of parking issues to be addressed as a priority, including residents' parking, school safety, improved car parks, easy to use payment methods and clear tariffs.

2.5 These will be taken forward as part of the work on the parking strategy.

2.6 It is important that members are engaged in this work and Cabinet wished that a cross-party Member Working Group be established.

2.7 A draft terms of reference for this Member Working Group is attached.

3. RECOMMENDATION:

3.1 Cabinet are recommended to approve the attached terms of reference for the Parking Strategy Member Working Group and invite nominations in accordance with political representation.

Karen Edwards
Corporate Director

CONTACT DETAILS:

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Parking Strategy

MEMBER WORKING GROUP - TERMS OF REFERENCE

1. PURPOSE OF MEMBER WORKING GROUP:

- 1.1 The purpose of this group is to enable member engagement and support with the development of the Council's parking strategy for the borough.
- 1.2 This group will develop and make recommendations to the Cabinet on specific proposals and objectives to achieve the delivery of the strategy.
- 1.3 A new strategy is required in order to:
 - a) Address a range of parking issues in the borough including residents' parking, school safety, improved car parks, easy to use payment methods and clear tariffs.
 - b) Help maximise income from parking assets, balanced against the need to support economic growth and town centre regeneration.
 - c) Acknowledge and address the change in customers' expectations.
 - d) Optimise the use of new technology
 - e) Enable a better and more sustainable service.

2. WORK OF THE GROUP:

- 2.1 The group will oversee work in a number of areas including:
 - a) Recommending approaches to improve residents' parking in areas where there are particular difficulties and there are ways to achieve improvement
 - b) Considering ways of improving customers' parking experience by making information clearer, car parks easier to use and signs and lines clear and easy to understand
 - c) Option to increase safety around schools, particularly drop-off points
 - d) Ways to enable better utilisation of council car parks
 - e) Understand the links between parking, town centre economy and regeneration strategies.

3. REPORTING:

- 3.1 The Member Working Group will report and make recommendations to the Cabinet on the outcomes of its work.

4. MEMBERSHIP:

- 4.1 Membership will be a cross-party group appointed by the Cabinet, comprising six members, in accordance with political representation.
- 4.2 The group will be chaired by the Cabinet Member for Environment & Service Delivery, currently Cllr. Martin Tennant and will include the Chair of the Aldershot Regeneration Group, currently Cllr. Maurice Sheehan.

5. WAYS OF WORKING:

- 5.1 It is proposed to meet once a month initially and that frequency be reviewed when the group is established.