

ENVIRONMENT POLICY AND REVIEW PANEL

Meeting held on Tuesday, 23rd January, 2018 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

Cllr D.S. Gladstone (Chairman)

Cllr Mrs. D.B. Bedford

Cllr J.B. Canty

Cllr K. Dibble

Cllr C.P. Grattan

Cllr A. Jackman

Cllr Marina Munro

Cllr J.J. Preece

Apologies for absence were submitted on behalf of Cllr Sophia Choudhary.

12. MINUTES

The Minutes of the Meeting held on 5th September and the Joint Meeting with the Leisure and Youth Panel held on 7th November were approved and signed by the Chairman.

13. SERCO - CONTRACT DELIVERY PERFORMANCE

Robert Noble and Jason Kinsella from Serco attended the meeting and advised the Panel on the Serco performance during the first six months of the contract delivery. The contract commenced on 31st July, 2017 and all 82 members of staff from the previous contractor had been TUPE'd over to Serco. The transition had been made easier due to the partnership working between Serco and the Council.

There had been no major changes to the grounds service due to the excellent standards that were already being achieved. The service had been supplemented with an edging programme. The edging programme would be a continual rolling programme carried out across the Borough. Environmental improvements had been introduced to the provision of toilets in the Borough and Serco promoted the most eco-friendly cleaning chemicals available on the market. The driving from site to site was now completed in a state-of-the-art fully electric van. The Whitespace hand-held devices also cut down travelling time by sending new jobs directly to the crew.

The Serco street cleansing strategy committed to provide residents with a simple, efficient and visible streets service throughout the Borough based on a two phased approach of manual sweeping/litter clearance operation and mechanical cleansing. Serco had taken a more neighbourhood area approach which included a barrow sweeping beat in Aldershot, Farnborough and North Camp Town Centres and ten

further barrow sweeping beats across the rest of the Borough operating on a 20-day cleansing cycle. There was also a large mechanical broom and two smaller mechanical brooms to support the barrow sweeping. Feedback received on street cleansing had been positive with compliments on the standard of detritus removed and visibility of staff. The litter picking, sweeping and weed removal had been time consuming and intensive. The team had identified that litter had built up due to the time spent in detail cleansing. As a result the cleansing schedules had been revised to enable the ten barrow beats to spend two-days per week litter picking. There were also plans to integrate some of the litter picking with the hedge trimming and edging work.

The team had increased staffing levels in certain areas to help get the levels of detritus down to meet the contract specification. The Whitespace handhelds would help highlight the trends and patterns in cleansing complaints and staffing levels/times would be adjusted to suit the needs of the contract. An Integration Supervisor had also been introduced to act as a link between the streets, collections and grounds services.

The Panel was then advised that Hampshire County Council had reduced the number of weed sprays in the Borough from two per year to one from 2017/18. To maintain the service, Serco had added weed control to the contract and committed to carrying out a further spray across the Borough with two sprays in some areas. A number of Serco staff had been trained to a national qualification standard in chemical weed spraying to enable the team to complete spraying during the Spring, depending on the weather, and maintain the standard during the Summer months.

Serco had committed to providing marketing investment to raise recycling awareness and participation levels. Serco would carry out glass recycling campaigns through communication activity and the delivery of additional recycling boxes. The team was also keen to improve the garden waste subscription within Rushmoor. Serco was committed to increasing the bulky waste reuse while reducing landfill. Site visits to local charities had taken place to discuss potential projects around the amount of bulky items collected and making residents aware of what could be reused would feature in the reuse strategy. The recycling of Waste Electrical and Electronic Equipment (WEEE) was underway and showed excellent signs of sustainability with almost three tons of WEEE items already collected. Work was also being carried out with the Contracts Team to identify a solution to begin textile recycling.

Serco aimed to use the partnership contract as a vehicle to grow and develop both commercial and commercial waste recycling services. The team planned to maximise the scale and penetration as quickly as possible.

It was explained that there were a number of added value projects and incentives introduced as part of the new contract that it was felt would benefit the local community. The Community Champions programme would seek individuals to assist in improving their environment for the benefit of the community. Champions would be supplied with smart phone technology to report incidents and attach photographs of places where there were social issues. Other areas of added value included visits to parks from the Fido machine to highlight dog-fouling issues, link to local charities, share information and knowledge with local groups and associations

and visit schools to educate children about recycling and set up planting activities in local parks. Serco was due to move its base of operations from Camberley to Lysons Avenue, Ash Vale in July 2018. The site was purpose built and would be a flagship site for Serco in the South East.

The Panel noted the presentation and raised a number of questions. Cllr Keith Dibble had carried out a local residents survey regarding the service and had received a number of comments on sweeping, street cleansing, weed removal and grass cutting. The responses would be passed to Serco. Serco was happy to receive any feedback from residents as it was constantly aiming to improve services. A customer tracker survey had recently been carried out with 250 random selected residents from across the Borough, the initial results would set a benchmark for future surveys.

The Panel suggested educational trips to the depot would be beneficial. Serco advised that some visits were planned but there had not been a great take up so further work was being carried out to get schools engaged. It was proposed that Serco liaised with local ward councillors to identify suitable residents to approach to become Community Champions. It was requested that a member of the Panel attended the Serco quarterly meetings as an observer and proposed Cllr Marina Munro. The suggestion would be put to the Portfolio Holder for agreement.

Action to be taken	By whom	When
Cllr Keith Dibble to share results from local residents survey with Serco	Cllr Keith Dibble	January 2018
Serco to liaise with Ward Councillors to select residents to approach to become Community Champions	Rob Noble/ Jason Kinsella	February 2018
The appointment of Cllr Marina Munro as an observer at the Serco quarterly meetings be put to the Environment and Service Delivery Portfolio Holder	Panel Chairman	February 2018
A six monthly performance delivery update from Serco be added to the work programme	Panel Administrator	January 2018

14. **FARNBOROUGH CIVIC QUARTER - MASTERPLAN**

The Panel received a presentation from Nick Irvine, Principal Planning Officer, on the development of the Masterplan for the Farnborough Civic Quarter area. The Farnborough Town Centre Supplementary Planning Document (SPD) adopted in 2007 identified a vision and set of objectives for the town over a 10-15 year timeframe. The SPD focussed on the need to unify and strengthen the Civic Quarter and its functions and provide new public space. The Farnborough Civic Quarter SPD set out a vision, design and delivery principles and an example scheme layout to guide future development.

AECOM had been appointed as the consultant to lead on the development of the Masterplan and to take forward an outline planning application for the former police station site as a first phase of development on behalf of Homes England (formerly the Homes and Communities Agency). The landowners had entered into a memorandum of understanding in March 2017 to jointly masterplan the Civic Quarter, enable regeneration to come forward on a phased basis and work collaboratively throughout the design and delivery phase.

There were six plots within the development parcel which included the Iceland store, Library, former Police Station, Community Centre, Leisure Centre and Westmead House/Sulzers Roundabout. The Iceland store was in a strategic position that was integral to achieving improved connectivity. Discussions would be held with tenants to understand their position and future plans. Hampshire County Council was not in a position financially to relocate the Library at the current time, although it was keen to support the delivery of the wider masterplan. Demolition of the former Police Station had been completed in March 2017 and Homes England would be looking for expressions of interest in January 2018 with a full invitation to tender expected in March 2018. The Community Centre was owned by the Council and existing users would be relocated prior to redevelopment. Discussions would be held with the users to agree the way forward. Options for the redevelopment of the Leisure Centre were being considered, it was likely to be developed in parcels to enable a continuity of use of some of the facilities. Westmead House and Sulzers Roundabout was owned by the Wilky Group and there was currently well established office use with good occupancy levels. Options for the site were being explored and discussions would be held on whether the site should be retained or reprovided.

There would be public engagement activity carried out to inform the final masterplan to balance community use, public open space and leisure. The Panel felt it was important to maximise the channels of engagement to give all residents the opportunity to comment and feel that their view had been heard. The public engagement activity would run in late Spring/early Summer.

The Panel expressed concern regarding how the infrastructure would cope with additional housing in the town centre. The Panel was advised that Hampshire County Council was currently working on a Farnborough Growth Package to address the increase in traffic. Developers would also need to make a contribution to improve the infrastructure. A question was also raised regarding the provision of the skate park. The Panel was advised that an alternative location had been identified for a skate park and young people would be engaged to find out what they would like included in the new provision.

The Panel **NOTED** the update and proposed next steps.

15. **WORK PROGRAMME**

The Panel discussed the current work programme and it was requested that issues on noise pollution relating to fireworks, co-ordination of temporary lights/road works and the Farnborough Growth Package be added to the work programme as items for a future meeting. The work programme would be discussed at the mid-cycle

meeting where it would also be confirmed whether a Panel meeting was required in both February and March.

The meeting closed at 9.10 pm.

CLLR D.S. GLADSTONE (CHAIRMAN)
