

## NOTICE OF MEETING

**Meeting:** ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

**Date and Time:** THURSDAY, 9 JANUARY 2020, AT 2.00 PM\*

**Place:** BRADBURY ROOM - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA

**Telephone enquiries to:** Lyndhurst (023) 8028 5000  
023 8028 5588 - ask for Karen Wardle  
E-mail: karen.wardle@nfdc.gov.uk

### **PUBLIC PARTICIPATION:**

\*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
  - (b) on individual items on the public agenda, when the Chairman calls that item.
- Speeches may not exceed three minutes. Anyone wishing to speak should contact the name and number shown above.

**Bob Jackson**  
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA  
[www.newforest.gov.uk](http://www.newforest.gov.uk)

**This Agenda is also available on audio tape, in Braille, large print and digital format**

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## AGENDA

### **Apologies**

#### **1. MINUTES**

To confirm the minutes of the meeting held on 19 September 2019 as a correct record.

#### **2. DECLARATIONS OF INTEREST**

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

**3. PUBLIC PARTICIPATION**

To note any issues raised during the public participation period.

**4. PORTFOLIO HOLDERS' UPDATES**

To receive an oral update from the Portfolio Holders for Environment and Regulatory Services and for Planning and Infrastructure.

**5. THE CORPORATE PLAN 2020-2024 - 'COMMUNITY MATTERS' (Pages 5 - 30)**

To consider the draft Corporate Plan 2020-2024 'Community Matters'.

**6. MOTION FROM COUNCIL**

To consider the following motion from Cllr Alison Hoare:

We live in a unique part of the world and as such we have unique problems and challenges when trying to protect not just our wildlife and pets, but the ponies, cattle and pigs who freely roam the forest. These are an integral part of our history and culture, the animals are people's stock and livelihood. Fireworks can cause many problems for animals, not just from the noise, but from the debris of spent rockets which land within the forest, countryside and gardens which can cause severe distress or even death, if eaten.

Within the NFDC area there are also many people for whom fireworks are a source of distress, for example, the elderly, ex-service men and women and those who are vulnerable due to mental or physical challenges.

To this end the Council resolves to:

- (a) Engage with Government and local Members of Parliament to seek greater national regulation with regard to private and organised firework displays.
- (b) Actively promote a public awareness campaign within the District about the impact of fireworks on animal welfare and vulnerable people, including precautions that can be taken to mitigate this.
- (c) To require all public firework displays within (and encourage those just outside) the District to be advertised in advance of the event, allowing residents to take precautions for their animals and vulnerable people.
- (d) To work with the NFNPA, Forestry England and Hampshire County Council for a joint and integrated approach.

**7. WASTE STRATEGY UPDATE**

To receive an oral update on the progress of the Waste Strategy Working Group.

**8. REVIEW OF THE NEW ARRANGEMENTS FOR TEXTILE RECYCLING**

(Pages 31 - 34)

To receive a review of the operation of the contract hosted by Fareham Borough Council for the collection of textiles for recycling using bins in Council owned car parks.

**9. LOCAL PLAN UPDATE**

To receive an update on the progress of the Local Plan.

**10. WORK PROGRAMME (Pages 35 - 36)**

To agree the work programme to guide the Panel's activities over the coming months.

**11. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT**

To:

**Councillors:**

**Councillors:**

Steve Rippon-Swaine  
(Chairman)  
Sue Bennison (Vice-  
Chairman)  
Ann Bellows  
Geoffrey Blunden  
Allan Glass

Andrew Gossage  
Stephanie Osborne  
Tony Ring  
Derek Tipp  
Malcolm Wade

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## ENVIRONMENT OVERVIEW AND SCRUTINY PANEL – 9 JANUARY 2020

### THE CORPORATE PLAN 2020-2024 – ‘COMMUNITY MATTERS’

#### 1. RECOMMENDATIONS

- 1.1 That the Panel considers the draft corporate plan 2020-2024, ‘Community Matters’ and notes the consultation feedback.

#### 2. INTRODUCTION & PURPOSE

- 2.1 Following the May 2019 elections, the Cabinet considered its strategic plan for the period of the administration, resulting in the production of a draft Corporate Plan for 2020 to 2024 entitled ‘Community Matters’ ([Appendix 1](#)).
- 2.2 The Corporate Plan is the single most important strategy that shapes the way the Council works and defines its ambitions. In doing so it brings together strategic and service objectives, helping the organisation to work towards the same vision, values and priorities.
- 2.3 It will be underpinned by a suitable and proportionate performance management framework that will detail the plans priorities and monitor its delivery.
- 2.4 This report seeks comments from the Panel before final approval of the plan by Cabinet.

#### 3. COMMUNITY MATTERS

- 3.1 ‘Community Matters’ focuses on the challenges faced and it is these that have shaped the commitments and priorities within the plan. The plan is committed to tackling the accelerating impact of Climate Change, new approaches to providing more homes for local people, maintaining the unique and special qualities of the environment, improving health and wellbeing, and economic prosperity.
- 3.2 The vision of the plan is to secure a vibrant and prosperous New Forest, guided by the people we serve and working in partnership with others to enhance the quality of lives for all by:
  - Understanding local needs and creating a balanced, healthy community who feel safe, supported and have access to services;
  - Protecting the special character of the New Forest and responding proactively to environmental challenges; and
  - Working with others to maintain a vibrant local economy that brings opportunities to the area.

3.3 The plan contains a clear statement of intent highlighting the underlying values of community, teamwork, integrity, services and ambition. These principles will be instilled within the organisation to support the plans objectives.

3.4 Alongside the commitments each Portfolio Holder has set out their priorities for the next four years underpinned by an action plan and achievement measures that will be monitored and refreshed annually to ensure delivery of the plan.

#### **4. CONSULTATION**

4.1 Feedback on the plan has been invited through the council's website to help determine which of the commitments are most important to our residents, along with any other comments they wish to make. Consultation has also been undertaken with Town & Parish Council's, through the Information Bulletin, Employees and Elected Members, alongside this consideration by the Overview and Scrutiny panels.

4.2 Any consultation feedback will be provided at the meeting, however it should be noted that the consultation period does not close until 31 January 2020.

#### **5. DELIVERING THE PLAN**

5.1 The corporate plan sits alongside the council's financial plans to ensure the resources are available and appropriately directed to deliver the plan. Its delivery will be supported by a proportionate performance management framework that will ensure priorities and necessary actions filter through to portfolio resource planning and service plans.

5.2 Primarily the plan will be communicated and reported upon electronically. This will help keep cost to a minimum as well as making the plan and its delivery more accessible to those interested in specific priorities and activities. Dedicated webpages will be developed to support this.

#### **6. FINANCIAL IMPLICATIONS**

6.1 A clear focus of the plan is continued financial responsibility. Direct costs arising from the production and publicity of the plan will be kept to a minimum.

#### **For Further Information Please Contact: Background Papers**

Rebecca Drummond  
Service Manager – Elections & Business  
Improvement  
Tel: 023 8028 5588  
E Mail: [rebecca.drummond@nfdc.gov.uk](mailto:rebecca.drummond@nfdc.gov.uk)

[The Corporate Plan 2020-2024 'Community Matters' – Cabinet 6 Nov 2019](#)



# Community Matters

## Corporate Plan

### 2020-2024

Delivering a prosperous  
New Forest and putting  
the community first







## Introduction

**Our corporate plan plays an important role in making sure the Council's objectives are met for the people and communities in the New Forest district area. It sets out the overarching commitments and vision for the Council over the next four years, the priorities of each Portfolio, and the values that underpin the delivery of the plan.**

The plan focuses on the challenges we face, and all that we can do as an organisation to address them. It recognises the financial constraints in which we operate, builds on the strong financial position we have created and the services our community wants. We remain ambitious in setting priorities that matter to the people of the New Forest and we put our community first.

Our commitments include tackling the accelerating impact of climate change, new approaches to providing more homes for local people, responding to the specific needs of our communities, maintaining the unique and special qualities of the environment, improving health and wellbeing and economic prosperity for the area both now and for the future.

The plan builds on the foundations already laid out, maintaining our commitment to excellence in service delivery.

### Vision

To secure a vibrant and prosperous New Forest, guided by the people we serve and working in partnership with others to enhance the quality of lives for all by:

- Understanding local needs and creating a balanced, healthy community who feel safe, supported and have access to services;
- Protecting the special character of the New Forest and responding pro-actively to environmental challenges; and
- Working with others to maintain a vibrant local economy that brings opportunities to the area.

### Values

**Our values underpin the council's vision and priorities by shaping the way we work.**

#### Community

- We understand that our residents and customers are at the centre of what we do.

#### Teamwork

- We respect the contribution of others, and value those who work for the benefit of our community.

#### Integrity

- We act fairly, openly and with financial responsibility in all that we do.

#### Services

- We use our energy, skills, curiosity and resources to deliver the best sustainable outcomes.

#### Ambition

- We are passionate about leaving things better than we found them

# Leader and Corporate Affairs

PORTFOLIO

*'Delivering a  
prosperous New  
Forest and putting our  
community first'*





## Portfolio holder introduction

**There is continued commitment to delivering modernised and innovative services, putting our community first. This will be done alongside an electoral review to ensure effective democratic representation for all our residents.**



Partnership working remains a key priority to achieve more together. This includes working with the Local Enterprise Partnerships to co-ordinate and actively encourage businesses and appropriate infrastructure connectivity opportunities; delivering a prosperous New Forest.

Recognising the importance of our people in delivering high quality services we will strive to be an employer of choice, providing flexible and modern workspaces and technology through the smarter working initiative.

### **Clr Barry Rickman**

Leader and Corporate Affairs

## Priorities

- Excellence in services to our residents and continuing to maintain front line services.
- Being an employer of choice.
- Working with regional partners to ensure the prosperity of the New Forest area.
- Ensuring effective democratic engagement and representation.

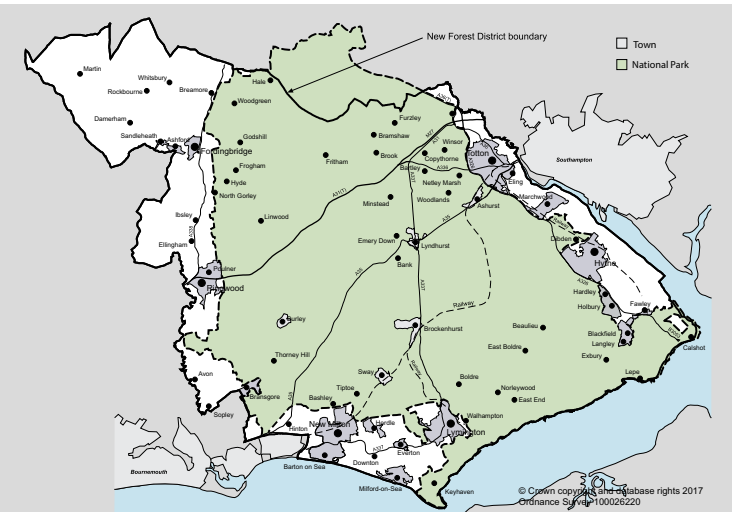
## Key activities

- Deliver the Organisational Strategy and continued roll out of the smarter working initiative.
- Respond to the outcomes of the staff survey and deliver the HR Strategy to support recruitment and retention.
- Annual review of the economic investment in the New Forest.
- Work with the Local Government Boundary Commission to deliver the Electoral Review in support of electoral equality and effective local government for the New Forest area.

# Planning and Infrastructure PORTFOLIO

*‘Encouraging  
development that  
meets local needs  
and enhances the  
special qualities of the  
environment’*





## Portfolio holder introduction

**Delivering the vision of the local plan and ensuring a mix of homes to meet the needs of residents is core to this portfolio. The approach to development must be proactive and enabling, encouraging development that meets local needs whilst delivering positive economic, social and environmental outcomes for the district.**



Aligned to this is the delivery of a range of green infrastructure projects, funded through developer contributions that enhance the special qualities of the environment. We will also work with partners across south Hampshire to develop a joint spacial strategy which will provide part of the robust evidence base for the next local plan. Greater emphasis will be placed on the early engagement with building control to add value to development proposals and ensure that buildings are safe. Modernisation of car parking will ensure up to date facilities and contribute towards air quality and support the local economy.

**Cllr Edward Heron**  
Planning and Infrastructure

## Priorities

- Delivering the vision of the local plan and encouraging development that meets local needs and delivers positive, economic, social and environmental outcomes.
- Working with partners, applicants and developers to ensure a positive, timely and enabling attitude to development.
- Using contributions to deliver projects that mitigate the impact of development on the natural environment.
- Ensuring building control are engaged at the earliest stage to make future in development projects safe.

## Key activities

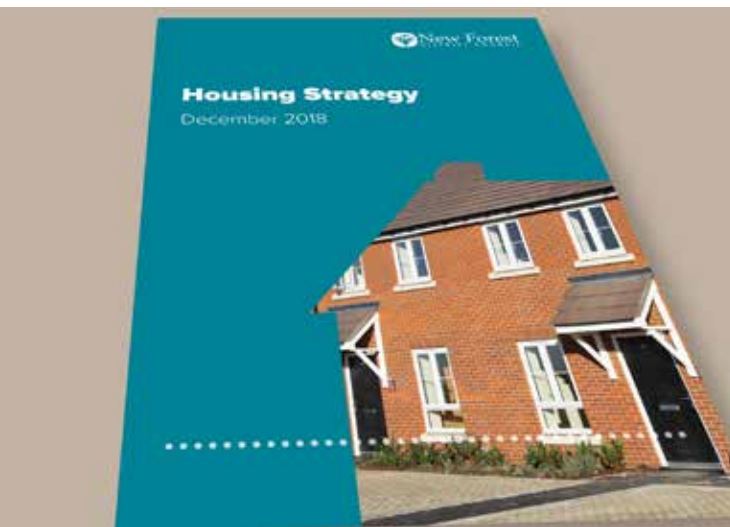
- Enable the delivery of development set out in the Local Plan supported by appropriate infrastructure.
- Ensure that all development within the district is resilient to climate change and creates healthy environments for our residents to live in.
- Deliver additional open space, play equipment, sports provision, cycling and walking opportunities and habitat creation areas.
- Increase the number of developments that use NFDC Building Control Service.
- Progress work on the Joint Strategy for South Hampshire.
- Review car parking infrastructure and technology.

# Housing Services PORTFOLIO

*'Creating balanced  
communities and  
housing options that  
are affordable and  
sustainable'*

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## Portfolio holder introduction

**Providing more homes for local people continues to be a key issue and much of the focus is on delivering the Housing Strategy to ensure we meet the wider housing needs of the district; creating balanced communities and housing options that are affordable and sustainable.**



The Council is committed to providing more council houses, eradicating the use of Bed & Breakfast accommodation and reducing homelessness. Building effective relationships with private rented sector landlords and agents through a Landlord's forum will help improve standards, maintain confidence in the sector and improve access to our clients. This position is reflected in the priorities.

**Cllr Jill Cleary**  
Housing Services

## Priorities

- Meeting local housing needs and promoting sustainable growth.
- Increasing the supply of high quality affordable homes.
- Improving the housing circumstances of those most in need.
- Enabling the best use of housing to meet the needs of local people, including support for a strong high quality private rented sector.

## Key activities

- Deliver the key priorities identified within the Housing Strategy 2018.
- Provide 600 new council homes by 2026 across social rent, affordable rent and shared ownership tenures.
- Reduce homelessness through the provision of multi-agency support to sustain homes and tenancies and through the increase in access to private sector rented homes.
- Protect the health and safety of tenants in private rented properties.
- Minimise the use of emergency Bed & Breakfast accommodation for homeless households.
- Design, deliver and enhance a multi-agency approach and housing pathway to achieve long term accommodation solutions to end rough sleeping in the district.
- Implement a new strategy to tackle empty properties and bring them back in to use.

# Community Affairs PORTFOLIO

*'Keeping our  
communities safe and  
listening to their needs'*







## Portfolio holder introduction

**The work to modernise service delivery in response to our customers changing needs and digital demands remains a key focus. The move towards 24 hour access to Council services, using technology to enhance our service delivery will be an important element of this.**



It is recognised that the fear of crime is an important issue and we will engage with the community to manage this fear, whilst keeping our communities safe through the delivery of the Safer New Forest priorities.

We are committed to meaningful engagement with town and parish councils to ensure we are listening to the needs of our local communities.

### **Cllr Diane Andrews**

Community Affairs

## Priorities

- Putting customers at the centre of what we do and how we do it.
- Modernising customer services and responding to changing needs.
- Engaging with partners and the community to inform and contribute towards wider service outcomes.
- Ensuring the New Forest remains a safe place to live, work and visit.

## Key activities

- Implement the new NFDC digital platform and corporate website with enhanced functionality designed around the customer.
- Understand and respond to residents expectations in the delivery of customer services.
- Provide grant funding to community groups and charitable organisations who help deliver the council's objectives in the community.
- Engagement with town and parish councils through the information bulletin and a review of our Statement of Partnership.
- Deliver the Safer New Forest Partnership Plan.

# Finance, Investment and Corporate Services PORTFOLIO

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*'Enabling service  
provision and ensuring  
value for money for the  
council tax payer'*





## Portfolio holder introduction

**Financial constraints and the funding for local authorities will remain a challenge and there is an ongoing need to respond to this to ensure the continued provision of frontline services which are underpinned by efficient and effective support services. Investment in ICT will be instrumental in delivering flexibility and efficiencies.**



The acquisition and managing of quality assets to ensure new income generations, and a return on investment, will help support the council's financial resilience and ensure value for money for the council tax payer.

We will continue to invest in our assets to ensure fit for purpose facilities and those in our community impacted by welfare reform will be supported with the migration to universal credit.

### **Cllr Jeremy Heron**

Finance, Investment and Corporate Services

## Priorities

- Protecting front line services through sound financial planning, including the collection of taxation with appropriate support for individuals and businesses.
- Modernisation and innovative use of ICT to enhance operational efficiencies across all services.
- Using investments to support financial resilience and the local economy.
- Supporting the migration to universal credit.

## Key activities

- Deliver the Council's Medium Term Financial Plan.
- Modernise our corporate and line of business ICT applications.
- Identify sites and opportunities in line with the Commercial Property Investment Strategy.
- Commence trading and acquire properties through the Council's Residential Property Company.
- Deliver improved infrastructure to support operational services.
- Continue to manage the impact of Universal Credit and related welfare reforms and the migration from Housing Benefit.



# HR HUB

# Leisure and Wellbeing

## PORTFOLIO

*'Improving the health and wellbeing of our community'*





## Portfolio holder introduction

**Improving the health and wellbeing of our community and sustaining a healthy lifestyle legacy for future generations is the key focus of the Portfolio; collaborating with partner agencies through the Health and Wellbeing Boards to ensure that wider health outcomes are achieved.**



We will work to join up activity to enable these outcomes and embed key health prevention principles in our core services to support both physical and mental health.

The continued provision of affordable and accessible leisure facilities is an important aspect of creating and sustaining active communities to prevent ill health and improve opportunities.

### **Cllr Mark Steele**

Leisure and Wellbeing

## Priorities

- Working with partners to improve the health and wellbeing of our residents.
- Ensuring that public health prevention principles are embedded within core services of the council.
- Increase the levels of physical activity within the district.
- Providing affordable and accessible leisure facilities.

## Key activities

- Provide strategic leadership across the district through the New Forest Health and Wellbeing Board to improve the lives of local residents.
- Develop and deliver a Health and Wellbeing Strategy focusing on:
  - Physical Health
  - Mental Health
  - Tackling Health Inequalities
  - Creating Healthier Communities
- Create a Leisure Facilities Strategy to ensure the infrastructure exists to enable increased levels of physical activity.
- Deliver the strategic objectives set out in the review of NFDC leisure centres.

# Environment and Regulatory Services PORTFOLIO

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*'Working to tackle  
climate change and  
enhancing our special  
environment'*





## Portfolio holder introduction

**We recognise public concern over the accelerating impact of Climate Change, the damage to nature with habitat erosion and the disappearance of cherished wildlife. We share this challenge and we will work with others to take actions to protect and improve our environment which will be at the heart of all our decisions.**



Environmental risks to health will also be prioritised to reduce carbon emissions and improve air quality. Managing our coastline remains a priority to protect communities from the impacts of erosion with partnership working being instrumental to this.

Our regulatory services will also continue to help protect our residents from risks to health by working with businesses and improving the knowledge and choice for local residents and visitors by publishing inspection ratings.

### **Cllr Alison Hoare**

Environment and Regulatory Services

## Priorities

- Taking actions that address the impact of climate change locally.
- Working with others to protect and enhance our natural environment.
- Reducing waste and increasing recycling.
- Ensuring regulatory services are delivered for the benefit of our residents, businesses and visitors.

## Key activities

- Develop and deliver an overarching Environment Strategy which will set out our actions to protect the local environment and reduce our impact on climate change.
- Develop a new Waste Strategy for the Council.
- Develop investment plans to enable identification of partnership funding options and delivery of flood & coastal erosion projects.
- Respond to future challenges through the development of a new Tree Strategy.
- Work with partners on initiatives to reduce the levels of littering and fly tipping.
- Improve the air quality of the area.
- Maintain a safe environment for our residents and local businesses, by carrying out statutory inspections and following up on complaints.
- Deliver the licensing policy responding to legislation and addressing the challenges faced.
- Continue to provide more land to meet the demand for burial space.

# Economic Development PORTFOLIO

*'Helping local  
businesses to grow and  
prosper'*







# 25 New Forest Brilliance in Business

Awards



## Portfolio holder introduction

**Economic wellbeing is central to a thriving community and within this portfolio there is a continued focus on helping local businesses to grow and prosper. Increased broadband and mobile connectivity remains a key objective to achieving this. We will engage with the wider business community and promote skills development through the increased take up of apprenticeships and upskilling of the economically active population of the New Forest.**



There is an increasing need to respond to the social, environmental and technological challenges to businesses through supporting our high streets to thrive and diversify, and by providing support for specific industries including forestry and agriculture.

Building on the success of Film New Forest in supporting the local economy, there is an opportunity to extend the promotion of the New Forest as a destination for the wider digital creative industries.

**Cllr Michael Harris**  
Economic Development

## Priorities

- Continuing to work with partners and businesses to grow the New Forest economy.
- Supporting improvements in broadband and mobile connectivity.
- Helping businesses, industries and High Streets respond to social, environmental and technological changes and innovation.
- Continuing to promote the New Forest as a filming destination.

## Key activities

- Identify all businesses within the district and target engagement.
- Work with partners and other council services to improve broadband and mobile connectivity.
- Work in partnership to increase the uptake of apprenticeships and upskilling opportunities.
- Encourage inward investment for the New Forest.
- Establish one online point of entry to the council for businesses.



# Action plan and achievement measures

The following pages contain the plan of specific actions that will directly contribute towards the delivery of the priorities within each portfolio. These actions will be refreshed annually to keep them up to date.

Achievement indicators for each portfolio have been identified to help monitor progress against the delivery of the priorities and provide tangible measures of success.



Leader's and Corporate Affairs	Planning and Infrastructure	Housing	Community Affairs
<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Annual review of the economic investment in the New Forest</li> <li>In partnership with the LEP support funding bids to government to enable improvements in infrastructure</li> <li>Council submission to the Boundary Commission on ward boundary proposals to support electoral equality by February 2020 and implement ward boundary changes for 2023 quadrennial District elections</li> <li>Implement actions to make the council an employer of choice</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Deliver actions in Housing Delivery Action Plan and monitor through an annual report to Cabinet</li> <li>Introduce a new pre-application advice service for 2020 to provide support for applicants</li> <li>Develop and deliver an annual programme of recreational mitigation projects</li> <li>Review all Supplementary Planning Documents and the Community Infrastructure Levy Process</li> <li>Design and deliver new ICT system to modernise delivery of the service by 2021</li> <li>Increase the market share for Building Control to ensure the safety of development</li> <li>Actions and recommendations from car parking review to be reported Environment Overview &amp; Scrutiny Panel by March 2021</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Provide 600 new council homes by 2026</li> <li>Prevent the homelessness of at least 60% of clients deemed to be threatened with homelessness</li> <li>Monitor and review the delivery of the Allocation Policy 2019 for annual consideration by the Housing Overview &amp; Scrutiny Panel</li> <li>Work with the Task &amp; Finish Group to develop and deliver the new Private Sector Housing Strategy by 2020/21</li> <li>Deliver at least 40 units of council owned emergency accommodation</li> <li>Design, deliver and enhance a multi-agency approach and Housing pathway through twice yearly multi-agency forums and meetings with operational partners.</li> <li>Improve standards by setting up a Landlord's forum to meet six monthly by 2020</li> <li>Implement a new strategy to tackle empty properties by the end of 2020</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Implement a modern customer led Website during 2020/21 in response to changing customer's needs, working with Customer Task &amp; Finish Group and monitored by the Community Overview and Scrutiny Panel</li> <li>Greater engagement with Town &amp; Parish Councils following the Task &amp; Finish Group review of the Statement of Partnership</li> <li>Undertake community safety engagement workshops and deliver the Community Safety conference bi-annually</li> <li>Report on the delivery of Safer New Forest Partnership Plan to the Community Overview &amp; Scrutiny Panel</li> </ul>
<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Proportion of service performance indicators above or on target (%)</li> <li>Increase in vacancies filled first time (%)</li> <li>Increase in infrastructure investment in the New Forest</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Increase in the number of houses completed each year (As set out in the Annual Authority Monitoring Report) (Number)</li> <li>Increase in the number of mitigation projects delivered each year (Number)</li> <li>Total amount of Community Infrastructure Levy (CIL) spent (£)</li> <li>Increase in the total amount of open space play and sports provision and cycling and walking infrastructure delivered each year (hectares)</li> <li>Increase in NFDC Building Control Market Share (%)</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Number of additional council homes delivered (Number)</li> <li>Increase in prevention Duty cases successfully prevented (%)</li> <li>Net increase in the number of private sector lease properties (%)</li> <li>Reduction in private sector property inspections resulting in Category 1 hazards (%)</li> <li>Increase in rough sleepers entering accommodation pathway (%)</li> <li>Reduction in the number of Households in external emergency B&amp;B accommodation at year end (Number)</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Increase in services available online (Number)</li> <li>Increase in unique user visits to the website (Number)</li> <li>Increase in customer ease of use score (%)</li> <li>Increase in number of engagement activities (Number)</li> <li>Increase in the number of people who feel safe from the fear of crime (%)</li> </ul>

Finance, Investment and Corporate	Health and Wellbeing	Environment and Regulatory	Economic Development
<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Balanced budget agreed annually in February</li> <li>Deliver the ICT strategy to modernise applications and infrastructure with an annual update to Corporate Overview and Scrutiny Panel</li> <li>Identify opportunities and progress the Commercial Property Investment and the Residential Property Investment Strategies for monitoring by Corporate Overview and Scrutiny Panel</li> <li>Continue to work closely with the Department for Work and Pensions, New Forest Citizens Advice and stakeholders on supporting residents through the migration to Universal Credit reporting to Corporate Overview and Scrutiny Panel</li> <li>Deliver new depot facilities to support operational services during 2021</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Development and delivery of the New Forest Health &amp; Wellbeing strategy during 2020/21 for consideration by Community Overview and Scrutiny panel</li> <li>Quarterly meetings of the New Forest Health &amp; Wellbeing Board</li> <li>Development of Health &amp; Wellbeing Board strategic priorities</li> <li>Facilities Strategy adopted as part of the Local Plan</li> <li>Deliver the outcomes from the Health &amp; Leisure Review and monitor the achievement of the wider objectives through the Community Overview &amp; Scrutiny Panel</li> <li>Monitor delivery of Mytime Active contract for Dibden Golf Centre to improve participation in golf and associated activities reporting to Community Overview and Scrutiny Panel</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Develop an Environmental Strategy which will identify local actions to address the impact of climate change</li> <li>Cabinet approval of Waste Strategy by December 2021</li> <li>Delivery of Tree Strategy, in response to future challenges, reporting to Environment Overview and Scrutiny Panel</li> <li>Develop of business case for future flood and erosion risk management projects at Barton-on-Sea and Milford-on-Sea</li> <li>Work with the Environment Agency to develop the business case for the Hurst Spit to Lymington Flood &amp; Coastal Erosion Project</li> <li>Development of a Clean Air Strategy to identify actions which will improve air quality across the district</li> <li>Work with partners on initiatives such as 'Operation Wolf' as part of fly tipping enforcement and continue to promote behavioural change on littering reporting back to Environment Overview and Scrutiny Panel</li> </ul>	<p><b>Specific actions</b></p> <ul style="list-style-type: none"> <li>Using County Intelligence Unit identify all businesses within the District and prioritise engagement activity</li> <li>Create an 'Invest in the New Forest' Website during 2020/21 to support inward investment to the area</li> <li>Establish an online single point of entry to the council for businesses by 2020</li> <li>Identify options for improved connectivity in the District and develop an Action Plan</li> <li>Work in partnership to increase the uptake of apprenticeships and upskilling opportunities, including Solent Apprenticeship Hub and New Forest Training Academy</li> <li>Continue to actively promote the New Forest as a filming destination for the wider creative digital industries</li> <li>Work with Development Management to roll out Employment and Skills Plans on all major development</li> </ul>
<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Maintain high level of Council Tax collected (%)</li> <li>NNDR collected (%)</li> <li>Achieve a balanced budget with reasonable Council Tax increases (%)</li> <li>Increase the value of commercial investment (%)</li> <li>Increase the value residential investment (%)</li> <li>Reduction in ICT downtime as a result of the ICT Strategy (Number)</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Increase in physical activity in adults (%)</li> <li>Increase in physical activity in children (%)</li> <li>Reduction in inactivity levels (%)</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Reduced carbon footprint for the New Forest area and District Council</li> <li>Increase in Household waste sent for reuse, recycling and composting (%)</li> <li>Reduction in the number of flytipping incidents (Number)</li> <li>Increase in food establishments which have a satisfactory or good food hygiene rating (%)</li> <li>Increase in coastal funding to achieve the specific actions (%)</li> </ul>	<p><b>Achievement indicators</b></p> <ul style="list-style-type: none"> <li>Increase in S106 agreements containing employment and skills plan (Number)</li> <li>Increase in apprenticeships within the District (Number)</li> <li>Increase in Businesses engaged in economic development programme (Number)</li> <li>Increased uptake in investment platform (%)</li> <li>Increase in broadband connectivity (%)</li> <li>Increase in subscribers to 'Helping local businesses grow' e-news (Number)</li> </ul>



## ENVIRONMENT OVERVIEW AND SCRUTINY PANEL – 9 JANUARY 2020

### REVIEW OF THE NEW ARRANGEMENTS FOR TEXTILE RECYCLING

#### 1. INTRODUCTION

- 1.1 In August 2019, NFDC entered into an agreement with The Salvation Army Trading Company (SATCOL) to supply and service all the of the textile banks on council-owned land. This agreement is part of the Fareham Borough Council (FBC) framework contract for textile and clothing recycling banks. This report will review progress on the recommendations agreed in March 2019.

#### 2. BACKGROUND

- 2.1 In March 2019 the Environment Overview and Scrutiny Panel agreed recommendations to enter into the FBC framework contract for textile and clothing recycling banks. The decision was made to increase transparency in the process for dealing with the collection of textiles and the income received from those collections. Moving from dealing with multiple organisations to a single contractor has increased control of the council-owned sites in both an operational and financial sense.

- 2.2 The report submitted in March 2019 suggested potential income increases for NFDC from the sale of textile material under the framework contract, compared with the previous arrangements. In entering the framework NFDC has control over the allocation of this income. The following income apportionment was agreed:

- 20% - Allocated to additional recycling initiatives and communications via the Councils waste and recycling team.
- 20% - Allocated to the NFDC Community grants fund, to benefit smaller local organisations.
- 60% - Awarded to and split equally between a minimum of 2 'local' charities. These charities will be selected annually and will not be the same in consecutive years. They must also directly serve or benefit the district. They cannot also be the same charity as the Chairman's charity.

#### 3. CURRENT IMPLEMENTATION PROGRESS

- 3.1 NFDC notified FBC of their intention to join the Framework Contract in March 2019. There were delays in finalising the tender agreement between FBC and SATCOL, which in turn led to a delay in NFDC joining the Framework. The contract and the subsequent income from the sale of material started in August 2019.
- 3.2 There were 3 other organisations with textile banks on NFDC-owned land. As part of the agreement these needed to be removed. NFDC wrote to these organisations, informing them of the change. The process of following up the removal of these banks was passed over to SATCOL to ensure that there was smooth transition and sites were not left without provision. This process has taken place gradually since August 2019, and now there are just a small handful of sites that still have banks that are yet to be removed. The NFDC sites and number of SATCOL banks can be seen in the table below.

SITE	AREA	SATCOL BANKS
Ashurst Car Park	Ashurst	1
Applemore Leisure	Dibden	1
Bransgore Car Park	Bransgore	2
Oak Road Car Park	Dibden	2
New Road Car Park	Hythe	2
Jones Lane Car Park	Hythe	1
Barfields Car Park	Lymington	2
St Thomas Street Car Park	Lymington	1
Cannon Street Car Park	Lymington	1
Lyndhurst Car Park	Lyndhurst	2
Sea Road Car Park	Milford on Sea	2
Elm Avenue Car Park	New Milton	2
Spencer Road Car Park	New Milton	1
Osbourne Road Car Park	New Milton	1
Furlong Car Park	Ringwood	2
Civic Centre Car Park	Totton	2
Windsor Road Car Park	Totton	1
Rumbridge Street Car Park	Totton	1
Hounslow Avenue	Totton	1
Recreation Ground Car Park	Fordingbridge	2
<b>Total banks</b>		<b>30</b>

- 3.3 The total number banks on NFDC sites has decreased from 42 in March 2019 to 30 in January 2020. However, under the previous arrangement 11 of these banks were smaller shoe only banks provided by SOEX. SATCOL have also reported that they have increased the collection frequency on 7 of the sites and monitored tonnage and overspill reports to ensure that adequate facilities have been provided.
- 3.4 All SATCOL banks on NFDC land have been marked with the NFDC logo, indicating the link to NFDC and directing users to a web page for further explanation of the Framework, sites and allocation of income.
- 3.5 Annual tonnage comparison is not yet available. The quarter 3 tonnages for all textile bank in the District from October to December indicate that tonnages saw a slight increase compared to previous years.

#### 4. INCOME GENERATION AND APPORTIONMENT

- 4.1 As part of the framework contract a price per tonne is paid by SATCOL to all local authorities which are part of the framework.
- 4.2 Income for NFDC for 2019/2020 is estimated to be in region of £36,000.
- 4.3 The funds will be divided as per the agreed apportionment described in 2.2 of this report:
- The 20% allocated to additional waste and recycling communications will be used to fund a whole district leaflet drop to all households, providing information on Christmas collections and recycling.
  - The 20% allocated to community grants will be transferred to the budget for that scheme for 2020-21.



- Regarding the 60% allocated to local charities, it is proposed that because for 2019/20 the income is not a complete year, the income will be passed over to the current Chairman's charity. However, for subsequent years an application and selection process will be developed.

4.4 NFDC is also able to claim a "Recycling credit" from HCC, based on the tonnages recycled. In this financial year it will be in the region of £13,000.

## **5. CONCLUSIONS**

5.1 The agreement confirmation and bank implementation was delayed, the process of removing the old banks is now almost complete. . A clearer picture of how the changes have affected tonnages and income will be available in 2020.

5.2 NFDC Officers have a single point of contact for dealing with any textile bank related issues, this has increased operational control. Early figures show increased income generation, clarity has been provided through monthly remittance advice and the SATCOL online portal.

## **6. CRIME & DISORDER IMPLICATIONS**

6.1 There are none.

## **7. ENVIRONMENTAL IMPLICATIONS**

7.1 The reuse and recycling of textiles is an important part of the Council's strategy for managing waste and recycling.

## **8. EQUALITY & DIVERSITY IMPLICATION**

8.1 Local textile recycling banks assist local residents to recycle close to their own homes.

## **9. DATA PROTECTION IMPLICATIONS**

9.1 There are none.

## **10. RECOMMENDATIONS**

It is recommended that the Panel note the following:-

- that Officers will continue to monitor operations, material tonnages and income generation of the SATCOL banks; and
- That an application and assessment process be developed so local charities that directly serve the district can apply to be a beneficiary of the 60% apportionment.

### **For further information contact:**

Chris Noble  
Service Manager – Waste and Transport.  
023 8028 5588  
Chris.noble@nfdc.gov.uk

### **Background Papers:**

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## ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

### WORK PROGRAMME 2019/20

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
<b>20 MARCH 2020</b>			
Waste Strategy update	To receive an update on the work of the working group	Officer report or oral update	Chris Noble
Waterside Rail update - Motion from Council	To receive a report providing an update on the latest position on the transport and railway infrastructure along the Waterside	Officer report	Claire Upton-Brown
Draft Tree Strategy	To consider the draft Tree Strategy	Officer Report	Steve Jones
<b>For later consideration</b>			
Environmental Strategy	To consider the draft environmental strategy that will develop an overarching framework for the Council's environmental activities	Officer report	Colin Read
Fuel/Emission Efficient Vehicles	To be updated on the trial of small electric vans within the Council's fleet of vehicles	Officer Report	Colin Read, Chris Noble/ Rob Lane
Review of Street Cleansing Activities and Standards	To consider the review of street cleansing activities and standards.	Officer report	Rob Lane

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