

## Rushmoor Borough Council annual report 2021/22





















**People** - empowering and connecting communities and enabling people to live healthy and sustainable lives and fulfil their aspirations.


- In one of the biggest ever changes to our recycling service, we launched our new weekly food waste recycling service to homes in Aldershot and Farnborough, increasing our overall recycling rate, and also moved to fortnightly rubbish collections
- We set up a new community food store in Aldershot, run by a collective of people, organisations and businesses in and around Aldershot and Farnborough, who care about offering food support to those in need in a supportive way, whilst also reducing food waste
- During the pandemic and subsequent lock down we worked with others, including local doctors, health staff and Rushmoor Voluntary Services (RVS), to run vaccination clinics and testing sites. We continued working with Hampshire County Council and RVS to support those struggling, or being forced to self-isolate
- We once more successfully helped organise the Farnborough Winter Half Marathon, which was back to its traditional date in late January. More than 1,200 runners took part
- We launched six new heritage trails, giving residents and visitors to Aldershot the chance to find out all about the town's rich history through downloading a mobile app
- In partnership with Hart and Basingstoke and Deane councils, we successfully launched the North Hants Employment Skills Zone, a new employment support service targeting 18–24-year-olds. The service, consisting of drop in events and a website, aims to help young people disadvantaged by the impact of covid, find and maintain employment
- A sculpture celebrating the bravery of the first Gurkha VC recipient, First World War soldier, Kulbir Thapa, was unveiled in Princes Gardens, Aldershot
- We joined forces with five other local authorities to buy the much-loved Tice's Meadow nature reserve to protect it for future community use

## Place - ensuring that our towns are family friendly, safe, vibrant, and sustainable places now and in the future

- Following demolition and on-site clearance lasting several months, the council began construction work on the new £40 million Union Yard development in Aldershot town centre
- We began demolition work on Farnborough Leisure Centre shortly before Christmas, looking to complete by the end of the summer
- After consulting with local schools, groups and residents, we designed and built a new playground at Blunden Road in Farnborough
- Following a two-year absence because of the pandemic, we spent more than £100,000 on getting Aldershot Lido ready, including laying new Astro Turf around the poolside, installing a replacement water circulation pump and repairing the pool tank, in time for a summer opening
- We invited local people to give their views to help shape the future of Southwood Country Park in a public consultation on our plans, held over four weeks in October and November. We successfully obtained planning permission for a new visitor centre and café in December and began building work early in the new year
- Our Cabinet agreed to commission a feasibility study and business case for investment options to improve and modernise Aldershot Crematorium, including the option of a major refurbishment, or a new building
- The Princes Hall pantomime 'Dick Whittington' was met with excellent reviews from customers and critics alike with around 16,000 people attending over the three-week period
- Work began on the redevelopment of The Galleries, with the removal of the link bridge in Wellington Street and contractors also begun stripping out the interior of the former shopping centre.
- We awarded more than £9.3 million worth of rate relief to more than 600 businesses in Aldershot and Farnborough to help support them through the pandemic
- We held a public consultation on plans to introduce a new Public Space Protection Order (PSPO) in Aldershot town centre, which if approved, would give the council and the police a stronger hand in tackling antisocial behaviour.

Also in 2021/22 we...

 <p>Enable 23,206 people to vote in the elections on the 6<sup>th</sup> May 2021</p>	 <p>Received 985 homelessness enquires</p>	 <p>Housed 291 households through the Allocation Pool</p>	 <p>Customer services received 64,695 phone calls</p>
 <p>There were 838,635 visits to our website</p>	 <p>Received 588 Freedom of information requests</p>	 <p>12 members of staff completed the Councils Leadership Programme</p>	 <p>Customer services received 17,450 emails</p>
 <p>There were 3,035 social media posts/tweets/stories</p>	 <p>Supported over 6,000 households with the benefits we issue</p>	 <p>Received 1,071 planning applications</p>	 <p>Maintained 180 commercial and community properties</p>
 <p>Issued 12,135 Penalty Charge Notices</p>	 <p>174 affordable homes completed</p>	 <p>Collected 97.9% of Council Tax</p>	 <p>Collected 33,470 tonnes of waste (estimated)</p>
 <p>Issued 87 Fixed Penalty Notices for fly-tips and abandoned vehicles</p>	 <p>Issued 840 Fixed Penalty Notices for litter and dog fouling</p>	 <p>Collected 98.5% of Business Rates</p>	 <p>After the introduction of food waste collection, 42% of waste is now reused, recycled and composted</p>

 And supported 61 ducklings that hatched in the Council Offices court yards 