

Rushmoor Borough Council annual report 2022/23

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

Healthy and green lifestyles

- We completed the rollout of our weekly food waste recycling service, with the service expanded to homes with shared rubbish and recycling bins
- We completed the building of a new, sustainable, Southwood Country Park field centre and café and a new play area
- The Council adopted the Rushmoor Green Infrastructure Strategy to improve quality of the Borough's green infrastructure network

Strong communities proud of our area

- We launched two new heritage trails for Farnborough, giving residents and visitors the opportunity to find out all about the town's rich history through a mobile app. These go with the six we already have for Aldershot
- Along with communities across Aldershot and Farnborough, we celebrated The Queen's Platinum Jubilee with a number of events, including a beacon lighting, over the four-day bank holiday weekend in June.
- We joined the nation in mourning the passing of our long-serving monarch Queen Elizabeth II, by opening a Book of Remembrance for residents. The Mayor of Rushmoor, Councillor John Marsh, also sent a letter to the royal family expressing his deep sadness on behalf of the council and the people of Aldershot and Farnborough
- We distributed ward and community grants totalling £32,256 and £23,464 from the Farnborough Airport Community Environmental Fund, which is a levy collected on flights into and out of the airport, to community organisations.
- We celebrated five years of the Rushmoor Lottery Community. A total of £18, 179 has been distributed from the Rushmoor Lottery Community Fund, a fund collected from donations from every ticket sold.

- The Council adopted the Rushmoor Cultural Strategy which was developed to help to grow the cultural and arts sector in the Borough.

Opportunities for everyone – quality education and have a skilled workforce

- We refreshed our Supporting Communities Strategy and Action Plan to ensure we are focusing on what our residents need and assisted in the opening of a Repair café
- We have continued to facilitate engagement with employers and young people to raise aspirations and help young people into employment through training, upskilling and apprenticeships.
- With partners we held a job fair in Princes Mead and a disability works job fair at Princes Hall

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

Housing for every stage of life

- The civic quarter is key to regenerating, and providing a new heart to, Farnborough town centre. Working as part of the Rushmoor Development Partnership (RDP), we brought forward a masterplan for its redevelopment which was approved by the Development Management committee in February. This will form the basis for more detailed planning applications going forward.
- The redevelopment of Union Yard continued, with the concrete building frame now finished. When completed it will include flexible retail and commercial space as well as new town centre homes and accommodation for students.
- Rushmoor Homes Ltd progressed with planning applications for two sites being granted.

























Virbrant and distinctive town centres

- The Council adopted the Farnborough Town Centre Strategy which will help to facilitate the delivery of a coordinated regeneration project for the wider Farnborough town centre area.
- We successfully secured £20 million from the government's Levelling Up Fund towards a new leisure and cultural hub for Farnborough. The new hub will form an important part of our wider civic quarter regeneration scheme.

- As a major boost to our plans to regenerate and improve Farnborough town centre we also agreed to buy The Meads and Kingsmead shopping centre. This puts us in a stronger position to deliver a vision for the town centre as an attractive destination where residents and visitors choose to go.
- We worked with The Shaviram Group, the owners of The Galleries in Aldershot, to help progress its redevelopment with the removal of the link bridge in Wellington Street and the stripping out of the interior of the former shopping centre.
- We were successful in our bid to the government's Shared Prosperity Fund, which will see £1 million invested in our town centres over the next three years with a programme of arts, culture and heritage events aimed at maximising footfall to take advantage of our ambitious regeneration plans.
- We introduced the Public Spaces Protection Order (PSPO) for Aldershot town centre to assist in managing ongoing antisocial behaviour related to the consumption of alcohol in a public space and other associated behaviour.
- We carried out a Community Safety Survey residents survey to understand feelings of safety in the borough and identify any areas of concern.

A thriving local economy – kind to the environment

- We provided nearly £300,000 in rate and rent relief to nearly 100 local businesses to help them deal with rising costs and inflation
- The Cabinet approved the Strategic Economic Framework and Action Plan 2022 – 2025, purpose of the Framework was to help to grow the local economy and assist local businesses in recovering from the Coronavirus pandemic
- Approved the reviewed Taxi Licensing Policy a requirement on licensing authorities to review policies having regard to measures contained within guidance issued by the Department for Transport.

<p>Also, in 2022/23 we...</p>	 <p>Enabled 21,095 people to vote in the elections on the 5 May 2022</p>	 <p>Housed 155 households through the Allocation Pool</p>	 <p>Customer services received 72,284 phone calls</p>	 <p>Customer services received 22,082 emails</p>
 <p>There were 648,409 visits to our website</p>	 <p>There were 2,283 social media posts/tweets/stories</p>	 <p>Identified over £2.5 million pounds of possible savings</p>	 <p>Collected 97.7% of Council Tax</p>	 <p>Collected 98.5% of Business Rates</p>
 <p>Received 543 Freedom of information requests</p>	 <p>Supported 5,800 households with the benefits we issue</p>	 <p>Received 955 planning applications</p>	 <p>Maintained 179 commercial and community properties</p>	 <p>Received 1,315 homelessness enquires</p>
 <p>Issued 7,268 Penalty Charge Notices</p>	 <p>143 affordable homes were completed</p>	 <p>17 Service Managers completing the leadership development programme</p>	 <p>Collected 31,000 tonnes of waste (estimated)</p>	 <p>Around 43% waste was reused, recycled or composted</p>
 <p>Issued 44 Fixed Penalty Notices for fly-tips and abandoned vehicles</p>	 <p>Issued 868 Fixed Penalty Notices for litter and dog fouling</p>	 <p>There were 72,765 visitors to Aldershot Lido</p>	 <p>Around 19,500 customers attended the panto 'Cinderella' at Princes Hall</p>	 <p>...and supported 57 ducklings that hatched in the Council Offices court yards</p>