

AGENDA
STREETSCENE POLICY DEVELOPMENT AND
REVIEW PANEL

Date: Thursday, 26 January 2017

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor L Keeble (Chairman)

Councillor S D Martin (Vice-Chairman)

Councillors J E Butts

Mrs L E Clubley

J M Englefield

G Fazackarley

R H Price, JP

Deputies: K A Barton

Mrs M Brady



1. Apologies for Absence

2. Minutes (Pages 3 - 8)

To confirm as a correct record the minutes of the meeting of the Streetscene Policy Development and Review Panel meeting held on 20 October 2016.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

5. Deputations

To receive any deputations of which notice has been lodged.

6. Preliminary Review of Work Programme 2016/17 & Draft Work Programme 2017/18 (Pages 9 - 24)

To consider a report by the Director of Operations which reviews the Panel's Work Programme for 2016/17 and Draft Work Programme for 2017/18.

7. Report on Progress of New Corporate Cleaning Contract (Pages 25 - 32)

To consider a report by the Director of Operations which reviews the progress of the new Corporate Cleaning Contract.

8. Report on New Contract for Bus Shelter Maintenance and Cleaning (Pages 33 - 36)

To consider a report by the Director of Operations on the new contract for Bus Shelter Cleaning and Maintenance.

P GRIMWOOD
Chief Executive Officer
Civic Offices
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18 January 2017

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FAREHAM

BOROUGH COUNCIL

Minutes of the Streetscene Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 20 October 2016

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor L Keeble (Chairman)

(Vice-Chairman)

Councillors: J E Butts, Mrs L E Clubley, R H Price, JP and K A Barton
(deputising for G Fazackarley)

Also Present: Councillor's; Miss T G Harper, Executive Member for
Streetscene (item 8), S Cunningham (item 9), Mrs C Heneghan
(item 9) and M J Ford, JP (item 9)



1. APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor's; G Fazackarley, S D Martin and J M Englefield.

2. MINUTES

It was AGREED that the minutes of the Streetscene Policy Development and Review Panel held on 8 September 2016, be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman made the following announcement:

Hampshire Waste and Recycling Centres are currently unable to accept Fridges or Freezers. This has impacted Fareham Borough Council as these items were collected under the bulky waste collection service, which has now been suspended.

The Director of Operations informed the Panel that this problem is not related to the review that is currently being undertaken by Hampshire County Council in relation to the operation of the Household Waste Recycling Centres. He went on to explain that it is believed to be a temporary problem and that Hampshire County Council is working with the Environment Agency and DEFRA to try and resolve this issue.

Members will be updated further when more information is available.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. REVIEW OF WORK PROGRAMME 2016/17

The Panel considered a report by the Director of Operations which reviewed the Panel's work programme for 2016/17.

It was AGREED that the work programme for 2016/17, as set out in Appendix A to the report, be approved.

7. OUTCOME OF RECRUITMENT CAMPAIGN

The Panel received a verbal update by the Refuse, Recycling and Transport Manager on the outcome of the recent recruitment campaign for HGV drivers.

She informed the Panel that there were 4 vacancies, and due to the change in recruitment methods by expanding the advertisement remit which promoted a high level of applicants, they have successfully filled all 4 posts.

The Panel thanked the Refuse, Recycling and Transport Manager for her update.

8. ANNUAL REVIEW OF GROUNDS MAINTENANCE SERVICE

The Panel considered a report by the Director of Operations on an annual review of the Grounds Maintenance Service.

At the invitation of the Chairman Councillor Miss T Harper, Executive Member for Streetscene addressed the Panel on this item.

The Panel asked several questions regarding the frequency of grass cutting, if any money from developers is provided for grass cutting on new developments, the pressures on the service as new land is taken into the Council's control and the issues surrounding identifying who is the responsible authority for grass cutting on land.

The Panel were informed that the grass cutting is down approximately 14 times a year, with the maximum that can be achieved being 16, but the frequency will depend on weather conditions throughout the year. In relation to developer contributions, the Panel were informed that through the 106 agreements that developers are required to pay an element of that will be for grass cutting, and that these agreements are generally for 10 years. The Director of Operations informed the Panel that the status of the grass cutting service is regularly evaluated especially as new land is taken on to ensure that the service can be maintained and delivered within the confines of the current budget. Lastly the Panel were informed that Fareham Borough Council has been working closely with Hampshire County Council on a mapping exercise to identify land ownership. This will result in a comprehensive map being produced clearly showing the ownership of each plot of land, which will make future enquires much simpler to respond to.

It was AGREED that the content of the report be noted.

9. MEMBERS OPEN FORUM

The Chairman invited Councillor Ford to address the Panel as he had submitted a question.

His question was "Given that we have a commercial arm to our waste collection service in order to generate income, does the same apply to our grounds maintenance function? For example, would we 'sell' our grass cutting service to other (Public Service) organisations such as schools?"

The Chairman provided the following response "The issue of 'selling' the Council's services such as grass cutting and other grounds maintenance operations is a matter that Officers will be exploring in greater detail in the future. The Grounds team already provide a small amount of minor works for

local sports clubs such as pitch marking and grass cutting. This year it is estimated that the above work will provide an income of approximately £1,000. This is in addition to the Street Cleansing service that provides litter bin emptying and litter picking for Hampshire Countryside and a bin emptying service for the English Heritage Site at Titchfield Abbey. This provides an income of around £2,600 per annum for the Operations team.

Caution is needed when progressing this proposal, particularly with regard to the scale of the work as smaller contracts and parcels of work can place additional operational demands on the team without always providing enough income for any additional resources. The scenario can place an extra burden on the existing maintenance teams that in turn can have a detrimental effect on the standards of maintenance achieved with the current grounds operations undertaken in the Borough.

Larger value contracts may need significant up-front capital investment to provide the necessary vehicles and equipment to undertake the work and also carry a risk that, after the initial term, the contract will not be won at the next attempt thus resulting in the need to dispose of the acquired assets. This type of contract also requires a significant amount of Officer time to be spent on the tendering process to ensure the bid not only has a chance to succeed but is also sustainable and affordable for the Council. This can place a high demand on the existing management resource that could lead to issues with the day to day operation all without any security that a bid will be successful.

Recently, the Grounds team have taken over the grounds maintenance of Daedalus Airfield and this has provided a saving in maintenance costs for the airfield operator and therefore in turn, for the Council. The Grounds service is also expanding annually as new areas of land are adopted in the Borough each year, most recently, the large and on-going Coldeast development. Officers need to ensure the service is not overstretched and is best placed to undertake the maintenance of these additional parcels of land without compromising the existing standards achieved generally in the Borough so that any further expansion of the service by selling its operations to others is sustainable for the service.

It is understood that the Portchester Crematorium Grounds Maintenance contract will shortly come up for tender and Officers are already looking into this as a viable option to submit a tender for the Council's services, as the work is located within the Borough and would be complimentary to the teams portfolio of work.

Officers in Streetscene are currently busy working with Hampshire Highways to secure a new agency agreement for Highway grass, shrub and hedge maintenance. The existing agreement comes to an end in Spring 2017 and Officers are working to ensure that existing maintenance standards are not compromised for the residents of Fareham and that Fareham Borough Council continue to provide this service.

Another project that Officers are looking to explore over the coming year is the option of bringing grounds maintenance work that is currently outsourced to private contractors back as an in house service. Officers will be evaluating if

work such as the Hedge and Sports Maintenance contract and a number of other smaller parcels of work could be brought back in house cost effectively. There would be a need for some capital investment in vehicles and plant to realise this proposal but there are a number of advantages that this option could provide:

- A more flexible management of the hedge and sport tasks by having direct control of the operational staff.
- Increased range of equipment available to the team and therefore, the opportunity to provide an income from selling the specialist operations to others.
- Ability to absorb small amounts of additional work without any extra cost compared to the current contractual arrangements requiring any extra work to be funded by an agreed scheduled rate.
- Greater team resilience and flexibility through more staff resource and equipment.

In summary, the priority for the team is to first secure a new Highway Maintenance Agency Agreement, then fully evaluate the potential to bring existing outsourced contract work back in house. Following this to ensure that the Grounds Maintenance team are in a strong and stable position before exploring further the expansion of our services to outside bodies. In the meantime, this would not preclude consideration being given for small items of work to be 'sold' if this can be achieved without compromising the existing service provision."

At the Invitation of the Chairman Councillor's Cunningham and Mrs Heneghan addressed the Panel on this item.

The Chairman thanked Officers and Members for their participation in the Members Open Forum.

(The meeting started at 6.00 pm
and ended at 7.08 pm).

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 26 January 2017

Report of: Director of Operations

Subject: PRELIMINARY REVIEW OF WORK PROGRAMME 2016/17 AND
DRAFT WORK PROGRAMME 2017/18

SUMMARY

At the meeting of the Panel on 2 March 2017, members will be asked to review the outcome of the work programme for the current year, 2016/17. Also at that meeting, the Panel will need to finalise the draft work programme for next year, 2017/18.

The report contains details of the Panel's existing work programme for the current year, in order to allow an early assessment of progress. It also gives some background information to assist members in drawing up the work programme for next year.

RECOMMENDATION

The Panel is invited to give initial consideration to:-

(a) give preliminary consideration to the outcome of the Panel's work programme for the current year; and

(b) start drawing up an outline draft work programme for the next year, which further consideration can be given to those matters at the meeting on 2 March 2017.

INTRODUCTION

1. The outcomes for the work programme for the current year (2016/17) will be reviewed at the Panel's meeting on 2 March 2017. At the same time, it will be necessary for the Panel to finalise its work programme for the next year (2017/18).
2. In order to assist the process, members are invited to consider both issues at this meeting.

REVISIONS TO THE WORK PROGRAMME

3. Members are asked to note the following revisions to the Work Programme:

WORK PROGRAMME 2016/17

4. A copy of the current work programme is attached at Appendix A. It is suggested that the current work programme for 2016/17 is completed.

WORK PROGRAMME – NEXT YEAR 2017/18

Scrutiny Board Responsibilities

5. Members are reminded that the Scrutiny Board is generally responsible for:-
 - maintaining an overview of the discharge of the Council's Executive functions.
 - exercising the right to call-in, for reconsideration, any decisions made but not yet implemented by the Executive (and individual Executive Members) or key decisions made by officers in exercise of their delegated powers.
 - reviewing and/or scrutinising any decisions made or actions taken in connection with the performance of any of the Council's functions.
 - reviewing and/or scrutinising any matters affecting the strategic plans and financial affairs of the Council.
 - considering matters affecting the area or local people and, in so doing, reviewing and scrutinising the performance of other public bodies in the area.

Role of the Policy Development and Review Panels

6. The Policy Development and Review Panels are responsible for preparing their own work programmes. Those programmes should take account of the role of the Panels to:
 - assist in the development and formulation of policy.
 - report and advise upon policies and proposals relating to their particular service interest.
 - review the performance of services provided directly or indirectly by the Council.
7. There are six planned meetings of the Policy Development and Review Panels in the next municipal year, to deal with ordinary business.

Planning Next Year's Work Programmes

8. Members are invited to consider policy development and formulate items for the work programme for 2017/18. It has previously been suggested that a few items of major significance are chosen.
9. In addition to any other matters which members may wish the Panel to look at, the Executive may decide it wishes the Panel to carry out specific tasks during the next year.
10. At this stage, suggested items for next year are shown at Appendix C below, and are for members to discuss.
11. Other general items may arise during the year, such as responding to consultation requests by the Government.
12. Statutory strategies and policy framework items will need to be reported to any combination of the Review Panels, the Scrutiny Board, the Executive and the Council, as appropriate.

RISK ASSESSMENT

13. There are no significant risk considerations in relation to this report

CONCLUSION

14. The Panel is now invited to:-

- (a) give preliminary consideration to the outcome of the Panel's work programme for the current year;
- (b) start drawing up an outline draft work programme for the next year, which further consideration can be given to those matters at the meeting on 2 March 2017.

APPENDICES:

Appendix A – Streetscene Policy Development and Review Panel Work Programme 2016/17.

Appendix B – Progress on Actions Since Last Meeting.

Appendix C – Draft Streetscene Policy Development and Review Panel Work Programme 2017/18

Background Papers:

Reference Papers:

Enquiries:

For further information on this report please contact Paul Doran. (Ext 4572)

**STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL – WORK PROGRAMME
2016/17**

Date	Subject	Type of Item
9 June 2016	• Review of Work Programme 2016/17	Programming
	• Presentation on Streetscene Services and Key Achievements	Presentation
14 July 2016	• Review of Work Programme 2016/17	Programming
	• Annual Review of Trade Waste Service	Information
	• Annual Report on Street Cleansing Service	Information
	• Members Open Forum	Question and Answer
8 September 2016	• Review of Work Programme 2016/17	Programming
	• Allotment Agreement Renewal	Information
	• Annual Report on Recycling	Information
20 October 2016	• Review of Work Programme 2016/17	Programming
	• Annual Report on Grounds Maintenance Service	Information
	• Verbal Update – Outcome of Recruitment Campaign	Information
	• Members Open Forum	Question and Answer
26 January 2017	• Preliminary Review of Work Programme 2015/16 & Draft Work Programme 2016/17	Programming
	• Report on Progress of New Corporate Cleaning Contract	Information
	• Report on New Contract for Bus Shelter Maintenance and Cleaning	Information
2 March 2017	• Final review of the Work Programme for 2016/17 and Draft Work Programme 2017/18	Programming

	<ul style="list-style-type: none">• Report on Textile Recycling	Information
	<ul style="list-style-type: none">• Hedge Cutting Contract Review	Information
	<ul style="list-style-type: none">• Waste Prevention Update	Information
	<ul style="list-style-type: none">• Members Open Forum	Question and Answer

Streetscene Policy Development and Review Panel – 26 January 2017
Progress on Actions since last meeting of 2016/17

Date of Meeting	3 March 2016
Subject	Streetscene Policy Development and Review Panel Work Programme 2015/16 and Draft Work Programme 2016/17
Type of Item	Programming
Action by Panel	<p>The Panel considered a report by the Director of Operations which gave a final review of the Panel's work programme for 2015/16 and the draft work programme for 2016/17.</p> <p>The Director of Operations addressed the Panel and directed members to Appendix D of the report which set out the Panel's proposed work programme for 2016/17, and offered members another opportunity to put forward suggestions for the work programme. The Chairman suggested that an unallocated item be added onto the work programme for a Verbal Update on Vanguard.</p> <p>It was AGREED that the Panel:-</p> <p style="padding-left: 40px;">(a) approves the work programme for 2015/16;</p> <p style="padding-left: 40px;">(b) agrees, subject to the inclusion of the unallocated item of 'Verbal Update on Vanguard', the proposed work programme for 2016/17; and</p> <p style="padding-left: 40px;">(c) submits the proposed work programme for 2016/17 to the Council for endorsement.</p>
Outcome	The Council confirmed the proposed work programme for 2015/16 at its meeting on 28 April 2016.
Link Officer	Paul Doran
Subject	Members Open Forum
Type of Item	Question and Answer
Action by Panel	<p>At the invitation of the Chairman, Councillors Ford, JP, Mrs K Trott and Miss T Harper, Executive Member for Streetscene joined the Panel for this item.</p> <p>The Chairman invited Councillor Ford to present his question to the Panel, and his question was: "Whilst understanding that our recycling rates are pretty good in comparison with other authorities in the County, they are</p>

pretty static over recent time. I wonder what initiatives we are considering to help drive the rate up? Is there a forum with say project INTEGRA partners for discussing specific initiatives and authorities across the country for the exchange of ideas?"

The Recycling Co-Ordinator provided the following response:

"there are a number of initiatives undertaken by Fareham Borough Council, both singularly and in conjunction with Project Integra, to promote recycling. These are:

- Bin Collection Calendars – which are delivered to each household in the autumn providing information on bin collection dates and how/what to recycle;
- Pledge to Recycle – Web-based campaign was developed to encourage people to take a Pledge to recycle. All Pledges were entered into a free prize draw to win a hamper donated by Sainsbury's;
- Flat Bags – bags have been delivered to flats for them to store recyclables in an effort to reduce the incidents of plastic bags going into the recycling bin;
- Talks and Presentations – to groups, schools etc;
- RCV Livery – the refuse collection vehicles will be fitted with new recycling and food messages over the next few weeks.
- Bulky Waste – Fareham Borough Council is working closely with Project Integra to send more furniture for re-use, rather than collecting it as bulky waste. When a customer calls to book a bulky waste collection they will be asked a number of questions to see if the item is suitable for re-use, and if so they will be invited to arrange a free collection with a local re-use charity.
- Champions – Project Integra through Hampshire County Council are running a scheme with volunteer 'champions' who promote messages about food waste and home composting. They will pass on tips and advice through giving talks, attending local events or contributing articles for websites or community newsletters.

The Chairman then invited Councillor Mrs Trott to present her question to the Panel. Her question was:

"I remember that you responded to a resident who complained about the litter situation at the Jct. 11 motorway by e-mail earlier this year. You pointed out the safety implications for litter pickers but it was cleared.

Most unfortunately both sides of the slipway are in a really bad state with unsightly littering particularly bad again on the upward slope, the western side. This also extends down the slope towards Southampton.

Littering is particularly bad next to the lay-by. Could we not have a bin there to encourage proper disposal? How often are those areas litter picked? Is there a regular cleaning regime?"

The Operations Manager provided the following response:

	<p>‘Officers are aware of the build-up of litter at the lay-bys near the motorway junction. As previously discussed, due to the speed limits in force here we need to arrange appropriate traffic management before we are able to undertake the litter clearance safely and must also book the necessary lane closures with the Highway authority. These arrangements are currently being made and a date will soon be set for this work.</p> <p>The requirement for traffic management came about as a result of a fatal accident involving a litter picker working for a private company in 2007. The private company assumed all safety issues were sound with good risk assessments and method statements and expected the 3rd party driver to be at fault. However, the company was by the Health & Safety Executive for a lack of traffic management. Despite an appeal at the High Court they received a significant fine and thus a precedent has been set by the Courts. Further to this event and from October 2014, not complying with Chapter 8 (Safety at Street Works) was made a criminal offence.</p> <p>The Operations team currently undertake a major tidy up of the junction on two occasions per annum that includes litter picking, grass cutting and the cutting back of overgrowth. Further litter picks are arranged in between these operations as and when there is a build-up of debris. The traffic management is expensive (up to £1,250 per occasion) and Officers are looking at securing a few dates through the year, rather than as and when, so that we do not have to wait for the traffic management companies to find some time to fit us in. However, this may prove problematic due to the need to co-ordinate lane closures with the Highway authority so as not to conflict with any separate road works nearby and the requirement of a minimum notice period of two weeks prior to works commencing.</p> <p>The suggestion to install a litter bin at each layby is not without issue. The bins are likely to be filled on a regular basis as the lorry drivers that park here would most likely take the opportunity to clear out their cabs and use this facility for their waste disposal. Indeed bins were installed here a number of years and were removed for this very reason. In addition, the provision of bins would not negate the need to litter pick the debris that is discarded by passing cars or wind-blown onto the adjacent verges. Therefore, the proposal to install litter bins would introduce an additional high frequency operation that would not solve the main issue of litter on the verges.”</p> <p>The Chairman thanked officers and members for their participation in the Members Open Forum.</p>
Outcome	Complete.
Link Officer	Paul Doran, Mick Gore, Sue Hand.
Date of Meeting	9 June 2016
Subject	Streetscene Policy and Development and Review Panel Work Programme 2016/17
Type of Item	Programming
Action by	The Panel considered a report by the Director of Operations which reviewed the Panels’ work programme for 2016/17.

Panel	<p>The Director of Operations addressed the Panel and offered members the opportunity to put forward suggestions for any items that they would like to put on the work programme for 2016/17.</p> <p>Councillor Martin addressed the Board and enquired as to whether an item on the Future of Recycling for Hampshire, which is currently planned to go to the Project Integra Strategic Board, could go to the Panel with the outcomes of the decisions made by Project Integra. The Director of Operations confirmed that an update on this could be provided to the Panel but a present he is unable to advise when this could happen as he is unsure of when it will be dealt with by Project Integra.</p> <p>It was AGREED that the work programme for 2016/17, as set out in Appendix A to the report, be approved.</p>
Outcome	Content of the report noted.
Link Officer	Paul Doran
Subject	Presentation on Streetscene Services and Key Achievements
Type of Item	Information
Action by Panel	<p>The Panel received a presentation from the Director of Operations, the Refuse Recycling and Transport Manager, the Operations Manager, and the Public and Open Spaces Manager on the Services within the Streetscene department, the key achievements made in each area over the past 12 months and the key objectives for 2016/17.</p> <p>Councillor J E Butts declared a non-pecuniary interest during the discussions on this item as he holds a personal pilots licence and occasionally flies from the Daedalus Airfield, which formed part of the presentation.</p> <p>The services which members received information on included; transport management, refuse and recycling collections, trade waste, fridge collections, healthcare waste, clothing and textile recycling, grounds maintenance, street cleansing, public toilets, bus shelters, cemeteries, Fareham in Bloom and parks and open spaces.</p> <p>It was AGREED that the Director of Operations, the Refuse Recycling and Transport Manager, the Operations Manager and the Public and Open Spaces Manager be thanked for their informative presentation.</p>
Outcome	Presentation noted.
Link Officer	Paul Doran, Kitty Rose, Mick Gore and Sue Woodbridge.
Date of Meeting	14 July 2016

Subject	Streetscene Policy Development and Review Panel 2016/17
Type of Item	Programming
Action by Panel	<p>The Panel considered a report by the Director of Operations which reviewed the Panel's work programme for 2016/17.</p> <p>The Director of Operations informed the Panel of an error on Appendix A of the report, the date for the October meeting should read 20 October 2016 and not 02 October 2016.</p> <p>It was AGREED that, subject to the correction of the date for the October meeting, the draft work programme as set out in Appendix A of the report be approved.</p>
Outcome	Content of the report noted
Link Officer	Paul Doran
Subject	Annual Report on Street Cleansing Service
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Operations on an annual review of the Street Cleansing Service.</p> <p>The Operations Manager informed the Panel that the Vanguard intervention is currently taking place within the department and that one of the areas that has been reviewed was bulky waste service, where it was resolved that the service is operating extremely efficiently and there is no requirement to streamline the service further.</p> <p>Councillor Price enquired as to how the trial of the free dog waste bags is going and whether there has been any review of the trial yet. The Operations Manager confirmed that the trial is still on-going and that they are currently working with the Communications team to find ways of being able to measure the results of the trials.</p> <p>Members also enquired if the trial was going to spread into other problem areas across the Borough. The Operations Manager confirmed that this was currently being discussed.</p> <p>It was AGREED that the content of the report be noted.</p>
Outcome	Content of the report noted.
Link Officer	Mick Gore
Subject	Annual Review of Trade Waste Service
Type of Item	Information
Action by	The Panel considered a report by the Director of Operations on an annual review of the Trade Waste Service.

Panel	It was AGREED that the content of the report be noted.
Outcome	Content of report noted.
Link Officer	Mick Gore
Subject	Members Open Forum
Type of Item	Information
Action by Panel	<p>The Chairman addressed the Panel and informed them that no written questions had been submitted for this item, he then invited any members to put forward any questions they may have for any of the Officers regarding any Streetscene related topic.</p> <p>At the invitation of the Chairman, Councillor Mrs Bayford addressed the Panel on this item.</p> <p>She enquired as to what penalties or enforcement action could be taken against people who let their dogs off their leads in areas where this is not permitted, such as Holly Hill Park. The Director of Operations addressed the Panel and informed them that unfortunately this is not the responsibility of the Streetscene department but he would pass the details on to the Head of Parking and Enforcement who would contact Councillor Mrs Bayford to discuss this problem.</p>
Outcome	Members noted the information provided.
Link Officer	Paul Doran
Date of Meeting	20 October 2016
Subject	Review of Work Programme 2016/17
Type of Item	Programming
Action by Panel	<p>The Panel considered a report by the Director of Operations which reviewed the Panel's work programme for 2016/17.</p> <p>It was AGREED that the work programme for 2016/17, as set out in Appendix A to the report, be approved.</p>
Outcome	Content of report noted.
Link Officer	Paul Doran
Subject	Outcome of Recruitment Campaign
Type of Item	Information
Action by Panel	The Panel received a verbal update by the Refuse, Recycling and Transport Manager on the outcomes of the recent recruitment campaign for HGV drivers.

	<p>She informed the Panel that there were 4 vacancies, and due to the change in recruitment methods by expanding the advertisement remit which promoted a high level of applicants, they have successfully filled all 4 posts.</p> <p>The Panel thanked the Refuse, Recycling and Transport Manager for her update.</p>
Outcome	
Link Officer	Kitty Rose
Subject	Annual Review of Grounds Maintenance Service
Type of Item	Information
Action by Panel	<p>The Panel considered a report by the Director of Operations on an annual review of the Grounds Maintenance Service.</p> <p>At the invitation of the Chairman Councillor Miss T Harper, Executive Member for Streetscene addressed the Panel on this item.</p> <p>The Panel asked several questions regarding the frequency of grass cutting, if any money from developers is provided for grass cutting on new developments, the pressures on the service as new land is taken into the Council's control and the issues surrounding identifying who is the responsible authority for grass cutting on land.</p> <p>The Panel were informed that the grass cutting is done approximately 14 times a year; with the maximum that can be achieved being 126, but the frequency will depend on weather conditions throughout the year. In relation to developer contributions, the Panel were informed that through the 106 agreements that developers are required to pay an element of that which will be for grass cutting, and that these agreements are generally for 10 years. The Director of Operations informed the Panel that the status of the grass cutting service is regularly evaluated especially as new land is taken on to ensure that the service can be maintained and delivered within the confines of the current budget. Lastly the Panel were informed that Fareham Borough Council has been working closely with Hampshire County Council on a mapping exercise to identify land ownership. This will result in a comprehensive map being produced clearly showing the ownership of each plot of land, which will make future enquires much simpler to respond to.</p> <p>It was AGREED that the content of the report be noted.</p>
Outcome	Content of Report Noted.
Link Officer	Mick Gore
Subject	Members Open Forum
Type of Item	Information

Action by Panel	<p>The Chairman invited Councillor Ford to address the Panel as he had submitted a question.</p> <p>His question was “Given that we have a commercial arm to our waste collection service in order to generate income, does the same apply to our grounds maintenance function? For example, would we ‘sell’ our grass cutting service to other (Public Service) organisations such as schools?”</p> <p>The Chairman provided the following response; “The Issue of ‘selling’ the Council’s services such as grass cutting and other grounds maintenance operations is a matter that Officers will be exploring in greater detail in the future. The Grounds team already provide a small amount of minor works for local sports clubs such as pitch marking and grass cutting. This year it is estimated that the above work will provide an income of approximately £1,000. This is in addition to the Street Cleansing service that provides litter bin emptying and litter picking for Hampshire Countryside and a bin emptying service for the English Heritage Site at Titchfield Abbey. This provides an income of around £2,600 per annum for the Operations team.</p> <p>Caution is needed when progressing this proposal, particularly with regard to the scale of work as smaller contracts and parcels of work can place additional operational demands on the team without always providing enough income for any additional resources. The scenario can place an extra burden on the existing maintenance teams that in turn can have a detrimental effect on the standards of maintenance achieved with the current grounds operations undertaken in the Borough.</p> <p>Larger value contracts may need significant up-front capital investment to provide the necessary vehicles and equipment to undertake the work and also carry a risk that, after the initial term, the contract will not be won at the next attempt thus resulting in the need to dispose of the acquired assets. This type of contract also requires a significant amount of Officer time to be spent on the tendering process to ensure the bid not only has a chance to succeed but is also sustainable and affordable for the Council. This can place a high demand on the existing management resource that could lead to issues with the day to day operation all without any security that a bid will be successful.</p> <p>Recently, the Grounds team have taken over the grounds maintenance of Daedalus Airfield and this has provided a saving in maintenance costs for the airfield operator and therefore in turn, for the Council. The Grounds service is also expanding annually as new areas of land are adopted in the Borough each year, most recently, the large on-going Coldeast development. Officers need to ensure the service is not overstretched and is best placed to undertake the maintenance of these additional parcels of land without compromising the existing standards achieved generally in the Borough so that any further expansion of the service by selling its operations to others is sustainable for the service.</p> <p>It is understood that the Portchester Crematorium Grounds Maintenance contract will shortly come up for tender and Officers are already looking into this as a viable option to submit a tender for the Council’s services, as the work is located within the Borough and would be complimentary to the teams portfolio of work.</p>
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	<p>Officers in Streetscene are currently busy working with Hampshire Highways to secure a new agency agreement for Highway grass, shrub and hedge maintenance. The existing agreement comes to an end in Spring 2017 and Officers are working to ensure that existing maintenance standards are not compromised for the residents of Fareham and that Fareham Borough Council continues to provide this service.</p> <p>Another project that Officers are looking to explore over the coming year is the option of bringing grounds maintenance work that is currently outsourced to private contractors back as an in house service. Officers will be evaluating if work such as the Hedge and Sports Maintenance contract and a number of other smaller parcels of work could be brought back in house cost effectively. There would be a need for some capital investment in vehicles and plant to realise this proposal but there are a number of advantages that this option could provide:</p> <ul style="list-style-type: none"> • A more flexible management of the hedge and sport tasks by having direct control of the operational staff. • Increased range of equipment available to the team and therefore, the opportunity to provide an income from selling the specialist operations to others. • Ability to adsorb small amounts of additional work without any extra cost compared to the current contractual arrangements requiring an extra work to be funded by an agreed scheduled rate. • Greater team resilience and flexibility through more staff resource and equipment. <p>In summary, the priority for the team is to first secure a new Highway Maintenance Agency Agreement, then fully evaluate the potential to bring existing outsourced contract work back in house. Following this to ensure that the Grounds Maintenance team are in a strong and stable position before exploring further the expansion of our services to outside bodies. In the meantime, this would not preclude consideration being given for small items of work to be ‘sold’ if this can be achieved without compromising the existing service provision.”</p> <p>At the Invitation of the Chairman; Councillor’s Cunningham and Mrs Heneghan addressed the Panel on this item.</p> <p>The Chairman thanked Officers and Members for their participation in the Members Open Forum.</p>
Outcome	Information noted.
Link Officer	Paul Doran

**DRAFT STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL – WORK
PROGRAMME 2017/18**

Date	Subject	Type of Item
8 June 2017	• Review of Work Programme 2017/18	Programming
	• Presentation on Streetscene Services and Key Achievements	Presentation
13 July 2017	• Review of Work Programme 2017/18	Programming
	• Annual Review of trade Waste Service	
	• Annual Report on Street Cleansing	
	• Members Open Forum	Question and Answer
7 September 2017	• Review of Work Programme 2017/18	Programming
	• Annual Review of Recycling	
	• Annual Report on Grounds Maintenance	
2 November 2017	• Review of Work Programme 2017/18	Programming
	• Hedge Cutting Contract Review	
	•	
	• Members Open Forum	Question and Answer
25 January 2018	• Preliminary Review of Work Programme 2017/18 & Draft Work Programme 2018/19	Programming
	•	
	•	
1 March 2018	• Final review of the Work Programme for 2017/18 and Draft Work Programme 2018/19	Programming
	•	

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	<ul style="list-style-type: none">•	
	<ul style="list-style-type: none">• Members Open Forum	Question and Answer

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 26 January 2017

Report of: Director of Operations

Subject: **REPORT ON PROGRESS OF NEW CORPORATE CLEANING
CONTRACT**

SUMMARY

The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Hi Spec Services.

RECOMMENDATION

Members are requested to note the contents of the report.

INTRODUCTION

1. The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Hi Spec Services. The contract has been running for just nine months.

BACKGROUND

2. At its meeting on 7 December 2015, the Executive agreed to award the Corporate Cleaning Contract to Hi Spec Services as the most economically and technically advantageous tender received. The contract was awarded for a five year period starting on 1st April 2016 with a two year extension option.

SCOPE OF THE CONTRACT

3. The Corporate Cleaning Contract includes the following establishments:
 - Housing Establishments - 66 separate sheltered and non-sheltered places of multiple occupancy
 - Ferneham Hall - toilets, offices and associated rooms
 - Council Depot - toilets, offices and associated rooms
 - Public Conveniences - fifteen across the borough
 - Pavilions - seven pavilions (& one chapel)
 - Car Parks - toilets, offices and associated rooms along with stairwells, lifts and lobbies
 - Town Centre - main shopping area of West Street
 - Civic Offices - window cleaning, and deep cleaning of carpets and kitchen
 - Street Scene Operation teams rest rooms
 - Daedalus –Control Tower, visitors cabin, toilets offices and associated rooms
4. Broadly speaking, the following tasks are undertaken and categorised as:
 - General cleaning of offices and associated rooms
 - Cleaning housing communal areas, car park lobbies and stairwells, sports changing rooms
 - Cleaning public toilets, along with opening and closing
 - Window cleaning
 - Cleaning of wheeled refuse bins
 - Gum removal and specialist street washing
 - Single ad hoc clean-up operations, such as total house cleans.
 - Cleaning of car parks, control room and ticket machine covers

GENERAL PROGRESS UPDATE

5. The day to day running of the cleaning contract is undertaken by the Streetscene Monitoring and Enforcement Officer, who is the single point of contact for all the departments that have work undertaken as part of the contract. This works well and prevents individuals going directly to the contractor, thus avoiding duplication.
6. Hi Spec Services employ seventeen people on this cleaning contract which includes one contract manager, one supervisor, eight mobile workers and seven static staff. The previous contractor had 12 employees of which 10 are still working with Hi Spec

Services.

7. Both the window cleaning and street washing is carried out by a separate team from Hi Spec Services who attend specifically to undertake those tasks.
8. Any complaints that are received are logged and passed on to Hi Spec Services for action. In addition, random monitoring is carried out to ensure standards are maintained.
9. In order to assist with monitoring, Hi Spec Services' mobile staff use an 'app' on their mobile phones called Tap App which allows them to confirm their attendance at each site that they are required to clean. It also allows them to take photos of the work they have done as well as photos of issues that they encounter such as household items dumped in stairwells, bin sheds and other communal areas, which may prevent them from cleaning. Both the manager and supervisor also have this system for their auditing purposes.
10. If issues are found emails are automatically emailed to the Council's monitoring for immediate attention and action. This is particularly useful if issues identified are preventing the service to the public being provided, such as blocked public toilets.
11. All vehicles used by Hi Spec Services have tracking devices, this can be useful if customers complain about issues and confirmation regarding the operative's whereabouts can be confirmed.
12. This following paragraphs provides details of the performance of the contract since it started in April this year. The contractors performance is reviewed below over the various establishments :-

Ferneham Hall

13. The cleaning of Ferneham Hall is undertaken on a daily basis. It involves ensuring that primarily those areas seen by the public such as the foyer, Auditorium, Octagon lounge and bar area are cleaned to a high standard at all times.
14. Meetings are held between the Ferneham Hall Manager and Hi Spec Services on a quarterly basis, where any current issues can be addressed.
15. The changeover of contractor has been relatively seamless and the levels of cleanliness by Hi Spec Services have been reassuringly good. The quality of cleaning in the public areas and windows (internal & external) has always been maintained to a high standard. The feedback received from the customers in relation to the cleanliness of Ferneham Hall has always been positive which is reassuring to the venue's Manager.
16. Obviously, by the very nature of venue age and the numbers of customers using Ferneham Hall there will always be one or two problems over the course of the year, however Hi-Spec have always responded promptly and resolved the problem straight away.
17. The Ferneham Hall Manager has advised that he and his customers have a satisfaction level of 90%. This is due to the regularity of good cleaning staff employed by Hi-Spec Services. Equally their Supervisor and Area Manager have always reassured him that good standard of cleanliness will be maintained and they have demonstrated this by the support given to their staff and personally stepping in as and when required.

Public Conveniences

18. There are fifteen public conveniences that are included in the cleaning contract. The toilets are open seven days a week all year round except Christmas Day. The opening and closing times vary depending on the time of year as does the frequency of cleaning visits. Each site receives a thorough clean followed by a number of inspections and re-cleans depending on the usage. All sites receive a deep clean once a month. Hi Spec Services also carry out small repair works such as changing light bulbs, replacing toilet roll holders, and removing graffiti.
19. There are two teams of two mobile cleaners that clean the toilets during the week, and a part time cleaner on a Sunday. The cleaning is undertaken across two shifts with two cleaners opening and cleaning the sites in the morning and then the second team of two cleaners taking over and starting at 1.30pm cleaning and locking up all sites.
20. Very few complaints are received from members of the public in relation to the cleanliness of the public conveniences. The use of the TAP App by the cleaners does allow for a quick response to problems such as blocked drains etc.
21. The only issue that does present itself sometimes is the times that the toilets are closed. Sometimes it has been earlier than advertised which can cause issues for people who are relying on them being open such as taxi drivers for example.

Pavilions

22. There are seven pavilions located on various recreation grounds across the borough and are primarily provided for football and rugby players in the winter and cricketers in the summer. These pavilions are cleaned on a weekly basis during the week in readiness for the following weekend fixtures.
23. All teams using the Council's facilities are asked to leave them in the condition that they found them. There are also brooms and brushes available so that floors can be swept after use.
24. Generally, the cleaning has been good, although on occasions the cleaners have reported that the clubs are leaving the changing rooms in a muddy condition during the winter months. Those clubs responsible have been contacted, although it is a very difficult situation to resolve where multiple clubs use the same facility.

Car parks

25. There are two car parks, Civic Way and Osborn Road multi storey that are cleaned. Daily cleaning is undertaken of the lifts (internally and externally), stairs, landings, lobbies, windows, ticket machines & shelters. Cleaning, including the carpets and windows is undertaken in the control centre which is located within the multi-storey car park next to Ferneham Hall. Deep cleaning of the carpets is undertaken yearly and the cleaning of the windows six times annually.
26. Hi-Spec Services have provided an impressive standard of cleaning throughout the two car parks, ORMSCP/Shoppers and the pay machines in Market Quay.
27. The Cleaner is always professional and polite, takes pride in his job, and his standard of cleaning is very high considering the age of the Osborn Road car park.

28. He has also taken on extra cleaning above and beyond what is expected of him whilst dealing with the issues in our car parks over the past 12 months.
29. Hi-Spec Services have been supportive on numerous occasions when additional cleaning has been requested.
30. However, an area that requires improvement is that there is proper cover in times of sickness or Annual leave. The same standard of cleaning should be undertaken at all times, unfortunately this has not been the case, and staff that have attended appear to lack instruction as to what tasks are required of them.

Civic Offices

31. The cleaning at the Civic Offices contained within this contract relates mainly to the cleaning of the windows on the inside of the building on floor 1-9, these are cleaned quarterly. The ground floor windows are cleaned internal/external every six weeks; this also includes the glass meeting rooms/booths. Other elements of cleaning are undertaken by staff directly employed by the Council.
32. There haven't been any issues in relation to this work since the contract started.

Housing establishments

33. The cleaning of the housing areas is the largest proportion of the specification within the contract. It is approximately 50% of the contract value.
34. The housing areas are made up of general purpose maisonettes and flats, and sheltered housing (staffed and none staffed)
35. These sites are cleaned on a weekly basis, involving sweeping, mopping stairs, cleaning of landings and handrails, bin stores, removing cobwebs, external window cleaning etc. They are cleaned by two teams of two cleaners, Monday - Friday.
36. The contractor has prepared a detailed schedule which provides information on which site gets cleaned on which day, enabling the block captains and residents to know when the cleaning is to be carried out.
37. In order for Housing Officers to communicate with residents some of the blocks have Block Captains. Originally, in order to obtain satisfaction levels, cards were left with the block captains by the cleaners after their weekly cleans have been completed. The block captains were then expected to send them into the Housing Officers for collation. However, this caused a delay so now block captains can also choose to report their level of satisfaction by email or phone directly to the Tennant Involvement Officer. If there are any issues then they are discussed with the Council's Monitoring and Enforcement Officer.
38. Generally, all sheltered housing sites have either wardens that are based on site or they have mobile wardens who visit regularly. This helps a great deal in ensuring that cleaning standards are maintained as there is an element of supervision on site and any issues can usually be rectified at the time. Due to this fact cleaning standards are generally very good.
39. An area of work that has significantly increased since the last contract is the cleaning of Void properties and also those properties where residents haven't been able to maintain

a reasonable standard of cleaning for themselves. Ad hoc work like this can involve clearing out and totally cleaning whole properties. On average this has been taking place every two or three weeks.

40. Meetings are held with Hi Spec Services and representatives from the Housing Department every quarter; these include the Housing Manager, and two Block Captains. The meetings provide the opportunity to deal with any issues, propose any improvements and give feedback to Hi Spec Services. The Housing Manager also discusses data regarding the latest satisfaction levels which has been gathered following housing officers' visits and feedback from wardens and block captains.
41. During May 2016, Hi spec Services and Council Officers have attended two Block Captain Forum meetings at Ferneham Hall. These meetings give an opportunity for all of the Block Captains to meet the Regional Mangers of Hi Spec Services and speak directly about any concerns they may have.
42. The levels of customer satisfaction obtained by either Tenants, Housing Officers and wardens over the last two years is as follows:

	OCS 15/16	Hi Spec 16/17
April – June	87%	82%
July – Sept	85%	80%
Oct – Dec	87%	87% (indicative)
Jan – Mar	91%	-

43. Included in the table above is a comparison of the customer satisfaction levels from the previous contractor for the year 2015/16.
44. As can be seen, the figures for the start of this contract are slightly disappointing as they are lower than the previous year. However, the satisfaction levels were attained after the contract had been running for five years. This year's figures only represent the first nine months. Hi Spec have had to start the contract with high expectations from tenants but not having an immediate grip on the scope of works needed. There is certainly scope for improvement and Hi Spec Services are very keen to work with tenants to increase the levels of satisfaction.
45. The complaints that still tend to be with regard to cleaning of windows, bin stores and general attention to detail and it is possible that these elements of work continue to bring the overall satisfaction levels down.
46. Generally the standard of window cleaning has improved greatly, although there is still room for improvement in regard to how long it takes to complete. On both occasions so far it has taken far longer to complete that is desirable.

Town Centre/Street Washing

47. In West Street between The Ironmaster public house and Westbury Manor Museum, Hi Spec Services are contracted to undertake a quarterly street wash including gum removal. It is only the areas that are paved with York stone that are cleaned and not the cobbled stone areas. This is due to the problem with the sand/grit between the cobbles being lost over a period of time causing loose cobbles.

48. The standard of street washing has been good so far.

ISSUES THAT NEED FURTHER ATTENTION

Covering of absent employees due to sickness

49. It has been noted by both Ferneham Hall and Car park managers that due to the fact that the cleaning of their establishments are undertaken early in the day, there can be a problem if any of the cleaners call in sick. It would appear that Hi Spec Services do not have any contingencies in place to ensure continuity of the service.
50. Similarly, on a Sunday morning at Ferneham Hall, the continuity of staff attending is not as good as would be preferred and this is one of the issues keeping satisfaction levels lower than they could be.

Window cleaning

51. Although the standard of window cleaning has greatly improved, the length of time that it takes to get the whole task completed is not satisfactory. Housing tenants are advised in advance when the windows are to be cleaned but complaints are inevitable when the task is not successfully achieved within the agreed timescale. The Monitoring Officer will continue to liaise with Hi Spec Services' managers to endeavour to achieve a satisfactory outcome for all.

Closing times of toilets

52. There has been a slight issue with toilets being closed earlier than the advertise times. Officers will work the Hi Spec Services to see how this can be improved. However, it is appreciated that all toilets across the borough can't be closed at the same time and traffic issues around 5.30-6.30pm is an issue when trying to get across the borough..

CONCLUSION

53. Generally speaking, the Corporate Cleaning Contract, which has incorporated the majority of the Council's cleaning requirements into one contract, has worked very satisfactorily.
54. Considering that Hi Spec Services only took over the contract only nine months ago, the transition has been relatively smooth. Having both the manager and supervisor based at the depot considerably contributes to the effectiveness of the cleaning service.

Background Papers:

Reference Papers:

Report to the Executive- 7 December 2015 - Award of Corporate Cleaning Contract.

Enquiries:

For further information on this report please contact Sue Woodbridge (Ext 4546).

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **26 January 2017**

Report of: **Director of Operations**

Subject: **REPORT ON NEW CONTRACT FOR BUS SHELTER
MAINTENANCE AND CLEANING**

SUMMARY

The purpose of this report to update members on the progress of the contract that was awarded to Queensbury Shelters Ltd in relation to bus shelter replacement and maintenance over the next five years.

RECOMMENDATION

Members are requested to note the contents of the report.

INTRODUCTION

1. The purpose of this report is to provide members with an update of the bus Shelter Services Contract which included for the replacement of a number of shelters together with the future maintenance of all shelters for the next five years.

BACKGROUND

2. At its meeting on the 14 July 2016, the Executive awarded the Bus Shelter Services contract to Queensbury Shelters Limited.
3. At the time of the award, there were 43 advertising shelters and 133 non-advertising shelters. The advertising shelters were transferred to the Council by the previous contractor.
4. When the contract was retendered it became obvious that no contractor was interested in providing the whole package that including continuing with advertising panels on bus shelters in Fareham.
5. Therefore, Queensbury have been tasked with replacing almost all of the advertising shelters with non-advertising ones within the first year of the contract. They are also responsible for the on-going maintenance and cleaning of all of the shelters for the next five years.

PROGRESS TO DATE

6. The following paragraphs provide information on the work undertaken since the start of the contract in September 2016.

Maintenance

7. When Queensbury started the contract, they initially undertook a survey of all the bus shelters in order to establish the current state of the stock that the Council had. A record was made of any panels that were missing, repairs needed and an action plan for improvements was agreed.
8. All the bus shelters, with the exception to the ones that are being replaced have had a thorough clean. This will be undertaken every three months, throughout the contract.
9. Any reports of damage to the shelters are conveyed to Queensbury who respond in a reasonable timescale.

Replacements / renewals

10. A programme of works has been agreed and should be completed before the end of the current financial year, with the exception of those that rely on Hampshire County Council's road improvement schemes. The specific detail is as follows:
11. New shelters are being installed in the following locations
 - (a) Twenty eight of the existing advertising shelters are going to be replaced with non-advertising shelters. This is due to start towards the end of January 2017.
 - (b) O/S 171 Warsash Road. This shelter was demolished following a road traffic accident.

- (c) Outside Fareham College / A27. This shelter is being replaced by HCC as part of their road improvement scheme.
- (d) Near the boundary of Fareham and Gosport, on the A32. This shelter is being replaced by HCC as part of their road improvement scheme.
- (e) Outside Sainsbury's in Park Gate. This shelter is being replaced by HCC as part of their road improvement scheme.

12. Existing shelters that have been relocated are as follows:

- (a) By the Yew Tree pub, Botley Road to Bishopsfield Road, close to Barnfield Court. The bus shelter was no longer on a bus route.
- (b) Near Frosthole Crescent, Highlands Road to Hill Park Road. The bus shelter was no longer on a bus route.

13. There are a number of shelters that have been/ are going to be removed and not replaced and these are as follows.

- (a) The shelter close to Trinity Church, West Street is going to be removed but there are plans to keep the advertising panel for use by the Council for its own Council promotions. Non bus route is present here.
- (b) Bishopsfield Road outside the college – First bus no longer travels past this shelter and a request has been received from the college to remove it. It is getting abused and this is becoming an issue.
- (c) Gosport Road, This shelter has previously been hit by a vehicle. It is very little used due to the close proximity of the eclipse bus route.
- (d) Botley Road – This shelter is very old and there is no bus service that runs past it. A request from residents has been received for its removal.

REMAINING ADVERTISING SHELTERS

14. There have been nine advertising bus shelters that have been intentionally left so that they can be utilised by the Council for its own promotional purposes. This has proved quite successful so far and requests from Council departments have increased.

15. Initially the two advertising shelters at both Portchester and Stubbington were going to be replaced with non – advertising ones but consideration is being given to renewing them with advertising ones so that they too can be used for the council's promotional material.

CONCLUSION

16. The contract with Queensbury has so far been working well.

17. By the end of the financial year there will be 141 non advertising shelters and 11 advertising ones, which will be well maintained and clean.

18. During the next year, we will be able to take a look at some of the older shelters and also requests for new ones. Subject to the remaining funds available it may be possible

to install a few more new ones where found to be needed.

Background Papers:

Executive meeting - 11 July 2016 - Award of contract - Bus Shelter Services.

Reference Papers:

None.

Enquiries:

For further information on this report please contact Sue Woodbridge. (Ext 4546)