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| Meeting | Council |
| Date and Time | Thursday, 30th November, 2023 at 7.00 pm. |
| Venue | Council Chamber, Castle Hill, Winchester SO23 8UL. A live video stream of this meeting will be available from YouTube.com/WinchesterCC |

10. **Questions from Members of Council** (Pages 3 - 24)

LAURA TAYLOR
Chief Executive

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30 November 2023

Agenda Contact: David Blakemore, Democratic Services Team Manager
Tel: 01962 848217 Email: dblakemore@winchester.gov.uk



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COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 1

From: Councillor Brook

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“What are the usage rates of the EV charging points, particularly those in the rural car parks?”

Reply

“The electric vehicle charging points which have been installed on City Council property are well used and actual usage rates are shown below for the month of October. In total there were just over 28,000 kWh of charging at 1,500 separate charging events.”

| October | Chargers | (kWh) | events |
|---|----------|-------|--------|
| Alresford Station | 3 | 243 | 11 |
| Barfield's 2 park and ride Winchester | 16 | 740 | 37 |
| Basingwell Street, Bishop's Waltham | 4 | 2175 | 120 |
| Brooks Shopping Centre Car Park, Winchester | 2 | 524 | 29 |
| Chesil Multi-Storey, Winchester | 2 | 2039 | 88 |
| Coach Park Car Park, Winchester | 4 | 6254 | 243 |
| Colebrook Street car park Winchester | 2 | 2372 | 129 |
| Friarsgate Car Park Winchester | 2 | 1030 | 68 |
| Harestock Car Park | 2 | 366 | 26 |

| | | | |
|---|---|------|-----|
| Kidmore Lane Car Park Denmead | 2 | 978 | 37 |
| Kingsdale House (The Valley) | 2 | 47 | 1 |
| Winchester Sport and Leisure Centre | 4 | 2397 | 209 |
| Middle Brook Street car park Winchester | 2 | 848 | 52 |
| Perin's School Car Park, Alresford | 2 | 874 | 44 |
| St Peters Car Park Winchester | 2 | 1346 | 70 |
| The Guildhall Yard Winchester | 4 | 1054 | 94 |
| Tower Street Car Park Winchester | 2 | 2462 | 93 |
| Wickham Square car park | 2 | 1041 | 64 |
| Wickham Station car park | 2 | 508 | 33 |
| Worthy Lane Car Park Winchester | 2 | 904 | 57 |



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 2

From: Councillor Williams

To: The Cabinet Member for Place and Local Plan (Cllr Porter) and
Housing (Cllr Westwood)

“Hampshire County Council are proposing to close Bishop’s Waltham House, a much loved local care home. This is of great concern to residents in my ward with an online petition against the closure having reached over 25,000 signatures, showing how important of a local facility this is to residents in neighbouring towns and villages also.

The public consultation has now ended, but I wanted to ask, can Winchester City Council comment on the proposed closure and the impacts to elderly and vulnerable residents, and whether Hampshire County Council have had discussions with the planning team regarding the future of the site in the emerging local plan?”

Reply

“I am very aware of the high concern amongst local residents and staff about the potential closure by Hampshire County Council of Bishop’s Waltham House.

The County Council’s consultation closed in November and like you, we must wait until the County publishes its intentions for the site, but the huge number of signatories to the petition shows the great public interest in the future of a care home on that site for both those who need care and the staff who live locally and provide care.

The residential home site has a ‘class use’ of C2 which is for residential accommodation for those who need care: this could be a hospital or a nursing home and there are some other uses too.

As it is at present, it has not been put forward as ‘developable land’ via the SHELAA and it could not be disposed of for general housing.

As part of the Winchester Housing strategy, Winchester City Council is committed to providing Extra Care Homes as part of the range of housing for all needs. The City includes this in the housing needs for the Major Development areas too.

Extra Care housing can be provided by the Council directly or through private providers, but there may be potential for a doctors surgery here too subject to the NHS and GP's views.

We know there is a strong need for a larger surgery in Bishop's Waltham and the City Council is working with Bishop's Waltham's GPs and Parish Council to support their desire to achieve this. Meetings to discuss a way forward have been attended by the Leader and officers from the Asset Management and Planning Teams.

In addition, Cabinet recently agreed to spend £217,000 on CIL to support the construction of temporary consulting rooms next to the existing surgery.

Winchester City Council will continue to work alongside the Bishop's Waltham community to pursue a site for 'fit for purpose' doctors' surgery in Bishop's Waltham, and I must say, how impressed I am by enormous number of people who have taken the trouble to sign the petition for the Care Home."



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 3

From: Councillor Langford-Smith

To: The Cabinet Member for Place and Local Plan (Cllr Porter)

“You have allocated the development for housing throughout the district whilst most of this could be accommodated within the city. This is by far the most sustainable option with jobs and public transport all being in the city so why have Denmead and Newlands both been allocated a further 100 dwellings each?”

Reply

“The City Council consulted on the Strategic Issues and Priorities document in February 2021. A key part of this public consultation was to seek views on 4 possible ‘spatial distribution alternatives for housing growth’. The key feedback that the Council received from this public consultation was the development strategy in the new Local Plan should be based on a combination of options which focused development on Winchester Town itself and other larger more sustainable settlements, whilst also distributing housing largely in proportion to the size of settlements. The above strategy formed the basis of the Regulation 18 Local Plan which was the subject of further public consultation at the end of 2022.

Denmead has been identified in the settlement hierarchy as a sustainable settlement as it has a range of services and facilities. The Regulation 18 Local Plan identified a housing target of 100 dwellings on new sites for Denmead (Policy D1) which would be delivered by Denmead Parish Council updating the Denmead Neighbourhood Plan. Over a 20 year period this equates to 5 dwellings a year and is in line with the feedback that the City Council received to the public consultation on the Strategic Issues and Priorities document.

Newlands has not been allocated 'a further 100 dwellings'. Policy SH1 (West of Waterlooville including Newlands) in the Reg 18 consultation outlined "an additional approximately 250 dwellings will be achieved through intensification

or rearrangement of uses within the Winchester District part of the development." and further explained:

"The capacity of the development area has been reviewed and this indicates that additional capacity can be achieved without extending the proposed development area, through a mixture of revisions to the estimated capacity of various phases, development of land reserved but no longer needed for expansion of the primary school, and changes within the local centre or other areas. These are expected to give an additional capacity of about 250 dwellings."

This remains the recommended policy."



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Question under Council Procedure Rule 15(3)

QUESTION 4

From: Councillor Batho

To: The Cabinet Member for Housing (Cllr Westwood)

“In the motion supporting the City of Sanctuary, which was passed at Full Council on 12 January 2022, Winchester City Council committed to welcoming asylum seekers and refugees.

As part of this commitment can the Cabinet Member for Housing, please tell me how Winchester City Council is assisting Ukrainian families and other refugees to find homes in the District?”

Reply

“The council has been successful in securing over £7m funding through the Local Authority Housing Fund, rounds 1 and 2. This will fund acquisition of 45 properties, to provide homes for households on the Ukrainian and Afghan resettlement schemes as well as providing temporary accommodation. There is no requirement to hold properties and wait for a Ukrainian or Afghan household as homes are acquired to meet the additional overall housing demand. To date the Council has; completed the purchase of 33 homes, exchanged contracts on 4 homes, is in the conveyancing process for 6 homes, will be using funding to refurbish 59 Colebrook street subject to the decision this evening and has only one property to secure by the end of this financial year.

The council has a dedicated Ukraine team to help Ukrainian families to find and secure housing within the district.

The council helps through financial assistance in the form of rent deposits and rent in advance to access affordable private rented accommodation, liaising with private landlords, helping to maximise income to cover household costs, help with moving in costs, sourcing white goods and furniture and assisting with setting up utilities and applying for Benefits.

To further support Ukrainian households to live independently and integrate into local communities the council provide a range of support services and activities which include direct support to hosts and guests through bi-weekly drop in sessions. Running budgeting and independent living sessions; assisting with wellbeing through the Peer-to-Peer support group; looking at services in the district that could be extended to serve our Ukrainian guests (and others). Facilitating the creation of a Ukrainian community group and providing financial assistance through the council's Independence and Integration support fund.

The council is recruiting a Temporary Accommodation Officer to provide support and assistance to all Ukrainian refugees who have become homeless and require temporary housing. The support and assistance will be provided to help sustain their accommodation and to assist with moving on into a permanent home.

Refugees that are not on a recognised Government Resettlement scheme can access the council's mainstream housing and support services in the same way that any other local resident can that require assistance with housing."



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 5

From: Councillor Godfrey

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“When will the administration bring the amended Carbon Neutrality Action Plan back to the council members for their agreement updated to include the effect of the 2021 data for GHG emissions?”

Reply

“In September, Cabinet resolved that:

The Corporate Head of Service: Economy & Community be given delegated authority to make minor changes to the Carbon Neutrality Action Plan with regard to design and text amendments and to update data prior to publication.

The document is currently undergoing internal review on that basis and is expected to be published in early December. Progress on the Carbon Neutrality Action Plan is publicly reported every quarter to Cabinet as part of the Council’s Quarterly Performance Monitoring“



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 6

From: Councillor Lee

To: The Deputy Leader and Cabinet Member for Finance and Performance
(Cllr Cutler)

“WCC’s *‘Guide to Sustainable Procurement’* highlights we spend considerable sums on procuring a diverse range of goods, services and works. The Winchester economy is very dependent on the public sector including WCC. This provides an opportunity, with our Climate and Nature Emergency declarations, to lead by example for this, influence the step changes needed for better sustainability for all of us plus enablers faster progress to our carbon emission targets.

The Health & Environment Policy Committee considered the CNAP report in Dec 2022 and highlighted the need to do more and quickly and to work in partnership with residents, business, and organisations to achieve the outcomes. A key message to “Scale up actions and increase pace of delivery”.

The Council’s Sep 2023 Nature Emergency declaration included a commitment to “consider the impact on nature’s recovery in all strategic plans, policy areas and decision-making processes”.

Our *‘Procurement and Contract Management Strategy’* 2020 sets out the principles to support the council’s declared Climate Emergency. “We can request certification/labels or other equivalent evidence of ‘additional’ benefits through the procurement process, provided that these are linked to the subject matter of the contract and that this is done in a transparent, non-discriminatory, and proportionate way”

The Climate and Nature crises and our declarations allow us to reset the procurement processes for “Scale up actions and increase pace of delivery” **for High Nature and low (whole life) carbon together.**

Can I ask if the Council can review and upgrade our ‘Procurement and Contract Management’ urgently to ensure the needs for High Nature and low (whole life) carbon in our Climate and Nature Emergency declarations are reflected in all new contracts for Housing (new build and retrofit) plus other goods, services and works contracts.”

Reply

“The Council’s current Procurement and Contract Management Strategy approved by Cabinet in March 2020, recognises the impact that suppliers to the council and their supply chain have on climate change and the strategy sets out principles and actions to support reducing the impact.

The Strategy supports the Climate Emergency by:

- Specifying that for procurements where the evaluation is based on the most economically advantageous tender, include a minimum of 10% to Environmental and Social Value in the evaluation criteria
- Encouraging suppliers to actively contribute to offer solutions for delivering requirements innovatively that have a positive and measurable impact on the environment and the community
- Encouraging pre-market engagement to better understand and analyse the costs and benefits of environmentally preferable materials, systems or services prior to specifications being drafted

The revised Constitution to be considered at Full Council on 30th November 2023 now mandates 10% of evaluation criteria being allocated to environmental and social where the Most Economic Advantageous Tender (MEAT) evaluation method is used.

A successful tenderers response forms part of the overall legal contract and therefore commits the supplier to deliver on the basis that their tender was awarded (but is reliant on good contract management to ensure this).

The Guide to Sustainable Procurement was developed in response to an action from the Strategy and was created in 2021. This is a guidance document for Officer’s procuring to assist them when drafting specifications and tender documents. This guidance is due for full review in July 2024, however a light touch review which will include reference to the recently declared Nature Emergency and ecological impacts of our procurement activity will be carried out in early 2024.”



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Question under Council Procedure Rule 15(3)

QUESTION 7

From: Councillor Tippett-Cooper

To: The Cabinet Member for Community and Engagement (Cllr Becker)

“With the Autumn statement doing very little to reassure Winchester’s residents faced with energy bills and food bills that are 49% and 28% higher than two years ago, getting the right advice about support available to those who may be struggling is very important but can be complicated - what is the council doing to make it easy for residents to access the advice they need?”

Reply

“Over the last twelve months, the council has delivered a programme of support to those struggling the most with the rapidly rising cost of living that was facilitated by the £260,000 dedicated cost of living budget allocation. This programme provided some immediate interventions, but also laid the foundation for more sustained support to people in the longer term. A detailed report of what was achieved, and future support was provided to Health & Environment Policy Committee in September.

To helping residents access support quickly and easily:

- a) Citizens Advice Winchester District remains the highest funded organisation through the council’s community grant programme, in recognition of the vital support it offers to struggling households. It will continue to provide advice and support services and continues to adapt its services to meet client demand, with an expanded programme of outreach services, and
- b) Citizens Advice has also helped to upskill the staff of numerous other organisations to be more aware the challenges facing their own clients and to enable them to provide a basic signposting service, either to Citizens Advice itself or to other sources of support. This increases the network of support and the speed with which people can receive assistance.

- c) The council has worked with partners to establish a new monthly Community Hub at Unit 12 in Winnall, alongside DWP and Citizens Advice staff, increasing access for residents to expert advice and support and joining up complementary services.

To ensure extra support is available to our most vulnerable residents:

- a) the council continues to support residents through Housing Benefits, the Council Tax Reduction scheme, Discretionary Housing Payments, the Exceptional Hardship Fund, the Council Tax Support Fund, and further rounds of food vouchers through the Household Support Fund, and
- b) the Housing team will continue to assist council and private rented tenants in maintaining their tenancies through budget planning and money management, crisis food provision, food and fuel vouchers and welfare fund for items such as white goods and furniture, and

Finally, to make it easy for residents to find and access relevant information at any time, the council's website content providing information on means of support and assistance for struggling households is regularly updated to reflect the latest situation."



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 8

From: Councillor Horrill

To: The Leader (Cllr Tod)

“Can the Cabinet Member advise why the Guildhall was in such a shabby state for the Remembrance Day events on the weekend of the 11th/12th November? We had so many guests and dignitaries attending these important civic gatherings, so why did we not make better efforts. Did the Cabinet Member feel equally embarrassed about the appearance of the Guildhall and lack of pride in our place?”

Reply

“Councillor Horrill wasn’t on the Guildhall Steps for the Royal British Legion Moment of Remembrance and Two Minute Silence on Saturday morning, so I presume that her comments relate to the state of the Guildhall on Remembrance Sunday.

It is a high priority to ensure that the Guildhall is in a suitable state for our civic events. The Cleaning and Events Team were on site at 8 am on both Saturday and Sunday working hard to ensure that the building was clean and ready for both the Silence on Saturday and the Mayor's reception on Sunday. I am very grateful for their efforts.

I’ve consulted with the Mayor, Chief Executive, fellow Councillors and Guildhall staff about feedback received after the Mayor's Reception and this was, as always, very positive.”



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 9

From: Councillor Wallace

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“Earlier this year the UK Government’s Climate Change Committee issued a progress report on preparations for climate change i.e. climate adaptation. The report highlighted that a lot more needs to be done nationally and locally in order for the UK to be prepared for the continued effects of climate change. In particular, the report states that “the overall level of planning for adaptation is still limited within local councils.” It goes on to state that “most policy for emergency response within communities is focused on flooding, but often does not extend to other climate hazards.”

Local authorities are responsible for dealing with the effects of extreme weather events, providing help to residents during flooding events, heat waves, wildfires etc. In other words, as well as having a role to play in adaptation and preparing communities to be better equipped to handle the impacts, there is also a role to play in the planned response.

What is Winchester Council doing to look further into other climate impacts, beyond flooding, and to develop plans accordingly?”

Reply

“The council’s own Emergency Response Plan sets out sound corporate principles that enables the council to respond to a wide range of emergencies including flooding, heatwaves and adverse weather. An exercise takes place each year to demonstrate the effectiveness and use of the Emergency Response Plan and is based on a different scenario, including climate change related incidents each year. Training of staff and members is available annually supported by the county council so that the response plan is understood.

Working with the multi-agency Hampshire and Isle of Wight Local Resilience Forum, which includes partners such as Hampshire County Council, Environment Agency and Met Office, the changing landscape for climate

change related risks continues to be assessed and the Forum ensures these are reflected and regularly updated in the Community Risk Register for Hampshire and Isle of Wight.

Using the risk scores, the Forum has developed, with input from the council, specific plans that set out the response to the highest rated risks including an Adverse Weather and Health Plan, Cold and Snow Plan and Multi-Agency Flood Plan.

As a Category 1 responder as defined in the Civil Contingencies Act 2004, the council makes information available to the public via its website and social media channels to warn, inform and advise the public of an emergency, including adverse weather events.”



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 10

From: Councillor Miller

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“What do the administration intend to do about the illegal parking in the streets around Middle Brook St as a result of introduction of additional parking charges in central Winchester?”

Reply

“In April 2023, Hampshire County Council took control of the design and authorisation of on-street parking restrictions. In October 2023, they took over enforcement and management of on-street parking itself.

The whole of Middle Brook Street is heavily restricted as part of Zone N until 10pm at night – and those Councillors who live in the city have not had significant reports of problems there. Earlier this year, the City Council consulted on extending the hours of those restrictions and the results of those consultations have been made available to the County Council.

The nearby area with more issues is the area around the Upper Brook Street / Friarsgate junction – which has followed from the big expansion of delivery services from local fast food outlets and the closure of the Upper Brook Street car park and road to enable construction of a much needed new GP surgery. Once construction is complete and road reopened, there will be a dedicated lay-by to support local deliveries. Currently, parking on single yellow lines at that location is also allowed for a maximum of 10 minutes under the County Council parking policy. Unfortunately we are no longer in a position to change this directly.

Any resident or Councillor who wishes to draw the County Council’s attention to a particular area can make an online report via

<https://www.hants.gov.uk/transport/parking/parking-contravention>”



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 11

From: Councillor Cunningham

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“Solar panels are praised as a fantastic option for renewable energy. Unlike any other source, at end of life they have waste that needs specialist recycling, something which we are globally unprepared for.

The reality is that there is a problem now, and its only going to get larger, expanding as rapidly as the PV industry expanded 10 years ago.

As part of the planning process, there is always a requirement to restore the fields in which they are installed, back to their original state. There is no requirement to properly dispose of panels to ensure there is minimal environmental impact at end of life.

Could the Cabinet Member give their view on this and therefore whether they believe that offsetting carbon through these type of schemes, is really the offsetting solution it seems to be?”

Reply

“In the UK, disposal of electronic waste is governed by The Waste Electrical and Electronic Equipment (EEE) Regulations 2013 (as amended) which transposed into law the Waste Electrical and Electronic Equipment (WEEE Directive).

The Government has classified Solar PV Panels as EEE¹ and they are covered under this legislation which aims to reduce the amount of waste electrical and electronic equipment (WEEE) incinerated or sent to landfill sites. Reduction is achieved through various measures which mandate the

¹ [Electrical and electronic equipment \(EEE\) covered by the WEEE Regulations - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

recovery, reuse and recycling of products and components as well as the registration of companies selling EEE.

Under the WEEE Regulations, solar PV panel importers or manufacturers in the UK must be a member of a Producer Compliance Scheme (PCS), such as the Government-approved [PV CYCLE](#) and comply with the legal obligation to take back end-of-life solar panels it has sold.

As solar panels come to the end of life, the valuable resources they contain can be recycled and reused without recourse to mineral extraction and this has the potential to create both jobs and economic growth.

DEFRA has published a policy paper *The Waste Prevention Programme for England: Maximising Resources, minimising Waste* in August 2023 which include consideration of the need to recycle solar PV panels. It is therefore the council's belief that this waste stream will continue to be well regulated and that new infrastructure will be established which will bring several positive factors and new economic opportunities in the circular economy.

The evidence is that Solar PV generated electricity continues to offer very low carbon electricity compared to the grid or to gas-power electricity generation methods even after embodied carbon is accounted for. Solar energy additionally provides a relatively cheap and secure source of electricity for the future and its deployment is in line with the Government's Energy Security Strategy² which is working towards the target of 70 GW solar PV deployment by 2035."

² [British energy security strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/british-energy-security-strategy)



COUNCIL MEETING – 30 November 2023

Question under Council Procedure Rule 15(3)

QUESTION 12

From: Councillor Isaacs

To: The Cabinet Member for Climate Emergency (Cllr Learney)

“I have been supporting residents who live next to the Alresford’s station WCC owned carpark. Within this area (30metres away from some residents) are multiple glass recycling bins. This area is open 24hrs a day 7 days a week. When the residential area was originally built this was not here but was moved.

Unfortunately, since Covid and other issues, residents (and there is no way of knowing if these are from Alresford or outside the area driving in) the use has increased. Whilst the noise has been monitored the pitch cannot be.

I am sure the Council will agree, that living next to glass breaking any time or day and night is not pleasant.

The WCC priorities listed to the public makes ‘Living Well’ a priority. Residents here are not living well. Signs are ignored and locking the bins only prolongs the task, some residents, clearly commercial, pulling up with 7 binloads full. WCC claim living well along with other objectives will be through adaptability, collaboration, and integrity.

Residents have the support from New Alresford Town Council and have formally asked WCC to relocate or remove the glass recycling from this site if no alternative area is found.

Will the Council commit to please supporting the needs of resident who should not have to suffer more or less than any other resident in our Council area. These residents have the same right to mental peace and relief as any other resident.

Please can the council commit to supporting these residents and remove this site. The offer for Alresford residents for an extra box is marginal as many don’t need one and anyone else outside of Alresford who drives in can drive to Winchester or Alton to recycle if WCC is not willing to invest in the increase in provision until 2026 changes. The offer of changing bins and more cost to WCC will not fix the issue of open access, pitch and the fact that a formal request by NATC in support of these residents has been requested.”

Reply

“Cllr Isaacs has raised this with the officer team previously this year and the noise emitted was formally measured by our public health team. Advice about signage to prevent usage outside of the day, locking of the bins to prevent loud noises, and restricting emptying from early mornings was provided, and has been followed, and from a public health perspective the case has been closed.

There may be an option of relocating the bins, but neither the Town Council nor Cllr Isaacs have any alternative locations which they can suggest. Unfortunately, the County Council has chosen to remove glass recycling facilities from all their recycling centres, and confirmed last month that they will not put them into the Alresford HWRC.

The station car park bottle bins are well used and to remove the bottle banks from the station car park where they have been for many years would remove an opportunity for recycling, which is very highly valued by the residents of Alresford.

Officers will be reviewing alternatives to reduce any impact on local residents.”



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Question under Council Procedure Rule 15(3)

QUESTION 13

From: Councillor Wallace

To: The Cabinet Member for Place and Local Plan (Cllr Porter)

“In March this year, Southern Water attended a meeting of the Winchester City Council Health and Environment Policy Committee. Many issues were highlighted during that meeting including ongoing issues with wastewater systems affecting residents in local villages, specifically Hambledon and Waltham Chase. Southern Water committed to provide a full written update regarding the issues experienced in Hambledon and to pass the concerns regarding Waltham Chase onto the operations team. However, to date nothing further has been received from Southern Water on these issues.

What is the Council doing to ensure that Southern Water follow through on these commitments?”

Reply

“Southern Water followed the March HEP meeting by providing a written report which was included in the minutes of 4 July Health Environment policy committee

Council officers continue to work with Southern Water on effected sites, most recently with flood mitigation works in regard annual inundation of the sewer network in Hambledon, which places Bury Lodge pumping station under considerable pressure to keep the network clear. I will ensure that the issues at Waltham Chase remain in scope. It is unlikely that we will get a further written response from Southern Water, but the main principle is the resolution of the issues.

Members can reach Southern Water for more information on <https://www.southernwater.co.uk/help-advice/contact-us>”