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Tuesday, 17 March 2015

To: The Members of the **Performance and Audit Scrutiny Committee - Scrutiny Meeting**

(Councillors: John May (Chairman), David Allen (Vice Chairman), Tim Dodds, Alastair Graham, Beverley Harding, Edward Hawkins, Paul Ilnicki, Lexie Kemp, Chris Pitt, Joanne Potter, Wynne Price, Audrey Roxburgh, Pat Tedder, Alan Whittart and John Winterton)

In accordance with the Substitute Protocol at Part 4 of the Constitution, Members who are unable to attend this meeting should give their apologies and arrange for one of the appointed substitutes, as listed below, to attend. Members should also inform their group leader of the arrangements made.

Substitutes: Councillors Rodney Bates, Glyn Carpenter, Liane Gibson and Ian Sams

Dear Councillor,

A meeting of the **Performance and Audit Scrutiny Committee - Scrutiny Meeting** will be held at Surrey Heath House on **Wednesday, 25 March 2015 at 7.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

AGENDA

Pages

**Part 1
(Public)**

- | | | |
|----------|---------------------------------|--------------|
| 1 | Chairman's Announcements | |
| 2 | Apologies for Absence | |
| 3 | Minutes | 1 - 6 |

To confirm and sign the open minutes of the Scrutiny meeting held on 28 January 2015 (copy attached).

4 Declarations Of Interest

Members are invited to declare any Disclosable Pecuniary Interests and non-pecuniary interests they may have with respect to matters which are to be considered at this meeting.

5	Finance Report to 31 December 2014	7 - 12
6	Equality Update 2014/15	13 - 26
7	Certification of Claims and Returns - Annual Report 2013/14	27 - 30
8	Committee Work Programme 2015/16	31 - 36

**Minutes of a Meeting of the
Performance and Audit Scrutiny
Committee - Scrutiny Meeting held at
Surrey Heath House on 5 November
2014**

+ Cllr John May (Chairman)
+ Cllr David Allen (Vice Chairman)

+ Cllr Tim Dodds	- Cllr Joanne Potter
+ Cllr Alastair Graham	+ Cllr Wynne Price
+ Cllr Beverley Harding	+ Cllr Audrey Roxburgh
- Cllr Edward Hawkins	+ Cllr Pat Tedder
+ Cllr Paul Ilnicki	- Cllr Alan Whittart
- Cllr Lexie Kemp	+ Cllr John Winterton
- Cllr Chris Pitt	

+ Present
- Apologies for absence presented

Substitutes:

Councillor Rodney Bates – for Councillor Alan Whittart
Councillor Ian Sams – for Councillor Lexie Kemp

Also Present: Councillor Charlotte Morley

In Attendance: Andrew Crawford, Sarah Groom, Julia Hutley-Savage, Kelvin Menon and Alex Middleton

40/P Minutes

The minutes of the Scrutiny meeting of the Committee, held on 5 November 2014, were agreed and signed by the Chairman.

43/P Scrutiny of Portfolio Holders - Corporate

Councillor Charlotte Morley briefed Members on the areas covered by her Portfolio, including the following:

- Children Champion
- Community Grants
- Complaints Procedure/ Ombudsman Matters
- Communications & Marketing
- Contact Centre
- Democratic Services
- Elections
- Equalities
- Human Resources
- Post & Payments

She highlighted in particular:

- (i) Democratic Services - The trial of Modern.Gov was going well, with Portfolio Holders using Tablets to facilitate paperless Executive meetings. It was expected that the trial would be expanded in due course. Surrey County Council used Modern.Gov and County Councillors were now able to access Borough Council reports through their Tablets.
- (ii) Electoral Services – The change to Individual Elector Registration (IER) had gone well. The Council had achieved a better match percentage than expected with the DWP and well above the Authority average. The Service was also prepared in the event of the expected Surrey Police Precept referendum. The Electoral Commission had coordinated IER publicity across all Councils using standard and consistent messages.

In terms of anti-fraud measures, these were being addressed by the Returning Officer, in line with recommendations from the Electoral Commission.

- (iii) Media and Marketing – A new web/social media-based system was being developed by the Marketing Team, providing more vehicles for residents to interact with the Council. Further work would be required to increase throughput through the Contact Centre.

Web based communications and social media were intended to enhance and expand on existing routes, such as Heathscene, which was delivered to every household in the Borough. Councillor Morley noted Member suggestions on using existing local noticeboards, use of electronic noticeboards, GP surgeries, post offices and local radio stations.

- (iv) Children's Champion – She and the Mayor had hosted a large number of school children as part of Local Democracy Week, including a mock Council meeting. She had also attended 'Google Hangout' with British and French students and had attended the recent Junior Citizen Scheme event.

Resolved, that the presentation be noted

44/P 2014/15 Mid-Year Performance Report

The Transformation Team Manager provided an update on the Council's mid-year performance data, covering the period 1 April to 30 September 2014. She noted that the Council had set 4 key priorities and that the report demonstrated how individual services met the requirements thereof against milestones and performance targets. She highlighted a number of successes during the period, including the Surrey Heath Business Awards, becoming a dementia friendly organisation, development of the Supporting Families scheme and the Wellbeing Centre at Windle Valley.

It was noted that the number of residents receiving telecare and meals on wheels had risen and planning targets had been exceeded. A number of areas previously shown as red (target not met) under the traffic lights system, notably Libor and ICT Licenses, had now been transferred to green (on track). Some indicators, covering

seasonal services, such as the Theatre subsidy and heritage visits, would be better reported annually.

In consideration, Members highlighted the following:

- (i) Traffic Lights – Concern was expressed that the colours indicated for some targets seemed to be at odds with the written script;
- (ii) Public Realm Strategy – Assurances were sought and given that no additional cost to the Council resulted from the re-writing consultant's draft Public Realm Strategy. The Strategy was now out for consultation;
- (iii) Affordable Housing – There had been a small increase in the number of households in temporary accommodation. Where possible, this should be minimised; and

Notwithstanding the proposed minor adjustments, Members welcomed the new simplified format.

Resolved, that the 2014/15 Mid-Year Performance Report be noted.

45/P Corporate Risk Register

The Executive Head of Finance presented a report providing an update on the Corporate Risk Register, which the committee reviews every year in January.

The Register covered higher level corporate risks to the Council. The left hand column indicated risk if no mitigation was in place. The right hand column indicated mitigating measures and the impact that this had on the risk levels.

Business continuity plans had been reviewed following the severe fire damage to the South Oxfordshire Council buildings as a result of an arson attack.

Members recognised that the Council was obliged by statute to provide a number of services to the public but had used its discretionary powers to provide additional services in a number of areas. Given the potential for severe reductions to future funding and increased requirements, the Committee considered that it was important to ensure that residents understood the distinction and were aware of the potential impact of funding cuts, especially on discretionary services, to ensure that expectations were maintained at a realistic level.

- (i) **Resolved, that**
 - (a) **The Corporate Risk Register be approved; and**
 - (b) **The Register be reviewed by the Committee in 12 months' time.**
- (ii) **Advised the Executive to raise public awareness, through Heathscene and other media vehicles, of additional funding cuts and the impact these may have on the Council's discretionary services i.e. Those which it is not obliged to provide by statute.**

46/P Committee Work Programme 2014/15

The Committee noted the work programme for the remainder of 2014/15.

Members noted a reference on grants obtainable had been considered by the Executive. This and Council Assets could now come off the work programme. The Committee agreed that, without fettering the future Committee, Members would consider a work programme for 2015/16 at the Committee's March 2015 meeting.

RESOLVED, that the Committee Work Programme for the remainder of 2014/15, attached at Annex A and as amended, be agreed.

Chairman

**PERFORMANCE AND AUDIT SCRUTINY COMMITTEE
WORK PROGRAMME 2014/15**

DATE	TOPIC	REPORT AUTHOR
25 March 2015		
P&A (Audit)		
1	Audit Recommendations	Alex Middleton
2	Regulation of Investigatory Powers Act 2000 Update	Julia Hutley-Savage
P&A (Scrutiny)		
1	Scrutiny of Portfolio Holders	Kelvin Menon
2	Third Quarter Finance Report	Kelvin Menon
3	Equalities – End of Year Update	Belinda Tam/ Sarah Groom
4	Certification of Claims and Returns	Kelvin Menon
5	Committee Work Programme 2014/15	Kelvin Menon

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Finance Report to 31 December 2014

Portfolio Finance

Ward(s) Affected: n/a

Purpose

To inform the Committee of the position of the Council Finances as at the 31st December 2014.

1. Summary

- 1.1 This report covers 9 months of 2014/15 financial year. It includes the Council's current budget position together with information on investments, Debts and Capital expenditure.

2. Resource Implications and Key Issues**Revenue Budget**

- 2.1 The Council set a balanced budget on the 27th February 2014 for 2014/15. This did include a general savings target of c. £255k.
- 2.2 Service managers have been provided with reports showing actual expenditure to date, against profiled budget, for each budget area. They have been asked to declare all overspends and underspends greater than £10k in each budget area. This includes salaries after taking account of the vacancy margin.
- 2.3 In completing this exercise various assumptions have been made using current expenditure against budget and anticipated performance for the rest of the year.
- 2.4 The over £10k variances are shown in portfolio order in Annex A, which also shows the Council is predicted to finish the £98k under budget (or about 1%) as the end of the year.

Capital Budget

- 2.5 At its meeting on the 30th September 2014 the Executive recommended a total capital programme of £4.694m. This has been amended to include additional items during the year giving a total of £4.862m. So far expenditure amounting to £2.374m has been incurred and details are included in Annex B. It should be noted that the Council has insufficient capital reserves to fund the entire capital programme. If the entire programme was implemented over £2.6m would need to be funded by internal or external borrowing which would incur interest costs and MRP (minimum Revenue Payments) to ensure the borrowing could be repaid.

2.6 A full list of projects and payments so far is shown in Annex B.

Treasury

2.7 Treasury returns continue to be low due to the low Bank of England base rate, 0.5%, and lack of demand from banks for our money. Typically interest rates of 0.75% are offered by banks and building societies. Following discussions with our treasury advisers, Arling Close, a new treasury strategy was approved by Council on 1st October which enables the Council to diversify its investments in to property and corporate bond funds. So far £8m has been invested in these funds and they are performing well. This money though does need to be invested for a reasonable term so as to make the most of the returns offered

2.8 The Investments as at the 31st December 2014 are shown in Annex C.

Debtors

2.9 From the 1st April the treatment of housing benefit debts and sundry debts changed. Housing benefits debts are now recorded on the housing benefit computer system and sundry debts on the Civica finance system. In the past all debts were recorded on Oracle financial system, but this meant that when a claimant went back on to benefit the outstanding debt was not flagged up automatically on the benefits system. This has now been addressed by the new arrangements.

Sundry Debts

2.10 Sundry debts include all debts except those relating to benefits. At the 31st December debts amounting to £534k mainly due to the timing of invoices for rents being raised just before Christmas.

Housing Benefit Debts

2.11 These debts arise when an overpayment in housing benefit has been made and thus has to be recovered. At the 31th December 2014 the balance was £595k, down £15k from the previous quarter. £40k cash was paid off with a further £52k being transferred back to live claims for recovery from ongoing benefit. A further £67k of invoices were raised for overpayments and fraud.

2.12 The £595k outstanding balance relates to 323 individual overpaid claimants. Of this, £300K of the debt is attributable to only 15 claimants, many of these as a result of fraud and being repaid in small instalments each month. At the current time 50% of the debt is on an agreed monthly repayment plan, 25% is with legal for recovery, 20% is being chased and the remaining 5% cannot currently be traced.

3. Options

3.1 Members can accept and note the report or reject it.

4. Proposals

4.1 It is proposed that the Committee is advised to note the Revenue, Treasury and Capital Position as at the 31st December 2014.

5. Recommendation

5.1 The Committee is advised to note the Revenue, Treasury and Capital Position as at 31st December 2014.

BACKGROUND PAPERS	None
AUTHOR/CONTACT DETAILS	Kelvin Menon - Executive Head of Finance Kelvin.menon@surreyheath.gov.uk
HEAD OF SERVICE	As above

**VARIANCE TO BUDGET AT YEAR END
AS PREDICTED AT 31st DECEMBER 2014**

	Favourable £'000	Adverse £'000
Business		
Camberley Theatre		200
Arena Leisure Centre	70	
Community		
Recycling - contract costs and income	179	
Pest and Dog control	12	
Street Cleaning	68	
Windle Valley		12
Corporate		
Elections	15	
ICT - Licence Costs		14
Finance		
Audit expenses	10	
Legal - None to report		
Regulatory		
Development Control Income	150	
Transformation		
Sundry staff costs	32	
Wages and Salaries	118	
Investment Interest		75
In year savings target		255
	654	556
Overall Variance - favourable	£ 98	

ANNEX B

CAPITAL EXPENDITURE AT 3st DECEMBER 2014

	Proposed B/Fwd From 2013/14	Approved Bids 2014/15	Total 2014/15 Programme	Current Spend & Commitments	Funds Available
	£'000	£'000	£'000	£'000	£'000
Finance					
Property Acquisition Strategy	1,793	-	1,793	0	1,793
Sub Total	1,793	-	1,793	0	1,793
Transformation					
Property Planned Maintenance	200	-	200	-	200
Doman Rd Depot Improvements	134	-	134	281	147
Pembroke House	338	-	338	10	328
Civica Financial System	71	-	71	32	39
Sub Total	743	-	743	323	420
Business					
Main Square Refurbishments	320	-	320	333	13
Main Square & Knoll Rd Car Parks Pay on Foot anc	213	-	213	199	14
PIC Monies	135	-	135	3	133
Uplands Road Playground	40	-	40	40	0
Camberley Park & Obelisk	64	-	64	5	59
Clearsprings	4	-	4	4	-
Wellington Park	25	-	25	-	25
Frimley Lodge Park	40	-	40	40	-
Lightwater CP Visitor Centre	70	-	70	-	70
Deanside Diamond Ridge Woods Picnic Area	35	-	35	-	35
Crabtree Park	26	-	26	26	0
Southcote Play Area	38	-	38	-	38
Theatre Projector	-	33	33	35	2
Frimley Lodge Park Artifical Grass Pitch	-	620	620	603	17
Sub Total	1,010	653	1,663	1,287	376
Community					
Disabled Grants	-	500	500	666	166
Renovation Grants	-	25	25	17	8
Windle Valley Day Centre	78	-	78	80	2
Sub Total	78	525	603	763	160
Community					
Public Web Portal	-	60	60	-	60
Sub Total	-	60	60	-	60
GRAND TOTAL OF ALL SCHEMES	3,624	1,238	4,862	2,374	2,488

ANNEX C

Investments at 31st December 2014

			Maturity Date
Close Brothers Call Account		0	14 day Notice Account
Lloyds Bank Call Account		1,502,879	Instant Access
Close Brothers		2,000,000	06/02/2015
Lloyds Group - Lloyds TSB Structured Deposit		1,000,000	14/05/2015
	Total Banks	4,502,879	
Coventry		1,000,000	09/06/2015
Nationwide		2,000,000	02/01/2015
	Total Building Society	3,000,000	
Icelandic Banks		661,515	In Escrow
		8,164,394	
Greater London Authority		2,000,000	30/10/2015
Lancashire County Council		1,500,000	30/09/2016
The London Borough of Islington		2,000,000	28/10/2016
	Total Local Authorities	5,500,000	
AAA Rated MM Fund - Aberdeen (SWIP)		2,944,447	N/A
AAA Rated MM Fund - CCLA		1,000,000	N/A
AAA Rated MM Fund - Ignis		2,000,000	N/A
AAA Rated MM Fund - Insight		2,992,400	N/A
	Total Money Market Funds	8,936,847	
CCLA Property Fund		2,000,000	
M & G Investments - Global Dividend Fund		1,000,000	
M & G Investments - Stratific Corp Bon Fund		2,000,000	
Threadneedle - Strategic Bond Fund		2,000,000	
Threadneedle - Global Equity Income Fund		1,000,000	
	Total Longer Term Investments	8,000,000	
Total Invested (excluding the NatWest SIBA)		30,601,241	

Equality Update 2014/15

Portfolio	Corporate
Ward(s) Affected	All

Purpose

To update Members on the work undertaken in 2014/15 to meet the Equality Act 2010 and the Council's Equality Strategy.

Background

1. The Council has continued to work to meet the legislative requirements of the Public Sector Equality Duty (PSED), with our programme of Equality Impact Assessments and implemented recommendations from the Equality Strategy Action Plan which has also been updated and is attached as Annex A. An explanation of the Equality Act is contained in Annex B.

Current Position

2. The Council is still following the requirements to publish sufficient information to demonstrate our compliance with the General Equality Duty and specific duties across our functions. The Council does this by undertaking Equality Impact Assessments demonstrating analysis of the effect that the Council's policies and practices have had on people from equality/protected groups and publishing these on the Council's Equality and Diversity web pages.

Equality Strategy Action Plan

3. The actions completed from the Equality Strategy Action Plan (see Annex A) in 2014/15 include:
 - Officer and Member dementia awareness training undertaken;
 - The opening of the Wellbeing (Dementia) Centre and development of the Memory Garden;
 - The establishment of the Saturday Club at Windle Valley Centre for carers and the cared for with dementia;
 - Capital works have been progressed to make improvements to the gypsy/traveller sites;
 - The appointment of an internal voluntary minority ethnic group staff representative;
 - The appointment of two internal voluntary staff disability mentors; and
 - The review of four Equality Impact Assessments by the Officer Working Group as set out below.

Equality Impact Assessments

4. The programme of Equality Impact Assessments has been undertaken in 2014/15. Four internal policies have been completed including reviewing the

Family Friendly Policy, Flexible Working Policy, Offsite Working Policy and Drugs and Alcohol Policy.

Disability Two Ticks

5. Surrey Heath Borough Council has recently been recognised as a disability positive employer. Jobcentre Plus has accepted the Council's application to be a 'Two Ticks: Positive About Disability' symbol holder.
6. As an accredited organisation, the Council is required to implement and annually review practices that meet the scheme's five commitments in relation to recruitment, employment, retention and career development of people with a disability. The commitments are:
 - To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities.
 - To ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what they can do to make sure they can develop and use their abilities.
 - To make every effort when employees become disabled to make sure they stay in employment.
 - To take action to ensure that all employees develop the appropriate level of disability awareness needed to make this commitment work.
 - To annually review the five commitments and what has been achieved.

Older Nepalese

7. Surrey Heath has a significant number of retired Ghurkha soldiers and their families living in the borough and about 250 of those are over 60 year olds. In 2013/14 the Council worked with Camberley Adult Education Centre to set up English language lessons. Funding for the lessons was secured from the Government's Ghurkha Resettlement Fund to support the integration of retired Ghurkha soldiers and their dependants settling in the UK. The English language lessons are now embedded in the Camberley Adult Education Programme at the France Hill Centre. The lessons also have a practical element to assist the older people with communication skills to for example, do their shopping or make a doctor's appointment.

Surrey Heath Faith Forum

8. The second Surrey Heath Faith Lunch was held on 23 September 2013 at High Cross Church Camberley. The aim was to encourage different faith groups in Surrey Heath to work together and strengthen inter faith relationships. The next lunch is being planned by Surrey Police, Churches Together in Camberley, and Surrey Faith Links. There was no lunch held in 2014.

Dementia

9. The Council is working closely with Surrey County Council (Adult Social Care) and the Surrey Heath Clinical Commissioning Group with respect to dementia. In February 2014, a number of members of staff attended a dementia cascade course. This provided them with information which they can pass onto colleagues. Also several members of staff and elected members are dementia friends and some have become dementia champions. The wellbeing centre opened in Bagshot late last year which is being used by a number of partners including the Alzheimers Society; Carers Support; and song for life (singing for carers and the cared for with dementia). The Saturday club at the Windle Valley continues to grow with a good mix of carers and the cared for with dementia. The Council is currently funding a befriending pilot in Heatherside to provide help and friendship to people who have recently being diagnosed with dementia.

Gypsies and Travellers

10. The Council manages two permanent traveller sites for Surrey County Council under an agency agreement. One site is located in Bagshot and the other is in Chobham with each having 15 pitches. The site in Chobham is about to undergo major refurbishment which should create one additional pitch. This is subject to planning permission. The old electricity meters on the Bagshot site which operate using prepayment cards purchased from the post office are being replaced by new meters connected directly to the supplier.

Options

11. Members are asked to note the update on the work in 2014/15 to meet the Equality Act 2010 and the Council's Equality Strategy.

Proposal

12. That members note the update on the work in 2014/15 to meet the Equality Act 2010 and the Council's Equality Strategy.

Resource Implications

13. The resource to continue improvement of equality practice at the Council has been reduced but limited on-going work is being achieved within existing staff resources and through work with partners.

Recommendation

14. That members note the update on the work in 2014/15 to meet the Equality Act 2010 and the Council's Equality Strategy and Action Plan.

Background Papers:

Nil

Annexes:

Annex A Equality Strategy Action Plan
Annex B The Equality Act Explained

Author:

Belinda Tam / HR Manager
Sarah Groom Transformation Team Manager

Heads of Service:

Louise Livingston, Interim Executive Head of Corporate
Tim Pashen, Executive Head of Community
Richard Payne, Interim Executive Head of Transformation

Equality Strategy Action Plan (Recommendations from Diversity Peer Challenge – September 2010)

Annex A

Recommendation	Areas to consider	Council Action	Completion date	Responsible officer
Access to Services				
For effective service planning that is capable of meeting changing customer needs and expectations there should be better use made of base data to analyse and compare service take-up – this will be achieved by improved service equality monitoring.	Services to make more use of data and intelligence about the borough when considering their priorities.	BCD officers to raise with Service Heads the issue of using data more effectively during their 1-1 performance meetings October 2011	Completed 2011	Community Development/ Service Heads
	There are data gaps in relation to changes in the local population.	Update SH Evidence Base using 'Surrey I' database ('Surrey i' now used as main source of data)	Completed	Community Development
	Need to make more use of qualitative data about the borough – speak to voluntary and community sectors.	Approach Voluntary Services, CAB etc. Using qualitative data from CAB etc. to learn more about the local community (e.g. meeting with CAB on the advice that is being sought from the Nepalese community)	Completed	Community Development
	Some equality champions worry that they have insufficient time to champion equality issues within departments. A clearer corporate approach across all departments to data collection, quality, monitoring and review needs to be achieved	See above. BCD officers will also ask Service Heads to ensure Equalities is a standing item on team meeting agendas, areas to be discussed – equality hot topics and discussing what equality and diversity means with new staff. Also discussed at Equality Action Group 19 th October 2011 – members to update their team meetings on work of the group.	Completed 2011	Community Development/ Equality Action Group/ Service Heads
		Officer and Member dementia awareness training undertaken.	Completed 2014	Community Services

		The opening of the Wellbeing (Dementia) Centre and development of the Memory Garden	Garden to be officially opened Spring 2015	Community Services
		The establishment of the Saturday Club at Windle Valley Centre for carers and the cared for with dementia	Completed 2014	Community Services
Engagement with Communities				
Examine engagement methods used in the Heatherside project to see if best practice can be used elsewhere. Continue to explore new innovative ways of engaging such as the mobile diary room (MIPOD) and youth football tournaments, while bearing in mind that different methods of engagement may suit different communities. Thus, all the council needs to be aware that 'one size doesn't fit all'.	<u>Engagement:</u> Cultural Engagement Strategy to demonstrate a more systematic approach to consultation and engagement	Media and Marketing Department to draw up a template reflecting the best practice used during the Heatherside consultation to be rolled out to the rest of the authority as the model for consultation exercises in the future. (Draft template created, to be developed and rolled out). Surrey-wide Prevent Strategy, The Council does not wish to adopt the new strategy and will continue with its own Cultural Engagement Strategy? (Executive Equality Group decided to continue with the Cultural Engagement Strategy) Cultural Engagement Strategy to be reviewed by Surrey Heath Partnership (SHP) (strategy now part of the Partnership Action Plan)	Completed and ongoing. Nov 2013 The template will be amended depending on the appropriate communication methods for each consultation Completed Completed	Media and Marketing Team Community Development Community Development

	Fast track the plan to hold regular meetings and lunches with faith leaders.	Churches Together Camberley to be approached to take a lead on this. To be organised by a working group made up of the Surrey Faith links, Churches Together Camberley, Surrey Police, Surrey Minority Ethnic forum)	Completed	Police/ Churches Together Camberley
	More clarity and awareness about the spectrum of engagement activity available.	Success in engaging with groups; Muslim Association, Nepalese/Gurkha communities, Buddhist, Hindu and Christian faiths through the Faith lunch. The Faith lunch has led to other opportunities for groups to engage e.g. Baha'i faith. Engagement with the Gurkha community to utilise the Gurkha Re-settlement Fund. Islamic Cultural Open Day 30 June 2013. Faith lunch held 23 Sept 2013 very successful with 52 people attending.	Completed	Partners
	Scope for improving the range of joint engagement activity through the pooling of resources from relevant stakeholders.	Discussions on-going with Surrey Heath Clinical Commissioning Group (CCG) and other partners with regard to joint areas of work particularly through the Old Dean Priority Group looking at mental health and wellbeing. Joint engagement with the Old Dean community continuing through the Old Dean Community Group.	Completed On-going	SH CCG / SCC
	More effort could be expended on developing systematic engagement	Nepalese representative now on Surrey Heath Partnership but not attending. Representatives from the protected groups to be invited to have a stand	Completed, On-going	Community Development

	<p>mechanisms with black and minority ethnic (BME) groups.</p> <p>Use example of recent work to provide a joined-up Council service to Gypsies as a good example for developing effective engagement with other communities.</p>	<p>raising awareness of their faith, culture etc at an event open to staff, councillors and partners. To be held during the afternoon and evening. Could be part of Member induction training.</p> <p>Use methods from Heatherside project to see if best practice can be used elsewhere.</p> <p>Consultation on the capital works plans have been progressed to make improvements to the gypsy/traveller sites.</p>	<p>2015</p> <p>Ongoing 2015</p>	<p>Member Eq. Working Group</p> <p>Member Induction</p> <p>Community Services/ Media and Marketing Team</p> <p>Community Services</p>
<p>Make more use of current/existing community development officers to help identify needs of hard-to-reach local communities.</p>	<p>Work with VSNS and other community partners to develop new engagement initiatives. Make use of their intelligence networks to tailor engagement methods.</p>	<p>Discussions with VSNS and ODCoG taken place. More residents encouraged to join ODCOG at AGM in March 2012. ODCOG has developed a Facebook page and is sending out a newsletter to all Old Dean households.</p> <p>St Michael's group re-established in January 2012.</p> <p>Care Co-ordinator Role in place as well as Lightwater hub pilot.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Community Development / Voluntary services</p> <p>VSNS</p> <p>Community Services</p>
<p>Make use of the current goodwill and enthusiasm of voluntary sector partners to engage in community led initiatives. This</p>	<p>Work with SHVS and other community partners to develop new engagement initiatives. Make use of their intelligence networks to tailor engagement methods.</p>	<p>The Surrey Heath Show Management Group encouraged more voluntary groups to participate in the Surrey Heath Show through increased promotion. Voluntary services have visited different areas/communities to promote volunteering opportunities.</p>	<p>Completed</p>	<p>Voluntary Services/ Community groups, Youth services</p>

movement will inevitably create a range of new contributors, each of whom will have their own expectations about involvement.				
Use the results of satisfaction surveys to find out whether different communities are more or less satisfied than others, and increasingly refine the survey process.	Link with consultation programme.	Satisfaction survey conducted with clients of Windle Valley Older People's Centre. Satisfaction surveys to be included in the Consultation programme.	Completed Sept 2013	Media and Marketing Team
Workforce/Positive Culture				
Explore ways of making working for the Council an attractive career and work experience proposition for younger people.	Progress work experience, apprenticeships	<p>Working with SHAPE on behalf of local secondary schools to place students on work experience at the Council. In Sept 2013 the Council accommodated 8 work experience students in different services. In April/May 2014 the Council accommodated four work experience students in different services from Collingwood and in September 2014 ten from Tomlinscote</p> <p>Council has developed its own Apprenticeships Scheme.</p> <p>The Apprenticeship Scheme was rolled out in 2012. (An apprentice has been appointed in ICT and Green spaces; more will be employed in other services).</p>	<p>Completed/ On-going</p> <p>Completed</p> <p>Completed, On-going</p>	<p>HR</p> <p>HR</p> <p>HR</p>

		The ICT apprentice was successful in getting a temporary job in ICT.		
Consider how all staff can be kept informed about equality and diversity news, developments and initiatives, perhaps through a newsletter, staff magazine or the Intranet.	StaffScene, Intranet updates	To action Staff Scene and intranet options. Use Staff Notice Boards to promote equality information. (New Equality Objectives displayed on notice boards from May 2012) Equality Action group, Chief Exec, HR, Legal, Service Heads consulted on Public Sector Equality Duty Review consultation. The Council was awarded the 2 ticks disability symbol in January 2015 and the Council has recently appointed 2 internal volunteer Disability Mentors.	Completed, On-going Completed - May 2012 and on-going Completed - March 2013 Completed	Media and Marketing Community Development HR
Review equality and diversity training and tailor it to meet the different needs of new officers, members and partners. Introduce e-learning equality and diversity modules to train staff and partners at any time or location. Consider making training on equality and diversity a mandatory requirement for both staff and members.	As per recommendation	Member and staff training conducted in spring/summer 2011. HR to roll out e-learning modules on Introduction to Diversity, Equality and Discrimination (equality and diversity modules now available to staff on Escene) Equality and Diversity e-learning modules to form part of the staff induction process	Completed Completed Roll out in autumn 2013 and refresher training in 2015. Completed	HR HR HR

2 March 2015

<p>Check that monitoring of, and reporting on all HR activity e.g. applicants for posts, disciplinaries, grievances, leavers etc. complies with current legislation and the new public sector Equality Duty. Regular reviews of HR practice should ensure compliance is maintained.</p>	<p>As per recommendation</p>	<p>HR to lead. (All policies being reviewed including the Disciplinary and Grievance policies are equality impacted assessed).</p> <p>Staff Equality Monitoring survey completed and data published on SH Equality and Diversity web pages by 31 January 2012.</p> <p>Staff equality survey completed winter 2014/15</p>	<p>Completed</p> <p>Completed</p> <p>Ongoing</p>	<p>HR</p> <p>HR</p> <p>HR</p>
<p>Involve the trade unions in the Corporate Equality Group, and ensure the widest representation within the group.</p>	<p>As per recommendation</p>	<p>Unison rep formally acknowledged.</p> <p>New Minority Ethnic group and Disability Mentor representative joined the group.</p>	<p>Completed</p> <p>Completed</p>	<p>Community Development</p> <p>HR</p>

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What is the Equality Duty?

Background

On 5 April 2011, the public sector equality duty (the equality duty) came into force. The equality duty was created under the Equality Act 2010.

The equality duty replaced the race, disability and gender equality duties. The first of these duties, the race equality duty in 2001, came out of the Macpherson Report on the murder of the black teenager, Stephen Lawrence. Following failures of the investigation of Lawrence's murder, the report revealed institutional racism in the Metropolitan Police. It was clear that a radical rethink was needed in the approach that public sector organisations were taking towards addressing discrimination and racism.

Prior to the introduction of the race equality duty, the emphasis of equality legislation was on rectifying cases of discrimination and harassment after they occurred, not preventing them happening in the first place. The race equality duty was designed to shift the onus from individuals to organisations, placing for the first time an obligation on public authorities to positively promote equality, not merely to avoid discrimination.

Following the introduction of the race duty, it was clear that progress could also be made on other areas of equality through the introduction of similar duties. The disability equality duty came into force in 2006, followed by the gender equality duty in 2007.

The Equality Duty

The equality duty was developed in order to harmonise the equality duties and to extend it across the protected characteristics. It consists of a general equality duty, supported by specific duties which are imposed by secondary legislation. In summary, those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

These are sometimes referred to as the three aims or arms of the general equality duty.

The Act explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.

- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

The equality duty covers the nine protected characteristics: **age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.**

Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status. This means that the first aim of the duty applies to this characteristic but that the other aims (advancing equality and fostering good relations) do not apply.

Purpose of the Duty

The broad purpose of the equality duty is to integrate consideration of equality and good relations into the day-to-day business of public authorities. If you do not consider how a function can affect different groups in different ways, it is unlikely to have the intended effect.

This can contribute to greater inequality and poor outcomes. The general equality duty therefore requires organisations to consider how they could positively contribute to the advancement of equality and good relations. It requires equality considerations to be reflected into the design of policies and the delivery of services, including internal policies, and for these issues to be kept under review.

Compliance with the general equality duty is a legal obligation, but it also makes good business sense. An organisation that is able to provide services to meet the diverse needs of its users should find that it carries out its core business more efficiently. A workforce that has a supportive working environment is more productive. Many organisations have also found it beneficial to draw on a broader range of talent and to better represent the community that they serve. It should also result in better informed decision-making and policy development. Overall, it can lead to services that are more appropriate to the user, and services that are more effective and cost-effective. This can lead to increased satisfaction with public services.

**Certification of Claims and Returns –
Annual Report 2013/14**

Portfolio	Corporate
Ward(s) Affected:	n/a

Purpose

To update Members on the outcome of the certifications of claims and returns for Housing Benefit for 2013/14

Background

1. The Council’s auditors KPMG are required to certify the accuracy of the Council’s claims and returns for Housing Benefit.
2. The purpose of this is to ensure that Benefit payments have been calculated correctly and then reclaimed from Government in line with regulations

Outcome

3. The Auditors have given an unqualified report for the return and their audit report is attached. They are not recommending any changes to changes to processes or procedures.

Resource Implications

4. The fees payable for this audit are disclosed in the attached report.

Recommendation

5. Members are asked to note the report as attached and comment as appropriate.

Annex:

Annex A – Certification of Claims audit report 2013/14

Report Author: Kelvin Menon – Executive Head – Finance
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Our ref **SHBC/1314/Grants
Report**

24 February 2015

Dear Kelvin

Certification of claims and returns - annual report 2013/14

The Audit Commission requires its external auditors to prepare an annual report on the claims and returns it certifies for each client. This letter is our annual report for the certification work we have undertaken for 2013/14.

In 2013/14 we carried out certification work on one claim - the BEN01 (Housing Benefit subsidy claim). The total subsidy of the final claim certified was £16,529,571.

Matters arising

Our certification work identified errors in two cells, as set out below. This required an additional sample of 40 cases for each cell to be tested and the qualification of these cells in our letter to the Department of Work and Pensions.

Cell 011: Rent Rebates (Tenants of Non-HRA Properties)

- Three cases where benefit awarded had incorrectly been classified as backdated expenditure (though this has no subsidy impact)
- One case whereby the claimant was awarded passported benefit as a result of information received by the authority not being actioned. This led to an overpayment of £542.29
- Testing of an additional 40 cases did not identify any further fails.

Cell 094: Rent allowances

- Two cases where benefit awarded had been incorrectly been classified as backdated expenditure (though this has no subsidy impact)
- one case whereby the rent increase had been applied from the incorrect date. This created an overpayment of £350.40.
- Testing of an additional 40 cases did not identify any further fails.

As a result of our work on this claim, we have not made any recommendations to the Council to improve its claims completion process. Errors identified were reviewed and understood by the Council and are not as a result of a systematic process or control failure. There were no recommendations made last year and there are no further matters to report to you regarding our certification work.

Certification work fees

The Audit Commission set an indicative fee for our certification work in 2013/14 of £12,323. Our estimated final fee is higher than the indicative fee at £15,214, and this compares to the 2012/13 fee for this claim of £12,770. The increase in 2013/14 is as a result of the additional work required in respect of the further samples of 40 cases for each of the qualified cells in the BEN01.

Should you wish to discuss any aspects of this letter, please don't hesitate to contact me

Yours sincerely



Fleur Nieboer
Director, KPMG LLP

Committee Work Programme 2015/16

Portfolio	Corporate
Ward(s) Affected:	n/a

Purpose

To consider the Committee work programme for the municipal year 2015/16.

Background

1. The Performance and Audit Scrutiny Committee was re-appointed by the Council at its Annual Meeting on 14 May 2014 and it is anticipated that the Committee will be re-appointed for the municipal year 2015/16, though its responsibilities may be amended.
2. The Constitution, at Part 4, Section C paragraph 6, states that each Scrutiny Committee shall normally produce a work programme for the following year at the last meeting of a municipal year.
3. Committees have, before, set the work programme in the new municipal year, but have only tended to do so in years following Borough Council elections. It is possible the Committee's remit may change and this is likely to be the subject of consideration by Full Council on 15 April 2015.
4. The work programme will develop through the year, to meet new demands and changing circumstances and the Committee will be expected to review its work programme from time to time and make minor amendments as required.
5. One of the tasks given to the Committee is to carry out pieces of work requested by the Council and/or the Executive.
6. A number of reports come to the Committee for consideration, prior to upwards reporting to the Government, the Audit Commission and/or External Auditors, to meet statutory requirements.
7. The following further meeting dates have been scheduled for the municipal year 2015/16:

17 June 2015
 29 July 2015
 30 September 2015
 2 December 2015
 27 January 2016
 23 March 2016

Officer Comments

8. The Council will shortly consider which committees are established and the work areas they will cover. As such, any proposals will be subject to the outcome of the Council's deliberations. The Committee's first 2015/16 meeting is scheduled for 17 June 2015. Due to the current review of committees and the upcoming election/Member changes, it is not proposed to set a work programme for 2015/16, but Members are asked to consider any items they feel should be considered as a matter of priority at the meeting in June 2015. A full work programme for the remainder of 2015/16 can then be considered at this meeting. The 2014/15 actual programme is attached at Annex A, for information.

Proposal

9. It is proposed that Members consider issues for presentation at the June 2015 Committee meeting, subject to any changes to its remit which might be agreed by the Council on 15 April 2015.

Resource Implications

10. Subject to any decisions relating the work programme, there are no resource implications which have not already been factored in, with those mainly involving officer time.

Recommendation

11. The Scrutiny Committee is advised to consider issues for presentation at the June 2015 Committee meeting, subject to any changes to its remit which might be agreed by the Council on 15 April 2015.

Background Papers: None

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ANNEX A**ANNEX A****PERFORMANCE AND AUDIT SCRUTINY COMMITTEE
ACTUAL WORK PROGRAMME 2014/15**

DATE	TOPIC	REPORT AUTHOR
18 June 2014		
P&A (Audit)		
1	Financial Statements Audit Plan for 2013/14	Kelvin Menon
18 June 2014		
P&A (Scrutiny)		
1	Scrutiny of Portfolio - Community	Kelvin Menon
2	Expenditure on Professional Advisors	Kelvin Menon
3	Working Groups/Member Panels	Kelvin Menon
4	Committee Work Programme	Kelvin Menon
23 July 2014		
P&A (Audit)		
1	Annual Governance Statement	Karen Limmer
2	Regulation of Investigatory Powers Act 2000 - Annual Report on Authorisations	Julia Hutley-Savage
4	Annual Review of the Effectiveness of the Systems of Internal Audit	Alex Middleton
5	Finance - Investigations Section	Julia Greenfield
6	Internal Audit Annual Report	Alex Middleton
23 July 2014		
P&A (Scrutiny)		
1	Performance – End of Year Update	Peter Hunt
2	Review of Reserves and Provisions	Kelvin Menon

DATE	TOPIC	REPORT AUTHOR
3	Updates on Member Panels	Kelvin Menon
4	Annual Review of the Work Programme for the Performance and Audit Scrutiny Committee for 2013/14	Kelvin Menon
5	Committee Work Programme	Kelvin Menon

24 September 2014

P&A (Scrutiny)

1	Scrutiny of Portfolio Holder - Regulatory	Kelvin Menon
2	Financial Accounts Sign Off and External Auditor's ISO 260 Report	Kelvin Menon
3	Annual Report on the Treasury Management Service and Actual Prudential Indicators	Kelvin Menon
4	Complaints and Complaints to the Local Government Ombudsman	Nicola Vooght
5	Committee Work Programme	Kelvin Menon

5 November 2014

P&A (Scrutiny)

1	Scrutiny of Portfolio Holders	Kelvin Menon
2	Treasury Management Mid-Year Report	Kelvin Menon
3	Finance Report	Kelvin Menon
4	Professional Advisors	Kelvin Menon
5	Committee Work Programme	Kelvin Menon

28 January 2015

P&A (Audit)

1	Annual Audit Plan	Alex Middleton
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DATE	TOPIC	REPORT AUTHOR
28 January 2015		
P&A (Scrutiny)		
1	Scrutiny of Portfolio Holders	Kelvin Menon
2	Corporate Risk Register	Kelvin Menon
3	Committee Work Programme	Kelvin Menon
25 March 2015		
P&A (Audit)		
1	Audit Recommendations	Alex Middleton
2	Regulation of Investigatory Powers Act 2000	Kelvin Menon
P&A (Scrutiny)		
1	Third Quarter Finance Report	Kelvin Menon
2	Certification of Claims and Returns	Kelvin Menon
3	Equalities – End of Year Update	Belinda Tam
4	Work Programme 2014/15	Kelvin Menon

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