



**Surrey Heath Borough Council**  
Surrey Heath House  
Knoll Road  
Camberley  
Surrey GU15 3HD  
Telephone: (01276) 707100  
Facsimile: (01276) 707177  
DX: 32722 Camberley  
Web Site: [www.surreyheath.gov.uk](http://www.surreyheath.gov.uk)

**Department:** Democratic Services  
**Division:** Corporate  
**Please ask for:** Andrew Crawford  
**Direct Tel:** 01276 707139  
**E-Mail:** [democratic.services@surreyheath.gov.uk](mailto:democratic.services@surreyheath.gov.uk)

Tuesday, 28 June 2016

To: The Members of the **Performance and Finance Scrutiny Committee**  
(Councillors: Alan McClafferty (Chairman), Jonathan Lytle (Vice Chairman),  
Dan Adams, David Allen, Bill Chapman, Edward Hawkins, Paul Ilnicki, David Lewis,  
Oliver Lewis, Max Nelson, Robin Perry, Chris Pitt, Wynne Price, Darryl Ratiram and  
Victoria Wheeler)

**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, Katia Malcaus Cooper, Joanne Potter,  
Ian Sams and Valerie White

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held at Surrey  
Heath House on **Wednesday, 6 July 2016 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

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## AGENDA

	Pages
<b>1 Apologies for Absence</b>	
<b>2 Chairman's Announcements</b>	
<b>3 Minutes</b>	<b>3 - 12</b>
To confirm and sign the minutes of the meeting held on 23 March 2016.	
<b>4 Declarations of Interest</b>	
Members are invited to declare any interests they may have with respect	

to matters which are to be considered at the meeting. Members who consider that they may have an interest are invited to consult the Monitoring Officer or Democratic Services Officer prior to the meeting.

<b>5</b>	<b>Scrutiny of Portfolio Holders - Community Portfolio Holder</b>	<b>13 - 16</b>
<b>6</b>	<b>Housing Services Position Statement and Work Plan 2016/17</b>	<b>17 - 26</b>
<b>7</b>	<b>Surrey Heath Waste Strategy</b>	<b>27 - 34</b>
<b>8</b>	<b>Independent Living</b>	<b>35 - 42</b>
<b>9</b>	<b>Air Quality</b>	<b>43 - 58</b>
<b>10</b>	<b>Working Groups</b>	
	To consider the establishment of any task and finish working groups.	
<b>11</b>	<b>Work Programme</b>	<b>59 - 64</b>
<b>12</b>	<b>Exclusion of the Press and Public</b>	<b>65 - 66</b>
	<b>Part 2 (Exempt)</b>	
<b>13</b>	<b>Exempt Minutes</b>	<b>67 - 68</b>
<b>14</b>	<b>Review of Exempt Items</b>	

**Minutes of a Meeting of the  
Performance and Finance Scrutiny  
Committee held at Surrey Heath House  
on 23 March 2016**

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+ Cllr David Allen (Chairman)  
+ Cllr Wynne Price (Vice Chairman)

- |                         |                         |
|-------------------------|-------------------------|
| - Cllr Dan Adams        | + Cllr Max Nelson       |
| - Cllr Bill Chapman     | + Cllr Robin Perry      |
| + Cllr Edward Hawkins   | + Cllr Chris Pitt       |
| + Cllr Paul Ilnicki     | + Cllr Darryl Ratiram   |
| + Cllr Oliver Lewis     | + Cllr Victoria Wheeler |
| + Cllr Jonathan Lytle   | - Cllr John Winterton   |
| + Cllr Alan McClafferty |                         |

+ Present

- Apologies for absence presented

Substitutes: Cllr Rebecca Jennings-Evans and Cllr Valerie White

In Attendance: Andrew Crawford, Daniel Harrison, Julia Hutley-Savage and Katie Jobling

**36/PF Apologies for Absence**

Apologies for absence were received from Councillors Dan Adams, Bill Chapman and John Winterton. Councillor Valerie White substituted for Councillor Bill Chapman and Councillor Rebecca Jennings-Evans substituted for Councillor Dan Adams. Councillor John Winterton was fulfilling Mayoralty commitments.

**37/PF Chairman's Announcements**

The Chairman welcomed Councillor Richard Brooks, the Finance Portfolio Holder and reminded Members of the areas under the remit of his Portfolio. He also welcomed Councillor Paul Deach, Daniel Harrison, the Executive Head of Business, who would respond to Members' queries on follow-up data from the previous meeting and Kelvin Menon, who was attending to assist in consideration of the areas of work covered by the Finance Portfolio.

The Chairman reported on discussions with the Council Leader on the need to focus on the quantitative and qualitative aspects of scrutiny and in particular, ensuring an understanding of the matters to be scrutinised prior to the meeting at which they would be considered. He highlighted, in particular, the following:

- (i) If there were outstanding issues arising from consideration of any items, the Committee should adjourn the meeting to a future date rather than close it;
- (ii) When the Committee identifies an issue to bring to the attention of the Executive, a specific resolution was needed to refer that item;

- (iii) If the Committee wished to consider a matter further, it needed to clearly indicate this at the meeting; and
- (iv) The Committee needed to develop better ways of addressing the issues within its remit.

One way to get a better grasp of the issues facing the Committee would be to establish a confidential Slack Group.

Slack was a group messaging app which operated through mobile phones, tablets and computers. Using a Slack Group would allow Members to discuss, in a closed confidential site, in real time, matters which the Committee was planning to scrutinise, enabling Members to be better informed on what questions to ask, what information to seek and what issues to focus on.

Members would be able to consider matters within the Committee's purview in greater depth, through real time discussion, messaging, participating or just viewing. The data sets to be considered would only be accessible to the Group.

The Group's considerations could inform the Committee's requirements and officers could then be tasked, with a minimum of 2 weeks before the Committee agenda publication date, with producing reports which would assist committee deliberations, inform the work programme and allow proper scrutiny.

The Chairman proposed establishing a Slack Group, including the Council Leader, who had already agreed to join, all Committee Members and Substitutes, plus 2 officers (Committee Legal Representative and Democratic and Electoral Services Officer). The Group would be moderated by the Chairman and Members would be invited to join by the moderator, accessing the Group through their own passworded links.

The Committee would continue to consider matters at the planned meetings, but, through Member participation in the Slack Group, would be better informed and prepared for those discussions and the material presented could be informed by the Group's deliberations, giving the Committee the opportunity to achieve more and give better support to the Executive function.

The Committee noted certain Members' concerns in terms of the setting up of a Slack Group and in more general terms, whether any changes were needed to the Committee's terms of reference.

**Resolved, that a Performance and Finance Scrutiny Slack Group be established, consisting of Committee Members and Substitutes, plus the Council Leader, Committee Legal Advisor and Democratic and Electoral Services Officer, to engage in in-depth consideration of matters within the committee's purview.**

It was proposed by Councillor Edward Hawkins, seconded by Councillor Wynne Price and

**Resolved, that a Task and Finish Group be established to consider the Committee's terms of reference and to draft proposals for any changes, to be referred to the Executive and Council for further consideration.**

Note: Councillors David Allen, Edward Hawkins, Rebecca Jennings-Evans, Oliver Lewis, Jonathan Lytle, Alan McClaferty, Max Nelson, Robin Perry, Chris Pitt, Wynne Price, Darryl Ratiram, Victoria Wheeler and Valerie White voted in favour of the motion. Councillor Paul Ilnicki abstained.

### **38/PF Minutes**

The Committee noted certain Members' concerns in respect of accuracy, what should be included and the emphasis given in Minutes 28 & 29/PF, in particular with respect to the minuting of the Committee position on the responses of the Portfolio Holder during the scrutiny of his portfolio and consideration of the Parking Strategy report.

**Resolved, that the minutes of the previous meeting, held on 27 January 2016, be approved.**

Note: Councillors David Allen, Edward Hawkins, Oliver Lewis, Jonathan Lytle, Alan McClaferty, Max Nelson, Robin Perry, Wynne Price, Darryl Ratiram and, Victoria Wheeler voted in favour of approval of the minutes. Councillor Paul Ilnicki, Rebecca Jennings-Evans and Valerie White abstained. Councillor Chris Pitt voted against approval.

### **39/PF Update from the Executive Head of Business**

The Executive Head of Business, Daniel Harrison, attended the meeting to provide an update from the previous meeting and to address any questions thereon.

Members thanked Mr Harrison for the comprehensive briefing notes which were circulated prior to the meeting.

In response to a Member query, Mr Harrison reported that an external agency sourced advertising for roundabouts on behalf of the Council. The income generated from 5 roundabouts in the Borough was £7,000 per annum. A report had been considered on the previous evening by the Executive, proposing that this Council take responsibility for all roundabouts and verges in the Borough. This could potentially generate further advertising income.

**Resolved, that the update be noted.**

### **40/PF Scrutiny of Portfolio Holders - Finance Portfolio**

Councillor Richard Brooks referred Members to the elements of his brief as Finance Portfolio Holder, those being:

- Audit and Investigations;
- Finance;

- Legal Services;
- Procurement; and
- Revenues and Benefits.

In response to Members' questions, the following was highlighted:

- (i) Financial Settlement – The Council was operating in an environment where central funding would continue to reduce until 2020, when there would be a negative grant position. Whilst investment had previously generated funding of £1.5 million, the current level was £200,000.
- (ii) Property – The Council had invested in property with recent purchases of the St Georges Industrial Estate and Ashworth House.

St Georges Industrial Estate - In terms of income, the Industrial Estate would generate rent of approximately £500,000 per annum. Interest on the loan was fixed at 3% over 50 years and would cost £260,000 per annum with management costs at £68,000, leaving an annual return of £174,000 or 2.1%.

Ashworth House - Whilst Members noted issues in relation to BHS renegotiating its rent across all sites, this would not have an immediate impact on Ashworth House, with contingencies in place and development potential in the upper floor.

- (iii) New Homes Bonus – Concern had been expressed on the use of this bonus to underpin Council Tax, particularly since it could cease in 3 years' time. The Portfolio Holder noted that while some Councils used 100% of the Bonus for that purpose, this Council allocated only 50%.
- (iv) Resources - The Council had reduced staff from 280 full time equivalents (FTEs) to 220. A number of services were shared, such as procurement with Woking Borough Council. The Council had already rented part of Surrey Heath House and other resources to organisations including Surrey County Council, Surrey Police, the Surrey Heath Clinical Commissioning Group and Job Centres Plus, part of the Department for Work and Pensions. Other similar opportunities were being explored.
- (v) Savings Targets – The Council continued to achieve its saving targets, year on year, despite reduced central funding and internal resources. The annual budget had been the subject of detailed consideration by a Star Chamber.
- (vi) Corporate Overheads – The Council was controlled by CIPFA regulation on how it covered corporate overheads. Whilst it was not clear what percentage these were of overall expenditure, costs included management, ICT, floor space, the Contact Centre, legal and financial support and democratic and electoral services. The total cost of corporate overheads stood at £4.829 million.

Members sought further clarification on overheads as a percentage of overall expenditure and the basis of the allocation of corporate overheads,

noting that the Camberley Theatre and Arena Leisure Centre Working Group had previously expressed concerns at the level of the allocation of overheads to the Theatre.

The Executive Head of Finance had recently completed a review which demonstrated income generated against costs across all services. He agreed to circulate the review outcomes to Committee Members.

- (vii) Benchmarking – The Council had previously had a more formal benchmarking process with other Authorities, but, whilst it was still possible to benchmark in areas such as Treasury Management, different ways of allocating central costs and resource limitations made it difficult to compare like with like.
- (viii) Subsidies – The current subsidy level across all community facilities was £100,000 per annum. The Executive Head of Business was carrying out a review of all subsidies to community facilities. It was vital, given limited resources, that the Council ensured that subsidies gained maximum benefit to the community.
- (ix) Lobbying – The Council had regular meetings with Michael Gove MP and lobbied the Local Government Association and the Department for Communities and Local Government (DCLG). As a result, the DCLG were proposing to use this Council as an exemplar on property purchase and the Government had taken measures to mitigate the impact of cuts in the Settlement allocated to the Borough.

**Resolved, that**

- (i) **The Executive be advised to urgently consider establishing a Task and Finish Group to consider subsidies;**
- (ii) **The Executive Head of Finance be asked to circulate to Members the outcomes of his review of the allocation of corporate costs to front facing departments; and**
- (iii) **The Executive Head of Business be asked to circulate, when available, the outcomes of his review into subsidies allocated to community organisations.**

**41/PF Quarterly Financial Report**

The Committee received a report on the position of the Council Finances, as at 31 December 2015, focussing in particular on Revenue, Treasury and Capital.

The Senior Accountant indicated that this report represented the 3<sup>rd</sup> Quarter position for the Council's finances. After meeting the annual savings target of £250,000, the Council was predicted to end the year £14,000 under budget, which represented just over 0.1% of the overall net revenue budget.

The Council was currently under budget on wages, after the vacancy margin and it was predicted that an underspend of £40,000 would be achieved by year end, with wages being the same, in cash terms as they were ten years ago.

Whilst some departments had predicted that income targets may not be met, these would be offset by reductions and additional income elsewhere.

The Capital spend had been high in 2015/16. Of the total programme of £19.773 million for the year, £17.458 million had been spent to date, of which, almost £17 million had been spent on property acquisition, funded through borrowing from the Public Works Loans Board and/or the Local Enterprise Partnership.

Sundry debts, which included all debts other than those related to benefits, totalled £739,000, an increase of £133,000 on the previous Quarter. £338,000 of this debt related to quarterly rents due.

At £611,000, Housing Benefits debt was down £32,000 on the previous Quarter.

Members sought clarification on the following:

- (i) Although the Council had over-achieved against overall savings targets and whilst recognising that some variances will be cyclical, Members queried why there continued to be large variances against financial targets?
- (ii) Whilst the report indicated that savings of £250,000 had been achieved, the tables reported an adverse outcome of £246,000 on corporate savings. Was this adverse because the savings were in addition to those targeted or not achieved?
- (iii) There was a large increase reported in debtors, but no guidance on whether this was a positive or negative outcome;
- (iv) 90% of Council staff were at the top of their grades. Why was this?
- (v) When did the Council previously carry out a skills, capability and capacity review?
- (vi) In terms of capital loans, what rate of interest did the Council pay and over what period?

The Committee noted that staffing was under constant review, particularly in relation to comparisons with other authorities and the possibility of sharing staff with other Councils. It was noted that, in the past 10 years, the number of support staff had been reduced as technology improved, but there continued to be areas of Council work, notably in Planning, where recruiting difficulties were experienced.

**Resolved, that**

- (i) **the Executive Head of Finance be asked to provide more qualitative data on**



- **Large variances against individual savings targets;**
  - **The current level of debtors in comparison to previous years; and**
  - **The interest rates on capital loans.**
- (ii) **The Executive Head of Transformation be asked to provide explanations on:**
- **The current position where 90% of staff were on the top increment of their grades;**
  - **When the Council last carried out a skills, capability and capacity review.**

**42/PF      Regulation of Investigatory Powers Act 2000 - Annual Report on Authorisations**

The Committee noted that, during the municipal year 2015/16, there had been no authorisations, reviews or renewals under RIPA for the carrying out of direct surveillance. Members highlighted other options that would negate the need for RIPA authorisations, including magistrates' orders, noting that the council had yet to use RIPA since it had been in place.

**Noted, that there were no authorisations for directed surveillance granted during the 2015/16 municipal year.**

**43/PF      Work Programme**

The Democratic and Electoral Services Officer reported that, under Part 4 of the Constitution, Committees were expected to agree their work programme for the ensuing year at the last meeting of the previous year. The exceptions were in election years and when a new committee was formed.

The Committee noted that meetings had been scheduled for:

15 June 2016;  
28 September 2016;  
7 December 2016; and  
22 March 2017.

It was recognised that, in the run-up to the European Union Referendum, in addition to staff being diverted to electoral processes, the Council Chamber would be utilised for Postal Vote processes. As such, it was proposed that the meeting scheduled for 15 June be postponed to 6 July 2016. It was also noted that Surrey County Council elections would be held in May 2017 and that the timetable of meetings should reflect the commitment of Council officers and other resources to that election process.

The Committee agreed, in principle, to a work programme based on the previous year, subject to more detailed consideration through the Slack Group and confirmation at the first meeting of the new municipal year.

**Resolved, that**

- (i) **The Committee meeting scheduled for 15 June 2016 be re-arranged to 6 July 2016; and**
- (ii) **The Committee Work Programme for the municipal year 2016/17, listed below, be agreed in principle, subject to confirmation at the Committee's 6 July 2016 meeting.**

<b>DATE</b>	<b>TOPIC</b>	<b>OFFICER</b>
<b>6 July 2016</b>		
1	Scrutiny of Portfolio Holders	Andrew Crawford
2	End of Year Performance – 2015/16	Sarah Groom
3	Update on Work of Housing Team	Clive Jinman
4	Progress on Surrey Heath Partnership Projects	Sarah Groom
5	Expenditure on Professional Advisors	Kelvin Menon
6	Task and Finish Groups	Lead Officer
7	Committee Work Programme	Andrew Crawford
<b>28 September 2016</b>		
1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Review of Reserves and Provisions	Kelvin Menon
3	Update on Emergency Planning and Business Continuity	Tim Pashen
4	Update on the Joint Waste contract	Tim Pashen
5	Update on Independent Living	Tim Pashen
6	Air Quality Monitoring	James Robinson
7	Task and Finish Groups	
8	Annual Report on the Treasury Management	Kelvin Menon
9	Committee Work Programme	Andrew Crawford
<b>7 December 2016</b>		

1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Half Year Treasury Management Report	Kelvin Menon
3	Half Year Finance Report	Kelvin Menon
4	Report on Equalities	Belinda Tam & Sarah Groom
5	Report on Complaints and Report of the Local Government Ombudsman	Lyn Smith
6	Task and Finish Groups	Lead Officer
7	Committee Work Programme	Andrew Crawford

## **22 March 2017**

1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Third Quarter Finance Report	Kelvin Menon
3	Corporate Risk	Kelvin Menon
4	RIPA	Julia Hutley-Savage
5	Task and Finish Groups	Lead Officer
6	Committee Work Programme 2014/15	Andrew Crawford

## **44/PF Exclusion of the Press and Public**

In accordance with Section 100(A)(4) of the Local Government Act 1972, the press and public were excluded from the meeting for the following items of business on the ground that they involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act as set out below:

Minute Paragraph(s)

46/PF            3

Note: Minute 48/PF is a summary of matters considered in Part II of the agenda, the minutes of which it is considered should remain confidential at the present time.

## **Councillor Wynne Price (Vice-Chairman) in the Chair**

## **45/PF Exempt Minutes**

The exempt minutes of the previous meeting, held on 27 January 2016, were approved and signed by the Chairman.

## **46/PF Task and Finish Groups**

The Committee received a briefing on work to date by the Task and Finish Group and agreed that the group should continue its investigations and report back to the next meeting.

#### **47/PF    Review of Exempt Items**

The Committee reviewed the minute which had been considered at the meeting following the exclusion of members of the press and public, as it involved the likely disclosure of exempt information.

**RESOLVED that Minutes 34/PF and 48/PF remain exempt for the present time.**

Chairman

## Scrutiny of Portfolio Holders - Community

Portfolio	Community
Ward(s) Affected:	All

### Purpose

**To provide a background for the scrutiny of the Community Portfolio Holder as part of the scrutiny of Portfolio Holders.**

### Background

1. The Executive considered, at its meeting on 20<sup>th</sup> October 2009, a referral report from the Performance and Audit Scrutiny Committee in respect of a change of the Committee work programme to incorporate the scrutiny of portfolio holders.
2. Whilst accepting the Committee recommendations, the Executive also agreed that it would be useful for the Executive to review the progress made by the Scrutiny Committee in relation to achieving the objectives identified in their annual work programmes.
3. The Executive agreed (minute 073/E of 2009/10 refers) that:
  - (i) the change to the (then) Policy and Audit Scrutiny Committee work programme to incorporate the scrutiny of portfolio holders' performance in relation to capital spend elements and specific financial strategies be agreed; and
  - (ii) progress against the targets set in the work programmes of the scrutiny committees be reviewed by the Executive at a future meeting and the Chairmen of those Committees be invited to attend.
4. Councillor Mrs Vivienne Chapman, the Community Portfolio Holder has been invited to attend this meeting for the first portfolio holder scrutiny. A breakdown of the areas within the portfolio holder's purview are attached at Annex A.

### Proposal

5. It is proposed that a period of 30 minutes is allocated to a question and answer session involving the Community Portfolio Holder, with further time allocated for Committee deliberations.

### Resource Implications

6. The Committee emphasised at previous meetings that it was not intended that officers would be called to address the issues covered, though key officers may attend to assist the Portfolio Holder. As such, the only resource implications would be the commitments of the individual portfolio holders, in this case, Transformation, and any Committee Member preparation time.

### Options

7. There are no options attached to this report.

### Recommendation

8. The Committee is advised to allocate thirty minutes to a question and answer session with the Community Portfolio Holder and to allow further time thereafter for deliberations.

Background Papers: None

Author: Andrew Crawford 01276 707139  
e-mail: [andrew.crawford@surreyheath.gov.uk](mailto:andrew.crawford@surreyheath.gov.uk)

Head of Service: Richard Payne

**COMMUNITY PORTFOLIO**

- Community Services
- Emergency Planning and Business Continuity
- Environmental Health
- Health and Safety
- Health and Wellbeing
- Licensing
- Recycling and Refuse
- Street Cleansing
- Traveller Sites

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## Housing Services Position Statement and Work Plan 2016/17

### Purpose

To provide a report on the work of the Housing Service, to review performance and endorse the work programme of the Team.

### Portfolio

Date Portfolio Holder signed off report

Wards Affected All

## 1. Resource Implications

- 1.1 The Council has legal duties to provide accommodation for certain homeless households and this incurs a cost, even after a charge is passed onto the household assisted.
- 1.2 In 2015/16 two Surrey authorities each had in excess of 100 households in bed and breakfast, with a third getting as high as 68 households. This had led to reported expenditure of over £1 million in one authority on bed and breakfast. Net cost in Surrey Heath has remained under £60,000 in each of the last two years.
- 1.3 The Council has received a grant from the Department of Communities and Local Government (DCLG) over a number of years specifically for use in activities to prevent homelessness. The use of this grant has demonstrated that investing in services and activities that prevent homelessness offers both a better outcome for individual residents and families while also providing a saving to the Council.
- 1.4 The Council has also received a share of £372,000 of grant funding across 7 local authorities in west Surrey to work with single homeless residents and rough sleepers.
- 1.5 The Council has received additional funding for Disabled Facilities Grants in 2016/17 from Government. At the same time, however, the revenue funding from Surrey County Council for the delivery of a Home Improvement Agency and the Handyman Service is under review due to the County's budget settlement.

## 2. Key Issues

- 2.1 Nationally and regionally there has been an increase in the number of households becoming homeless, the number of households in temporary accommodation and the number of people sleeping rough.
- 2.2 Welfare reform has had an impact on families in the Borough and the further reform due to be implemented will continue to impact on residents' ability to access and maintain accommodation.

- 2.3 Locally there has been limited delivery of affordable rented homes which places a reliance on re-lets in the existing social housing stock to meet the housing need of residents.
- 2.4 Other issues will impact on housing in the Borough including new policies such as the extended right to buy, cuts in support services due to the Surrey County Council budget settlement and housing association rents decreasing and possibly for there to be no new affordable rented homes built as policies supporting homeownership are prioritised.

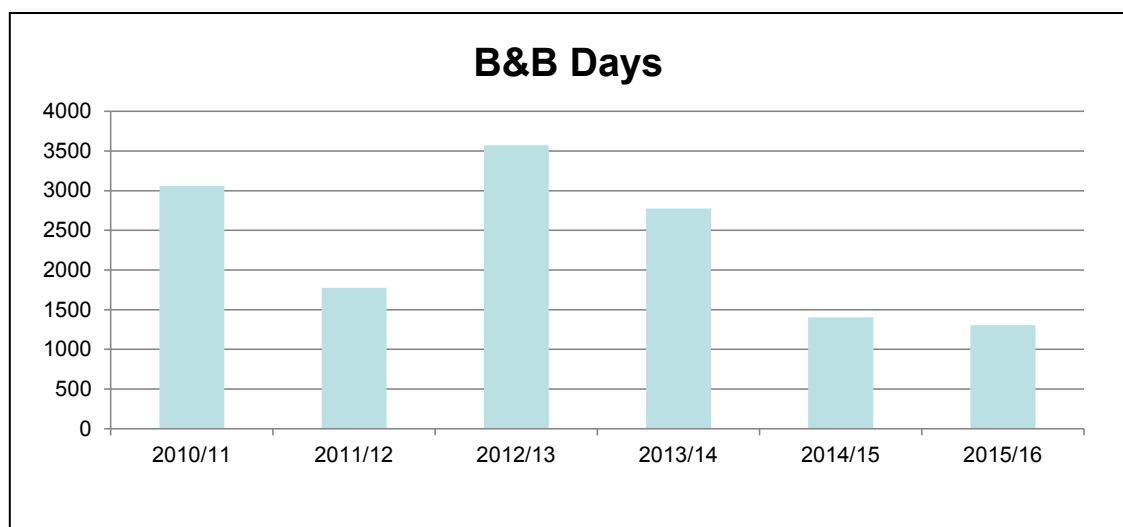
### 3. Proposals

- 3.1 The Committee can note and endorse the work of the Housing Services Team and make recommendations for further work.

### 4. Supporting Information

- 4.1 Bed and breakfast accommodation is used to provide accommodation to homeless households, a good measure of use is to take the total number of days where a household was in placement during a year (e.g. 10 households in B&B for 10 days each = 100 B&B days). Chart 1 shows B&B use over the last 6 years.

Chart 1



- 4.2 The cost of a bed and breakfast placement is greater than the charge that can be passed onto the homeless household leading to a net cost to the Council. Costs over the last six years are detailed in Table 1.

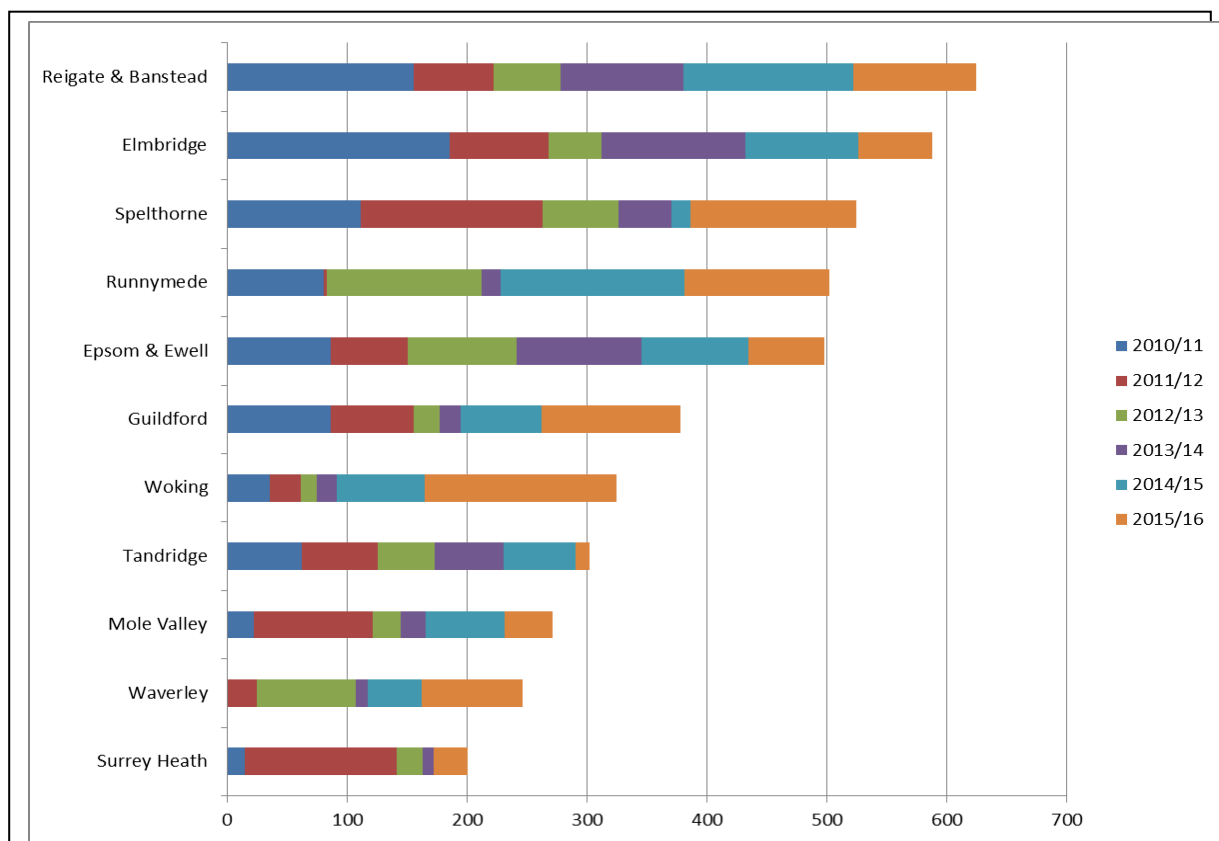
Table 1

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Full cost	£188,642	£87,285	£176,689	£171,760	£79,654	£92,550
Income	£101,123	£51,160	£72,231	£62,676	£35,952	£37,485
Actual cost	£87,519	£36,125	£104,458	£109,084	£43,702	£55,065

- 4.3 There are two ways of mitigating a rise in homelessness: firstly by taking action to prevent homelessness in the first place and when this is not possible to move residents at risk of homelessness into alternative accommodation. The success of this preventative work is detailed in Chart 2 which shows the number of households who had their homelessness prevented.



- 4.4 *The other way of preventing homeless is to ensure a regular supply of affordable rented housing that meets housing need in a planned way. The delivery of affordable housing across Surrey by Borough and District is detailed in Chart 3.*



- 4.5 There are 121 Houses of Multiple Occupation (HMOs) in Surrey Heath, of which 17 require licenses, and on average the Environmental Health Officer's within Housing Services deal with 180 complaints about housing conditions every year.

## **5. Corporate Objectives And Key Priorities**

- 5.1 Tackling homelessness and the causes of homelessness and working to improve housing conditions is an important part of protecting the general health and wellbeing of the community through our services, part of Objective 3 of the Corporate Plan: We will build and encourage communities where people can live happily and healthily.

## **6. Policy Framework**

- 6.1 In order to deliver and develop responses to residents housing and housing support needs the Housing Service has developed a set of objectives and performance indicators to support the work (see Annex A).

## **7. Legal Issues**

- 7.1 The Council has fulfilled its statutory duty in producing the Homelessness Strategy 2013-18, in adopting a Tenancy Strategy and in the provision of enforcement and housing advice services.

## **8. Equalities Impact**

- 8.1 Equality impact assessments have been completed on the Council's Housing Strategy and Tenancy Strategy.

<b>Annexes</b>	<b>Annex A Housing Services Work Plan 2016/17</b>
<b>Background Papers</b>	
<b>Author/Contact Details</b>	<b>Clive Jinman</b>
<b>Head Of Service</b>	<b>Jenny Rickard</b>

## Annex A Housing Services Work Programme 2016/17

### Housing Services Objectives

To develop and deliver a range of housing and housing services that promotes the health and well-being of residents and the wider community through:

1. Providing effective, customer focused housing advice that offers a range of options and prevents homelessness;
2. Working with owners, landlords and tenants to maintain, adapt and improve their homes to meet current and future needs;
3. Joint working with statutory, voluntary and private sector partners to offer residents the right housing and support at the right time to meet their needs;
4. Developing joint strategies designed to promote independence and re-enablement, supporting effective service delivery across a range of partners and reducing pressure on health and social services; and,
5. Promoting and providing evidence to support the delivery of new homes and investment in the current housing stock to meet the Borough's current and future housing requirements.

### Key indicators:

- Increasing the number of households who have their homelessness prevented through advice and assistance year on year;
- Limiting the use of bed and breakfast by not placing households unless in an emergency and with no accepted household being placed in shared facility B&B for longer than 6 weeks;
- Delivering new affordable homes;
- Increasing the number of homes where category 1 and 2 hazards are eliminated or reduced to an acceptable level;
- Ensuring all Housing related complaints are investigated and resolved, using enforcement powers where necessary;
- Delivering a Home Improvement Agency that is responsive, cost effective and maximises the benefit of available grant;
- Increasing the number of households assisted into the private rented sector;

- Meeting the Silver Standard in the delivery of homelessness in 2017; and,
- Achieving 70% positive outcomes for Team Around the Person clients.

### Key Projects

Service area	Action	Lead	Outcome	Target date	Review
<b>Housing Services</b>	Develop a Healthy Homes Strategy	CJ	Adopted Healthy Homes Strategy with costed action plan	March 2017	
<b>Home Improvement Agency (HIA)</b>	Integrate the Home Improvement Agency (HIA) into Housing Services	JR/CJ/TW	HIA Team co-located within Housing Services without service disruption and a one team approach adopted across Housing Services	December 2016	
	Scope funding options for a sustainable HIA service, considering both in-house and outsourced options and including delivery of Handyman services, liaising with Surrey County Council and Surrey Heath CCG	CJ/TW	Sustainable HIA service covering Surrey Heath that meets and is responsive to local needs	March 2017 (interim review at September 2016).	
<b>Housing Options</b>	Work towards the NPSS Gold Standard in Homelessness	CJ/LL	Achieve Silver Standard	March 2017	
	Support development and delivery of day services for single homeless households in Surrey Heath	CJ	Local partnership of statutory and voluntary services enabled to deliver access to day services for single homeless residents and those at risk of homelessness	March 2017	

	Develop an on-line application form and housing advice wizard	LL/CJ/ICT	Channel shift housing applications online to allow Housing Options Officers more time for case work that prevents homelessness	March 2017	
	Mitigate continuing impacts of welfare reform	CJ/LL/H B	Partnership approach to target and support residents through welfare reform, notably introduction of Universal Credit and the benefit cap	Ongoing	
	Agree a Service Level Agreement with Accent Group covering the management of temporary accommodation and associated costs	CJ	SLA agreed	July 2016	
	Annual review of Homelessness Strategy 2016-18	CJ/LL	Homelessness Strategy updated to meet current challenges and review published	June 2017	
	Annual review of Tenancy Strategy	CJ	Tenancy Strategy updated to meet current challenges	June 2017	
	Increase access to the Private Rented Sector and reduce homelessness from the sector including looking at options for Private Sector Leasing, HMO development/management, promoting landlord accreditation and updating web resources for landlords	CJ/LL/T W/SG	Improved relationships with landlords, costed options for intervention in market to improve access and standards.	March 2017	

	Support frontline staff by introducing clinical supervision and setting up alternative out of hours arrangements	LL/HR	Clinical supervision introduced into working practice and effectiveness reviewed, and a SLA agreed with Mole Valley Telecare Service to field out of hours calls	July 2016	
	Review Joint Allocation Policy to ensure that it is compliant and meeting local need	CJ/LL/ Accent	Any amendments adopted and implemented	February 2017	
<b>Housing Strategy and Enabling</b>	Deliver an affordable housing training event for members and senior management, and design a regular 'housing update' bulletin for this audience	CJ	Raise profile of affordable housing need and benefits of delivery with Members	December 2016	
<b>Team Around the Person Project (TAPP)</b>	Explore funding to continue TAPP, if possible with a dedicated service for Surrey Heath	CJ	Sustainable TAP service in Surrey Heath	December 2016	
<b>Syrian Vulnerable Persons Relocation Scheme (SVPRS)</b>	Set up the infrastructure and networks to successfully received two households, with a further aim of receiving eight households up to 2010.	CJ	A cohesive partnership receives, supports and successfully resettles two households	March 2017	



#### Other work 2016/17

- Continue to maintain a register of all HMOs and to ensure each are maintained at least to the minimum standards of compliance;
- Develop an Harassment and Illegal Eviction Policy with Legal;
- Investigate the benefits of holding a Landlords Forum;
- Lead on housing work in the Surrey Community Integration Task Force as part of our Armed Forces Covenant commitment;
- Continue to migrate light touch housing contact to the Customer Contact Centre to allow Housing Options Officers to focus on case work
- Contribute to discussions on delivering the right mix of affordable housing on PRB Deepcut and other sites
- Contribute to discussion on setting up an Investment/Housing delivery vehicle to deliver investment and new housing.

#### Ongoing multiagency work

- Multi Agency Public Protection Arrangements (MAPPA) – joint management of high risk offenders in the community (CJ);
- Multi Agency Risk Assessment Committee (MARAC) – joint management of cases of domestic abuse where there is a high risk of serious injury or death (LL);
- Single Homeless Alliance West Surrey (SHAWS) – delivery of grant funded single homeless project in West Surrey (CJ);
- Prevention Panels – joint work on finding housing and support options for homeless 16/17 year olds and care leavers (LL);
- Community Incident Action Group (CIAG) – joint management of ASB in the community (LL)

#### Other group membership

- Surrey Chief Housing Officers

- Surrey Housing Needs Managers
- Surrey Enabling Officers
- Environmental Health Housing Study Group
- Surrey HIA Group

**Surrey Heath Waste Action Plan 2015 - 2020**

Portfolio: Community

Ward(s) Affected:

**Purpose**

**To provide a report on the Surrey Heath Waste Action Plan 2015-2020.**

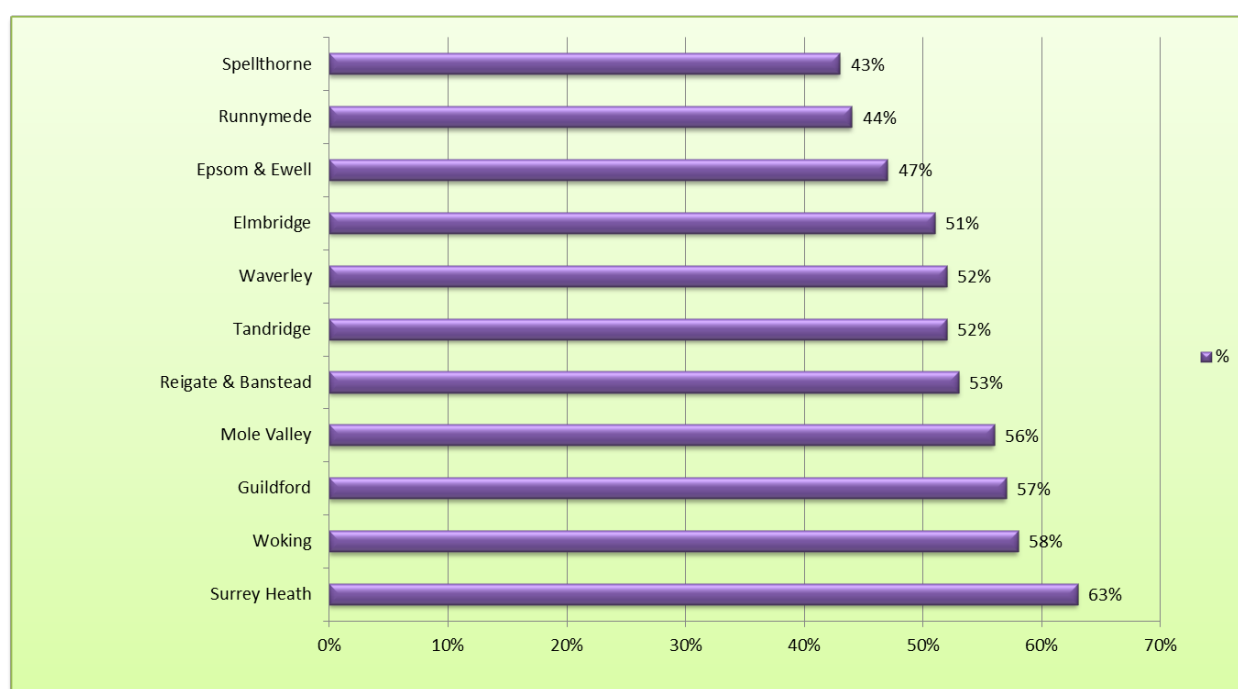
**Background or Current Position**

- 1.1 At the meeting of the Executive on 10<sup>th</sup> November 2015, Members resolved to approve the Surrey Heath Waste action plan for 2015 to 2020. This detailed how the Council would contribute to the delivery of the Joint Municipal Waste Management Strategy Revision 2 (2015) produced by the Surrey Waste Partnership. The strategy which was adopted by the Council on 7<sup>th</sup> April 2015 has an ambitious aim “To be the leading county area in England for waste management”.
- 1.2 A copy of the action plan is attached at Annex A and shows the progress which has been made so far in meeting the targets set out in the plan.

**Performance**

- 2.1 The total household waste generated per person in Surrey Heath has reduced from 342 kg/person in 2013/2014 to 337 kg/person in 2014/2015. We will continue to work with residents to reduce the amount of waste produced.
- 2.2 The recycling and recovery rate for 2014/2015 was 63.6% which is an increase in the previous year of 63.1%. As can be seen from table 1, Surrey Heath continues to be the best performing authority in Surrey and the 4<sup>th</sup> highest performing authority in the country.

**Table 1 – Recycling Rates by Surrey Districts and Borough’s 2014/2015**



- 2.3 The Council received a Performance Incentive Award of £65,000 from the Surrey Waste Partnership (SWP) for exceeding the target rate of £52%. This is being re-invested back into recycling initiatives.

### Communications

- 3.1 The Council participated in local and county wide communication initiatives. This included working with the revenue team to ensure relevant information on waste and recycling was sent with council tax bills; participating in a county wide textile collection campaign; participating in a county wide waste food campaign; and placing bin hangers on bins in poor participation areas reminding residents of the scheme.
- 3.2 The textile campaign was very successful and resulted in the SWP receiving a national award as well as increasing the amount of textiles collected.
- 3.3 The food waste campaign, which included putting stickers on wheelie bins telling residents to place food waste in their food waste caddy, resulted in a 9% increase in the amount of food waste collected.

### Service and Operations

- 4.1 The biggest challenge this year has been to work with residents to reduce the amount of contaminated material in the recycling bins. A reduction in the amount paid for recycling material has meant that recycling re-processors only want good quality recycling material. In November and December 2015, around 90 – tonnes of recycling was rejected due to contamination. The contamination included food waste; textiles; soiled tissues; soiled nappies; and dust from vacuum cleaners placed in recycling bins.
- 4.2 The performance incentive award was used to pay for the appointment of an additional member of staff to check the bins for contamination before they were emptied and check the material taken to the waste transfer station in the Doman Road Depot. Where contamination was light the bin was emptied but advisory notice placed on the bin. Where contamination was heavy the bin was emptied the following week as refuse and a notice placed on the bin to that effect. This initiative led to a significant reduction of contamination with no rejected loads rejected since January 2016.
- 4.3 We have reviewed the types of bins in our bring sites to increase capacity for textiles and waste electrical and electronic equipment; and to prevent contamination of mixed dry recycling material.

### Policy

- 5.1 In order to increase the amount of garden waste collected we have frozen for another year the cost of an annual subscription for the garden waste club. To do this we had to make a subsidy of £23,000 towards the cost of the service. This was paid for from the recycling incentive award. The membership increased by 630 taking the total membership to 8629 and increasing the amount of garden waste collected by 169 tonnes. However, this is less than half of the target we set of 400

tonnes. Further work will take place in 2016/2017 to increase the amount of garden waste collected.

- 5.2 Through the SWP we continued to lobby the Environment Agency to lift their ban on the composting of highway leaves. Although, we have demonstrated that any contamination on the leaves is within acceptable limits the Environment Agency is reluctant to move away from this policy. We estimate that if we were able to compost highways leaves as we did previously it would increase our recycling rate by 3-4%.
- 5.3 We are participating in the SWP joint selling of garden waste initiative. This is expected to achieve savings across the partnership of £100,000.
- 5.4. We are continuing to participate in the joint procurement of a waste and recycling contract in conjunction with Elmbridge, Mole Valley and Woking Borough Council's. We are at the final stages of the procurement with final tenders expected on 11<sup>th</sup> July 2016. We will then go through a detailed evaluation stage with approval of a preferred bidder in November 2016. The contract will be rolled out into the partner authorities in phases. In Surrey Heath this will be in February 2018.

#### Recommendation

- 6.1 It is recommended that the Finance and Performance Scrutiny notes the performance achieved in meeting the targets and milestones set out in the Surrey Heath Waste Action plan 2016 – 2020.

Background Papers: Joint Municipal Waste Management Strategy Revision 2 (2015)

Author: Tim Pashen Tel: 01276 707351

e-mail: tim.pashen@surreyheath.gov.uk

Head of Service: Tim Pashen, Executive Head - community

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### SWP Action Plan

**Authority name:** Surrey Heath Borough Council

**Covers period:** April 2015 onwards

**Completed by:** Tim Pashen

### Performance against SWP targets (to be updated by SWP Manager)

#	Indicator	2019/20 TARGET	2013/14 PERFORMANCE	2014/15 PERFORMANCE	RAG	Comments
		SWP	Surrey Heath Borough Council			
1	Total household waste and recycling per person	Quartile 1	(342 kg/person)	337 kg/person		Household waste per person is decreasing. National comparator figures have not been released yet.
2	Recycling and recovery rate	70%	63.1%	63.6%		Recycling and recovery rate has increased.
3	Percentage of municipal waste sent to landfill	0%	N/A	N/A		
4	Cost of waste management per household	No increase from 2013/14 (£158)	£68	£71		Increase in cost of waste per household

### Action Plan

#### Communications (to be completed by Surrey Heath Borough Council)

Ref #	Action title	Action description	Reference to Joint Strategy	Delivery status	Delivery			Outcome			
			Workstream no : Action no		Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
C1	Welcome pack	Work with revenues team to ensure relevant information on waste services and collection days gets sent out with Council Tax bills for all residents at the end of the financial year and to send to all new Council tax payers moving into the Borough.	2:2	Completed	01/04/2015			By 31st March 2016, to see a rise in the recycling rate as compared to the 2014/2015 rate.	31/03/2016		
C2	Textiles	To participate in the SWP textiles campaign by posting information on the Council's web site and in the Council's magazine "Heathscene"	7:7, 7:9	Completed	01/06/2015			By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		
C3	Food Waste	Deliver a communications campaign to remind residents that food waste cannot be put in the residual bin	7:7, 7:9	Completed	31/12/2015			By 31st March 2016 to have maintained or increased the amount of food waste composted compared to the 2014/2015 rate.	31/03/2016		we have seen a 9% increase (2015/16) as a result.

C3a	Food Waste	(modified) "no food waste" sticker put on the RECYCLING bin (in addition to above)		Completed			this was carried out due to noticable increase in food in DMR after "no food sticker" put on refuse bin				NB change in wording to "food <u>waste</u> caddy"
C4	Garden Waste	To increase membership of the garden waste club by 1,000 though a range of promotional activities.	2:2, 7:1	partially completed	31/03/2016		8629 members (end march 2016) so additional membership achieved but tonnage only increased by 169t	By 31st March 2016 to have increased the amount of garden waste composted by 400 tonnes as compared to the amount collected in 2014/2015 and to increase the recycling rate by 1%.	31/03/2016		new target for march 2017 of 9500
C5	To increase participation in the kerbside recycling service	To target areas where participation is low with a range of promotional activities including bin hangars	2:3, 7:7	In Progress	31/03/2016		Additional resource is focussing on the project. Surrey Waste Partnership doorstepping campaign in progress.	By 31st March 2016 to have increased the recycling rate by 0.5%.	31/03/2016		slight shift in focus to recycling quality - red & yellow bin hangers & recycle right guide issued.

**Service and operations (to be completed by Surrey Heath Borough Council)**

Ref #	Action title	Action description	Reference to Joint Strategy Workstream no : Action no	Delivery status	Delivery			Outcome			
					Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
S1	Bring Sites	To carry out a review of the recycling bring sites in the Borough and to change bins where possible to increase capacity for the collection of textiles and WEEE.	7:1, 7:7	In Progress	31/03/2016		1100s for DMR removed due to continued contamination & Palm paper & card banks due to significant increase in cost.	By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		do not currently have DHL WEEE banks. May opportunity to increase Book & Music (BHF)
S2	Bulky Textile collections	To introduce a bulky textile collection scheme to supplement the current kerbside textile scheme, in conjunction with 3rd party provider	7:1, 7:7	In Progress	31/03/2016		Free collection service for large quantity textile collections is being offered via internet. This will be advertised more widely to raise awareness.	By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		3rd part provider does appear to be feasible at this point
S3	Reduce Contamination	To work with residents and contractor crews to reduce the MRF input contamination rates.	8:1	completed	31/03/2016		Additional resource is focussing on the project. Analysis and planning are in progress.	By 31st March 2016 to reduce the MRF input contamination rates to no greater than 10%.	31/03/2016		multiple rejected loads between november & december. Significant reduction in January & february - no rejected loads in March



## Policy (to be completed by Surrey Heath Borough Council)

Ref #	Action title	Action description	Reference to Joint Strategy	Delivery status	Delivery			Outcome			
			Workstream no : Action no		Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
P1	Garden Waste	To freeze the subscription of the garden waste club membership to 2014/2015 fees.	7:1	Completed	01/05/2015		Freeze in 2015/2016 - prices agreed. A subsidy of £23,500 will be paid to the contractor to achieve this.	By 31st March 2016 to have increased the amount of garden waste composted by 400 tonnes as compared to the amount collected in 2014/2015 and to increase the recycling rate by 1%.	31/03/2016		this will not be achieved for 2016/17 as, despite a further subsidy (23K), our contractor has identified further costs.
P2	Highway Leaves	Through the SWP to lobby the Environment Agency to lift the ban on the composting of Highway leaves and street arisings.	6:2	In Progress	31/03/2016			By 31st March 2016 to have increased the combined reuse, recycling and composting rate by 5%.	31/03/2016		There is a big risk that the Environment Agency will not lift the ban on composting highway leaves.
P3	Bulky Waste Collections	To transfer bulky waste collections to the Surrey Reuse Network	7:3	In Progress	31/03/2018		residents already divereted to RN by CC & website prior to booking bulky collection.	By 31st March 2017 to have reused or recycled at least 50% of the bulky waste collected.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P4	Healthcare waste	Support the project for the joint collection of healthcare waste	9:2	In Progress	31/03/2018		have worked to siginificantly reduce number of clinical customers (regular sack collections now about 27 collections/week)	By 31 March 2016 to see a reduction in the Healthcare collection costs as compared to 2014/2015 costs.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P5	Joint Waste Procurement	To participate in the joint waste collection contract procurement project	4:2	In Progress	03/09/2016			By February 2018 to achieve a contract saving of £371,000 per annum.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P6	Green Waste	To participate in the SWP joint selling of garden waste	9:2	In Progress	06/09/2016			By September 2016 to have achieved a saving across the SWP of £100,000.	06/09/2016		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.

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## Independent Living

Portfolio	Community
Ward(s) Affected:	n/a

### **Purpose**

**To provide a progress report on independent living in the borough.**

### **Background**

1. The Council provides a range of Community Services (Day Care, Community Alarm / Tele care, Meals at Home, Community Transport and Home adaptations) to older and vulnerable people living within the Borough; with the overall aim of being to enable individuals to remain at home independently and safely for as long as possible.
2. A report was presented to the Performance and Finance committee on 30th September 2015 on the services provided by the Council to promote independent living. This is a progress report on these services since that date

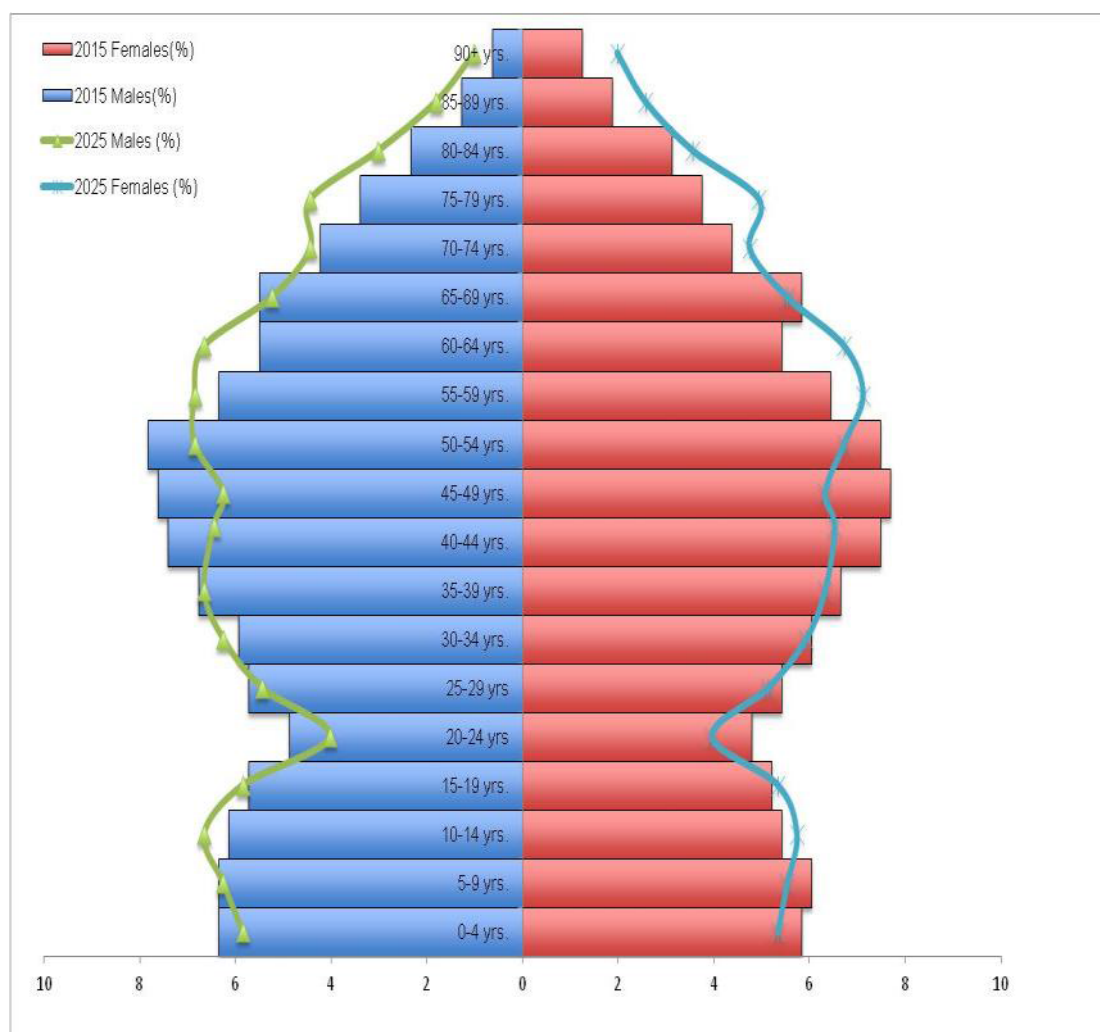
### **Performance and Achievements**

3. The numbers of customers receiving community alarm and meals at home services in 2015/2016 increased by 21.75% compared to the base year of 2012/2013. This represents an additional 189 residents. The main increase has been in the numbers of community alarm customers. The numbers of meals at home customers have remained static in most quarters and in Q4 fell. Action is being taken to improve the meals at home offer to attract more customers.
4. The increase in customers and improvements in service delivery resulted in the 2015/2016 budget outturns reporting a favourable variance of £23,000. This was mainly due to increased community alarm income.
5. We have restructured our service to meet current needs. This not only created a more robust structure but resulted in an efficiency saving of £20,000. This included a partnership arrangement with Runnymede BC which has produced efficiencies in management and administration. Changes have also been made to working processes to ensure services are delivered safely, cost effectively and in a timely manner to residents.

### **Challenges Ahead**

6. The figure below illustrates the aging population, with the proportion of the population in all age groups aged 55 and over projected to increase and the proportion of people in age group 20 to 44 set to decrease by 2025. However, there are significant predicted increases in those aged over 65 years, with the population aged over 85 years predicted to increase by nearly 60% compared to around 40% for Surrey as a whole.

**Fig 1: Population projection 2015 to 2025**



7. Although numbers in the older age groups are relatively small, this group are more intensive users of health and social care. As people get older, they are more likely to experience multiple chronic diseases, complications from these long-term conditions, slower recovery from illness, and an increased need for specialist support. They are also more likely to experience social isolation and/or loneliness. All of these contribute to an increased cost of services delivered.
8. The Council receives grants under a number of separate contracts for delivering older people services to clients under social services care

plans. In 2015/2016 these amounted to over £250,000. Reduction in Government Grants has meant that Surrey County Council has had to look for savings in the adult social care budgets. Following negotiations we have safeguarded the grants for 2016/2017 but there will be a challenge to safeguard these grants in future years.

#### Proposals for 2016/2017

9. To contribute to the Surrey Heath Health and Wellbeing priorities for 2016 with particular emphasis in helping older people to maintain independence in the home.
10. Through the Council's transformation process we will strengthen the current partnership arrangement with Runnymede BC with the introduction of a joint partnership board. The aim being to introduce further efficiencies in management and processes.
11. We will attempt to transfer 80% of our customers by paying for their services by cash to direct debit payments. This will be safer for the clients and staff and reduce administrative costs.
12. We will introduce greater choice of meals for customers to select through our meals at home service. At the same time we will be introducing a tea time service in addition to the hot lunch time service.
13. Through promotion and service improvements we will seek to increase the 2012/2013 numbers receiving our community alarms and meals at home service by 22%.
14. We will seek to increase the number of 2015/2016 passenger journeys by 5%. In addition we will explore how we can use our community buses more widely including participation in the non-emergency hospital transport service.
15. We will continue to participate in the Surrey Heath Dementia Partnership Group and the dementia communities' project. In particular we will extend our dementia training to more members of Surrey Heath staff and Councillors and to set up a local dementia action alliance in Surrey Heath.
16. We will implement a number of projects funded through the PPP Partnership fund. This is a five year programme that commenced in October 2012 it was designed to: enable emerging areas of activity to be developed; support and stimulate local services that could be purchased using a personal budget; provide sustainable outcomes as Districts and Boroughs are increasingly supporting people with substantial needs to remain living in the community. The proposed projects for 2016/2017 are attached at annex A.

#### Recommendation

17. It is recommended that the Performance and Finance Scrutiny committee notes the performance and achievements for 2015/2016 and the proposed work plan for 2016/2017.

Annexes: Surrey Heath PPP Plan for 2016/2017

Background Papers: Nil

Report Author and Service Head:

Tim Pashen – Executive Head – Community

Tel: 01276 707351

Email: [tim.pashen@surreyheath.gov.uk](mailto:tim.pashen@surreyheath.gov.uk)

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## Surrey Heath Activity Collection Form 2016/17

### 1.0 - Introduction

The PPP partnership fund is a five year programme that commenced in October 2012 it was designed to:

- enable emerging areas of activity to be developed
- support and stimulate local services that could be purchased using a personal budget
- provide sustainable outcomes as Districts and Boroughs are increasingly supporting people with substantial needs to remain living in the community

The partnership fund recognised the discretionary areas of activity of District and Borough Councils and served to bring together a range of identified core preventative services reflecting local needs.

The funding for the last 3 years has come from Surrey County Council through the Chairman's Fund and Whole Systems. Funding arrangements for 15/16 (year 4) are changing and funding will now come from a mix of Better Care Funding and the Chairman's fund. We need to demonstrate that initiatives can support the achievement of identified whole systems objectives and delivery of the Better Care Fund and the local Clinical Commissioning groups QIPP (quality, innovation, prevention and productivity) outcomes and key performance indicators (KPIs).

These include:

1. A reduction (5%) in all cause non elective emergency admissions in people aged 75 or over
2. A reduction in 30 and 91 day readmission rates to acute hospitals
3. A reduction in excess bed days in acute hospitals
4. A reduction in delayed discharges from hospital
5. A reduction, where appropriate, in avoidable admission to residential care
6. An avoidance or reduction where appropriate in escalation of domiciliary care packages

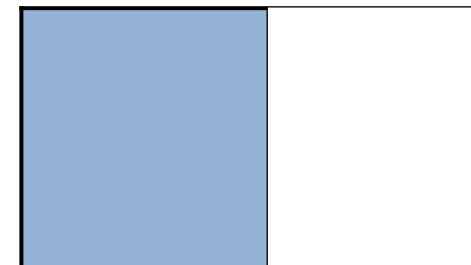
While it's accepted that it may be difficult to provide evidence to show how they directly support these high level outcomes –they should be able to evidence how they support the sub-set of proxy outcomes (listed below).

- A. Supporting people aged 75 and over to remain independent, safe and as well as possible
- B. Preventing or reducing social isolation in people aged 75 and above
- C. Supporting the reduction of dehydration and/or malnutrition in people aged 75 and above
- D. Supporting the reduction of falls in people aged 75 and above
- E. Supporting the reduction of complications related to temperature extremes (e.g. hypothermia,

### 2.0 - Activity Detail

District or Borough:	Surrey Heath
Implementation Owner:	Tim Pashen
Total Funding Value 2016/17	£180,000
Actual Expenditure:	
Reporting Period:	
Submission Deadline:	

- chest infections, overheating)
- F. Supporting people with dementia to live well and remain as well and independent as possible
  - G. Supporting people approaching the end of life to be cared for and die in the place of their choice
  - H. Providing information, advice and support to enable people to make wise choices about their care
  - I. Supporting cares to continue with their caring responsibilities and avoid carer breakdown



### 3.0 – Initiatives, Outcomes and Investment Phasing

Please confirm your initiatives, the outcomes they will achieve and investment phasing below and provide progress against achieving these outcomes.

Initiative	Which high level outcomes does the initiative support (1-5)Theme	Funding allocated	Start date	Expected end date
Homesafe Project	1,3,4,6,A,C	£10,000		
Information Display Boards in GP Surgeries	A,B,H,	£4,000		
Meals at Home Tea Service	1,4,5,6,A,C,F,H,I	£6,000		
Choice Based Meals Service	1,4,5,6,A,C,F,H,I	£5,000		
Windle Valley Refurbishment	A,B,C,F,H	£10,000		
Hydration Project	1,5,6,A,C D,F,I	£5,000		
Extreme Temperature Sensors	1, A, E,	£5,500		
Marketing of Services	H	£10,000		
Fuel Poverty Project (Streets Ahead)	1,2,3,5,A,E	£10,000		
Adult Be A Swimmer Programme (Community Sport Activation Fund)	1,5,A,B	£4,000		
Grassroots Innovation Fund	Projects are required to meet one or more outcomes	£13,000		
Saturday Club	5,A,B,C,H, I	£3,000		



Initiative	Which high level outcomes does the initiative support (1-5)Theme	Funding allocated	Start date	Expected end date
<b>Total</b>		<b>£75,500</b>		

Ongoing projects

Initiative	Which high level outcomes does the initiative support (1-5)Theme	Funding allocated	Funding remaining (approx.)	Start date	Expected end date
Marketing of Services	See above				
Fuel Poverty Project (Streets Ahead)	See above				
Adult Be A Swimmer Programme (Community Sport Activation Fund)	See above				
Grassroots Innovation Fund	See above				
Occupational Therapist	See above				
Saturday Club	See above				

Appendix 1. More detailed breakdown of the attendance/numbers of certain PPP projects.

Project	Numbers	Comments

## AIR QUALITY

Ward(s) Affected:	All

### **Purpose**

**To enable members to be aware of air quality results and to make recommendations to the Executive as appropriate.**

### **Background**

1. The Council is statutorily required to submit an annual report to central government on air quality throughout the Borough. The latest Progress Report was submitted in July 2015. It concluded full compliance at long term publicly accessible areas of the Borough with all of the seven pollutants identified in the Air Quality Objectives (Annex A).
2. In 2002, the Council designated an area of land adjacent to the motorway an Air Quality Management Area. (AQMA). The AQMA is comprised of a 20 metre wide strip both sides of the edge of the M3 from J4 at the Frimley Road flyover to just north of the Ravenswood Roundabout. An Air Quality Action Plan was required to seek compliance within this area.
3. The Air Quality Action Plan was implemented in 2005 and detailed various measures that could potentially help bring down the pollution levels in this area adjacent to the motorway.

### **Current Position**

4. Thirty Five nitrogen dioxide diffusion tubes are used across the Borough for ambient air monitoring. The single continuous analyser provides real time measurements of both nitrogen dioxide and dust within the AQMA.
5. A summary of the air quality monitoring results over the past twenty two years for our diffusion tubes and six for our continuous analyser is contained within this report (Annex B Charts 1 and 2).
6. Since 2008 the council has undertaken continuous monitoring in the AQMA at the Camberley Castle Road site for nitrogen dioxide (NO<sub>2</sub>). The site is 17 metres closer to the motorway than the nearest relevant residential receptor. Monitored NO<sub>2</sub> concentrations here are therefore

worst-case and higher than those at the locations of the nearest houses in the vicinity.

7. In 2015 the measured annual average NO<sub>2</sub> concentration for this site was 40.0µg/m<sup>3</sup>, which is not above the annual mean NO<sub>2</sub> objective of 40µg/m<sup>3</sup>. Further analysis, with the appropriate façade and distance calculations applied, identified that the annual mean and one hour air quality objectives for nitrogen dioxide were not exceeded at the nearest houses (34.5µg/m<sup>3</sup>). A trend chart of NO<sub>2</sub> annual mean concentrations at the Camberley Castle Road site over the past six years (2010-2015) is shown within Annex B as Chart 2. This shows an upward trend in the measured concentrations.

8. Monitoring results determine that there were just two monitored exceedances of the hourly NO<sub>2</sub> objective (200µg/m<sup>3</sup>) in 2015, which is compliant with the allowed 18 occurrences per year.

9. The Council has also been monitoring PM<sub>10</sub> (Dust) since October 2006 at the Castle Road site. In 2015 the measured annual average PM<sub>10</sub> concentration was 16 µg/m<sup>3</sup>. Since 2010 there have been no exceedances of the annual mean PM<sub>10</sub> objective of 40µg/m<sup>3</sup>.

10. Results of the latest daily exceedances indicate that PM<sub>10</sub> concentrations are well below the corresponding PM<sub>10</sub> objectives of no more than 35 daily incidences of levels above 50ug/m<sup>3</sup> in any one year.

11. Assessment of the passive monitoring results showed there to be five sites in 2015 where the annual mean objective for nitrogen dioxide (NO<sub>2</sub>) was exceeded. The majority of these sites are located in the current Air Quality Management Area. The locations of all the tubes throughout the Borough are shown at Annex A Table 1. Levels at these five sites are lower than that recorded in 2014.

12. None of these five sites were at locations of relevant residential exposure. At such locations, the calculated concentrations were well below the annual mean NO<sub>2</sub> objective.

13. Up to the end of April 2016, diffusion tube results indicate that now only two are above 40µg/m<sup>3</sup>. Both are next to the M3 in the AQMA, and when adjusted for distance to residential, no exceedence is anticipated.

14. The monitoring results showed that exceedances of the relevant PM<sub>10</sub> and NO<sub>2</sub> objectives are unlikely at any residential properties in the Borough.

## Proposals

15. Our proposal, due to an upward trend in annual mean NO<sub>2</sub> concentrations, and in the knowledge of ongoing widening work on the M3, is to continue with the current monitoring programme, retain the existing AQMA, and review the situation in the future 2016 Air Quality Updating and Screening Assessment/Progress Reports.

## Options

16. The Committee may accept, reject or amend the proposal.

## Recommendations

17. It is recommended that the Committee proposes to Executive that the current air quality monitoring programme is maintained and that this is reviewed following the conclusions of future statutory Air Quality reports submitted to DEFRA.

Annex A  
National Air Quality Objectives  
Table 1. Diffusion tube locations.

Annex B  
Chart 1. Graph of 22 Year Pollution Level Trends  
Chart 2. No<sub>2</sub> trends from automatic site  
Table 2. Diffusion Tube Results 2011-15

Author: James 01276 707357  
Robinson  
e-mail: [james.robinson@surreyheath.gov.uk](mailto:james.robinson@surreyheath.gov.uk)

Contact Tim Pashen 01276707862  
e-mail: [tim.pashen@surreyheath.gov.uk](mailto:tim.pashen@surreyheath.gov.uk)

**Objectives included in the Air Quality Regulations 2000 and (Amendment) Regulations 2002 for the purpose of Local Air Quality Management.** This table shows the objectives in units of microgrammes per cubic metre  $\mu\text{g}/\text{m}^3$  with the number of exceedences in each year that are permitted (where applicable).

<b>Pollutant</b>	<b>Air Quality Objective Concentration</b>	<b>Measured as</b>
Benzene		
All authorities	$16.25 \mu\text{g m}^{-3}$	running annual mean
Authorities in England and Wales only	$5.00 \mu\text{g m}^{-3}$	annual mean
1,3-Butadiene	$2.25 \mu\text{g m}^{-3}$	running annual mean
Carbon monoxide		maximum daily running 8-hour mean
Authorities in England, Wales and Northern Ireland only	$10.0 \text{ mg m}^{-3}$	
Lead	$0.5 \mu\text{g m}^{-3}$	annual mean
	$0.25 \mu\text{g m}^{-3}$	annual mean
<b>Nitrogen dioxide</b>	<b><math>200 \mu\text{g m}^{-3}</math> not to be exceeded more than 18 times a year</b>	<b>1 hour mean</b>
	<b><math>40 \mu\text{g m}^{-3}</math></b>	<b>annual mean</b>
<b>Particles (<math>\text{PM}_{10}</math>) (gravimetric)<sup>b</sup></b>	<b><math>50 \mu\text{g m}^{-3}</math> not to be exceeded more than 35 times a year</b>	<b>24 hour mean</b>
<b>All authorities</b>	<b><math>40 \mu\text{g m}^{-3}</math></b>	<b>annual mean</b>

Sulphur dioxide	350 $\mu\text{g m}^{-3}$ not to be exceeded more than 24 times a year	1 hour mean
	125 $\mu\text{g m}^{-3}$ not to be exceeded more than 3 times a year	24 hour mean
	266 $\mu\text{g m}^{-3}$ not to be exceeded more than 35 times a year	15 minute mean

**Table 1**

REFERENCE	LOCATION OF TUBE
SH1	A30 Bagshot
SH2	Windle Valley Daycare Centre
SH3	Snows Ride School Windlesham
SH4	Shaftesbury Road Bisley
SH5	Chestnut Avenue
SH6	Church Lane Bisley
SH7	M3 Brickhill roadside
SH8	M3 Brickhill 150m back
SH9	A30 Jolly Farmer
SH10	A30 Homebase
SH11	Watchetts School Camberley
SH12	High Street Camberley
SH13	Le Marchant Road
SH14	Badgers Copse
SH15	Castle Road AQM
SH16	Wood Road
SH17	Guildford Road, Bisley
SH20	Deepcut Bridge Road
SH21	Benner Lane
SH22	Castle Road AQM
SH23	Red Road/Maultway
SH24	High Street, Chobham
SH25	Castle Road AQM
SH26	College Ride, Camberley

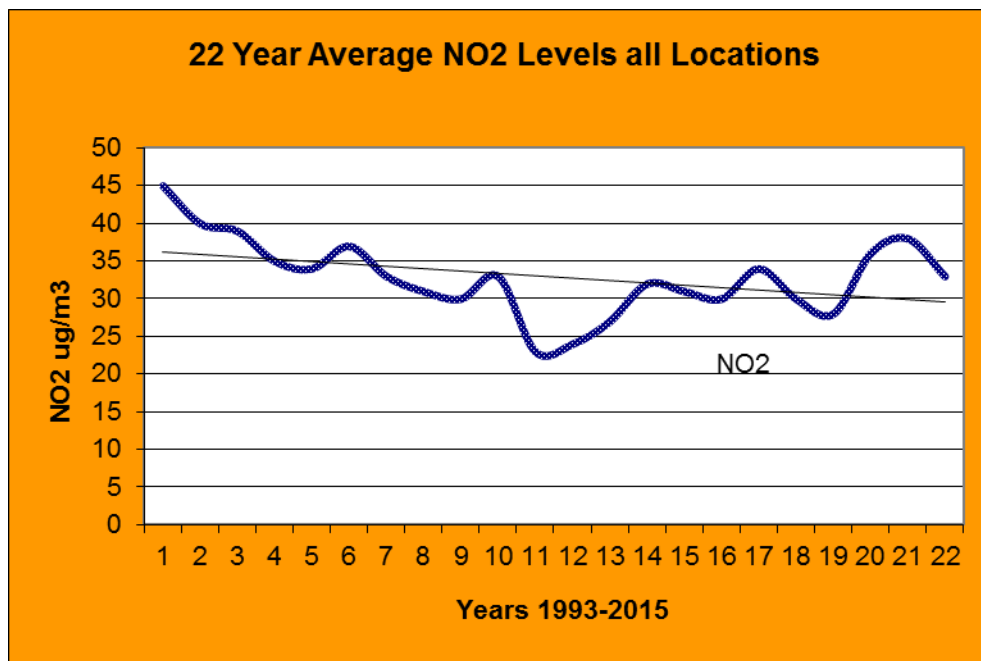
SH27	361 Guildford Road, Bisley
SH28	Queens Road, Bisley
SH29	Classic Joinery, Bisley
SH30	Focus, Frimley Road
SH31	Old Pond Close
SH32	Two Hoots, Old Pond Close
SH33	Wood Road Garages
SH34	Brackendale Road
SH35	Prior End
SH36	Youlden Drive
SH37	Crawley Drive
SH38	Swift Lane

## ANNEX ANNEX B

B

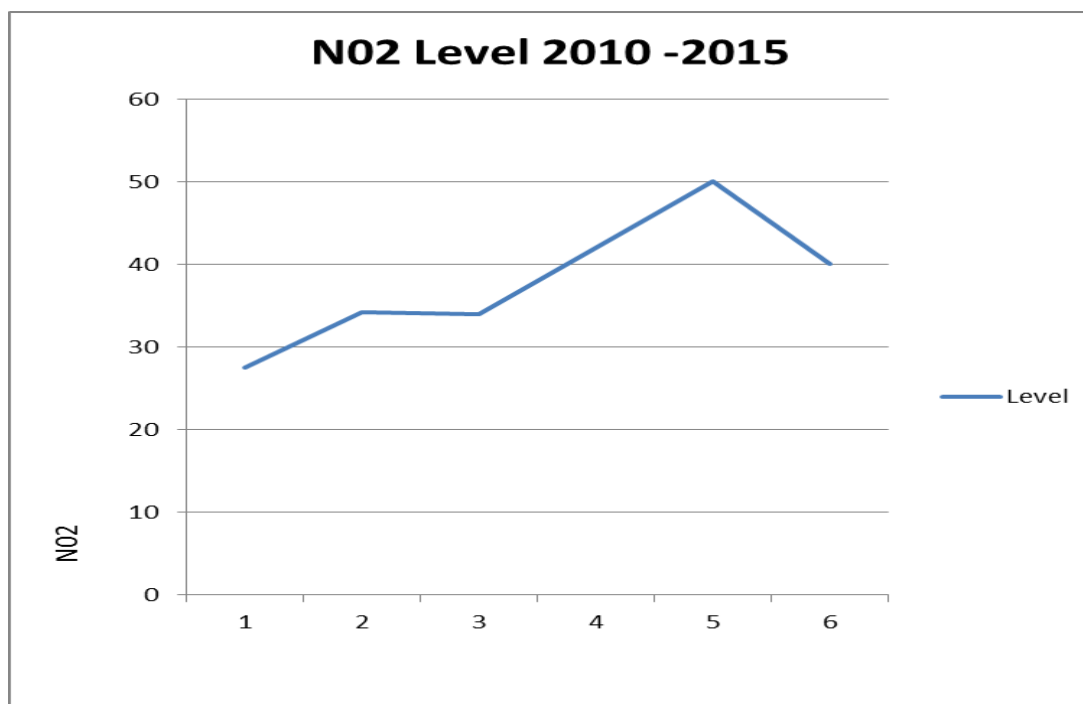
### Pollution Levels in Surrey Heath over Time

Chart 1.



**Chart 2. Trends in Annual Mean NO2 Concentrations Measured at Automatic Monitoring Site**





**Table 2 NO2 Diffusion Tube Results 2011-2015**

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH1</b>	A30 Bagshot	Roadside	N	29.6	23.4	31.1	33.0	28
<b>SH2</b>	Windle Valley Daycare Centre	Roadside	N	23.3	22.5	30.5	30.8	28
<b>SH3</b>	Snows Ride School Windlesham	Urban Background	N	19.1	17.6	23.9	24.0	24
<b>SH4</b>	Shaftesbury Road Bisley	Urban Background	N	16.3	15.3	19.4	23.3	18
<b>SH5</b>	Chestnut Avenue	Roadside	N	32.4	28.1	37.8	<b>45.2</b>	32

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH6</b>	Church Lane Bisley	Roadside	N	25.7	23.5	37.5 <sup>a</sup>	34.0	27
<b>SH7</b>	M3 Brickhill roadside	Roadside	N	<b>71.4</b>	<b>59.7</b>	<b>41.1</b>	<b>71.6</b>	<b>50</b>
<b>SH8</b>	M3 Brickhill 60m back	Roadside	N	32.2	28.0	31.7	39.1	29
<b>SH9</b>	A30 Jolly Farmer	Roadside	N	25.3	35.5	<b>47.3</b>	<b>42.2</b>	31
<b>SH10</b>	A30 Homebase	Roadside	N	32.9	32.2	<b>46.1</b>	<b>46.5</b>	35

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH11</b>	Watchetts School Camberley	Roadside	N	30.3	28.9	35.5	38.8	34
<b>SH12</b>	High Street Camberley	Roadside	N	31.0	25.5	34.0	35.9	35
<b>SH13</b>	Le Marchant Road	Kerbside	N	23.7	26.2	32.7	33.6	31
<b>SH14</b>	Badgers Copse	Kerbside	Y	30.2	29.9	39.5	<b>40.7</b>	39
<b>SH16</b>	Wood Road	Roadside	N	37.7	32.2	<b>40.8</b>	<b>48.0</b>	<b>41</b>

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH17</b>	Guildford Road, Bisley	Roadside	N	23.3	20.1	26.4	27.3	24
<b>SH20</b>	Deepcut Bridge Road	Roadside	N	24.7	23.1	29.8	31.7	29
<b>SH21</b>	Benner Lane	Urban Background	N	19.7	18.2	26.8	24.2	22
<b>SH23</b>	Red Road/Maultway	Kerbside	N	35.2	34.0	<b>44.0</b>	38.1	29
<b>SH24</b>	High Street, Chobham	Roadside	N	27.6	24.2	34.2	<b>43.1</b>	36

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration ( $\mu\text{g}/\text{m}^3$ ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH26</b>	College Ride	Urban Background	N	28.6	26.2	29.8	39.0	30
<b>SH27</b>	361 Guildford Road, Bisley	Roadside	N	21.6	20.5	28.4	29.6	30
<b>SH28</b>	Queens Road, Bisley	Roadside	N	25.4	27.6	31.9	33.5	32
<b>SH29</b>	Classic Joinery, Bisley	Roadside	N	17.2	16.8	22.3	21.6	30
<b>SH30</b>	Focus, Frimley Road	Roadside	N	37.1	38.7	<b>44.0</b>	<b>43.5</b>	<b>40</b>

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration ( $\mu\text{g}/\text{m}^3$ ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH31</b>	Old Pond Close	Roadside	N	33.3	27.4	37.6	<b>44.2</b>	35
<b>SH32</b>	Two Hoots, Old Pond Close	Roadside	N	27.8	29.7	34.7	39.3	34
<b>SH33</b>	Wood Road Garages	Roadside	N	33.5	31.6	<b>47.3</b>	<b>50.3</b>	<b>44</b>
<b>SH34</b>	Brackendale Road	Roadside	Y	29.6	26.4	<b>46.4</b>	33.9	35
<b>SH35</b>	Prior End	Roadside	Y	26.6	26.2	32.9	33.8	32

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
<b>SH36</b>	Youlden Drive	Roadside	Y	29.2	26.8	33.7	35.2	33
<b>SH37</b>	Crawley Drive	Roadside	Y	33.0	31.4	34.5	<b>42.9</b>	38
<b>SH38</b>	Swift Lane	Urban	N	29.3	26.8	36.4	39.9	35
<b>SH15</b>	Castle Road, Camberley	Roadside	Y	32.3	36.6	<b>42.0</b>	<b>49.0</b>	<b>40</b>
<b>SH22</b>	Castle Road, Camberley	Roadside	Y	<b>42.2</b>	33.5	<b>40.9</b>	<b>47.6</b>	<b>41</b>



Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m <sup>3</sup> ) - Adjusted for Bias				
				2011 (Bias Adjustment Factor = 1.06)	2012 (Bias Adjustment Factor = 0.91)	2013 (Bias Adjustment Factor = 1.06)	2014 (Bias Adjustment Factor = 1.38)	2015 (Bias Adjustment Factor = 1.36)
SH25	Castle Road, Camberley	Roadside	Y	38.6	34.7	42.6	48.9	40

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**Committee Work Programme 2016/17**

Portfolio	Corporate
Ward(s) Affected:	n/a

**Purpose**

**To consider the Committee work programme for the remainder of the municipal year 2016/17.**

**Background**

1. The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 18 May 2016.
2. The Constitution, at Part 4, Section C paragraph 6 requires the Committee to develop a work programme. This will normally be set at the last meeting of a municipal year, for the subsequent municipal year.
3. Members are asked to consider a work programme for the remaining meetings of 2016/17.
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. The Terms of Reference of the Committee are attached at Annex A and a draft programme for the remainder of 2016/17, is attached at Annex B, purely as a guide.
7. The following further meeting have been scheduled for the municipal year 2016/16:  
  
28 September 2016  
7 December 2016  
22 March 2017
9. The Executive Head of Finance has requested that the Reserves and Provisions report be slotted in to the September meeting each year to give sufficient preparation time and it is proposed that the RIPA report be moved to a post-March meeting each year to allow a full year report.

**Proposal**

10. It is proposed that Members consider a work programme for the remainder of the municipal year 2016/17.

Resource Implications

11. 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

12. The Scrutiny Committee is advised to consider a work programme for the remainder of the municipal year 2016/17.

Background Papers: None

Report Author Andrew Crawford 01276 707139  
e-mail: [andrew.crawford@surreyheath.gov.uk](mailto:andrew.crawford@surreyheath.gov.uk)

Service Head: Richard Payne 01276 707150  
e-mail: [richard.payne@surreyheath.gov.uk](mailto:richard.payne@surreyheath.gov.uk)

**PERFORMANCE AND FINANCE SCRUTINY COMMITTEE**

- 1.1 To appoint such task and finish groups as it considers appropriate to fulfil the statutory overview and scrutiny functions;
- 1.2 To prepare and maintain an annual work programme;
- 1.3 To undertake investigations into such matters relating to the Council's function and powers as:
  - (i) may be referred by the Council or the Leader/Executive;
  - (ii) the Committee may consider appropriate;
  - (iii) have been referred to the Committee pursuant to the "call-in" procedure set out in the Scrutiny Committee Procedure Rules; and
  - (iv) have been referred to the Committee pursuant to the Councillor Call for Action Protocol at Part 4, Section C of this Constitution;
- 1.4 To advise in relation to the Council's existing policies and strategies and assist in the development of policies and strategies;
- 1.5 To consider whether decisions taken by the Leader/Executive which were not treated as key decisions, should have been so treated, as set out in the Access to Information Procedure Rules at Part 4, Section 7 of this Constitution;
- 1.6 To monitor, to review and to report to the Leader/ Executive in relation to the following:
  - (i) performance of the Council's services, including against targets in the Annual Plan;
  - (ii) financial performance;
  - (iii) treasury management;
  - (iv) reserves and provisions;
  - (v) equalities;
  - (vi) complaints;
  - (vii) corporate risk;
  - (viii) emergency planning and business continuity.
- 1.7 To scrutinise performance of Portfolio Holders.
- 1.8 To receive an annual report from the Monitoring Officer in respect of authorisations granted during the municipal year pursuant to the Regulation of Investigatory Powers Act 2000.

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**PERFORMANCE AND FINANCE SCRUTINY COMMITTEE  
POSSIBLE WORK PROGRAMME (2016/17)**

<b>DATE</b>	<b>TOPIC</b>	<b>OFFICER</b>
<b>28 September 2016</b>		
1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Review of Reserves and Provisions	Kelvin Menon
3	Performance 2015/16	Sarah Groom
4	End of Year Performance – 2015/16	Sarah Groom
5	Annual Plan 2016/17	Sarah Groom
6	Annual Report on the Treasury Management	Kelvin Menon
7	Expenditure on Professionals	Kelvin Menon
8	Task and Finish Groups	Lead Officer
9	Committee Work Programme	Andrew Crawford
<b>7 December 2016</b>		
1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Half Year Treasury Management Report	Kelvin Menon
3	Half Year Finance Report	Kelvin Menon
4	Report on Equalities	Belinda Tam & Sarah Groom
5	Report on Complaints and Report of the Local Government Ombudsman	Lyn Smith
6	Task and Finish Groups	Lead Officer
7	Committee Work Programme	Andrew Crawford
<b>22 March 2017</b>		
1	Scrutiny of Portfolio Holders	Andrew Crawford
2	Third Quarter Finance Report	Kelvin Menon

<b>DATE</b>	<b>TOPIC</b>	<b>OFFICER</b>
3	Corporate Risk	Kelvin Menon
4	RIPA	Julia Hutley-Savage
5	Task and Finish Groups	Lead Officer
6	Committee Work Programme 2014/15	Andrew Crawford



**EXCLUSION OF PRESS AND PUBLIC**

**RECOMMENDATION**

The Committee is advised to RESOLVE that, under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the ground that they involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act, as set out below:

Item	Paragraph(s)
13	3
14	3

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