



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

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

Tuesday, 20 September 2016

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

**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, Rebecca Jennings-Evans,
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, 28 September 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

AGENDA

	Pages
1 Apologies for Absence	
2 Chairman's Announcements	
3 Minutes	3 - 10

To confirm and sign the minutes of the meeting held on 6 July 2016.

4 Declarations of Interest

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.

5	End of Year Performance 2015/16	11 - 38
6	Annual Plan 2016/17	39 - 48
7	Review of Reserves and Provisions	49 - 68
8	Working Groups	
	To consider the establishment of any task and finish working groups.	
9	Work Programme	69 - 74

**Minutes of a Meeting of the
Performance and Finance Scrutiny
Committee held at Surrey Heath House
on 6 July 2016**

+ Cllr Alan McClafferty (Chairman)
+ Cllr Jonathan Lytle (Vice Chairman)

+ Cllr Dan Adams	+ Cllr Max Nelson
+ Cllr David Allen	- Cllr Robin Perry
+ Cllr Bill Chapman	+ Cllr Chris Pitt
+ Cllr Edward Hawkins	- Cllr Wynne Price
+ Cllr Paul Ilnicki	+ Cllr Darryl Ratiram
+ Cllr David Lewis	+ Cllr Victoria Wheeler
+ Cllr Oliver Lewis	

+ Present

- Apologies for absence presented

Substitutes: Cllr Ian Sams (Substituting for Cllr Wynne Price)

In Attendance: Cllr Valerie White and Cllr Mrs Vivienne Chapman

1/PF Chairman's Announcements

The Chairman welcomed Members to the first meeting of the municipal year and in particular, welcomed Councillor Mrs Vivienne Chapman, the Community Portfolio Holder, who had agreed to give a presentation and answer Members' questions on her portfolio.

2/PF Minutes

The open and exempt minutes of the meeting held on the 23 March 2016 were agreed and signed by the Chairman.

3/PF Scrutiny of Portfolio Holders - Community Portfolio Holder

Councillor Mrs Vivienne Chapman referred Members to the elements of her brief as Community Portfolio Holder. She noted that the Council would continue to face a number of challenges in her areas of responsibility, notably around funding streams, the projected increase in the proportion of the community over 85 and most services being discretionary. She highlighted, in particular, the following:

Community Services – The Council was expanding a successful telecare package, including community alarms, pill dispensers, an extensive range of sensors and detectors including gas, CO2, fall and smoke alarms, plus GPS tracking and care calls for people with dementia. In addition, the Council ran a growing 'meals at home' service, 365 days a year and a well-used 'Dial a Ride' service, for which there were a number of plans for expansion.

The Windle Valley Day Centre was now providing day care, Monday to Friday, 8.30 a.m. to 4.30 p.m. with a combination of trained carers and volunteers, plus a

hairdresser and foot health practitioner. A Saturday Club had now been opened for both people living with dementia and their carers.

Members were advised that, if they were aware of any residents who would benefit from a befriender service, they should contact the Operations Manager for Community Services.

Members highlighted concerns on the impact of future funding cuts. It was, however, noted that the Council was working with other councils and partner organisations to mitigate any impacts. The Executive Head of Community agreed to circulate details of funding streams for the period up to 2020.

Environmental Health – The Council had a team of 7 Environmental Officers covering a range of duties, including food safety, health and safety, air quality monitoring, statutory nuisance investigation and control, dog control and pest control, including an out of hours service. The Home Improvement Agency would be transferring to Regulatory Services, to have all functions under one service.

Recycling and Refuse – In 2014/15, the Council had recycled or composted 63% of municipal waste produced, making the Authority the top performing Council in Surrey and 4th in the UK. In dry recyclables, the Council was the top performing Council in the UK. This area would be the subject of a report later in the agenda.

The Council was participating in a Joint Waste Contract, with Woking, Mole Valley, Elmbridge Borough Councils and Surrey County Council and was in an advanced stage of negotiations with 3 tenderers.

Traveller Sites – The Council currently managed 2 sites on behalf of Surrey County Council (SCC), but SCC would be taking back management in September 2016.

Members queried what contingency plans were in place for illegal incursions. The Executive Head of Community referred Members to the close work in this area between Environmental Health Officers, the Council's Legal Services Team and Surrey Police. The Executive Head of Regulatory Services outlined the measures in place for incursions onto Council Land. She emphasised, however, that the Council had no powers over private land.

Councillor Chris Pitt reported on the numbers of travellers based in Surrey, the unauthorised encampments and the unauthorised developments. He suggested asking the External Partnerships Select Committee to invite John Hockley, an SCC officer with responsibilities in this area, to make a presentation to a later meeting of that Committee.

Health and Safety – The Council had an officer from another Surrey Authority, for one day a week, to provide advice on Health and Safety responsibilities.

Street Cleansing – The cleansing service covered a range of tasks including street sweeping, cleansing of car parks, public toilets and recycling sites, debris removal, fly tipping, fly posting and small scale graffiti.

Fly tipping continued to be an issue for the Borough and the Council recently took on powers allowing fines of up to £400 to be awarded to perpetrators of small tips.

Health and Wellbeing – The Council had established a multi-agency Health and Wellbeing Board, which had launched a Workplace Health and Wellbeing Charter and had promoted public health messages, sought to reduce excess winter deaths, established a dementia befriending pilot and managed an exercise referral programme.

A Surrey Heath Dementia Partnership had been established and Surrey Heath was working towards being declared a Dementia Friendly Borough.

Licensing – The Licensing Team dealt with premises, personal, taxi, hackney cab and gambling licences, whilst the Environmental Health team covered licensing of areas such as street trading, riding establishments, pet shops, dog breeding, dog boarding and catteries.

Emergency Planning and Business Continuity – The Council had a number of responsibilities as a Category 1 responder under the Civil Contingencies Act 2004, including business continuity, updating and maintaining a flood plan and a Borough Emergency Planning package.

The Council had recently appointed a company called Applied Resilience to provide 25 hours per week emergency planning support.

Members noted a suggestion that there might be conflicting numbers on the Council's web pages for the out of hour's services. It was confirmed that the contact number was 01276 707100. The Council's web site would be checked to ensure that only this number was displayed.

Resolved, that the presentation be noted.

4/PF Housing Services Position Statement and Work Plan 2016/17

The Committee received a report and presentation on the work and performance of the Housing Services team, including the Housing Services Position Statement and Work Plan for 2016/17.

The Team had sought to develop and deliver a range of housing and housing services that promoted 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.

The success or otherwise of the above would be reflected in a number of key indicators, namely:

- 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.

The Housing Services Manager highlighted a shortage in the Borough of suitable new rented accommodation, making it a challenge to meet some of the targets set for the Team. Members expressed concern at the low levels of affordable housing both built and planned.

There were currently only 2 households in bed and breakfast accommodation and one of these had alternative accommodation to move to.

As at November 2015, there were 18 rough sleepers in the Borough. Members noted that an all-night café had been opened in Camberley by a charitable organisation, which could be attracting homeless people from further afield. Given that people coming into Camberley from elsewhere would not be entitled to assistance in this area, it would be important to ensure that they were reconnected to their real home areas.

Part of the work of the Housing Team was to mitigate the impact of welfare reforms, particularly for single homeless people. Members were informed that 3 out of every 4 people in social rented accommodation who had been moved to universal credit were already in arrears.

Within 5 ½ months, every form of benefit would be accessed by the internet only, yet many of those in receipt would be unable to access the internet or have the requisite skills. Members suggested that the Committee should highlight this development to the Executive and to ask what mitigating steps would be taken, particularly given the number of publically available PCs against the expected demand.

Resolved, that

- (i) the report be noted; and**
- (ii) The Executive be advised to consider ways to mitigate the impact of changes, due to be introduced in less than 6 months, to benefit arrangements, requiring all applications to be submitted on-line.**

5/PF Surrey Heath Waste Strategy

The Executive Head of Community presented an update on the Surrey Heath Waste Action Plan, which had been agreed by the Executive in November 2015. The report provided audited data for 2014/15 and compared to performance in 2013/14 and against the performance of the other collecting authorities in Surrey.

The Council was aiming to be the best performing authority in the UK and despite an increasing population, had reduced household waste levels. This had been reflected in the receipt of a Performance Incentive Award from the Surrey Waste Partnership, of £65,000, which was being invested back into recycling initiatives.

Surrey Heath was the top recycling authority in Surrey and was only surpassed nationally by authorities which recycled their garden waste. Whilst having a very successful garden waste club, this Council had been challenging the Environment Agency, through the Surrey Waste Partnership, on the composting of highway leaves, having established that any contamination was within acceptable levels.

The Executive Head of Community reported that the Joint Waste Management Contract processes had reached the stage where final tenders had been submitted by 3 shortlisted companies. These would be assessed on value for money and quality. Following this assessment, there would be meetings of the Executive and Council held on 8 November 2016, when authority would be sought for the inter-authority agreement and the purchase of vehicles.

In response to a Member query, the Executive Head confirmed that whilst fly tipping was lower than in neighbouring Boroughs, Environmental Health officers were working closely with colleagues to both enforce and prosecute fly tippers. It was too early to assess any impact from Surrey County Council's decision to reduce the hours of the Wilton Road Recycling Centre and it was noted that the

number of recycling options at Council 'Bring' sites had been reduced due to high levels of contamination. He agreed to circulate fly tipping data electronically.

Resolved, that the Committee notes the performance achieved in meeting the targets and milestones set out in the Surrey Heath Waste Action plan 2016 – 2020.

6/PF Independent Living

The Committee had received a report in September 2015 on services provided by the Council to promote independent living. The Executive Head of Community presented an update, focussing on the range of services provided to older and vulnerable people living in the Borough with the aim of allowing those individuals to remain at home independently and safely for as long as possible.

Surrey Heath had an aging population, with people becoming increasingly frail. It was estimated that from 2012 to 2020 there would be an increase of 12% in those suffering from dementia in Surrey. In Surrey Heath, that percentage increase could be as high as 31%.

The vast majority of services in this area were discretionary, with the notable exception of disabled grants. The Council received grant funding from Surrey County Council of approximately £250,000, but Members noted concerns about funding cuts and how these could impact on services such as day care, community alarms, meals at home and community transport.

The Executive Head of Community reported that funding had been secured for this municipal year. The Council worked closely with partner organisations, including the Clinical Commissioning Group, Surrey County Council and voluntary sector organisations such as Age Concern, to meet the challenges of reducing funding and increasing demand. The Council was also working with Runnymede Council to better manage services and drive down costs.

Members were reminded that a befriending pilot had been set up in the Heatherside Ward. The Council was working with Age Concern to find befrienders for people living with dementia and other vulnerable residents. To date, up to 50 residents had benefitted.

There were already further befriender packages available in Surrey and a range of other services for older people, both within and outside the Borough. The Council had been running 'Making It Real' events twice a year, seeking to coordinate these disparate groups.

The Council's Community Actions Coordinator, Nigel Drury, currently issued updates to all networks on developments and he would be asked to include Members in the circulation of these updates.

Whilst the Council was not necessarily a commissioner for all community services needed in the Borough, the Surrey Heath Clinical Commissioning Group was almost coterminous with the Borough boundaries and a joint commissioning group

had been established, involving the CCG, Adult Social Services and this Council, with the Executive Head of Community as the Council representative.

Resolved, that the performance and achievements for 2015/2016 and the proposed work plan for 2016/2017 be noted.

7/PF Air Quality

The Committee considered an update on air quality data produced in the Borough with comparisons to Government set targets and this Council's Air Quality Action Plan.

Members noted the current position and sought clarification on what impact the M3 had on the Air Quality Management Area and how this would be affected by changes in speed limit policies for that motorway.

The Executive Head of Community reported that it was planned that the Council would have real time measurements to compare the impact of changes to speed management on the M3.

Resolved, that the Executive be advised that the current air monitoring programme should be maintained and reviewed following the conclusions of future Statutory Air Quality reports submitted to the Department of Environment, Food and Rural Affairs.

8/PF Working Groups

The Committee considered a proposal from Councillor Victoria Wheeler to establish a Task and Finish Group to consider the impact on the Borough of the Government's welfare reform programme.

Councillor Bill Chapman reported that Surrey County Council had already established a Member group to consider impacts of welfare reform and that group had produced a report which could be used as a starting point for any Borough consideration.

The Chairman noted that, were Members inclined to establish such a Group, it would need to seek the Council Leader's authority, as the proposed work would be outside of the Committee's remit.

The proposal was put to a vote and lost

It was proposed that officers be asked to circulate a copy of the SCC report to Members prior to the next meeting, to permit informed consideration. In the meantime, the Chairman would discuss the proposal with the Council Leader.

Resolved, that a copy of the report of the Surrey County Council Member Group on the issue of the impacts of welfare reform be circulated to all Members prior to the next meeting.

9/PF Work Programme

The Chairman proposed that each meeting should be geared around one portfolio and that the reports going to the meeting should, where possible, be linked to that portfolio holder's areas of responsibility.

The agenda for the next meeting would include the report on Performance in 2015/16 and the Annual Plan for 2016/17. It was anticipated that the Council Leader and Chief Executive would attend that meeting for consideration of these reports.

It was hoped that, for future meetings, Portfolio Holders would submit a report prior to the meeting on their 4 key priorities. Members would be asked to submit questions in advance where possible, so that more issues could be addressed at the meeting rather than requiring written responses.

A draft Work Programme would be submitted for Members' consideration at the September 2016 meeting.

Resolved, that the report be noted and that the changes outlined above be agreed.

Chairman

End of Year Performance Report 2015/16

Portfolio:	Leader
Ward(s) Affected:	All

Purpose:

To provide a report on the end of year performance of the Council for 2015/16.

1. Background

- 1.1. This report summarises the performance of the Council against the 2015/16 Annual Plan. The 2015/16 Annual Plan was approved by the Executive in March 2015. It included the four corporate key priorities, service milestones and performance indicators to be met during the past financial year.
- 1.2. Performance targets for the year are set out in the Council's Annual Plan each year. This "End of Year Performance" report for 2015/16 demonstrates a continued commitment to improving the management of performance to achieve the Council's 2020 Corporate Strategy objectives. All services have contributed to the content which is collated using performance management software and compiled by the Transformation Team.

2. Current Position

The report is attached as Annex A and illustrates the achievements of the Council against corporate key priorities, service milestones and performance indicators.

- 2.3 Some of the successes against the Council four corporate key priorities this year have been:
 - Further steps have been taken to regenerate Camberley town centre including approval to progress the Ashwood House scheme;
 - The change in investment strategy has meant the Council's income returns are 20% above the average for local authorities advised by Arling Close;
 - The Council acquired two investment properties in the year which are generating rental income in excess of the borrowing. The Council continues to look to acquire further properties where this is based on a sound business case.
 - The Council achieved the "Gold" level of the Investors in People Award on 14 March 2016;
 - The Council achieved the "Commitment" level of the Workplace Wellbeing Charter on 31st March 2016, the first in Surrey;
 - A number of service reviews and business change processes have been implemented during 2015/16 to ensure the most efficient and economical approach to service delivery;
 - Competitive dialogue sessions were completed for the Joint Waste Contract. It is expected that final tenders are submitted in May/June 2016. Award of the contract is expected in October 2016 with mobilisation in Surrey Heath in February 2018.
- 2.4 Particular service milestone highlights of the year have included:

- The new website is fully embedded and we await the results of the annual SOCITM survey. We have sold the content of our new site to another Surrey Authority, generating income to be used to further enhance the site;
- All actions from the Economic Development Strategy have been delivered to the set time scales. Successful projects include business advice clinics, inward investment opportunities seized, new Business Associations formed for Deepcut and Frimley and the submission of further bids to the Local Enterprise Partnership (annual update given to Executive in December 2015);
- The new Community Infrastructure Levy regime was implemented and in its first year has delivered £284,439 of net income to the Council for infrastructure;
- A new competency framework has been designed and piloted and will be used in the Appraisal process for 16/17 as planned;
- Parking Services has introduced a new customer service charter;
- The new Sustainable Urban Drainage regime was implemented;
- Development Management enforcement procedures were reviewed;
- Electronic Billing for revenues and benefits clients was implemented during year to make the service more efficient. More claims are now being processed off site which means that peaks and troughs can be managed better. Have also commenced joint working with other councils to reduce costs;
- For the fourth year running, Surrey Heath has achieved a Gold Award for address data from GeoPlace. The Local Land and Property Gazetteer or LLPG, is an invaluable resource and is the single source for address data at Surrey Heath. This data is currently used in planning, revenues, elections, and many more purposes.

2.5 Our performance indicators continue to illustrate improvements in service delivery with some of the highlights being:

- 100% of major planning applications were determined within target times;
- 98% of customers felt that the Contact Centre Service was good or excellent;
- The Council has the fourth highest dry recycling rate in the Country;
- 100% of noise complaints were resolved within 60 days of receipt;
- 97% of food establishments are broadly compliant with food hygiene law;
- 99.3% of Council Tax was collected;
- The Council provided 234 additional (net) homes;
- 99% of land searches were carried out within 3 working days.

2.6 Whilst there have been notable successes, a number of challenges have been experienced that have slowed or delayed delivery. With regards to the Council's number one corporate key priority of Camberley Town Centre, which continues to make progress where the Council has had control but where the Council has been reliant on third parties, it is taking longer than planned. The feasibility study into the future options for Camberley library are subject to third party decisions not yet made by partners.

2.7 In an environment of constant change and fiscal pressures, the authority is working hard to deliver the best services possible for local residents. To ensure our standards are not compromised a culture of continuous improvement is required.

3. Options

3.1 The committee can:

- (i) Note the report; and/or

- (ii) Make any appropriate recommendations to the Executive.

4. Proposal

- 4.1. (i) Note the report; and/or
- (ii) Make any appropriate recommendations to the Executive.

5. Resource Implications

- 5.1. None

6. Recommendation

- 6.1. The Committee is asked to note the report and make any appropriate referrals to the Executive.

Annexes A - End of Year Performance Report 15/16

Background Papers: Nil

Author: Louise Livingston 01276 707403

e-mail: louise.livingston@surreyheath.gov.uk

Executive Head of Service: Louise Livingston

This page is intentionally left blank

Surrey Heath Borough Council

Performance Monitoring Report End of Year 2015-16



Introduction

The Council has developed the Annual Plan containing a set of key priorities, milestones and local performance indicators at both corporate and local service level which help to drive continued performance improvement in identified areas. The Annual Plan is published on our website.

This Performance Report sets out our performance 2015/16 with explanation of the overall achievements against agreed targets. The following tables summarise the position of the targets at the end of the year.

Key Priorities in numbers:

Total number of targets = 18

Percentage of targets being met = 89%

Targets on track = 16

Target not started = 0

Targets failing = 1

Targets missed = 1

Services Milestones in numbers:

Total number of targets = 72

Percentage of targets being met = 80%

Targets completed = 42

Targets on track = 16

Targets not started = 0

Targets failing = 6

Targets missed = 8

Performance Indicators in numbers:

Total number of targets = 43

Percentage of targets being met = 65%

Targets on track = 28

Targets failing = 8

Targets missed = 7

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Council Key Priorities

Our key priorities often cover major projects which may take more than one year to deliver. To gauge our progress on these projects each year we seek to assess where a project needs to be at the end of March 2016 by creating annual milestones.

To deliver an improved Camberley Town Centre for the benefit of the Borough including:

- Delivering a viable and sustainable redevelopment of the A30 frontage;
- Working with partners to improve accessibility through improved road network and transport links;
- Delivering the overall Town Centre vision including land east of Knoll Road, station and leisure opportunities.

To assist with the improvement of economic growth for Surrey Heath by:

- Using prudential borrowing opportunity to improve sustainability & growth in Surrey Heath;
- Maximising income returns from our reserves, through effective investment strategies;
- Maximising the potential for appropriate construction-led growth in the Borough;
- Deliver the Economic Development Strategy Action Plans to advance economic prosperity in Surrey Heath.

Securing the future of local services in Surrey Heath through a variety of strategies including:

- Internal service transformation;
- Maximising use and occupation of publicly owned assets;
- Developing a longer term vision for sustainable collaborative working.

Working with partners and the community to keep Surrey Heath a clean, green and safe place for the continued wellbeing of our Borough

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Key Priority 1 – To deliver an improved Camberley Town Centre for the benefit of the Borough.

Priority	End Date	Status	Note
Delivering a viable and sustainable redevelopment of the A30 frontage			
Scope out the master plan for the LRB site and complete final preferred options.	End Oct 2015		The Council reviewed various delivery options on the site and presented these to Executive Members by October 2015. The Council's preferred option of a mixed use development was agreed.
Agree acquisitions strategy for acquiring strategic sites in the town centre.	31 st Dec 2015		The Council has actively pursued potential sites with some success. A total of 2 major acquisitions relevant to key strategic development sites have been achieved in 15/16.
Complete land acquisitions for site assembly	31 st Mar 2016		As a result of recent vision work and surveys to understand the type of regeneration scheme achievable for Camberley we have agreed a masterplan for 10 potential development projects in the town and are actively pursuing these with different parties.
Improve accessibility to the Town Centre			
Working with partners to improve accessibility to the Town Centre through improved road network and transport links	March 2016		A30 frontage funding and Meadows Gyratory funding totalling £10 million has been secured. The Council is working with SCC to agree the final scheme appraisal. Expected delivery start date on the site is March 2017. Further expressions of interest has been submitted to the LEP for public realm and improvements to Pembroke Broadway totalling £6 million. Final decision on funding expected late 2016.
Delivering the overall Camberley town centre vision including land east of Knoll Road, station and leisure opportunities			
Development of the Camberley Town Centre Vision	March 2016		Approval by Members of the overall strategy for the town centre direction of travel. The final agreement to progress the Ashwood House scheme was approved in April 2016. The scheme for the refurbishment of the Mall was approved by the Planning Applications Committee in May 2016.
Development of land east of Knoll Road	30 June 2016		The land East of Knoll Road site is being discussed with SCC. Decision expected by end July 2016.
Development of leisure opportunities			Work is underway to consider options for the Arena Leisure Centre and interest in developing/refurbishing the centre.

Key Priority 2 – To assist with the improvement of economic growth for Surrey Heath.

Priority	End Date	Status	Note
Using prudential borrowing opportunity to improve sustainability & growth in Surrey Heath	31 March 2016		The Council has purchased 2 key properties in Surrey Heath , using prudential borrowing to bring vacant property back into use in town centre location and to sustain employment opportunities on commercial sites. This has added in 2016/17 £200k to the Council's income after interest costs.
Maximising income returns from our reserves, through effective investment strategies	31 March 2016		The change in investment strategy has meant the Council's income returns are 20% above the average for local authorities advised by Arling close. We will continue with this strategy and keep under review to maximise our returns.
Maximising the potential for appropriate construction-led growth in the Borough	31 Mar 2016		Increase in construction led commercial/domestic property is reflected in the increase in the business rates and council tax base. The gross business rates payable has risen from £39.8m to £41m and the Council tax base has risen by 289 band D equivalent properties
Deliver the Economic Development Strategy Action Plans to advance economic prosperity in Surrey Heath	31 Mar 2016		All actions from the Strategy have been delivered to the set time scales. Successful projects include business advice clinics, inward investment opportunities seized, new Business Associations formed for Deepcut and Frimley and the submission of further bids to the Local Enterprise Partnership (annual update given to Executive in December 2015).

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Key Priority 3 – Securing the future of local public services in Surrey Heath through a variety of strategies.

Priority	End Date	Status	Note
Internal service transformation	31 March 2016		<p>A number of service reviews and business change processes have been implemented during 2015/16 to ensure the most efficient and economical approach to service delivery. Some examples include:</p> <p>Collaborations in Procurement/ Home Improvement Agency/ Environmental Health/ Community Services/ Supporting Families. Further income achieved through service provision to other Councils including Payroll and Human Resources. We created Corporate Media & Marketing and Corporate Enforcement teams to ensure an effective use of resource.</p> <p>Channel shift opportunities explored and delivered including an improved website which is mobile and interactive. ICT explored and approved funding for Cloud based functionality which helps improve agile working. Revenues and Benefits improvement for change of circumstances and benefits applications.</p>
Maximising use and occupation of publicly owned assets	31 March 2016		Developing agile working project, Department of Work & Pensions moved in November 2015.
Developing a longer term vision for sustainable collaborative working	31 March 2016		<p>A paper has been prepared looking at all the different partnership opportunities. Arrangements are in place for a Joint Waste Partnership and a partnership has been established with Runnymede for Community Services and Family Support. Proposals are being reviewed for a number of services including building control and environmental health . The next stage will be for business cases to be drawn up for further consideration.</p>

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Key Priority 4 – Working with partners and the community to keep Surrey Heath a clean, green and safe place for the continued wellbeing of our Borough.

Priority	End Date	Status	Note
To deliver with partners the Sustainable Community Strategy Partnership Action Plan	31 Mar 2016		The three year rolling Action Plan 2015-18 is being delivered and successes have included the Surrey Heath Faith Forum lunch and workshop and delivery of the annual Young Citizens event for Year 7 School Students each November. The Plan will be refreshed to include new priorities in Summer 2016.
To deliver with the SHCCG and SCC the Surrey Heath Health and Wellbeing Action Plan	31 Mar 2016		Surrey Heath achieved the "Commitment" level of the Workplace Wellbeing Charter on 31st March 2016. Surrey Heath was the second authority in the County to achieve the award. Steps are in place for other partners in Surrey Heath to achieve the award. A stand was set up at the Business Breakfast Awards to promote the Health and Wellbeing charter and there was a lot of interest in rolling the award out to the wider business community. In 2016/2017 we will be rolling the award out to the wider community.
To ensure that the Borough's open spaces are well maintained and sustainably managed for the future	31 Mar 2016		Throughout the year the borough's open spaces have been maintained to a high standard and this, together with improved marketing of our facilities and events, has supported the increase in awareness and participation which in turn allows for improved financial sustainability. This includes a 15 th consecutive Green Flag award, a second Frimley Lodge Live music festival even more successful than the first, an improved and more financially beneficial café offer in Frimley Lodge Park.
To work with partners to procure and deliver a high quality and cost effective waste collection and street cleansing service	30 Sep 2016		The project is going well. Three contractors have been selected to take forward to final tender. Further competitive dialogue sessions were arranged for April 2016. Dialogue closed at the end of April 2016 with final tenders submitted in May/June 2016. Award of contract is expected in October 2016 to start in February 2018.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



More people, using a better service at no extra cost

PARKING SERVICES	End Date	Status	Note
Increase car park occupancy levels in line with Town Centre growth	31 Mar 2016		Car Park use has remained in line or above Town Centre user stats throughout the year. For the period 1 July 2015 – 31 Dec 2015 Mall Footfall decreased by 1.1%, Main Square car park use increased 4%. Data is collected monthly from the Mall.
Enhance user experience through physical improvements and customer service	31 Mar 2016	✓	Funding approved for physical improvements to level 5 re-surfacing and expansion joints in Main Square Car Park. We have also just introduced a Customer Service Charter. Level 5 work due to start w/c 25 July 2016 for 4 weeks. Customer Charter is due to be published on our website by the end of July 2016.
Establish an effective and sustainable on-street parking enforcement regime	31 Mar 2016		Cost neutral parking service delivered and campaigns around schools and other problem areas successfully undertaken.
CAMBERLEY THEATRE AND MUSEUM	End Date	Status	Note
Regionally recognised and sustainable theatre complex	31 Mar 2016		The theatre has played host to a number of nationally and internationally renowned artists including Brian Conley, Toyah, Jacqui Dankworth, Lee Mead and Paul Daniels. The 2015/16 panto was financially successful and received excellent reviews. The Camberley Theatre continues to be a challenge but despite this overall the net performance of the theatre is just short of the target set out in the business plan agreed 2 years ago.
Review provision for Heritage Centre/Museum including new location	31 Mar 2016		Due to changes in the management structure of the Business service this objective was not completed within the financial year. However options for the future of the museum have been resubmitted and due for consideration in the summer of 2016.

GREENSPACE	End Date	Status	Note
Produce a report and SMART Action Plan for CMT regarding the future role of Frimley Lodge Park as the hub for a regional park	31 Mar 2016		Due to changes in the management structure of the Business service this objective was not completed within the financial year. However this important piece of work, which is very much linked to the progress of the Deepcut development, has been reinstated and will be delivered by the Autumn of 2016.
Deliver three new income generating initiatives across Greenspace within the year	31 Mar 2016		In the last financial year the following were delivered: Circus , the new Frimley Lodge function room and Frimley Lodge Live which combined generated an extra £20k for the year, plus a new Frimley Lodge Café Tender which wasn't fully completed within the financial year but is now trading successfully. Lightwater visitors centre has now been refurbished and is ready to be put out to tender for potential business interests.
Review service delivery options for the Service	31 Mar 2016		Changes made to the working arrangements and use of company vehicles were implemented by March 2016. This included reducing the number of greenspace vehicles from 4 to 2 and making some of the working patterns more efficient and cost effective.
RECREATION	End Date	Status	Note
Achieving progressive improvements year on year to meet higher standards under the recreation industry benchmark accreditation by Quest	31 Mar 2016	✓	Quest Plus (Independent benchmark assessment) Annual assessment took place on 25th and 26th April 2016. The assessment classed the centre as "good".
Provide support for sports clubs to successfully secure external funding to independently enhance facilities and services	31 Mar 2016	✓	Surrey Heath Borough Council has continued to support local clubs with external funding in the opening months of 2016. Quays Wake and Ski club, based at Mytchett lakes, were successful in accessing Sport England 'Sportivate' funding following a letter of support and guidance from the SHBC Community Engagement Officer, as were Farnborough Fins Swimming Club who are based at Kings International College. Council support has also helped the Arena Leisure Centre to secure Satellite Club and Sportivate funding to procure new table tennis equipment with a view to launching a new community club based at the centre. Additionally In 2015/16 Surrey Heath Sports Council supported a number of club members across a variety of sports through their small grant scheme. Contributions were made towards the cost of high-level competition for talented athletes, or towards the cost of qualifications for aspiring coaches within local clubs. Local residents supported by the Sports Council include members of the Team GB Junior Olympic squad, a national Judo age group champion and a coach studying for their UEFA B-license (a qualification recognised across Europe).

Indicators	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Increase the income generated from pitch bookings by £6,890 per quarter	12,365.91^	18,437.48^	29,093.00	42,582.86	6,890.50
Average tickets sold for productions promoted in main auditorium of Camberley Theatre	56%	55.0%	53.0%	56.0%*	60.0%
Increase the income generated from theatre lettings and hire by £17,500 per quarter	20,051^	18,529^	19,701	17,571	17,500
Increase the income generated from community events by £1250 per quarter	21,352.70^	6,521.07^	4,610.00	1,455.00	1,250.00
Increase income generated from Theatre café by £13,750 per quarter	10,405^	4,754(^)	9,330(^)	13,592**	13,750
Reduce the annual subsidy to the Theatre by £93,750	+£75,095***				93,750
Increase participation in Surrey Youth Games by 5 teams	5 (total of 27 teams)				5

^ - total income actual figures

Explanations

*Some good selling shows (Brain Conley) off-set by the cancellation of Russel Howard

**Figures show quarterly income. Taking bar back in house is now realising benefits.

***Subsidy has increased by £75k compared to last year. However looking purely at controllable costs (so excluding depreciation and internal management overheads) the subsidy is actually slightly lower than last year. The loss of significant income from the postponement of two sell-out Russell Howard performances, plus unexpected but necessary repairs to the staging have all had a significant impact. The Camberley Theatre continues to be challenging but despite this overall the net performance of the theatre is just short of that set out in the business plan agreed at Executive 2 years ago.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Delivering services which help to maintain Surrey Heath as a safe, clean and green community

COMMUNITY SERVICES	End Date	Status	Note
Implement the Personalisation, Prevention and Partnership Plan to agreed milestones	31 Mar 2016	✓	All PPP projects completed or on track for completion next year. Examples include: Connecting charitable, voluntary and faith groups in the community providing services to older people; promoting health campaigns; providing advice and practical support to older people to keep warm in the winter; to help fund the Saturday club for older people and their carers; to deliver the dementia befriending project; providing financial support to the Exercise Referral Programme; Capital funding towards the provision of a community bus; and a financial contribution to wards the cost of a replacement van for the handyperson service.
To deliver the dementia befriending pilot in Heatherside and present the outcomes to the Surrey Heath Health and Wellbeing Group	31 Mar 2016		The aim of the project is to provide short term support to people over the age of 75 years who are: 1. frail 2. At risk of falls 3. Isolated 4. Experiencing symptoms of memory loss The project is funded until Oct 2016 and then will be evaluated by the SHCCG
NEIGHBOURHOOD SERVICES	End Date	Status	
Complete the Joint Waste Tender process to the timetable agreed by the Surrey Waste Partnership	31 Mar 2016		The project is going well. As a result of the ISDS evaluation three contractors have been selected to take forward to final tender. Feedback has been given to all bidders on their initial tenders and further competitive dialogue sessions were arranged for April 2016. Dialogue closed at the end of April 2016 with final tenders submitted in May/June 2016. Award of contract is expected in October 2016 with mobilisation in Surrey Heath in February 2018.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



NEIGHBOURHOOD SERVICES	End Date	Status	
Implement the revised Waste Action Plan	31 Mar 2016	✓	The 2016 targets in the waste action plan has been completed. A temporary member of staff was appointed on a fixed term contract to help implement the project. The post is funded from a recycling performance award and is at no cost to the Council. The 2014/2015 recycling figures have been published which places Surrey Heath as the 4th best performer in the Country. The main challenges ahead is that the MRF Regulations require a much higher quality than previously was required. A much greater focus is required to work with residents and the contractor to reduce contamination. The subsidy for the garden waste club has resulted in an increase in income of £19,000.
ENVIRONMENTAL HEALTH AND LICENSING	End Date	Status	
Deliver the Health and Wellbeing Actions including the workplace health charter	31 Mar 2016	✓	Surrey Heath achieved the "Commitment" level of the Workplace Wellbeing Charter on 31st March 2016. Surrey Heath is the second authority in the County to achieve the award. Steps are in place for other partners in Surrey Heath to achieve the award. A stand was set up at the Business Breakfast Awards to promote the Health and Wellbeing charter and there was a lot of interest in rolling the award out to the wider business community.
To carry out a feasibility study of sharing the delivery of Environmental Health Teams and present a report to Corporate Management Team on its outcomes	31 Mar 2016	✓	The feasibility of a shared EH service covering Surrey Heath, Mole valley and Tandridge has been considered. The distance between Surrey Heath and Mole Valley and Tandridge in the east of the County was felt to be too greater a challenge to make the partnership viable. A shared EH service has the potential to be of great value to the Council. The Ex Head - Community is currently exploring partnership opportunities with Woking, which may make it easier to establish cross border working.
To complete the Better Regulation Delivery Office licensing project into the way licensing functions are delivered by Surrey County Council and other Districts and Boroughs with a view to reduce regulatory burden on businesses	31 Mar 2016	✓	Report submitted to BRDO with outcomes from the project. This included a "road map" to assist Surrey Licensing authorities in improving their service to business. In Surrey Heath the improvements included; improved web site ; link to government web site and forms; front line support from contact centre; more regular knowledge test dates; and multi – agency inspections.

Indicators	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Increase income generated from customers using the community alarm and meals at home services	22%	29%	20%	16%*	20%
Increase number of booked passenger Dial-a-Ride journeys by 5%	9.2%	2.4%	-8%	15%	5%
Increase household waste sent for reuse, recycling and composting	59	60	58	60	60
Achieve a 99% success rate for waste collections	99.56%	98.94%	99.84%	98.62%**	99%
Increase satisfaction of business with local authority regulation services - (re: licenced premises)	81.3%				85%
Increase the number of food establishments in the area which are broadly compliant with food hygiene law	96%	95%	95%	97%	90%
Resolve 85% of noise complaints within 60 days of receipt	100%	100%	100%	100%	85%
Reduce Council's subsidy to older adult services	20,874				£20,000

Explanations

* There was a slight fall in customers in Q4. However, the proportional increase in number of helpline and meals at home customers for the full year increased by 21.75%. This meets the target of 20% and represents an additional 189 residents helped by our services to maintain their independence in their homes. The greatest increase has been with our community alarm service.

** the Q4 success rate fell due to an increased number of missed bins around the Christmas and new year period. However, this still represented 455,058 collections as specified, out of 461,436 scheduled collections. Actions have been taken with the contractor to bring performance back on track.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Enhancing the Council's image as a professional, commercial and innovative organisation

MEDIA AND MARKETING	End Date	Status	Note
Pilot working with media partner(s) to engage /consult with a diverse range of identifiable demographic groups	31 Mar 2016	✓	6 month pilot agreed with Eagle Radio to promote SHBC content, investigate new consultation techniques and media training. Media training has taken place for selected Members and Officers; further interviews with Executive Members including the Community Portfolio Holder have been conducted and aired. SHBC podcast's available via Eagle Community Hub. Full review of pilot is pending.
Produce & deliver a marketing and communications strategy that maintains & develops Camberley's profile locally & regionally	31 Mar 2016		As the Council's number 1 priority Camberley Town Centre continues to remain an integral part of the council's corporate marketing and communications activity. Regular news stories and events are shared and promoted across social media channels . We work closely with our partners and key stakeholders across the town centre, most notably Collectively Camberley, Standard Life and Capital & Regional.
Implement a new website CMS that delivers savings & supports income generation & channel shift	31 Mar 2016	✓	The new website is fully embedded. We have sold the design and structure of our new site to another Surrey Authority, generating income to be used to further enhance the site. Ongoing licensing fee's saved and revenue generated.
Produce a marketing plan that promotes the service provided by key customer facing services which results in an increase in their demand	31 Mar 2016	✓	The Marketing Plans for 15/16 for service areas have been successfully completed. Particular area's promoted were Windle Valley and Meals at Home; Pantomime – securing sponsorship and higher ticket sales on a reduced marketing budget; Frimley Lodge Live – 2015 was the most successful yet for ticket sales; launching and promoting the new 3G pitch at Frimley Lodge Park.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



CONTACT CENTRE	End Date	Status	Note
Redefine and implement the contact centre and post room direction including a review of the associated technology	31 Mar 2016	✓	New telephony was successfully introduced in February 2016, automating some of the reporting capability and introducing additional features including 'position in queue' and 'call backs' option at peak times. The telephony architecture has been reviewed to support the move towards a 'Golden Number'.
Ongoing identification and development of appropriate Council services for alternative and or multi-channel operation	31 Mar 2016	✓	A review of how incoming and outgoing post is handled was undertaken with meetings and site visits made to external suppliers. This is being further considered in 2016/17 and is subject to a business case being prepared. Data has been gathered on cheque usage. Proposal under review to actively canvass to reduce this payment channel, further investigative work required. Two new channels developed, for implementation in May to improve the customer experience over the telephone. Position in queue and call back options. Google documents being developed to facilitate sharing live information between the Theatre and Contact Centre in support of the new outbound calls.
Develop a prompt and robust complaints process that facilitates corporate learning and demonstrable improvements to customer service	31 Mar 2016	✓	A comprehensive procedure for dealing with complaints has been introduced and reports monthly to the Performance Monitoring Group. Areas of concern are the discussed at Corporate Management Team. In one particular service area it was evident that complaints were not able to be responded to within target. Working with the Executive Head, this has been addressed over the recent months.
DEMOCRATIC SERVICES	End Date	Status	Note
To arrange and conduct the Combined Parliamentary and Local Elections and any referendum in May 2015	31 Mar 2016	✓	Very successful combined elections were delivered. This was a very big challenge for the Elections team with extra staff brought in from across the Council to ensure its success. This has built in greater resilience and flexibility for future elections and referendums
To embed the workflow module of the Modern Gov. Committee Management System	31 Mar 2016		The value of the workflow module is being evaluated. This may be included as a milestone for 2016/17.
To sign up and induct new Members from May 2015	31 Mar 2016	✓	All Local Councillors returned following the 2015 elections sworn in and underwent a comprehensive Member induction programme. This was particularly important given the large number of Councillors elected for the first time.
To produce and implement a Member Induction Programme for June/July 2015	31 Mar 2016	✓	A comprehensive member induction programme was successfully delivered including a Departmental Fair, Borough Tour, statutory Code of Conduct and Standards training as well as Planning, Licensing and a Finance Seminar. An Economic Development Growth Workshop was also held which was facilitated by the Local Government Association

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



INDICATOR - QUARTERLY	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Increase the amount of income generated through advertising to £20,550	£18,178				£20,550
Maintain the percentage of customers that felt the Contact Centre service was good or excellent	98%	97%	97%	94%	90%
90% of stage 2 and stage 3 complaints responded to within 10 days.	83%	50%	60%	83%*	90%
Increase the percentage of customer enquiries resolved at the first point of contact	85.00%	84.0%	85.00%	83%**	85.00%
Increase the percentage of customer contact undertaken via a self-service channel	21.00%	18.0%	25%	26%***	44.00%
Reduce the number of paper copies of agendas and minutes produced and posted	100	100	100	100	25
Increase the number of eligible electors	65,457				1

Explanations

*Out of the 12 stage 2 & 3 complaints received in the last quarter, two failed to meet the standard. A monthly review of complaints is now raised at the Performance Management Group and areas of concern are brought to the attention of the relevant Executive Head.

**The nature of the work undertaken within the Centre is changing. Additional administrative tasks are undertaken on behalf of Service Areas, which may be negatively impacting upon the resolution levels achieved. Refresher training sessions maintained. Full analysis underway to identify any change in call type affecting resolution rates and when the peaks in activity occur.

*** The target originally set was based on a formula that was not accurate and therefore set a too ambitious expectation. This indicator is being reviewed for 2016/17

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Finance

Executive Head - Kelvin Menon

Supporting the Council's development and growth by expertly managing the Council's finances

FINANCE	End Date	Status	Note
Work with the council's treasury advisors to increase returns on the Council's investments	31 Mar 2016	✓	Treasury returns from new investments have exceeded bank investment returns even after taking account of capital changes. Treasury advisors have advised that no changes should be made to the strategy at the moment and that fund investments should be considered as longer term investments to even out market volatility
Directly invest in property where this can deliver a financial return	31 Mar 2016	✓	The council acquired 2 properties in the year which are generating rental income in excess of the borrowing and also have development potential. The council is looking to acquire further properties where this is based on a sound business case. These investments so far have contributed around £200k additional income to the 2016/17 budget
Reduce the level of debts by moving to more payments in advance or by direct debit	31 Mar 2016	✓	Parking permit holders offered DD for the first time this year and 30 have taken this up. All recurrent payments now given the option of DD payment. 2nd payment date for council tax introduced this year which has will also increased DD take up. Sundry debts have fallen by 25% over the year on a like for like basis.
Work with services to ensure that over 50% of sundry debtors invoices are raised on the Civica system	31 Mar 2016	✓	Excluding benefits which are raised on the Northgate system over 95% of debtor invoices are raised on Civica
REVENUES AND BENEFITS	End Date	Status	Note
Work to ensure that the transition of benefits to universal credit goes smoothly	31 Mar 2016	✓	Only new clean claimants have transferred to universal credit. The Council has agreed a service agreement with DWP and put in place staff to support this. However the level of demand has been very low
Work to reduce the cost of the service over the year through new ways of working and demand management	31 Mar 2016	✓	E Billing implemented in year and 1,334 have so far signed up. This will make the service more efficient. More claims are now being processed off site which means that peaks and troughs can be managed better.
Increase council tax and business rates by working with planning to deliver new development to empty properties	31 Mar 2016	✓	The council tax base has increased during the year through not only new building but also through single persons discount reviews and pursuing new business property owners. This has resulted in the gross collectible business rates increasing by £1.2m and the Council Tax base by 290 properties

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



FRAUD AND INVESTIGATIONS	End Date	Status	Note
To work with other Councils on the implementation of the counter fraud fund bid to provide a resilient central point for co-ordinating detection, investigative and prevention resources within B&Ds and SCC	31 Mar 2016		Inter authority work started on joint fraud initiatives. The team has worked closely with other services on environmental crime such as fly tipping, dog fouling and littering.
Implement the transfer to the Single Fraud Investigation Service	31 Mar 2016	✓	Benefit Fraud investigation was transferred to to DWP during the year

Indicators	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Increase the percentage return on treasury investments	1.5%	1.4%	1.26%	1.16%	1.0%
Increase the number of aged Housing Benefit debts under active management	71.4%	80.9%	82%	82.2%	71.0%
Increase the percentage of Council Tax collected	29.87%	57.94%	86.02%	99.3%	98.5%
Increase the percentage of Business Rates collected	27.29%	45.28%	78.98%*	99.1%	98.5%
Minimise the variation in expenditure budget	-1%	-2%	0	0	0.0%
Improve time taken to process Housing Benefit new claims and change events (days)	7	8	12	6	15
Time taken to process Housing Benefit new claims and change events (days) – annual	8				15
Improve time taken to process Council Tax Support new claims and change events (days)	6	8	10	7	15
Improve time taken to process Council Tax Support new claims and change events (days) – annual figure	7				15
Implement internal audit recommendations made since April 2014	95%	95%	95%	95%	90%

Explanations

*Does not include cash from 24 December 2015 to 03 January 2016. Collection is back on track at 0.75% below this point last year.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



PLANNING POLICY AND TECHNICAL SUPPORT	End Date	Status	Note
Update the Local Development Strategy	31 Mar 2016		Project not started. Awaiting agreement to review Local Plan.
Commence a review for a Surrey Heath Local Plan for Executive approval	30 Jan 2016		Project not started. Awaiting agreement to commence review of Local Plan.
Complete the guidance for the Public Realm	31 Mar 2016	✓	Guidance was adopted at Executive in April 2015.
Facilitate the delivery by Surrey County Council of improvements to the Meadows Gyratory using Local Enterprise Partnership (LEP) money	31 Mar 2016		Funding was agreed by Enterprise M3 and a joint SCC/SHBC highways engineer has been appointed for this and other joint projects. Now awaiting commencement of work by SCC in early 2017
Review CIL regime implementation	31 Mar 2016	✓	Successfully implemented and now reported to Executive 6 monthly.
DEVELOPMENT MANAGEMENT AND DRAINAGE	End Date	Status	Note
Produce a 5 year drainage strategy for the Borough	31 Mar 2016		Work commenced.
Introduce the Sustainable Urban Drainage regime	31 Mar 2016	✓	Changes to responsibilities were agreed and have been successfully implemented through joint work with SCC.
Review enforcement procedures	30 Sep 2015	✓	Review completed and action plan now underway.
Review the need for and setting up of a Design Advice Panel	31 Mar 2016		Review completed. A Design Panel was approved by the Executive on 7 th June 2016 Executive.
Work to ensure effective community engagement in future planning applications for PRB Deepcut	31 Mar 2016		No significant planning applications were received in 2015/16 . Work is now underway in advance of anticipated significant planning applications in early 2017.
Ensure effective working in future planning applications for London Road Block in Camberley Town Centre	31 Mar 2016	✓	Application for Mall refurbishment was approved by the Planning Committee in May 2016

FAMILY SUPPORT	End Date	Status	Note
Implement 2015-2020 Family Support Programme for Runnymede/Surrey Heath with review to SLA	31 Mar 2016	✓	SLA with Runnymede Borough Council to agree work for Ph2 has been completed and team is now engaged in Ph2 work.
Agree annual targets, new criteria and governance with SCC	31 Mar 2016	✓	Agreed and now working to new targets.
HOUSING	End Date	Status	Note
Continue delivery of projects and actions in Homelessness Strategy and Private Sector Renewal Strategy	31 Mar 2016		Executive report was approved by the Executive on 12 th July 2016
Review Tenancy Strategy	31 Mar 2016		Executive report was approved by the Executive on 12 th July 2016
To adopt a Healthy Homes Strategy	31 Mar 2016		Work on this was suspended during review of Environmental Health Service.
To work with Community Services to review the Disabled Facility Grant function and service delivery	31 Mar 2016		Work was delayed on this item due to a review of the Environmental Health Service. The review has now been completed, staff consulted and staff move service as from 1 st August 2016.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Indicators	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Improve the percentage of major planning applications determined within target times	100%	91%	100%	100%	60%
Improve the percentage of non-major planning applications determined within target times	77%	90%	87%	76%	70%
Reduce number of households living in temporary accommodation	49	54	50	48*	30
Increase the net additional homes provided by 48 per quarter	4	67	13	234	48^
Achieve the targets set for the number of families worked within the family support programme	75%	61.5%	60%	65%	75%
Reduce the average length of stay in bed and breakfast accommodation (weeks)	0	6	5	8**	0
All standard land searches carried out in 3 working days	100%	100%	100%	99%*	100%

^ - annual target is 191

Explanations

*A lack of new affordable housing delivery and pressure in the private rented market make it difficult to move homeless families on from temporary accommodation (*same as Q3 comment*). Performance against this criteria remains the same as last year for these reasons. Overall numbers in B&B are significantly lower than in previous years due to targeted work around social lettings. As a result the Borough has avoided the significant financial pressures that B&B is now imposing on many other Surrey authorities. Those families now being housed in B&B are often difficult to find suitable accommodation for and as a result are difficult to move on.

**Small numbers in B&B so one household it was difficult to move on has raised the average length of stay reported this quarter.

*** A small number of very large searches were received and it was not possible to complete these within 3 working days.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Transformation

Executive Head – Louise Livingston

The Council Team planning ahead to generate our future

TRANSFORMATION	End Date	Status	Note
Review the 2020 Corporate Strategy	31 Mar 2016		The revised strategy and annual plan is drafted but will be slightly delayed from the previous time scales. This will be completed by 31 st August 2016.
To facilitate the delivery of the change management programme and support key corporate projects	31 Mar 2016	✓	A number of service reviews and business change processes have been implemented during 2015/16 to ensure the most efficient and economical approach to service delivery. Some examples include: Collaborations in Procurement/ Home Improvement Agency/ Environmental Health/ Community Services/ Supporting Families. Further income achieved through service provision to other Councils including Payroll and Human Resources. We created Corporate Media & Marketing and Corporate Enforcement teams to ensure an effective use of resource. Channel shift opportunities explored and delivered including an improved website which is mobile and interactive. ICT explored and approved funding for Cloud based functionality which helps improve agile working. Revenues and Benefits improvement for change of circumstances and benefits applications.
Deliver the Economic Development Strategy actions for the year and Open for Business support	31 Mar 2016	✓	All actions from the Strategy have been delivered to the set time scales. Successful projects include business advice clinics, inward investment opportunities seized, new Business Associations formed for Deepcut and Frimley and the submission of further bids to the Local Enterprise Partnership (annual update given to Executive in December 2015).
Work with Surrey County Council and the Local Enterprise Partnership to deliver the sustainable transport revenue schemes for local business	31 Mar 2016	✓	A number of schemes have been implemented to improve the local sustainable transport offer including new cycle racks and bike parking in Camberley town centre and Frimley High Street. A new cycling task group has been formed and a cycling event has taken place in Lightwater and surrounding villages.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



HUMAN RESOURCES	End Date	Status	
Facilitating the Investors in People Gold Award February 2016	31 Mar 2016	✓	IIP Gold Accreditation was achieved as planned with 96% of all indicators achieved.
Develop a People Performance Management strategy reflecting the 2020 Strategy and Annual Plans	31 Mar 2016	✓	People Strategy updated and reviewed as part of the IIP assessment
Design a Workforce Plan to support the 2020 Strategy and Annual Plans	31 Mar 2016		First draft was completed and will continue to be developed in line with the Transformation Programme. This document was shared with the Peer Review Team.
Design and implement a competency based framework	31 Mar 2016	✓	The competency framework has been designed and piloted and will be used in the Appraisal process for 16/17 as planned.

INFORMATION TECHNOLOGY	End Date	Status	Note
To deliver the Information & Communication Technology Project Plan	31 Mar 2016		All projects are on track with the exception of the info@work migration which is delayed by 1 month. Major changes required to support PSN were completed by 31/3/16 causing some impact in other areas. All systems now working correctly
Support the Business Improvement Team to scope and implement efficiency improvements to reduce resource dependant tasks	31 Mar 2016		Delays in go live of Info@work due to annual bill volumes affecting Onbase printing. Issues now resolved and hope to go live early May for Revenues. About to sign contract with Arcus for new cloud system to support Planning, Building Control, Environmental Health and Licencing. This will be a major project for efficiency review in 2016/17
Support services who identify partnership/joint working possibilities by investigating software/hardware solutions to support the project.	31 Mar 2016		ICT working with Community Services, Waste & recycling, building control and the post room to look for software solutions to assist with partnership working.
Implement a cloud based telephony solution to improve disaster recovery and enable shared service possibilities	31 Mar 2016	✓	New telephone system went live in February for both Revenues and Benefits and the Contact Centre.

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



CORPORATE PROPERTY	End Date	Status	Note
Scope out and agree a joint working agreement with a neighbouring borough	31 Mar 2016	✓	A scoping report has been prepared by SOLACE on behalf of the West Surrey authorities. Recommendations received in Feb 2016 are being considered.
Pursue opportunities for strategic property acquisition and investments	31 Mar 2016	✓	Opportunities continue to be pursued in and around the Borough. 2 major acquisitions and a number of smaller ones have been completed in 15/16.
To continue to negotiate leases of community facilities	31 Mar 2016	✓	A number of Lease terms have been agreed this year including Frimley Cricket Club. These were reported to the Executive.
To set up a company for delivery of appropriate development within the Borough	31 Mar 2016		External professional advisers have set out options for Members and these are being considered.

Indicators	Q1/15/16	Q2/15/16	Q3/15/16	Q4/15/16	Target
Maintain the cost of ICT Licences at no more than inflationary increases	5%	10%	0%	0%	2.8%
FOI/EIR requests to be answered by information already in the public domain	14.6%	6%	21%	14.3%*	15%
Generate £25,000 additional income from effective management of the Council's assets	6250	6250	6,250	6250	25000
Maintain the market share of Building Control	66%	72%	69%	72%**	80%

Explanations

*This period covers January - March 2016. The number of requests which could be answered from the website was 28 out of a possible 196 requests during this period.

**The market share percentage may not have reached the target, however, the income generated has exceeded the budgeted profile. SHBC Building Control service has the second best performance in Surrey.

Status colours explained



On track



Failing to reach target



Not Started



Completed



At risk of not meeting target

Great Place • Great Community • Great Future

Tel: 01276 707100 enquiries@surreyheath.gov.uk www.surreyheath.gov.uk



Annual Plan 2016/17

Portfolio:	Leader
Ward(s) Affected:	All

Purpose:

To consider the Council's Annual Plan for 1 April 2016 to 31 March 2017.

1. Background

- 1.1 This report introduces an updated Annual Plan for the Council for 2016/17 as set out in Annex A. The Annual Plan includes an overview of the vision and objectives from the Five Year Strategy and states the outputs and success measures that will be delivered in 2016/17 for each of the Council's key priorities under the new headings of Place, Prosperity, Performance and People. The Annual Plan therefore demonstrates the Council's commitment to achieving the Five Year Strategy.

2. Current Position

- 2.1. Progress against the Annual Plan will be presented in a mid-year report at the end of September. The report will be presented to the Executive first and then Performance and Finance Scrutiny Committee. Monitoring of the Annual Plan in this way is to ensure accountability.
- 2.2. The style of the Annual Plan has evolved over recent years as Officers strive to find the most effective and useful format for the public and Members to use. The current style is designed to ensure the links are made between the Council's longer term objectives, into the deliverables that are effective within a yearly time scale.
- 2.3. The key priorities can change from year to year as various projects or key stages within projects are delivered. Whilst ongoing service delivery changes less from year to year, so progress can be measured more easily using performance indicators. The Council's key projects are managed through an internal Performance Management Board.

3. Options

- 3.1. The committee is asked:
- (i) Note the report; and/or
 - (ii) Make any appropriate recommendations to the Executive

4. Proposal

- 4.1. The committee is asked:
- (i) Note the report; and/or
 - (ii) Make any appropriate recommendations to the Executive

5. Resource Implications

- 5.1. None

6. Recommendation

- 6.1. The Committee is recommended to note the report and make any appropriate referrals to the Executive.

Annexes A – Annual Plan 2016.17

Background Papers: Nil

Author: Louise Livingston 01276 707403

e-mail: @surreyheath.gov.uk

Executive Head of Service: Louise Livingston

ANNUAL PLAN

2016/17



Foreword

We are here to make Surrey Heath an even better place to live, work and play. We aim to work with our public and private partners and the community to deliver our new Annual Plan.

It's important to maintain our place as clean, green and safe and continue our development of Camberley Town Centre. We will look to support local businesses and invest in regeneration and growth throughout the Borough. We aim to continue to perform well by looking at innovative ways of doing things, making better use of our buildings and providing even better value for money. Close engagement with our community is of paramount importance to ensure we are providing services that meet the changing demands of our population, including the most vulnerable residents.

We look forward to working with you throughout this journey.



Karen Whelan
Chief Executive



Councillor Moira Gibson
Leader of the Council



Place

Objective

To make Surrey Heath an even better place to live

Priorities

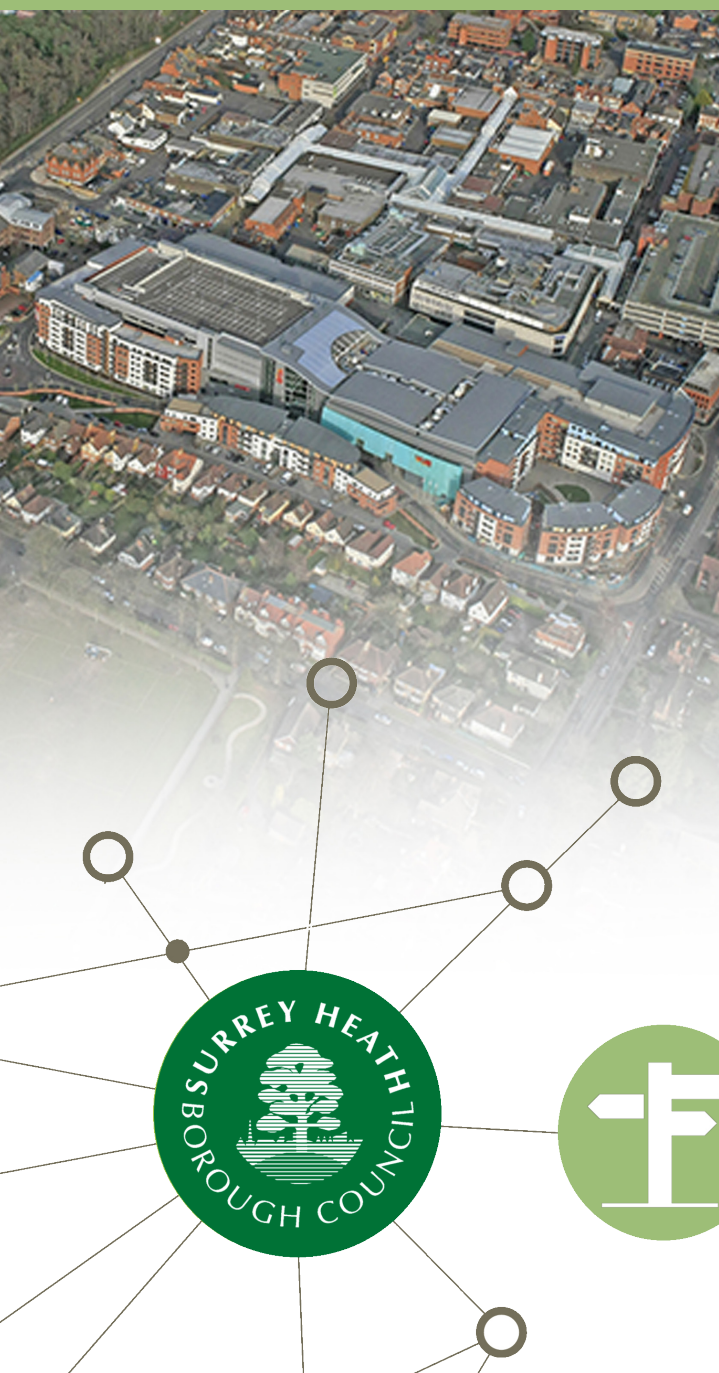
- To deliver an improved Camberley town centre with better accessibility
- To improve waste and recycling
- To ensure the boroughs open spaces are well maintained and sustainably managed

In 2016/17 we will:

- Work with partners to progress regeneration plans for the London Road frontage
- Continue to buy property to regenerate the town centre
- Deliver improved car parking - including a business plan for a proposed car park on the A30
- Secure a partner to develop housing at Ashwood House
- Support the Business Improvement District to promote the town centre
- Implement a permanent night time closure of the High Street
- Promote the town centre through a series of events, notably Christmas 2016 Festival On Ice
- Provide higher quality services by taking on responsibility for maintaining verges and roundabouts across the Borough
- Reduce household waste and maintaining recycling rates above 63%

In 2015/16 we:

- Purchased Ashwood House for regeneration
- Upgraded lifts and facilities in Main Square Car Park
- Submitted a Bid to the Local Enterprise Partnership to improve local transport
- Supported the renewal of the Camberley Business Improvement District
- Supported the proposal for refurbishment of The Mall
- Identified options for the redevelopment of the London Road frontage
- Increased recycling and recovery rate to 63%, the highest in Surrey
- Inspected 100% of food businesses with 98% being good or above
- Maintained our high street cleansing standard



Prosperity

Objective

To sustain and promote our local economy so that people can work and do business across Surrey Heath

Priorities

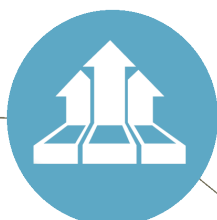
- To maximise returns on our investments and deliver construction led growth across the borough
- To support economic development through the delivery of the Economic Development Strategy Action Plans

In 2016/17 we will:

- Buy property for regeneration and investment
- Review our investments; ensuring maximum return and minimal risk
- Support housing and business property development
- Work with the Government to identify publicly owned land for redevelopment
- Host the Surrey Heath Business awards to showcase businesses in the borough
- Promote Surrey Heath as a business relocation opportunity
- Deliver applications to the Local Enterprise Partnership for funding to support the local economy

In 2015/16 we:

- Purchased properties to support regeneration and maintain employment opportunities within the borough
- Broadened our investment strategy to increase returns
- Increased Council Tax and Business Rates income by encouraging new development
- Supported local businesses through business advice clinics and assisted business associations in Yorktown/Watchmoor, Frimley and Deepcut
- Delivered the Surrey Heath Business Awards
- Supported housing development by acquiring land in the borough for use as suitable alternative natural green space
- Worked with Surrey County Council to enhance broadband coverage in the borough



Performance

Objective

To deliver effective and efficient services better and faster

Priorities

- To change the way we work
- To maximise use of the buildings we own
- To increase partnership working

In 2016/17 we will:

- Review services to deliver value for those living and working in Surrey Heath
- Work in partnership with other authorities and the public and private sectors to deliver increased benefits to businesses and residents
- Use space in Surrey Heath House more efficiently; promote agile working for staff to increase the number of tenants and provide residents with a one stop shop for public services
- Appoint a contractor for joint waste collection service and shared contract management team
- Deliver a plan for management of the Arena Leisure Centre
- Work with other boroughs to reduce fraud
- Identify commercial opportunities to increase income and support the Council's future sustainability

In 2015/16 we:

- Invested in technology to make services flexible and efficient
- Launched a new website, enabling residents to access services easily
- Worked with three Councils to deliver a joint waste collection contract
- Reduced costs and increased resilience of older peoples services through partnership with Runnymede Borough Council
- Rented space in Surrey Heath House to the Department of Work and Pensions
- Renewed leases on properties the council owns
- Achieved one of the highest council tax and business rates collection rates in the country
- Achieved Gold in the "Investors in People" employer recognition scheme
- Achieved the commitment level of the Workplace Wellbeing Charter



People

Objective

To build and encourage communities where people can live happily and healthily

Priorities

- To work with partners and the community to keep Surrey Heath a clean, green and safe place
- To work with Partners to deliver the Sustainable Community Strategy Action Plan
- To deliver the Surrey Heath Health and Wellbeing Action Plan with the Surrey Heath Clinical Commissioning Group and Surrey County Council

In 2016/17 we will:

- Maintain a range of services to help vulnerable people live independently in their homes and reduce the numbers living in isolation
- Continue to work with partners to introduce dementia friendly communities
- Develop a wider range of housing options to meet housing need
- Increase success for homelessness prevention; maintain low levels of homelessness cases and B&B use
- Open the visitor centre in Lightwater Country Park to provide space for school groups and a café
- Expand the range of activities on offer in our parks
- Develop a programme for the refurbishment of play areas across the borough
- Continue to deliver high quality community events such as Frimley Lodge Live, Camberley International Festival and Outdoor Theatre.
- Support the Olympics with events around the borough
- Work with sports clubs to increase sports participation
- Extend the Workplace Wellbeing Charter to businesses across the borough

In 2015/16 we:

- Supported the Surrey Heath faith forum to increase interfaith dialogue and understanding
- Delivered a young citizens event for year 7 students
- Participated in the dementia partnership; providing training, opening a wellbeing centre and delivering a dementia befriending pilot
- Promoted health messages to residents
- Achieved a 20% increase in customers using community alarms and meals at home services
- Appointed a new café operator in Frimley Lodge Park
- Promoted the new artificial turf football pitch at Frimley Lodge Park
- Held a number of community events in our parks
- Held special exhibitions in the museum to mark WWI
- Supported Surrey Heath Sports Council award grants to clubs across the borough
- Refurbished Camberley park play area



Additional Success Measures

In addition to the various projects outlined in the plan we will measure success by these indicators which focus on matters of particular interest to residents.

Place

Percentage of Household waste sent for Recycling, Reuse and composting
Percentage of streets falling below a grade B cleaning standard
Occupancy of Camberley town centre car parks
Percentage of food premises achieving 3 stars or above

Prosperity

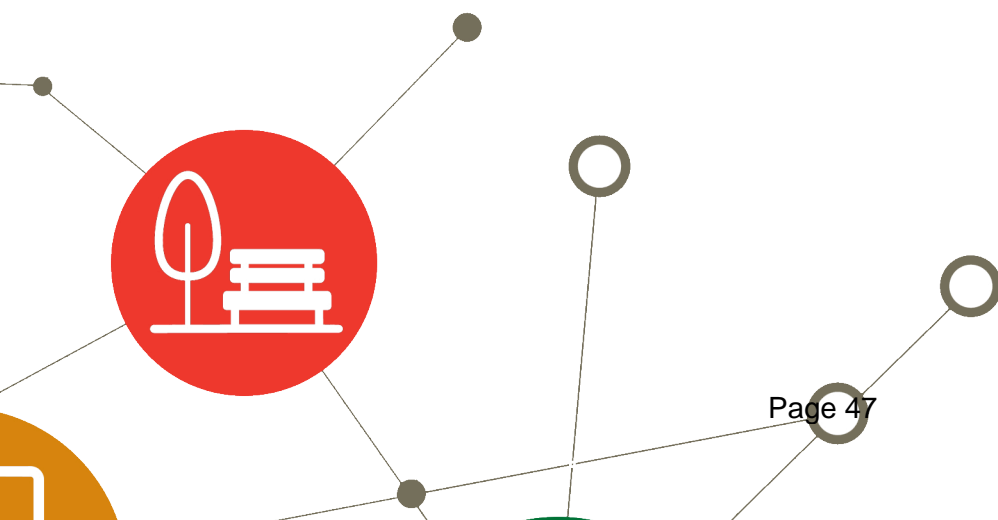
Increase in Council Tax Base
Increase in business Rates base
Percentage of minor planning applications determined within 8 weeks
Percentage of major planning applications determined within 13 weeks

Performance

Time taken to process benefit claims
Percentage of complaints responded to within target
Collection rate for Council Tax
Collections rate for Business Rates
Percentage of transactions that take place on line
Customer satisfaction rating of good/excellent to exceed 90%.

People

Number of users of the Arena Leisure centre
Number of sports pitch bookings
Number of journeys by community bus in a year
Number of meals on wheels served in the year



Comments and Feedback

We always welcome comments, suggestions and feedback (critical or otherwise) on our plans and the way we write our documents and communicate them.

- You can email our Customer Contact centre at **enquiries@surreyheath.gov.uk**
- You can drop written comments off at our main office
Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD
- You can telephone our Customer Contact Centre on **01276 707100**
- You can speak to your local Councillor who will be able to pass your comments back if you wish. Contact details for your Councillor can be found on our website **www.surreyheath.gov.uk**
- Stay in touch with us via Twitter and Facebook



@surreyheath



SurreyHeath



REVIEW OF RESERVES AND PROVISIONS

Portfolio:	Finance
Ward(s) Affected:	All

Purpose

To enable members to review the criteria for maintaining individual Reserves and Provisions, following the closure of the 2015/16 accounts and to make recommendations to the Executive as appropriate.

Background

1. The Council's Reserves and Provisions are reviewed by officers whilst preparing the annual financial statements.
2. Members are asked to consider whether the criteria for maintaining a specific reserve or provision is appropriate and if it is, whether the amount put aside is adequate or not.
3. Provisions are required for any liability of uncertain timing or amount that have been incurred. They are recognised when:
 - The local authority has a present obligation (legal or constructive) as a result of a past event;
 - It is probable that a transfer of economic benefit will be required to settle the obligation; and
 - A reliable estimate can be made of the amount of the obligation.
4. Reserves are amounts set aside for specific policy purposes and balances which represent resources set aside for purposes such as general contingencies and cash flow management. Generally they are:
 - A working balance to help cushion the impact of uneven cash flows and avoid unnecessary temporary borrowing - this forms part of general reserves;
 - A contingency to cushion the impact of unexpected events or emergencies - this also forms part of general reserves; or
 - A means of building up funds, often referred to as earmarked reserves, to meet known or predicted requirements.

Current Position

5. All of the Council's the Reserves and Provisions are listed in Annex A. This also shows the balances as at the 31st March 2015 and 2016 together with a projected balance as at 31st March 2017.

Annex B includes details on each reserve and provision, such as any restrictions, approval process, monitoring and revenue impact. It also includes a rationale for the level of fund retained if appropriate.
6. Any individual revenue reserves deemed to be no longer required after taking account of medium and longer term financial risks, are released back to the Council's General Fund.

7. No discretionary interest will be added to any reserves and provisions in 2016/17 in order to meet the Council's budgetary requirements.
8. The Capital Receipts Reserve, which arises from the sale of assets, can only be used to purchase new capital assets and cannot be taken to General Fund.
9. Currently reserves are invested to generate interest returns to support the budget and last year this contribution was £512k. The level of reserves retained by Councils will become more important going forward, as the level of volatility in Council finances increases due to various funding changes, particularly around the 100% localisation of business rates.
10. In order to assess the adequacy of unallocated general reserves the Council needs to take account of the strategic, operational and financial risks facing the authority.

Proposals

11. The Committee is recommended to propose to Executive that all reserves and provisions and associated criteria remain unchanged.

Options

12. The Committee may accept, reject or amend the proposals

Recommendation

It is RECOMMENDED that the Committee proposes to Executive that all reserves and provisions and the associated criteria remain unchanged.

Background Papers: None

Author Jane Currer 01276 707181
e-mail: Jane.Currer@surreyheath.gov.uk

Contact: Kelvin Menon 01276 707257
e-mail: Kelvin.Menon@surreyheath.gov.uk

ANNEX A

ANNEX A

GENERAL FUND CAPITAL AND REVENUE BALANCES 2015 TO 2017				
<i>Status: Performance & Finance Scrutiny Committee</i>	ACTUAL	ACTUAL	ESTIMATED	
<i>28-Sep-16</i>	BALANCE	BALANCE	BALANCE	
	31-Mar-15	31-Mar-16	31-Mar-17	
	£000	£'000	£000	
CASH-BACKED CAPITAL RECEIPTS	809	483	0	
<u>Earmarked Revenue Reserves :</u>				
Affordable Housing	316	777	777	
Atrium Public Art	13	13	13	
Atrium S106 Agreement	341	334	325	
Blackwater Valley & Developer Contributions	106	101	95	
Chewing Gum Machine (S106)	13	10	7	
Chobham and Town Team Partnership	5	5	5	
Community Infrastructure Levy	0	288	288	
Community Fund (2002)	329	300	270	
Commuted Sums	691	628	565	
Crime and Disorder Partnership	122	109	100	
Deput Village Centre (Commuted Sums - Leisure Service)	377	377	377	
Frimley Lodge Park 3G Pitch	0	25	50	
Heatherside Multi - Use Games	39	33	30	
Insurance Reserve	217	203	203	
Land Drainage	384	384	364	
Local Land Charges Revocation Fund	25	34	0	
New Burdens Funding	130	103	73	
Old Dean Toddlers Playground	20	20	20	
Personalisation and Prevention Partnership Fund	44	57	57	
Planning S106 Agreements	134	190	190	
Planning Tariff Contributions	459	613	613	
Recycling Equalisation Fund	206	206	146	
Remediation Fund	45	45	45	
Repairs and Maintenance Fund	1914	1784	1634	
SANGS (Suitable Alternative Natural Green Space)	1167	997	997	
Surrey Family Support Programme	158	201	50	
Sub-Total Earmarked Revenue Reserves	7,255	7,837	7,294	
<u>Revenue Reserves :</u>				
Capital Fund	9,367	9,672	9,272	
General Fund Working Balance	2,703	2,398	2,000	
Sub-Total Revenue Reserves	12,070	12,070	11,272	
REVENUE RESERVES AND PROVISIONS	19,325	19,907	18,566	

ANNEX B

ANNEX B

Fund	AFFORDABLE HOUSING
Purpose of Fund	Fund set up from Developers contributions where they are unable to provide Affordable Housing at their site to enable SHBC to provide Affordable Housing elsewhere.
Movement within year	Developer Contributions received and credited to the reserve
Restrictions of Use	The fund can only be used for the purpose stated above
Balance at 31st March 2016	£ 777,000
Projected Balance at 31st March 2017	£ 777,000 It is anticipated that this money will be used to provide affordable housing at Pembroke House which is due to commence in the next 12 months
Approval of Spending	The Executive
Monitoring	Executive Head of Regulatory
Proposed changes to policy	None
Criteria for calculating fund requirement	There is a formula for the calculation of affordable housing contributions made by developers in to the fund. Contributions are agreed on a scheme by scheme basis with the Regulatory Officers
Criteria for calculating annual contribution	N/A – from external contribution
Proposal	N/A – from external contribution
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	ATRIUM PUBLIC ART
Purpose of Fund	Fund for the construction and installation of the Atrium Public Art together with on-going maintenance and insurance costs. This fund receives interest on an annual basis
Movement within year	No maintenance was been required on the art. Interest has been credited to this account for 2015/16.
Restrictions of Use	The fund can only be used for the purpose agreed under the S106 Agreement
Balance at 31st March 2016	£ 13,000
Projected Balance at 31st March 2017	£ 13,000
Approval of Spending	The Executive
Monitoring	Executive Head of Finance
Proposed changes to policy	None
Criteria for calculating fund requirement	The fund was created to ensure that it could meet on-going maintenance and costs and hence these would not fall on the Council Tax Payer.
Criteria for calculating annual contribution	N/A – from external contribution
Proposal	N/A – from external contribution
Impact on Revenue Budget	Use of fund supports revenue expenditure but reduces investment income.

Fund	ATRIUM S106 AGREEMENT
Purpose of Fund	Fund set up from the Developer Contributions for Town Centre Management Improvements. This fund receives interest on an annual basis
Movement within year	Expenditure incurred for CCTV scheduled maintenance during 2015/16. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used in accordance with the S106 Agreement
Balance at 31st March 2016	£ 334,000
Projected Balance at 31st March 2017	£ 325,000
Approval of Spending	Delegated to Chief Executive – Executive 26 January 2010
Monitoring	Chief Executive
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A - from external contributions
Criteria for calculating annual Contribution	N/A – from external contributions
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	BLACKWATER VALLEY & DEVELOPER CONTRIBUTIONS
Purpose of Fund	Commuted sum held to meet the annual maintenance costs and refurbishment of the recreational facilities at Crabtree Park, Watchmoor Reserve and Mytchett Recreation Ground.
Movement within year	Expenditure on improvements to, and the maintenance of, Crabtree Park, Watchmoor Reserve and Mytchett Recreation Ground.
Restrictions of Use	This fund can only be used for the purpose noted above
Balance at 31st March 2016	£ 101,000
Projected Balance at 31st March 2017	£ 95,000
Approval of Spending	The Executive
Monitoring	Executive Head of Business
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A
Criteria for calculating annual Contribution	N/A
Proposal	None
Impact on Revenue Budget	Eliminates impact on revenue budget of maintenance costs but use of fund reduces investment income

ANNEX B - cont
ANNEX B -cont

Fund	CHEWING GUM MACHINE (S106)
Purpose of Fund	Fund set up from S106 contribution from the Atrium Development, (Executive 6 May 2009 184/E refers), for the replacement of the chewing gum machine after 4 years and parts and consumables over the 8 year life of the extended street cleansing contract. This fund receives interest on an annual basis
Movement within year	Expenditure on maintenance of the machine and cleaning of designated area's. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund is set aside for the purpose above and is therefore restricted in accordance with the S106 Agreement
Bal at 31st March 2016	£ 10,000
Projected Balance at 31st March 2017	£ 7,000
Approval of Spending	Executive
Monitoring	Executive Head of Community
Proposed changes to policy	None.
Criteria for calculating fund requirement	N/A.
Criteria for calculating annual contribution	N/A
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income

Fund	CHOBHAM AND TOWN TEAM PARTNERSHIP
Purpose of Fund	A ring fenced fund set up in 2012/13 to hold grant funds from the DCLG for the use of Chobham BEE to support the economic vitality of the village. These funds do not belong to Surrey Heath. The Council is a custodian and approved the expenditure.
Movement within year	No expenditure incurred for 2015/16
Restrictions of Use	This fund can only be in accordance with the DCLG conditions
Bal at 31st March 2016	£ 5,000
Projected Balance at 31st March 2017	£ 5,000
Approval of Spending	Executive Head of Finance on request from the Chobham BEE committee.
Monitoring	Executive Head of Finance
Proposed changes to policy	None can be made as the fund is ring fenced
Criteria for calculating fund requirement	A one off contribution made by the DCLG in 2012/13
Criteria for calculating annual contribution	A one off contribution made by the DCLG in 2012/13
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	COMMUNITY INFRASTRUCTURE LEVEL
Purpose of Fund	This reserve holds balances relating to the timing differences between collection of the levy and the allocation of spending.
Movement within year	Transfer into the reserve of net income received during 2015/16. Interest was also credited for 2015/16
Restrictions of Use	This fund can only be in accordance with the CIL Conditions
Balance at 31st March 2016	£ 288,000
Projected Balance at 31st March 2017	£ 288,000
Approval of Spending	Executive Head of Regulatory
Monitoring	Executive Head of Regulatory
Proposed changes to policy	None – this fund is being built up to support the Town centre regeneration.
Criteria for calculating fund requirement	N/A – from external contributions.
Criteria for calculating annual contribution	N/A – from external contributions.
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	COMMUNITY FUND (2002)
Purpose of Fund	Fund set up in 2002/03 to make grants to community based organisations. The fund is split into the four categories of Projects, Pedestrian Safety, Reserve and Environmental Bursary. Although it is estimated that £75,000 of this will be spent each year all grants are made are subject to Executive approval.
Movement within year	Expenditure for community grants, as approved by the Executive. All applications are considered and recommendations are made to the Executive to Approve, Amend or Reject
Restrictions of Use	The Executive can amend or remove any restrictions as it sees fit.
Balance at 31st March 2016	£ 300,000
Projected Balance at 31st March 2017	£ 270,000
Approval of Spending	The Executive
Monitoring	Fund commitments updated with each report to the Executive.
Proposed changes to policy	None.
Criteria for calculating fund requirement	A one off contribution made from General fund in 2002/03
Criteria for calculating annual Contribution	A one off contribution made from General fund in 2002/03.
Impact on Revenue Budget	None – grants should not have any direct revenue implications for the Council however use of fund reduces investment income.

ANNEX B - cont

ANNEX B -cont

Fund	COMMUTED SUMS
Purpose of Fund	Funds contributed by developers for the maintenance of open spaces and recreational amenities e.g. playground equipment to cover their annual maintenance and eventual refurbishment. Executive Report 12 March 2013, minute 105/E Refers approving an increase to the capital program to finance capital improvements to leisure facilities on various sites for which sums have been received. Interest has been credited to this account for 2015/16.
Movement within year	Expenditure on Deanside, Camberley Park, Wellington Park and Upland Road Play Area.
Restrictions of Use	This fund can only be used for the purpose noted above
Bal at 31st March 2016	£ 628,000
Projected Balance at 31st March 2017	£ 565,000
Approval of Spending	Executive
Monitoring	Executive Head of Business
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – from external contributions.
Criteria for calculating annual Contribution	N/A – from external contributions.
Proposal	None.
Impact on Revenue Budget	Reduces the cost of maintenance in the revenue budget but use of fund reduces investment income

Fund	CRIME AND DISORDER PARTNERSHIP
Purpose of Fund	Fund set up in 2000/01 to finance Community Safety activities of mutual benefit to the whole partnership set up under the Crime and Disorder Act 1999 e.g. Safety Campaigns and Your Sanctuary (Domestic Abuse Support)
Movement within year	The net expenditure for 2015/16 totalled £12.5K
Restrictions of Use	This fund can only be used for the purpose noted above
Bal at 31st March 2016	£ 109,000
Projected Balance at 31st March 2017	£ 100,000
Approval of Spending	The partners in the Responsible Authorities Group of Surrey County Council, North West Surrey Police and this Council who approve all spend on schemes.
Monitoring	Chief Executive / Transformation Team Manager
Proposed changes to policy	None.
Criteria for calculating fund requirement	None.
Criteria for calculating annual contribution	None.
Proposal	None.
Impact on Revenue Budget	None - grants should not have any direct revenue implications for the Council however use of fund reduces investment income

ANNEX B - cont

ANNEX B -cont

Fund	DEEPCUT VLLAGE CENTRE (COMMUTED SUMS -LEISURE SERVICES)
Purpose of Fund	Sum set aside to provide for maintenance of Deepcut Village Centre. This fund receives interest on an annual basis
Movement within year	Expenditure on Lighting Refurbishment. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used for the purpose noted above
Balance at 31st March 2016	£ 377,000
Projected Balance at 31st March 2017	£ 377,000
Approval of Spending	Executive Head of Business
Monitoring	Executive Head of Business
Proposed changes to policy	None.
Criteria for calculating fund requirement	None
Criteria for calculating annual contribution	None
Impact on Revenue Budget	Prevents future maintenance costs being charged to revenue but use of fund reduces investment income

Fund	FRIMLEY LODGE PARK 3G PITCH
Purpose of Fund	Sum set aside, via an annual transfer of £25K per annum from the revenue budget to provide for maintenance/replacement of the 3G Pitch Surface. Executive 16 July 2014, minute ref 27/E refers
Movement within year	Transfer from the revenue budget as per the above
Restrictions of Use	This fund can only be used for the purpose noted above
Balance at 31st March 2016	£ 25,000
Projected Balance at 31st March 2017	£ 50,000
Approval of Spending	Executive Head of Business
Monitoring	Executive Head of Business
Proposed changes to policy	None.
Criteria for calculating fund requirement	None
Criteria for calculating annual contribution	None
Impact on Revenue Budget	Prevents future maintenance/replacement costs being charged to revenue but use of fund reduces investment income

ANNEX B - cont

ANNEX B -cont

Fund	HEATHERSIDE MULTI-USE GAMES
Purpose of Fund	To provide a fund to cover future maintenance of this facility This fund receives interest on an annual basis
Movement within year	Expenditure on repairs and new equipment for the area. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used for the purpose noted above.
Balance at 31st March 2016	£ 33,000
Projected Balance at 31st March 2017	£ 30,000
Approval of Spending	The Executive
Monitoring	Executive Head of Business
Proposed changes to policy	None.
Criteria for calculating fund requirement	None.
Criteria for calculating annual contribution	None.
Proposal	None.
Impact on Revenue Budget	None directly but use of fund reduces investment income,

Fund	INSURANCE RESERVE
Purpose of Fund	Comprises a sum set aside in connection with the run-down of Municipal Mutual Insurance (MMI) and the potential contribution towards costs. This is likely to crystallise in the near future due to a supreme court judgement. It also available for risk management and to cover uninsured losses.
Movement within year	Expenditure for 2015/16 in respect of the MMI contribution noted above
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£ 203,000
Projected Balance at 31st March 2017	£ 203,000
Approval of Spending	Executive Head of Finance
Monitoring	Monitoring statement of Insurance Reserve Risk Management spend versus commitments reported via the Members' Information Bulletin twice a year.
Proposed changes to policy	None
Criteria for calculating fund requirement	Municipal Mutual (MM) provides a twice yearly statement of Payments/Recoveries and estimated Outstanding Claims. MM's Finance Director advised the Council's liability may last until 2024.
Criteria for calculating annual contribution	No budgeted contributions to be budgeted.
Proposal	None
Impact on Revenue Budget	The fund means any claims made should not fall on revenue but use of fund reduces investment income

ANNEX B - cont

ANNEX B –cont

Fund	LAND DRAINAGE
Purpose of Fund	To finance un budgeted land drainage schemes. This fund can only be used for expenditure on Council owned land
Movement within year	No expenditure incurred within the year. There is Executive approval, July 2014, for expenditure to be incurred and this will be during 2016/17 due to SCC funding additional expenditure in 2015/16. The amount of funding required in 2016/17 is expected to be approx. £20,000.
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£ 384,000
Projected Balance at 31st March 2017	£ 364,000
Approval of Spending	Executive
Monitoring	Executive Head of Regulatory
Proposed changes to policy	None.
Criteria for calculating fund requirement	None.
Criteria for calculating annual contribution	None.
Proposal	None
Impact on Revenue Budget	None but without the fund any significant drainage costs would fall on revenue and use of fund reduces investment income.

Fund	LOCAL LAND CHARGES REVOCATION FUND
Purpose of Fund	Grant from a DCLG Grant following a legal judgement to finance claims for refunds of Personal Search fees from August 2005 – August 2010
Movement within year	Grant income as litigation continues and we are hopeful of a resolution during 2016/17 resulting in this fund being fully utilised.
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£ 34,000
Projected Balance at 31st March 2017	£ NIL
Approval of Spending	Executive
Monitoring	Executive Head of Regulatory
Proposed changes to policy	None
Criteria for calculating fund requirement	The potential cost of claims may exceed this figure
Criteria for calculating annual contribution	N/A
Proposal	None
Impact on Revenue Budget	The fund reduces the impact of the cost of any potential refunds but use of fund reduces investment income.

ANNEX B - cont
ANNEX B -cont

Fund	NEW BURDENS
Purpose of Fund	DCLG Funding set aside to allow for additional resources required for the new Council Tax and Housing Benefit regulations that have come into force under the Localism Act. We have also received funding for Community Rights to Challenge and Assets of Community Value.
Movement within year	£14,000 of grant income was received in 2015/16. £28,000 was utilised for additional resources for the new legislation, £7,000 for software upgrade, £6,000 for ICT's EU Inspire Project
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£103,000
Projected Balance at 31st March 2017	£73,000
Approval of Spending	Executive Head of Finance
Monitoring	Executive Head of Finance
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – external contributions
Criteria for calculating annual contribution	N/A – external contributions
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income

Fund	OLD DEAN TODDLERS PLAYGROUND
Purpose of Fund	Fund set up to finance the revenue costs of future maintenance so that these do not fall on the Council. This fund receives interest on an annual basis
Movement within year	Expenditure on a new basketball Hoop. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used for the above
Balance at 31st March 2016	£ 20,000
Projected Balance at 31st March 2017	£ 20,000
Approval of Spending	Executive Head of Business
Monitoring	Executive Head of Business
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – external contributions
Criteria for calculating annual contribution	N/A – external contributions
Proposal	None
Impact on Revenue Budget	Prevents costs of maintenance falling on revenue but use of fund reduces investment income.

Fund	PERSONALISATION AND PREVENTION PARTNERSHIP FUND
Purpose of Fund	Funded by Surrey County Council to enable Surrey Heath BC to invest in projects which, through improved efficiency and increased income will benefit the older community
Movement within year	£13,000 transferred into this reserve to fund the underspend in revenue expenditure during 2015/16 as this income is ringfenced
Restrictions of Use	This fund can only be used for the purpose noted above.
Balance at 31st March 2016	£ 57,000
Projected Balance at 31st March 2017	£ 57,000
Approval of Spending	The Executive
Monitoring	Executive Head of Community
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – external contributions
Criteria for calculating annual contribution	N/A – external contributions
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	PLANNING S106 AGREEMENTS
Purpose of Fund	Fund set up from Developer contributions collected to fulfil specific financial obligations contained in S106 Agreements and are to be used for specific projects and purposes as detailed in the Section 106 Agreements. This fund receives interest on an annual basis
Movement within year	No expenditure during 2015/15, transfer of income into the reserve. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used for the purpose noted above.
Balance at 31st March 2016	£ 190,000
Projected Balance at 31st March 2017	£ 190,000
Approval of Spending	Executive Head of Regulatory
Monitoring	Development Control Manager / S106 Officer
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – external contributions
Criteria for calculating annual contribution	N/A – external contributions
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	PLANNING TARIFF CONTRIBUTIONS
Purpose of Fund	Fund set up from Developer Contributions collected via the Surrey Heath Developer Tariff Scheme for the provision of additional infrastructure projects in the borough in order to mitigate the impact of new development on local infrastructure. A detailed report on the scheme went to the Executive on 3 July 2012. This fund receives interest on an annual basis
Movement within year	Revenue net expenditure transferred into the reserve for 2015/16. Minor expenditure revenue approved for Hammonds Pond and Capital Expenditure for London Road Rec, Camberley Park and Chobham Woods Rec. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund can only be used for the purpose noted above.
Balance at 31st March 2016	£613,000
Projected Balance at 31st March 2017	£613,000
Approval of Spending	Executive
Monitoring	Development Manager / S106 Officer
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – set by tariff
Criteria for calculating annual contribution	N/A – set by level of tariff
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

ANNEX B - cont

ANNEX B -cont

Fund	RECYCLING EQUALISATION FUND
Purpose of Fund	To mitigate the effect of volatility in prices for recycled materials and to provide a maintenance fund for the depot.
Movement within year	No expenditure incurred within the year. £60,000 expenditure has been built into the 2016/17 budget approved by Council on 24 February 2016.
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£206,000
Projected Balance at 31st March 2017	£146,000
Approval of Spending	Executive
Monitoring	Executive Head of Community
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A
Criteria for calculating annual contribution	N/A
Proposal	None
Impact on Revenue Budget	None directly but use of fund reduces investment income.

Fund	REMEDATION FUND
Purpose of Fund	Fund set up to cover the prevention/ remediation costs of land damaged by traveller incursions.
Movement within year	No expenditure incurred within the year
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£45,000
Projected Balance at 31st March 2017	£45,000
Approval of Spending	The Executive
Monitoring	Executive Head of Regulatory.
Proposed changes to policy	None.
Criteria for calculating fund requirement	Further funding may be required to cover various issues at traveller sites subject to Executive approval.
Criteria for calculating annual contribution	N/A.
Proposal	None.
Impact on Revenue Budget	Prevents costs of remediation being charged to revenue but use of fund reduces investment income

ANNEX B - cont**ANNEX B –cont**

Fund	REPAIRS AND MAINTENANCE FUND
Purpose of Fund	Fund to cover on going repairs and renewals and property maintenance costs. The Repairs and Renewals Fund has been closed and the balance merged with the Property Maintenance Fund to create this new reserve. Executive Approved 18 Feb 2014 Minute 88/E refers.
Movement within year	The PPM revenue budget was over spent by £111,000 so a transfer was made from the reserve to the GFWB. The overspend was for carpets at SHH, Works for the DWP occupying the ground floor, Boiler pumps for the Theatre and Pot Hole Repairs.
Restrictions of Use	The Executive can amend or close the fund
Balance at 31st March 2016	£ 1.784m
Projected Balance at 31st March 2017	£ 1.634m
Approval of Spending	Executive Head of Finance
Monitoring	Estates and Asset Manager
Proposed changes to policy	None.
Criteria for calculating fund requirement	The anticipated annualised cost of all of the works on the council's assets should they need to be completed at the same time.
Criteria for calculating annual contribution	There is an annual budget of £130,000 for property maintenance. Any underspend is then transferred to this fund.
Proposal	None.
Impact on Revenue Budget	None directly but use of fund reduces investment income.

ANNEX B - cont

ANNEX B –cont

Fund	SANGS (SUITABLE ALTERNATIVE NATURAL GREEN SPACE)
Purpose of Fund	Planning tariff contributions to finance the provision and maintenance of SANGS for SPA mitigation for perpetuity. This fund receives interest on an annual basis
Movement within year	Revenue net expenditure transferred into the reserve for 2015/16. Transfers made to cover expenditure at Chobham Woods, Shepherd Meadows and the purchase of SANGS land. Interest has been credited to this account for 2015/16.
Restrictions of Use	This fund is restricted to the purpose above.
Balance at 31st March 2016	£ 997,000
Projected Balance at 31st March 2017	£ 997,000
Approval of Spending	Executive Head of Regulatory
Monitoring	Planning Policy and Support Manager / S106
Proposed changes to policy	None
Criteria for calculating fund requirement	N/A – set by Tariff
Criteria for calculating annual Contribution	N/A – set by tariff
Proposal	None
Impact on Revenue Budget	The council has agreed to maintain the SANGS in perpetuity so the reserve is required to fund this obligation. Use of fund reduces investment income.

Fund	SURREY FAMILY SUPPORT PROGRAMME
Purpose of Fund	Funding is received from SCC to deliver the Troubled Families Project locally and SHBC are working jointly with Runnymede BC for the period to March 2015
Movement within year	DCLG grant underspend transferred into the reserve for 15/16 as the income is ring fenced for this project. This will be used in the coming year.
Restrictions of Use	This reserve can only be used for the above purpose.
Balance at 31st March 2016	£201,000
Projected Balance at 31st March 2017	£50,000
Approval of Spending	Executive Head Regulatory Services
Monitoring	Family Support Officer
Proposed changes to policy	None
Criteria for calculating fund requirement	None
Criteria for calculating annual contribution	None
Proposal	None.
Impct on Rev Budget	None directly but use of fund reduces investment income.

Fund	CAPITAL FUND
Purpose of Fund	Revenue funds put aside to fund future capital expenditure in line with council policy. As approved by Executive £300,000 of this fund will be used to fund the Transformation Budget 2015/16. This fund also includes unspent new homes bonus payments
Movement within year	£370,000 was transferred to the GFWB, £300K as above and £70K for revenue expenditure Exec Sept 2013 Minute 40/E refers. There is approval for £300,000 of spend during 2015/16 Executive 24/02/15 minute 106/E refers. £675k was transferred in to the from New Home Bonus payments as above.
Restrictions of Use	The fund can be amended or closed by Executive
Balance at 31st March 2016	£9.672m
Projected Balance at 31st March 2017	£9.272m
Review	The Council will be unable to fund its capital expenditure from Capital receipts within the next year and this fund will be needed to maintain that program.
Approval of Spending	Executive / Executive Head of Finance
Monitoring	Chief Executive / Executive Head of Finance
Proposed changes to policy	None.
Criteria for calculating fund requirement	None.
Criteria for calculating annual contribution	A transfer can be made each year from the Repairs & Renewals Fund equal to expenditure incurred but charged to capital. This is to compensate for the additional unplanned use of capital reserves and thus maintain the capital balances.
Proposal	None
Impact on Revenue Budget	None.

Fund	GENERAL FUND WORKING BALANCE
Purpose of Fund	To meet day-to-day cash flow requirements and to provide a general contingency which is used to fund non-budgeted service expenditure requirements, and other unforeseen risks, which were not identified in the budget setting process
Restrictions of Use	Expenditure is subject to Executive/Full Council Approval.
Balance at 31st March 2016	£2.398m
Projected Balance at 31st March 2017	£2.0m
Review	The GFWB generates interest to support revenue expenditure and also provides a contingency for unexpected fluctuations in income and expenditure.
Approval of Spending	The Executive and full council through the setting of the budget
Monitoring	The Executive Head of Finance, Section 151 Officer, reports to the Performance and Finance Scrutiny Committee and The Executive.
Criteria for calculating fund requirement	The General Fund must be sufficient to cover unforeseen events.
Criteria for calculating annual contribution	The level of annual contribution or withdrawal is determined annually as part of the budget strategy, taking into account finances available to support General Fund services and the financial target of the working balance.
Proposal	None.
Impact on Revenue Budget	An increase or decrease in this fund has a direct impact on the Council's revenue expenditure.

Fund	CAPITAL RECEIPTS RESERVE
Purpose of Fund	Receipts from sales of council assets used to finance the approved capital programme
Movement within year	Expenditure in line with the approved Capital Programme for 2015/16
Restrictions of Use	This fund can only be used to purchase new capital assets.
Balance at 31st March 2016	£483,000
Projected Balance at 31st March 2017	£0
Review	The projected balance anticipates the delivery of the approved capital programme in 2015/16. No major capital receipts have been budgeted for in 2015/16 .
Approval of Spending	Full Council on the recommendation of Executive
Monitoring	Executive Head of Finance
Proposed changes to policy	None.
Criteria for calculating fund requirement	This fund can only be increased from the sale of assets.
Criteria for calculating annual contribution	None.
Impact on Balances	Any sum available for new capital initiatives will be considered when the corporate capital programme is being prepared.
Impact on Revenue Budget	None but the reduction in the balance will have an effect on investment income. This may be offset by sales of assets in the year

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 and it is anticipated that it will be re-appointed for 2017/18.
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 is developed 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 the Portfolio Holders' remits are attached at Annex B.
7. The following further meeting have been scheduled for the municipal year 2016/16:

7 December 2016
22 March 2017
8. Provisional dates have been proposed for 2017/18. These are listed below, but are subject to confirmation and appointments will be sent out when finalised dates are agreed:

5 July 2017
27 September 2017
6 December 2017
21 March 2018

9. The Committee agreed on 6 July 2016 (minute 9/PF refers) that reports at each meeting would, where possible, be themed to the areas covered by the Portfolio Holder attending that meeting.

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 2016/17.

Background Papers: None

Report Author Andrew Crawford 01276 707139
e-mail: andrew.crawford@surreyheath.gov.uk

Service Head: Richard Payne 01276 707150
e-mail: richard.payne@surreyheath.gov.uk

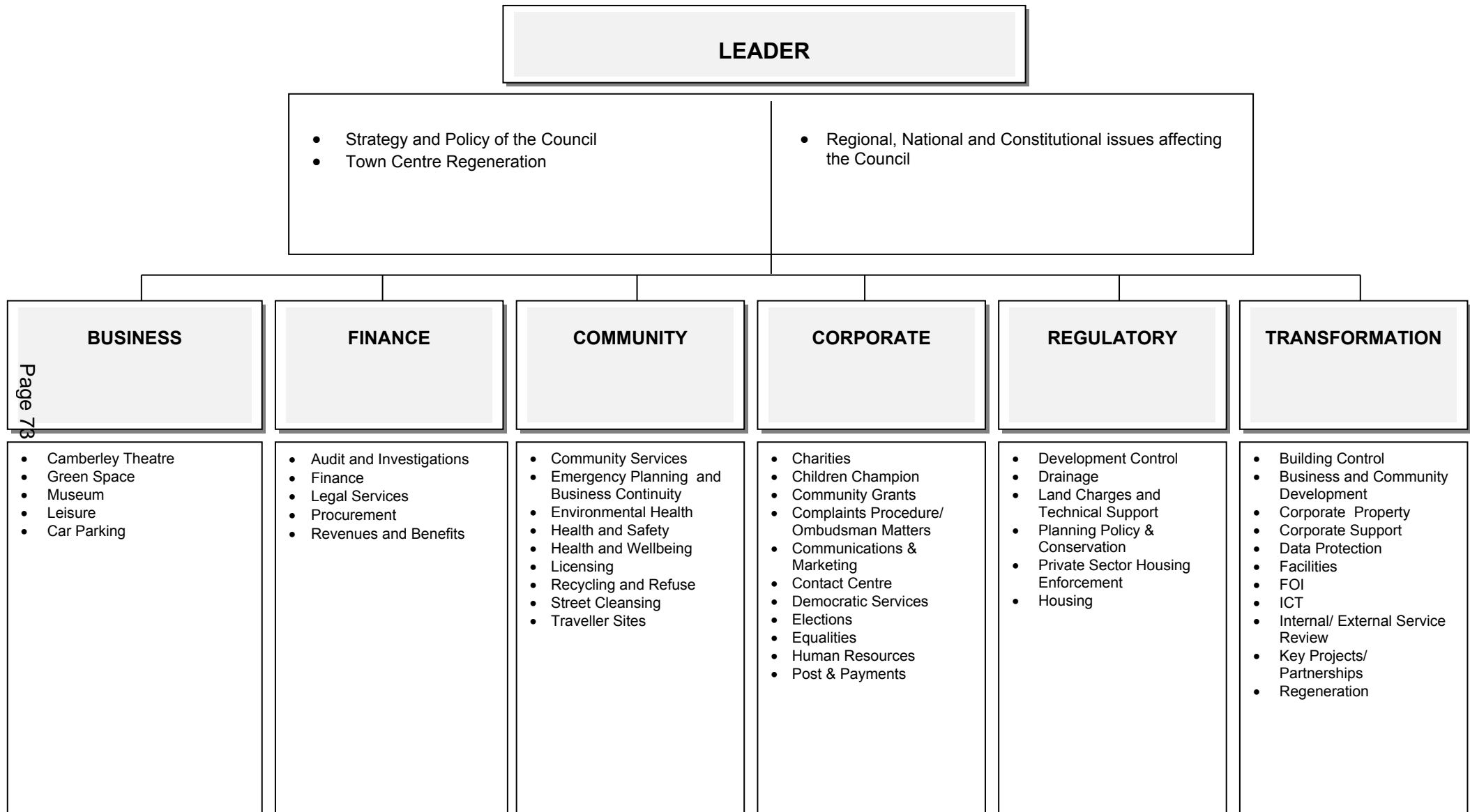
PERFORMANCE AND FINANCE SCRUTINY COMMITTEE

- 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.

PART 8 - EXECUTIVE PORTFOLIOS



This page is intentionally left blank