

COUNCIL MEETING

27 February 2019

ADDENDUM TO THE COUNCIL MINUTE BOOK

- | | | |
|-----|--|-----------------|
| 6. | Executive - 19 February 2019 | (Pages 3 - 12) |
| 9. | Planning Applications Committee - 7 February 2019 | (Pages 13 - 18) |
| 11. | Performance and Finance Scrutiny Committee - 6 February | (Pages 19 - 22) |
| 14. | External Partnerships Select Committee - 12 February 2019 | (Pages 23 - 28) |

**Minutes of a Meeting of the Executive
held at Council Chamber, Surrey Heath
House, Knoll Road, Camberley, GU15
3HD on 19 February 2019**

+ Cllr Moira Gibson (Chairman)

+ Cllr Richard Brooks
+ Cllr Mrs Vivienne Chapman
+ Cllr Paul Deach
Cllr Colin Dougan

+ Cllr Craig Fennell
- Cllr Josephine Hawkins
Cllr Alan McClafferty
+ Cllr Charlotte Morley

+ Present
- Apologies for absence presented

In Attendance: Cllr Dan Adams, Cllr Rodney Bates, Cllr Adrian Page, Cllr Robin Perry, Cllr Chris Pitt and Cllr Valerie White

69/E Minutes

The open and exempt minutes of the meeting held on 30 January 2019 were confirmed and signed by the Chairman.

70/E General Fund Estimates 2019/20

The Executive considered a report detailing a General Fund Revenue Budget for 2019/20 of £13,158,597. The budget had been prepared on the assumption that Council Tax would be increased by the maximum permitted without requiring a referendum, namely by £2.99% or by £5 on a Band D property, whichever was greater.

Members were reminded that, whilst it was for the Council to decide upon the level of Council Tax set, the Executive could make a recommendation.

The Net Cost of Services for 2019/20 had increased compared to the previous year. Inflation had impacted payroll and contract costs and there had been additional costs to fund the pension deficit. Property income had fallen due to the need to allow for loss of rent from The SQ, although this has been offset in part by rent from new investments. However, the Council was still able to achieve a balanced budget due to higher income from Council Tax and retained Business Rates and the use of reserves.

It was noted that provision had also been included within the budget for an annual pay increase.

Members received a summary of the budget. It was advised that a number of fees and charges had been increased and approved in accordance with financial regulations. These changes had been reflected within the proposed budget.

The 2019/20 financial year marked the final year of the 4 year finance settlement announced in 2015. Although a “negative grant” had been expected for 2019/20 based on the 2015 announcement, following intensive lobbying this had been removed by the Government in the announcement made on 13 December 2018 and confirmed on 29 January 2019. This meant that, although the Council would receive no grant, it would not have to pay money over to the Government.

Members were reminded that the Government had made changes to the New Homes Bonus (NHB) in 2017/18 where the first 0.4% increase in the tax base, approximately 150 houses for Surrey Heath, would not attract NHB. In addition, payments were paid for 4 years rather than 6. These changes had resulted in NHB being a reduced incentive for housing delivery. No further changes to NHB had been proposed for 2019/20.

The Executive was advised that costs of £2,042,116 in the budget had been charged directly to reserves. The General Fund was estimated to be at least £2m at the end of 2019/20 if the budget was delivered as proposed.

Members considered the revised Medium Term Financial Strategy annexed to the report and highlighted a paragraph relating to income from charges. It was agreed to ask the Executive Head of Finance whether further clarification of this paragraph was required.

RECOMMENDED to Council that the 2019/20 General Fund Revenue Budget of £13,158,597 as set out in Annex A to the agenda report, be approved.

RESOLVED to note

1. **That expenditure totalling £2,042,116 be charged directly to reserves;**
2. **That a minimum revenue provision of £2,014,000 is required to repay debt;**
3. **That the budget includes provision for a staff pay increase;**
4. **The provisional NNDR baseline of £1,543,240 and the final settlement would be reported to Council at its meeting on 27th February 2019;**
5. **That a full report, setting out Council Tax proposals for 2019/20 would be presented to Council on 27th February 2019.**
6. **The Financial Strategy and its implications for financial sustainability.**

The Executive received a report detailing the proposed Treasury Management Strategy and the Treasury Management Indicators for 2019/20, plus the Minimum Revenue Provision policy statement and estimated minimum revenue provision payment table.

The report fulfilled the Council's legal obligation under the Local Government Act 2003 to have regard to both the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice.

The Council invested and borrowed large sums of money and was, as a result, exposed to financial risks which included the revenue impact of changing interest rates and the loss of part or all invested funds. The successful identification, monitoring and control of risk were, therefore, central to the Council's Treasury Management Strategy.

In accordance with the CLG Guidance, any changes required to the approved Treasury Management Indicators and Strategy would be reflected in future reports for the Executive and the Council to consider.

The budget for investment income in 2019/20 was £140,000 calculated as an average return of 1% on a £14m portfolio. £2.8m had been budgeted for interest payments calculated as average cost of 2% on a debt of £139m. These figures were influenced by changes to interest rates, levels of debt and investment funds.

The proposed Corporate Capital Programme for 2018/19 – 2019/20 would need to be funded by borrowing or out of capital receipts arising from the sale of Ashwood House.

RECOMMENDED to Council that

- (i) The Treasury Management Strategy for 2019/20;**
- (ii) The Treasury Management Indicators for 2019/20 at Annex C of the agenda report; and**
- (iii) The Minimum Revenue Provision policy statement and estimated minimum revenue provision payment table at Annex F of the agenda report**

be adopted.

72/E Corporate Capital Programme 2019/2020 - 2021/22

The Executive received details of the proposed 2019/20 Capital Programme. The Council held surplus capital receipts and these receipts, as detailed in Annex C of the agenda report, would be sufficient to fund the entire capital programme and therefore no existing revenue and/or borrowing would have to be used.

Additional capital receipts might be realised from the sale of Council assets and if this was the case they would be applied against capital spend thereby reducing borrowing.

The Revenue Capital Fund was estimated to be about £10m at 31 March 2019 and could be used to support the Capital Programme if required. However, this would reduce the amount of reserve available to support revenue expenditure and hence the General Fund in the future. The Council had undertaken borrowing during 2018/19 to fund significant property acquisitions and was prepared to do this again, should the need arise.

Additional capital schemes might be brought during the year for the Executive and Council to consider. These might result in a change to the Prudential Indicators, the Capital Financing Requirement and the Minimum Revenue Payment. If this was the case those changes would be reported to the Executive and Council.

Members noted that provision had been included for replacement ICT equipment and it was advised that the existing devices would be recycled where possible.

RECOMMENDED to the Council that

- (i) **the new capital bids for £2.348m for 2019/20, as set out in Annex A to the agenda report, be approved and be incorporated into the Capital Programme;**
- (ii) **The Prudential Indicators summarised below and explained in Annex C of the agenda report, including the MRP statement, for 2019/20 to 2021/22 in accordance with the requirements of the Chartered Institute of Public Finance and Accountancy's (CIPFA) Prudential Code for Capital Finance in Local Authorities 2011 be approved.**

Prudential Indicator	2019/20 Estimate d £m	2020/21 Estimate d £m	2021/22 Estimate d £m
Capital Expenditure	2.348	0.64	0.6
Capital Financing Requirement	183	181	179
Ratio of net financing costs to net revenue stream	12.36%	11.65%	11.44%
Financing Costs	1.342	1.306	1.306
Operational Boundary	185	185	185
Authorised Limit	190	190	190

RESOLVED to note:

- (i) **that the Capital Financing Requirement for this Council as at 31 March 2020 is estimated to be £183m and as such a Minimum Revenue Payment of £2.014m is required**
- (ii) **the provisional Capital Programme for 2019/20 to 2021/22; and**

- (iii) The available capital receipts forecast shown in Annex C of the agenda report.

73/E Investment Strategy Report 2019/20

The Executive considered a new investment strategy report for 2019/20, which met the requirements of statutory guidance issued by the government in January 2018.

Members were reminded that the Council invested money for two broad purposes, namely because it had surplus cash as a result of its day-to-day activities, known as treasury management investments, or in order to earn investment income. The strategy focused on the second of these categories.

RECOMMENDED to Full Council that the Investment Strategy, as set out at Annex A to the report, be agreed.

74/E Capital Strategy Report 2019/20

The Executive considered setting out a Capital Strategy for 2019/20. This new report provided a high-level overview of how capital expenditure, capital financing and treasury management activity contributed to the provision of local public services along with an overview of how associated risk was managed and the implications for future financial sustainability.

RECOMMENDED to Full Council that the Capital Strategy, as set out at Annex A to the report, be agreed.

75/E Windlesham Neighbourhood Plan 2018-2028

The Executive was informed that the Windlesham Neighbourhood Plan 2018-2028 had been the subject of independent examination. The Examiner's report had concluded that, subject to modifications, the plan complied with the legal requirements and basic conditions set out in legislation.

As a result, the Executive was asked to agree the modifications, resolve to publish a Decision Statement, and to agree that the Neighbourhood Plan should proceed to referendum. It was intended to hold the referendum on 2 May 2019 alongside the borough and parish elections scheduled for that date.

It was recognised that the Neighbourhood Plan was a result of a significant amount work by Windlesham Parish Council's steering group and that the Council's officers had provided considerable assistance during its production.

RESOLVED that

- (i) the Windlesham Neighbourhood Plan be modified in order to comply with the legal requirements and basic conditions, as attached at Annex 2 to the agenda report;

- (ii) the Decision Statement, as attached as Annex 1 to the agenda report be published;
- (iii) the Windlesham Neighbourhood Plan, as modified, proceeds to referendum in the current Windlesham Ward of Windlesham Parish.

76/E Pay Policy Statement

Members were reminded that Section 38(1) of the Localism Act 2011 required the Council to update its Pay Policy Statement on an annual basis.

RECOMMENDED that the Surrey Heath Borough Council Pay Policy Statement 2019/20, as attached at Annex A to the agenda report, be agreed.

77/E Response to Surrey Waste Local Plan (Regulation 19) consultation

The Executive considered a draft response to Surrey County Council's consultation on the Regulation 19 Surrey Waste Local Plan 2019.

RESOLVED that the response set out in the letter at Annex 1 of the agenda report be agreed as the Council's formal response to Surrey County Council consultation on the Regulation 19 Surrey Waste Local Plan.

78/E Response to the London Heathrow Airspace and future Operations consultation

The Executive received a report and presentation on the Council's draft response to London Heathrow's consultation on airspace and future operations.

Members were advised that London Heathrow was considering further compensation measures for areas not previously overflowed and it was agreed to amend the Council's response to incorporate a statement in support of this proposal.

It was also suggested that the response include a proposal for later flight times on Sundays and Bank Holidays and agreed that officers would be asked to consider whether to include this representation in the Council's response.

RESOLVED that

- (i) the response set out in the letter at Annex 1 of this report, as amended, be agreed as the Council's formal response to London Heathrow Airport's consultation on airspace and future operations; and
- (ii) officers be asked to consider whether the response be further amended to incorporate a representation on later flight times on Sundays and Bank Holidays.

79/E Review of Local Authorities' Relative Needs and Resources Consultation

The Executive considered a draft response to the Government's consultation on a Review of Local Authorities' Relative Needs and Resources.

RESOLVED that

- (i) **the response to the consultation on the Review of Local Authorities' Relative Needs and Resources, as set out at Annex A to the agenda report, be agreed; and**
- (ii) **the Chief Executive in consultation with the Leader be authorised to complete and submit the final consultation response.**

80/E Consultation on Business Rates

The Executive considered a draft response to the Government's consultation on Business Rates Retention Reforms.

RESOLVED that

- (i) **the response to the consultation on Business Rates, as set out at Annex A to the agenda report, be agreed; and**
- (ii) **the Chief Executive in consultation with the Leader be authorised to complete and submit the final consultation response.**

81/E Exclusion of Press and Public

In accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended) and Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the press and public were excluded from the meeting for the following items of business on the ground that they involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act as set out below:

Minute	Paragraph(s)
69/E (part)	3
82/E	3
83/E	3

Note: Minutes 83/E is a summary of matters considered in Part II of the agenda, the minutes of which it is considered should remain confidential at the present time.

82/E Property Acquisition

The Executive made decisions in relation to the acquisition of property in the borough in order to support economic development as well as providing long term income to assist in the provision of public services.

83/E Review of Exempt Items

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

RESOLVED that the decision at minute 82/E be made public after the completion of negotiations but all financial and contractual information to remain exempt for the present time.

Chairman

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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**Minutes of a Meeting of the Planning
Applications Committee held at
Council Chamber, Surrey Heath
House, Knoll Road, Camberley, GU15
3HD on 7 February 2019**

+ Cllr Edward Hawkins (Chairman)
+ Cllr Valerie White (Vice Chairman)

- | | |
|-----------------------------|-------------------------|
| + Cllr Nick Chambers | + Cllr Max Nelson |
| - Cllr Mrs Vivienne Chapman | + Cllr Adrian Page |
| - Cllr Colin Dougan | - Cllr Robin Perry |
| - Cllr Surinder Gandhum | + Cllr Ian Sams |
| + Cllr Jonathan Lytle | - Cllr Conrad Sturt |
| + Cllr Katia Malcaus Cooper | + Cllr Pat Tedder |
| + Cllr David Mansfield | + Cllr Victoria Wheeler |

+ Present

- Apologies for absence presented

Substitutes: Cllr Paul Ilnicki (in place of Cllr Robin Perry)

Officers Present: Ross Cahalane, Duncan Carty, Michelle Fielder, Gareth John, Shannon Kimber, Jenny Rickard, Eddie Scott and Patricia Terceiro.

40/P Minutes of Previous Meeting

The Minutes of the meeting held on 10 January 2019 were confirmed and signed by the chairman.

41/P Application Number: 18/1061- Land South West of Frith Hill Road and Deepcut Bridge Road, Deepcut, Camberley

The application was for the change of use of land/hardstanding for film-making, including construction of sets and use of land for filming, stationing of support services, associated storage and parking for a temporary period.
(Amended plan rec'd 09/01/2019.) (Additional information & plans Rec'd 17.01.2018)

This application would have normally been determined under the Council's Scheme of Delegation, however, it was reported to the Planning Applications Committee at the request of Councillor Deach because of concerns about the impact upon neighbouring residential properties.

Members were advised of the following updates:

"The construction of the film set is currently underway. Notwithstanding the current application, the applicant has advised that they are exercising their permitted development rights [under Class B, Part 4, Schedule 2 of the Town and Country Planning (General Permitted Development) (England) Order 2015 (as

amended)] which allows the use of the land for 28 days (in any calendar year) as a film set by preparing the site for this purpose. The current proposal would, in effect, extend this time period to about six months, if approved. The construction sets (building frontages and scaffolding supports) are on pads and it is not considered that this would be development under the Planning Acts. As such, the current operations on the site are considered to be lawful.

Amended/additional details have been received from the applicant as follows:

- Access to the site is to be from Frith Hill Road with the exit from main access onto Deepcut Bridge Road (a reverse of the originally proposed arrangements, as requested by the County Highway Authority) and amended details have been provided in this respect;
- Additional details of the car parking arrangements to the front of the site;
- A conditions survey for the existing accesses was undertaken in mid-January 2019 and provided (any works required to repair any damage to the accesses would be a matter for the County Highway Authority); and
- Local spend is on average £32,000 per day slightly dependent upon the amount of set build/reinstatement works; whether overnights are being paid; whether the intention is to hire locally set dressings; couriers; taxis; retail – wood suppliers for set building, location fees, extras, unit base parking, etc. If the site is used for 10 days the local spend could be over £300,000 with over £500,000 for 20 days filming (which is likely amount for this project).

The County Highway Authority has raised no objections, subject to conditions. These suggested conditions relate to the provision of parking and turning area for the duration of the temporary use and the provision of an after condition survey and details to be agreed of a commitment to fund the repair of any damage to the accesses during the temporary use (and associated site set-up and strike). The provision of parking is to be imposed as a condition but the conditions survey and commitment to pay for any damage to the highway accesses would not meet the tests for imposing planning conditions and is proposed as an additional informative.

The British Film Commission (the Government's national organisation responsible for supporting inward investments in film and television production in the UK) has supporting the proposal indicating the following:

[The British Film Commission] are currently working with the production team behind a major new high-end television series from leading US streaming service, Netflix [for which the current proposal supports]. The BFC funded and supported a UK-wide recce in order to secure the project for the UK due to the value it will bring in terms of investment, employment and global profile for the UK...Netflix spent \$12 billion on content in 2018 and this is expected to rise to \$15 billion this year. The company has quickly become one of the UK's most important and valuable clients having already invested millions in UK-made drama. With a dedicated production office now based in London, there are extensive plans for further UK-based activity in 2019 and beyond."

AMENDED CONDITION

5. The traffic management for the use shall be undertaken in accordance with the Appendix 2 - Traffic Information provided on 17 January 2019 (as amended by email on 31 January 2019), and revised vehicle routing plan provided on 6 February 2019; unless the prior written approval has been obtained from the Local Planning Authority.

Reason: In the interests of highway safety and to comply with Policies CP11 and DM11 of the Surrey Heath Core Strategy and Development Management Policies 2012 and the National Planning Policy Framework 2018.

ADDITIONAL CONDITION:

6. The parking and servicing area shown on the approved Site plan shall be made available for use prior to the first occupation of the development and shall not thereafter be used for any purpose other than the parking of vehicles.

Reason: To ensure the provision of on-site parking accommodation and to accord with Policies CP11 and DM11 of the Surrey Heath Core Strategy and Development Management Policies 2012.

ADDITIONAL INFORMATIVE:

2. The applicant is advised that any damage to the accesses from Frith Hill Road and the main access onto the site will need to be repaired through a licence procedure undertaken with the approval of the Highway Authority under the Highway Acts.”

As a result of Members concerns, informative 3 below was added to the decision notice:

The developer is reminded that it is an offence to allow material to be carried from the site and deposited on or damage the highway from uncleamed wheels or badly loaded vehicles. The Highway Authority will seek, wherever possible, to recover any expenses incurred in clearing, cleaning or repairing highway surfaces and prosecutes persistent offenders. (Highways Act 1980 Sections 131, 148, 149).

The officer recommendation to approve the application was proposed by Councillor Jonathan Lytle and seconded by Councillor Paul Ilnicki.

RESOLVED that application 18/1061 be granted subject to the conditions set out in the Officer Report as amended.

Note 1

In accordance with Part 4. Section D, paragraph 18 of the Constitution, the voting in relation to the application was as follows:

Voting in favour of the recommendation to grant the application:

Councillors Nick Chambers, Edward Hawkins, Paul Ilnicki, Jonathan Lytle, Katia Malcaus Cooper, David Mansfield, Max Nelson, Adrian Page, Ian Sams, Pat Tedder, Victoria Wheeler and Valerie White.

42/P Application Number: 18/0681 – 34 Curley Hill Road, Lightwater, GU18 5HY

The application was for the erection of a two storey (with part basement), 4 bedroom detached dwelling house, following demolition of the existing.

This application would have normally been determined under the Council's Scheme of Delegation, however, it had been reported to the Planning Applications Committee at the request of Councillor Valerie White, on the grounds of overdevelopment of the site and impact on character of the area.

The officer recommendation to approve the application was proposed by Councillor Max Nelson and seconded by Councillor Katia Malcaus Cooper.

RESOLVED that application 18/0681 be granted subject to the conditions set out in the Officer Report.

Note 1

It was noted for the record that Councillor Nick Chambers declared that the applicant was a friend of a friend.

Note 2

In accordance with Part 4. Section D, paragraph 18 of the Constitution, the voting in relation to the application was as follows:

Voting in favour of the recommendation to grant the application:

Councillors Nick Chambers, Edward Hawkins, Paul Ilnicki, Jonathan Lytle, Katia Malcaus Cooper, David Mansfield, Max Nelson, Adrian Page, Ian Sams, Pat Tedder and Victoria Wheeler.

Voting against the recommendation to grant the application:
Councillor Valerie White.

43/P Application Number: 18/0943 – Windlemere Golf Club, Windlesham Road, West End, Woking, GU24 9QL

The application was for the variation of condition 2 of 16/1207 (change of use of golf club to SANG land) to allow for an enlarged and repositioned SANG car park.

This application had been reported to the Planning Applications Committee because Surrey Heath Borough Council was the applicant.

The officer recommendation to approve the application was proposed by Councillor Victoria Wheeler and seconded by Councillor Valerie White.

RESOLVED that application 18/0943 be granted subject to the conditions set out in the Officer Report.

Note 1

It was noted for the record that the Councillor Edward Hawkins declared on behalf of the Committee that the applicant was Surrey Heath Borough Council.

Note 2

In accordance with Part 4. Section D, paragraph 18 of the Constitution, the voting in relation to the application was as follows:

Voting in favour of the recommendation to grant the application:

Councillors Nick Chambers, Edward Hawkins, Paul Ilnicki, Jonathan Lytle, Katia Malcaus Cooper, David Mansfield, Max Nelson, Adrian Page, Ian Sams, Pat Tedder, Victoria Wheeler and Valerie White.

44/P Exclusion of the Press and Public

The Committee resolved, that under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for minutes 46/P and 47/P, on the ground that it would involve a likely disclosure of exempt information as defined in paragraph 1 and 3 of Part 1 of Schedule 12A of the Act.

45/P Enforcement

It was noted that Councillor Wheeler had received a request by a member of the public to read out a statement in relation to the agenda item. It was noted she had sought advice from the Council's monitoring officer and as a result did not read out the statement.

RESOLVED that the report be noted.

46/P Review of Exempt Items.

It was resolved that the agenda report and annexes relating to minute 45/P remain exempt.

Chairman

**Minutes of a Meeting of the Performance
and Finance Scrutiny Committee held at
Council Chamber, Surrey Heath House,
Knoll Road, Camberley, GU15 3HD on 6
February 2019**

+ Cllr Katia Malcaus Cooper (Chairman)
+ Cllr Darryl Ratiram (Vice Chairman)

+ Cllr David Allen	+ Cllr Chris Pitt
- Cllr Bill Chapman	Cllr Joanne Potter
+ Cllr Edward Hawkins	Cllr Wynne Price
+ Cllr Paul Ilnicki	Cllr Ian Sams
Cllr David Lewis	+ Cllr Victoria Wheeler
Cllr Max Nelson	+ Cllr Valerie White
+ Cllr Robin Perry	

+ Present

- Apologies for absence presented

Councillors in Attendance: Cllr Richard Brooks
Cllr Mrs Vivienne Chapman
Cllr Charlotte Morley

Officers in Attendance: Karen Limmer, Head of Legal
Kelvin Menon, Executive Head: Finance
Tim Pashen, Executive Head: Regulatory
Richard Payne, Executive Head: Corporate

28/PF Minutes of Previous meeting

RESOLVED that the minutes of the Performance and Finance Scrutiny Committee held on 5th December 2018 be approved as a correct record and signed by the Chairman.

29/PF Portfolio Holder Update: Assets

Councillor Richard Brooks presented an update on the work carried out to date during the 2018/19 municipal year in his capacity as Executive Portfolio Holder for Assets.

It was reported that the Council took a cautious approach when making decisions about which assets to invest in; for example over the past year officers had investigated between 30 and 40 investment opportunities but proceeded with only two. When looking at property, the Council either invested in a property because of its long-term income generation potential or because it fell into the Council's regeneration strategy.

It was clarified that the Council was working with retailers to identify appropriate alternative locations they could move to once the regeneration of the London Road Development started. The Council worked closely with its professional advisors, Montagu Evans to maintain existing, and attract new retailers to the SQ.

The Committee commended the work that officers had done to date to improve Camberley town centre and sought clarification on what was being done to support the retailers in the villages. The pressure that rent rises were having on independent retailers was acknowledged. However, the Council had limited powers to intercede where private landlords were responsible for setting rent levels.

The Committee thanked Councillor Brooks for his update.

30/PF Portfolio Holder Update: Environment & Health

Councillor Vivienne Chapman presented an update on the work carried out to date during the 2018/19 Municipal Year in her capacity as Executive Portfolio Holder for Environment and Health.

The Environment and Health Portfolio covered a range of statutory and discretionary services including: environmental health, business continuity and emergency planning, air quality, health and wellbeing and a number of community services including meals at home, home improvement facility grants and the provision of community alarms.

Arising from the committee's questions and comments the following points were noted:

- It was agreed that appropriate telephone numbers would be circulated to members so that officers could be alerted to events requiring urgent action out of hours.
- The Air Quality Monitoring Station in Castle Road provided real time information which could be viewed through the Council's website.
- In addition to real time monitoring stations, a number of Passive Diffusion Tubes were located around the borough. These tubes were exposed to the air for one month and the information gathered was analysed to produce an annual reading. These annual readings were all calibrated and checked before they were submitted to Defra. Differences between Council measurements and those taken by local residents were attributed to the length of time that Air Quality Diffusion Tubes were being exposed for. It was agreed that a briefing note explaining how the air quality was measured would be circulated to members.
- Highways England were monitoring pollution levels along the widened section of the M3. It was agreed that the results of this monitoring work would be shared with members.
- Frimley Green and Mytchett had fallen outside the remit of the A331 Air Quality Study. It would be possible to site a passive air monitor in the area and the timescales for this would be confirmed with members.
- It was confirmed that air quality monitoring station SH7 was located in Brick Hill in Windlesham near the M3.
- A feasibility study on the possible impacts that extending the 50mph speed limit along the A331 had been submitted to Defra for consideration and a decision was expected in March.
- Surrey Heath Clinical Commissioning Group held seven meetings a year which the public could attend and participate in.
- The Community Services Team had linked into Surrey County Council's Adult Social Care Team working with Frimley Park Hospital to provide care packages for elderly and infirm patients due to leave hospital. This partnership also enabled any necessary adaptations to patients' homes to be progressed so that people were able to return to their own homes without undue delay.
- Work was taking place to identify and secure alternative income streams to help support the continuing delivery of non-statutory community services for example working with Runnymede Borough Council's Community Transport Section to provide transport to youth groups and schools.
- It was questioned what was being done to ensure that the physical and mental health and wellbeing of residents was built into new residential developments as part of the planning process. It was agreed that the matter would be raised with the Executive Head: Regulatory.

The Committee thanked Councillor Chapman for her update.

31/PF Performance and Finance Scrutiny Committee Work Programme

The Committee received and noted a report setting out the Committee's proposed work programme for the remainder of the 2018/19 municipal year.

It was queried when the next meeting of the Camberley Town Centre Working Group would be taking place. It was confirmed that a date had not been set but a meeting was expected to take place in March 2019. It was agreed that Councillor White and Councillor Malcaus Cooper would be included in the meeting appointments to enable the Committee to have an input into the development of a holistic car parking strategy.

32/PF Date of Next Meeting

It was noted that the next scheduled meeting of the Performance and Finance Scrutiny Committee would take place on 20th March 2019.

Chairman

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**Minutes of a Meeting of the External
Partnerships Select Committee held at
Council Chamber, Surrey Heath
House, Knoll Road, Camberley, GU15
3HD on 12 February 2019**

+ Cllr Rebecca Jennings-Evans (Chairman)
- Max Nelson (Vice Chairman)

+ Cllr Bill Chapman	+ Cllr Robin Perry
+ Cllr Ian Cullen	+ Cllr Chris Pitt
+ Cllr Ruth Hutchinson	+ Cllr Nic Price
+ Cllr David Lewis	Cllr Wynne Price
+ Cllr Oliver Lewis	- Cllr Joanne Potter
+ Cllr Jonathan Lytle	+ Cllr Darryl Ratiram
	- Cllr Ian Sams

+ Present
- Apologies for absence presented

Substitutes: Cllr Valerie White (In place of Cllr Sams)

Members in Attendance: Cllr Rodney Bates and Cllr Pat Tedder

15/EP Minutes of the Last Meeting

The Minutes of the meeting held on 13 November 2018 were confirmed and signed by the Chairman.

16/EP Accent Housing

Rob Mills, Director of Customer Experience (South), gave a presentation updating Members in respect of Accent Housing provision in Surrey Heath.

Accent had provided homes and services since 1966 and had a national portfolio of 20,000 properties. Accent provided homes as well as tailored services to help throughout residents' journeys.

During the 2018/2019 financial year, Accent had provided homes for 287 households last year across the South Region including 24 independent living (sheltered) units in Surrey Heath. Accent provided homes to those on the Council's Joint Housing register and worked with those in particular who were homeless, needed to move for medical reasons or were living in overcrowded or poor accommodation.

Accent had built positive relationships with the Council's Housing Needs and Housing Benefits teams, as well as the Citizens Advice Bureau and several charities. Accent worked with the bodies to identify those in need of Discretionary Housing Payment, improve movement in the existing Housing stock and create local letting plans on new developments. In addition Accent had been working with

public sector and charitable bodies to soften the negative effects of recent benefit reform which had burdened many tenants with debt.

Accent had continuously invested in its housing stock and spent a total of £1.7 million upgrading its existing properties within the last year. Moreover, as an ongoing project, the association had acquired and developed a number of garage sites to produce extra affordable dwellings. Accent had also been working proactively to work on joint ventures with local authorities to seize new site opportunities such as on Sullivan Road just off the A30.

Accent was working to restructure and develop its services to customers. This included the renting ready programme; which was provided in conjunction with Crisis, the Hope Hub and the Council. The programme offered additional support to those with little experience of independent living. In addition the new service offer included new communication options and the creation of new 'Customer Partner', roles. It was envisaged that the new customer partners had the ability to act as an individual point of communication for customers; as well as acting as a caseworker for tenancies and keeping an overview of the management of standards, safety and anti-social behaviour issues.

Arising from the Committee's questions and comments the following points were noted:

- Tenant affordable housing units could sometimes be typified by limited floor space, overdevelopment of sites and a lack of amenity space. Whilst this could be attributed to some Accent schemes such as Bagshot Green, all Accent's housing units met the nationally described space standards. In addition as development sites in Surrey Heath were expensive to acquire, there was a balance to be struck between sizeable units and the economic viability of schemes.
- There had been problems in respect of the reporting of maintenance issues in Accent properties and the associated repair process. Whilst it was maintained that a large proportion of the problems stemmed from Accent South's previous maintenance contractor- the MD group-, it was recognised that call-answer times of an average of 2.5 minutes by the group's maintenance call centre in Shipley were unacceptable. Members were recommended to encourage constituents to report maintenance problems via Accent's online residents' portal in order to allow efficient reporting and the ability to easily track the stages of the repair. Despite this there was praise that the call centre was open 7 days a week for the reporting of maintenance issues.
- There was recognition that greater communication sometimes needed to be conducted with incoming accent tenants in respect to the condition of the relevant property. During a tenant turnaround carpets had been variably ripped out; sometimes leaving new tenants with bare floors and the need seek funding for carpets from charitable bodies.
- There was sometimes a need to make a judgement on the economic cost to benefit ratio, when considering renovations. It was underlined that constant income from rent was crucial to sustain Accent's service model. Where properties, such as at Ballard Court, were

- failing to attract tenants, there was a necessity to upgrade the decoration and flooring in order to attract tenants and collect rent.
- Accent were willing to support the Council's commitment to house up to ten Syrian Refugee families by 2020 and had already homed 2 refugee families within their properties in Surrey Heath. In addition the organisation was working with the Council's Housing Services Manager to engage with private landlords to partially fulfill the commitment through the private sector.
 - Accent's tenancy sustainability service was best placed to help tenants who had encountered debt problems following national welfare reform and it was recognised that better publicity of the availability of the service was key.
 - Funds would be devolved downwards to allow the new named 'Customer Partners' to make decisions on individual tenants' circumstances. It was envisaged the new Customer Partner service would curtail the "one stop away" perspective, which Accent's services had grown. In addition there would be a total of 9 Customer Partners per 450-500 properties.
 - Whilst there were arguments for people deemed as particularly vulnerable not to be given tenancies in the rural areas of the borough and as neighbours to others considered deemed particularly vulnerable, it was underlined that tenants apply for housing at their own prerogative via the joint housing register.
 - Accent were working closely with the police and Council in order to tackle Anti-Social Behaviour problems at Accent sites. Previously injunctions, mediation and repossession have been used proportionally in conjunction with the police.

The Committee thanked Mr Mills for his informative update.

17/EP Citizens Advice: Surrey Heath

The Chief Executive Officer, Kate Sawby, gave a presentation in respect of the work of Citizens Advice Surrey Heath.

Citizen's Advice Surrey Heath aimed to tailor their services to the challenges facing Surrey Heath residents; whilst meeting the needs and signposting 4,000 clients, about more than 13,000 issues, last year alone. In addition the organisation had seen significant increases in email and webchat correspondence in the last year.

Whilst Citizen's advice continued to help people with issues around welfare benefit, consumer rights, housing, employment and relationships, the average issues per client had increased notably. During the 2017-2018 financial year clients now had an average of 3.3 issues in contrast to 2.7 average issues per client, which needed CAB help, during the 2016-2017 financial year. Citizens Advice's Services promoted early intervention and social prescribing, which reduced the need the allocation of resources further down the line. Financial modelling showed that every £1 invested into Citizen Advice Services in 2017/2018 resulted in £6.35 in savings to government and public resources.

Citizens Advice Surrey Heath currently had 58 active volunteers. Working with the CAB had enabled volunteers to live healthy and fulfilling lives. It had been found older volunteers had felt less isolated as a result of volunteering and a number of law students had found volunteering to be a good application of their learnt skills.

Arising from the Members' comments and questions the following points were noted:

- Citizens Advice had given invaluable support to a number of residents in Chobham. Whilst advice surgeries no longer took place in Chobham on a weekly basis, Chobham and nearby residents could continue to access CAB outreach sessions at Chobham Village Hall once a month, and at Chobham, Bisley and West End's Children's Centre.
- The organisation aimed to tackle domestic abuse by implementing an 'ASK scheme', which gave victims a safe space to disclose hidden, violence, following routine questions during reports of debt and housing issues. In addition the bureaux worked in collaboration with the National Centre for Domestic Abuse.
- The £80,000 Surrey Heath revenue grant, which Citizen's Advice Surrey was in receipt of, went to the infrastructure to enable CAB services including the costs of utilities and supervisors' salaries. Additional sources of funding allowed for case-specific training for volunteers such as on welfare benefit reform.
- Fiscal modelling had proven the economic benefit of the Citizens Advice Bureau's work on the public sector. It was underlined that Council Tax arrears was the most reported CAB debt problem and a reduction in CAB services would have a direct knock-on effect of greater numbers visiting GPs' surgeries.

The Committee thanked Kate Sawby for her informative presentation and for the ongoing, invaluable work of Citizens Advice Surrey.

18/EP Eikon

Shaffrina Barker, Youth and Community Work manager for Surrey Heath, and Nikki Hamilton, Lead Youth Worker and Fundraising Officer, gave a presentation in respect of the work of Eikon.

Eikon provided a range of services around school programmes, employability and work skills, building resilience and mental health wellbeing. Eikon aimed to continue to garner the ethos of its founder, Chris Hickford, who promoted proactive, rather than reactive work, with young people. Following Eikon's merger with the Windle Valley Youth project, Reflex Woking and the Lifetrain Trust, Eikon has allowed coordinated youth work to take place all across Surrey.

Eikon had successfully delivered the following services via schools to young people throughout Surrey Heath:

- Fostered strong and established relationships and worked in all three Surrey Heath secondary schools.
- Sexual health sessions, short resilience programmes, short courses and led on secondary school assemblies.
- Raised awareness and conducted staff whole school training on LGBT+ issues.
- Work with unaccompanied refugee young people.
- Work CAMHS to reintegrate young people back into school and rebuild mental resilience and provide emotional wellbeing support.

Eikon had facilitated a number of Youth Clubs throughout Surrey Heath:

- The HUB Youth club based in Deepcut aimed to integrate military families with non-military families and worked with the army to support local community events.
- The Friday Night Project, based at the Arena Leisure Centre, aimed to provide a holistic approach to youth work, via a mixture of sport and more traditional youth work activities. The project aimed to gain attendees from hard to reach areas and provided a mini-bus service for young people from the Old Dean.
- Chobham Youth Club which was the only youth club for teenagers in the Chobham area.

Arising from the Members' comments and questions the following points were noted:

- Eikon volunteers were specifically matched to volunteering assignments to ensure greater and success for the young people and the volunteer. It was common for university students and "young volunteers" to work with youth clubs where they had previously attended or had specific experience.
- Eikon aimed to create themed programmes and act in synergy with Youth Clubs across Surrey. In addition the charity worked collaboratively and with different partnership organisations within the Old Dean.
- Specific Youth workers were trained to provide mental health first aid if needed. Moreover when working within schools youth workers had the ability to feedback to school staff in confidence in regard to pupils' mental wellbeing.
- Whilst it was likely that Surrey County Council (SCC) facilitated Youth work would experience funding cuts, it was recognised currently SCC only had 7 Youth and Community workers across Surrey. Eikon had the opportunity to extend and consolidate its niche; focussing on the fact that SCC youth work did not have a presence in schools.
- Outside schools, Eikon advertised their Youth Clubs and services via partnership working, such as with Accent and the Citizens Advice Bureau, social media and door to door leafletting.
- Unfortunately, whilst young people from the traveller community had previously attended Chobham Youth Club, it had been difficult to integrate the young people from the traveller and non-traveller communities. Any Eikon-facilitated Youth club aiming to engage the traveller community in the future would be run as a separate project.
- Eikon aimed for an equality of outcome for youth work throughout Surrey Heath and acknowledged specific groups and local communities would

require extra resources to achieve this. Furthermore individual projects to engage with different groups of young people in the community lent itself to separate funding bids and allocations.

19/EP External Partnerships Select Committee Work Programme

The Committee received a report and verbal update setting out its proposed work programme for the rest of the 2019/20 municipal year.

The Committee requested that it receives a presentation from Heathrow Noise Forum and representatives from the Heathrow Community Engagement Board (HCEB). It was noted that a presentation would be most appropriate following the published results of the Heathrow Expansion on expansion and airspace.

RESOLVED that

- I. Heathrow Noise Forum be invited to give an information presentation to the Committee for the 12 November 2019 Meeting,
- II. And the Council's outside body representative or relevant portfolio holder give an update on the work of the Heathrow Community Engagement Board.

Chairman