



**Surrey Heath Borough
Council**

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Tuesday, 10 October 2017

To: The Members of the **Performance and Finance Scrutiny Committee**
(Councillors: Jonathan Lytle (Chairman), Katia Malcaus Cooper (Vice
Chairman), David Allen, Nick Chambers, Bill Chapman, Edward Hawkins,
Paul Ilnicki, David Lewis, Oliver Lewis, Robin Perry, Chris Pitt, Joanne Potter,
Wynne Price, Darryl Ratiram and Victoria Wheeler)

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

Substitutes: Councillors Dan Adams, Rodney Bates, Ruth Hutchinson,
Max Nelson, Ian Sams and Valerie White

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held in the
Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on
Wednesday, 18 October 2017 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 - 14
	To confirm and sign the minutes of the meeting held on 12 July 2017.	
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	Scrutiny of Portfolio Holder - Corporate	15 - 20
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	To consider the establishment of any task and finish working groups.	
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**Minutes of a Meeting of the
Performance and Finance Scrutiny
Committee held at Surrey Heath House
on 12 July 2017**

+ Cllr Jonathan Lytle (Chairman)
+ Cllr Katia Malcaus Cooper (Vice Chairman)

+ Cllr David Allen	+ Cllr Robin Perry
+ Cllr Nick Chambers	+ Cllr Chris Pitt
+ Cllr Bill Chapman	- Cllr Joanne Potter
+ Cllr Edward Hawkins	+ Cllr Wynne Price
+ Cllr Paul Innicki	- Cllr Darryl Ratiram
+ Cllr David Lewis	+ Cllr Victoria Wheeler
+ Cllr Oliver Lewis	

+ Present

- Apologies for absence presented

Substitutes: Cllr Ian Sams, for Cllr Daryl Ratiram

In Attendance: Cllr Mrs Vivienne Chapman, Cllr Moira Gibson and Cllr Alan McClafferty.

1/PF Chairman's Announcements

The Chairman welcomed Members and Officers to the meeting and in particular welcomed Councillor Moira Gibson, the Council Leader, who had agreed to attend for discussion on the Council's performance in the previous year and Councillor Katia Malcaus Cooper in her first meeting as Vice-Chairman.

The Chief Executive was on leave, but had recorded a message as an introduction to the Performance report and this would be played prior to discussions thereon.

The Chairman thanked those Members who had submitted written questions in advance of the meeting and encouraged the Committee in this respect as it would enable much fuller responses at meetings.

2/PF Minutes

The minutes of the previous meeting, held on 22 March 2017, were agreed and signed by the Chairman.

3/PF Performance 2016/17 - End of Year Report

The Committee considered a report summarising the performance of the Council against corporate objectives, priorities and success measures for the period 1 April 2016 to 31 March 2017.

The report had been introduced, through a recorded presentation, by the Chief Executive and the Council Leader, Councillor Moira Gibson and the Executive

Head of Transformation, Louise Livingston, had attended to address Members' questions and comments.

Councillor Moira Gibson highlighted the following in response to questions submitted by Councillor Robin Perry:

- (i) Purchased Properties - Net Returns – The net returns on property investments, after all payments of capital and interest was:
 - a) JPUT – 2.1% (% agreed as properties were part of the regeneration programme)
 - b) St George's – 2.73%
 - c) Albany Park – 5.12%

Whilst there had been reports in the press on Councils engaging in risky investment, this Council had taken a cautious approach, ensuring good value to residents, whilst continuing to be risk averse.

- (ii) Rental Income - St George's was £55k above target and Albany Park was £18k above. So far, Town Centre rentals were currently below target. Net returns were up due to lower than expected costs.
- (iii) Finance - £17.4m of borrowing had come from the Public Works Loan Board (PWLB). The Council had, on the strong advice of its Treasury advisors, Arling Close, taken out short term loans at competitive rates and substantially lower than those offered by the PWLB. In the longer term, the Council would move towards more sustainable borrowing, but current arrangements represented best value.
- (iv) Ashwood House – Whilst, at first sight, it may appear that the Council was selling the lease of Ashwood House at below the purchase cost, in fact, the lease being granted, to allow housing units to be built, was for the upper floor office space only and did not include the ground floor retail space. The proceeds of the sale would be used to enhance the public realm, particularly in the vicinity of Ashwood House.

The focus on leasing the retail premises would be on occupation after the works carried out by Berkley Homes to the upper floors and the resulting disruption had been completed.

In respect of other Member questions, the following responses were given:

- (i) Car Park Charges – Whilst there were a number of models used by neighbouring Boroughs, each responded to different circumstances, including the levels of commuting. Car park charges in the Borough had not increased for some years and the Council was looking to remain competitive. The Executive, at previous meetings, had agreed a major refurbishment of both the Mall (20 June 2017) and the adjoining car park 11 July 2017).

Further consideration may be necessary on the completion of the refurbishment, which would include the introduction of more wide bays. In the meantime, any Member suggestions on how to increase the usage would be considered.

- (ii) Grass Verges – There was a balance to be reached between public expectations on the number/quality of grass cuts and the use of weed killers, against the desire to encourage wildlife and recognise funding restraints.

There was confusion over who was responsible for cutting various grass areas and where the funding came from. It was recognised that there could be economies of scale if all parties combined their grass cutting, but, it was for others, such as Parish Councils, to consider the options that best suited their organisations.

It would be helpful to have a borough-wide questionnaire on grass cutting. Members needed to be aware of the need to have resident support for any major policy changes in this area.

It was suggested that a task and finish group be established to consider all aspects of grass cutting, including the frequency of cuts, resources and funding, plus the levels of weed killer usage.

Councillor Bill Chapman agreed to consider chairing the task and finish group if the Committee decided to establish one.

- (iii) Princess Royal Barracks – Whilst it was recognised that any development on the site might be delayed by upwards of 5 years, there would be a great deal of hostility within any area to any developments involving large numbers of new housing units. This was, however an issue across South East England and that was the level at which any resolution would need to be found.

The level of housing for Surrey Heath was a matter for inclusion in the Local Plan and would be part of the considerations of the Local Plan Working Group. It would not be appropriate to have a task and finish group in addition to the Working Group. Issues around shortages of housing for people under 40 would be addressed through the Local Plan.

- (iv) Events – Although the Council drove some events in the Town Centre, most were organised or supported by Collectively Camberley. The Wider Management Team was considering options for events in the wider Borough, but it was recognised that there may be a reluctance from within communities to have events organised from the centre.
- (v) Planning Appeals – Although 2 recent planning appeals had gone against the Council, there had to be occasions when it was right and necessary to overturn officer recommendations. The cost of these particular appeals would be part of consideration by the Executive at a future meeting, but these would be met from the Regulatory budget.

Members noted that following a court ruling in Lewes, in East Sussex, all development in parts of East Sussex would cease until the matter was resolved. Officers were monitoring developments.

- (vi) Pembroke House – It was noted that there were now 2 Pembroke Houses in close proximity to each other. The residential home, Pembroke House had been so named after the Council owned building. However, it was likely that, when the work on the House and flats was completed, a different name would be agreed for that complex.
- (vii) Waste Contract – There were a number of measures by which the performance of the Waste Contract was assessed. There may have been a drop in standards after the loss of the contract by the current provider, but comparators were in place and it was expected that the new contract would generate both savings and an enhanced service.
- (viii) Play Areas – The Executive Head of Business would be asked to provide a schedule for work to play areas in the Borough.

Resolved, that

- (i) **the report be noted; and**
- (ii) **That a Task and Finish Group be established to consider grass cutting and the use of weed killers.**

4/PF Finance Report - End of Year 2016/17

The Executive Head of Finance presented a high level view of the Council's financial performance for the year 2016/17. This report had previously been presented to the Council's Executive.

The report highlighted significant variances against budgets. The figures listed included controllable costs only. Costs relating to asset charges and pensions, which would form part of the overall financial outturn, had been excluded.

Overall the Council had had a successful year with controlled spending in many areas and additional income. In addition, there had been surpluses on Business Rates and Council Tax which would benefit the Council in future years.

A report would be submitted to the Audit and Standards Committee in September with audit comments attached.

The Executive Head of Finance reflected on the position of the Capital Budget, treasury investments, borrowing and the different types of debtors. In particular, he reported that £122.8m had been allocated to capital expenditure, of which £121.8m had been spent on property acquisitions.

The Council had £10.3 million of investments, but would be reducing these to limit the Council's borrowing exposure. The reduction in interest returns would be offset

by a reduction in interest payments against borrowing. £119m of loans had been taken out to allow property acquisitions, of which £17.4m had been made up longer term loans from the Public Works Loans Board, with the remainder made up from shorter term loans from other Local Authorities.

In respect of variances and in response to Members' questions, Mr Menon noted that:

- (i) Car Parks – Income had not reached that target set due to roadwork issues.
- (ii) Camberley Theatre – The Theatre was still in deficit, but had substantially improved and was moving towards a realistic budget.

Resolved, that the report be noted.

5/PF Presentation - Changes to Services to Older People

Darren Williams, the Community Services Partnership Manager, gave a presentation on the Community Services Partnership between this Council and Runnymede Council, which covered an ever-increasing range of jointly developed and provided services in the community.

The priorities of the Partnership were to continue to develop and enhance services, provided in both Boroughs, ensuring that these were sustainable during financial strictures, and using a long term partnership model, to identify new service options which would benefit residents and generate income.

The partnership arrangements had been achieved through the use of key shared posts, whilst retaining local operational leads, development of a more flexible and robust structure and the close involvement of both Authorities in the development and provision of current and new services in the community.

Work had been undertaken to re-brand existing services and to develop and alter services to better meet the needs of the community. Meals at Home had changed to a fully choice based menu, a number of exciting new options were being considered for Community Transport, including services to the Villages, which did not currently exist in any form. The upgraded and re-branded services were showing a significant increase in demand.

Current facilities, such as the Windle Valley Centre were being refurbished/ upgraded and new services, such as GPS tracking, care-call and crisis respite day care had been introduced.

With many further planned developments and improvements in the pipeline, the Service was also focussing heavily on sustainability and ongoing risk factors, which included staff and resources capacity, health and safety requirements and funding/resources.

Members welcomed the very positive developments and partnership arrangements to provide new and enhanced community services across the Borough.

Resolved, that the report be noted.

6/PF Update on Emergency Planning and Business Continuity

The Executive Head of Community, Tim Pashen introduced a report on Emergency Planning and Business Continuity. He reported that, for the past 12 months, Applied Resilience, a public service mutual company, had provided services on behalf of the Council, and introduced Nick Moon and Jonathan Russell, from Applied Resilience, both of whom had previously been emergency planning officers in Local Government.

The Council had a number of responsibilities under the Civil Contingencies Act 2004, to ensure that the Council could deal with rapidly increased demands for services caused by emergencies, enable continuity of critical services in the face of major disruption and to support the emergency services in a major incident environment.

In Surrey, a Surrey Local Resilience Forum (SLRF) had been formed, including statutory, commercial and voluntary bodies, to deliver good practice in emergencies and an appropriate training regime for all participants

With the assistance of Applied Resilience, the Council had been focussing, in the previous 6 months, on enhancing and improving the Borough Emergency Centre, strengthening Business Continuity and recruiting further Incident Liaison Officers.

In response to Members' questions, Nick Moon and Jonathan Russell explained that, in an emergency, the main responsibilities lay with the emergency services, supported by other agencies including councils. The Council would have a much greater role in the recovery period, in the aftermath of an emergency. The main area in which Members could assist in an emergency would be in informing and re-assuring residents.

Nick Moon agreed to produce a 'crib sheet' for Members including a definition of the various levels of emergency and Members roles in the event of, during and in the aftermath of an incident or emergency.

In terms of business continuity, the Council had been advised by Applied Resilience, that further measures would be needed to develop a more robust plan. Work was well advanced to ensure strong resilience and business continuity, going forward.

Noted, that

- (i) The Borough Emergency Centre Plan had been developed and approved by the Council's Corporate Management Team;**
- (ii) Service Level Business Continuity arrangements had been reviewed, with Corporate Level arrangements to be exercised and then updated, based on the discovered outcomes;**

- (iii) **The Council's resilience and capacity to respond to incidents in Surrey Heath was being developed through the recruitment and training of Incident Liaison Officers from internal staff.**

7/PF Waste Action Plan

The Committee considered a report on the Surrey Heath Waste Action Plan 2015 – 2020. This Council had engaged Amey as its new waste collection contractor in a contract signed in May 2017, the contract to commence at the end of the current waste collection contract. At the same time, the Council had signed an inter-Authority contract with Elmbridge Borough Council, Mole Valley District Council, Woking Borough Council and Surrey County Council. This Council would be the Adminstrating Authority for the contract.

Elmbridge was the first area in which the new contract commenced and following a few teething problems whilst the contract was bedded in, it appeared to be working well. The new contract was expected to provide a high quality and improved service, whilst savings of £2 million would be accrued across the Partnership, with a projected saving to this Council of £330,000.

In terms of Borough output, although the percentage had dropped from 63.7% to 62.4%, Surrey Heath continued to be the best performing Council in Surrey for recycling and composting and was the 4th highest performing Council in the Country. The percentage reduction was due to recyclables being rejected due to contamination.

It was noted that flat dwellers generally presented less recycled waste than house dwellers, due to the physical difficulty in getting a full range of collection schemes in blocks of flats, but Surrey Waste Partnership officers were considering options for improvement.

In response to Members' questions, the Executive Head of Community highlighted the following:

- (i) Food Waste – If food waste was put in the recyclables bin, the recycled waste would not be accepted by the processing companies, However, the vast majority of any food waste which was not correctly processed went into landfill bins;
- (ii) Highway Leaves –The Environment Agency had originally stopped the composting of street leaves due to concerns on toxicity levels. Although the Joint Waste Partnership had subsequently established that the leaves were safe, there had been no agreement on composting this material;
- (iii) Household Batteries – In addition to the many outlets that accepted used batteries, the Councils Waste collection service also accepted these on the small electrical waste collection days; and
- (iv) Publicity – The Council included a double page article on recycling in each issue of Heathscene. Hangers on bins were also used to highlight specific campaigns. As part of the new Joint Waste contract the vehicles used would

promote good practice through their livery and slogans. Messages went out with Council Tax bills and a communications plan was already in place for future campaigning.

Members welcomed the many developments and emphasised the importance of publicity and communications in improving percentage and actual recycling outcomes.

Resolved, that the update be noted and that the Executive Head of Community be advised to investigate further vehicles for communicating the Council's recycling messages.

8/PF Reference to the Executive - Planning Enforcement

The Chairman referred Members to the previous Committee decision to refer its concerns on Planning Enforcement to the Executive. The reference was considered at the 20 June 2017 Executive meeting and the Chairman had taken the opportunity to address the Executive on the Committee's reasoning and proposals.

Following consideration of the report and a detailed explanation from the Chief Executive of measures put in to address difficulties around planning enforcement, the Executive resolved (Minute 5/E refers) to:

- (i) Note the reference from the Performance and Finance Scrutiny Committee on the previous performance of the Planning Enforcement function and its contribution going forward;
- (ii) Note measures to improve the service, going forward and in particular the new involvement of the Corporate Enforcement Team and Contact Centre; and
- (iii) Agree that a further review of the performance of the service be scheduled after 12 months operation with the new measures in place.

Members were mindful that the Committee had supported an increase in staffing levels to address the issues highlighted at the previous meeting. However, the Executive had taken note of recent measures to improve the service, including the use of the Corporate Enforcement Team to support Planning Enforcement and an increasing role for the Contact Centre.

Whilst noting the outcome of the reference to the Executive, the Committee agreed to include a review of Planning Enforcement in June/July 2018.

Resolved, that

- (i) **The outcome of the reference to the Executive on Planning Enforcement be noted; and**
- (ii) **A further review of the Planning Enforcement Service be included on the Committee work programme for June/July 2018.**

9/PF Information Items

The Chairman reminded Members that, in the previous year, the Committee had agreed to receive an annual report, covering areas within its remit where there was little or no change to report and that matters reported should be by exception only.

Members considered reports on:

- (i) Regulation of Investigatory Powers Act 2000 (RIPA) – It was noted that no actions had been authorised under RIPA, in the previous year.
- (ii) Equalities – This item had included both internal and external development and highlighted the Council's recent success in a range of equality awards/qualifications;
- (iii) Air Quality – It had not been possible to bring an update to this meeting and Air Quality would be added to the agenda for the next meeting; and
- (iv) Complaints/Complaints to the Local Government Ombudsman – Members considered that, on balance, this area should be the subject of a full report annually.

Resolved, that

- (i) the report be noted;**
- (ii) Air Quality be the subject of a report to the next meeting; and**
- (iii) Complaints and complaints to the Local Government Ombudsman be reported annually to the Committee as a bespoke item.**

10/PF Task and Finish Groups

Councillor Robin Perry briefed Members on the outcomes of a Member Task and Finish Group established to review the impact of recent Government Benefits reforms on this Council and its residents and to advise this Committee on possible courses of action to mitigate any impacts.

The Task and Finish Group considered that the following changes had impacted on the Council and those in or potentially in receipt of benefits:

- (i) Council Tax replaced by Local Council Tax Support Schemes – April 2013;
- (ii) Social Sector Size Criteria – April 2013;
- (iii) Benefit Cap – July 2013
- (iv) Universal Credit – February 2016;
- (v) Housing Benefit/Council Tax Reduction backdating – April 2016;
- (vi) Withdrawal of Family Premium – May 2016;
- (vii) Changes to Temporary Absence Rules – July 2016;
- (viii) Reduction in benefit cap levels – November 2016; and
- (ix) Further changes to qualifying criteria – April 2017.

It was noted that the following benefits had not been affected by the Benefits Cap:

- Armed Forces Compensation Scheme
- Armed Forces Independence Payment
- Attendance Allowance
- Carer's Allowance
- Disability Living Allowance (DLA)
- Employment and Support Allowance (if support component in payment)
- Guardian's Allowance

Members highlighted monies that had been made available to mitigate the impact of the various changes and noted the areas where the mitigation could not be applied.

Focussing on local impacts, Members had identified the following key local needs:

- (i) An increase in the number PCs available to welfare benefit applicants, and the number of local locations where access would be possible;
- (ii) An increase in the number of PC and benefit competent advisors who could help applicants complete claim forms;
- (iii) An increase in the number of advisors (must be qualified) who could help with debt counselling;
- (iv) Better local access to short term loans to those left without support between date of claim and date of approval and receipt of grant; and
- (v) An increase in the number of one bedroom properties available for social rent.

Overall, the Task and Finish Group had suggested that the best way to meet the identified needs and address what was an increasing problem, was to facilitate a stronger working relationship with and provide an increased level of financial support to specialist local charities, particularly given the expertise which existed in the community, which could assist in this complex area of work.

Having highlighted the impact of the various measures and possible mitigating actions which could be considered, the Task and Finish Group had proposed that the Committee make appropriate recommendations to the Executive.

After further debate, the Committee agreed to advise the Executive to consider a number of actions which could potentially mitigate the impact of recent measures relating to a range of benefits.

Resolved, that the Executive be advised to consider the following actions, with respect to the impact of benefit changes on Borough residents:

- (i) Increase the number of locations in the Borough where it would be possible for claimants to complete a claim form and get basic**

advice, and fulfil their obligations regarding making job applications.

- a) That an appeal for “spare” PCs be made to local organisations.
Recommended Action Addressees: SHBC + CAB**
- b) That an appeal be made for volunteers who would like to help, and who are able to drive a PC and are willing to undergo basic training re completing Benefit claim forms. – Action: Borough + CAB**
- c) That an appeal be made for venues that could host advisory sessions throughout the Borough on a FOC basis, e.g. Pubs in the morning, community centres, churches etc.
Recommended Action addressees: CAB/SHBC**
- d) Facilitate the production of YouTube based training modules designed to help applicants understand and complete benefit application forms. (Could possibly be sold to other Authorities.) Recommended Action Addressee: SHBC**
- e) A relatively small budget would be required to fund the promotion of the schemes and training and the production of the “How to Complete the XXX benefit claim form or complete a CV” etc.**

(ii) Increase the number of locally based qualified advisors:

- a) CAB believes that to meet current demand, that would require a full time Welfare Benefits Specialist (FCA qualified) and part time paid Debt caseworker, they would be supported by the many volunteer advisors at the centre. Total cost circa £38,000pa – CAB have indicated that they could part fund this.
Recommended Action Addressee: SHBC**
- b) Frontline do not currently receive any assistance from SHBC – they are financed by donations from local Churches. They could also cope with more cases if they had extra funds. A grant of £4k` was recommended – Recommended Action Addressee: SHBC**
- c) Facilitate extra training for existing SHBC staff. Cost to be clarified. Recommended Action Addressee: SHBC**

(iii) Establish a much stronger working relationship with Surrey Credit Union and other similar, who are able to offer a much more cost effective short term loan service than commercial operators like Wonga and other pay day schemes. Recommended Action Addressees: SHBC/CAB;

(iv) Lobby our National, Universal Credit and SCC representatives to ensure that they understand the impact of the new changes and hear our suggestions as to how matters could be improved; and

(v) Include, in the Local Plan, a planned increase in the number of one bedroom social housing units.

11/PF Committee Work Programme

The Committee considered a work programme for the remainder of the municipal year.

Members noted that further meetings were scheduled for:

13 September 2017

6 December 2017

21 March 2018

Resolved, that the Work Programme, attached at the Annex to the Officer report, be agreed with the addition of a report on air quality management to the September 2017 meeting and the inclusion of a review of the performance of Planning Enforcement in July/September 2018.

12/PF Vote of Thanks

Members were informed that Mr Andrew Crawford, the clerk to the committee, would shortly be retiring after 15 years' service at the Council.

The Chairman, on behalf of the Committee, thanked Mr Crawford for all of his work for the committee during his time at the Council and wished him well in his retirement.

Chairman

Scrutiny of Portfolio Holder - Corporate

Portfolio	Corporate
Ward(s) Affected:	All

Purpose

To provide a progress report on the Corporate Services Portfolio.

Background

1. The Corporate Portfolio covers a wide range of services and functions as set out below:

Children's Champion
 Communications and Marketing
 Community and Revenue Grants
 Contact Centre and Post Room services
 Corporate complaints and Ombudsman matters
 Equalities
 Town Twinning

Children's Champion

2. Part of this remit includes safeguarding, where both Officers and Councillors attend meetings to ensure that the council is fully aware of changes to the statutory responsibility and a wider understanding of the bigger picture relating to this subject. The Safeguarding policy has recently been updated through the Joint Staff Consultative Group, which coincides with the introduction of the Multi Agency Safeguarding Hub (MASH) across Surrey.
3. Other events the children's champion gets involved include:
4. **Democracy week**, which is an event where schools are invited to the Council Offices and briefed on how the Council works. This includes meeting the Mayor and holding a debate in the Council Chamber.
5. **The Surrey Heath Young Citizen Event.** The objective is to teach young people how to lead safe, healthy lives and to understand how their behaviour can have an impact on others. This scheme is an ideal way to encourage the teenagers of tomorrow to remember essential life skills, and to have consideration for others in their community.
 - a. Over three days in November in excess of 400 Year 7 pupils from Kings International College and Collingwood College will have an opportunity to learn about: road and fire safety, understanding and reporting anti-social behaviour, personal safety including online safety and Prevent strategy, alcohol awareness and healthy relationships and First Aid.

Communications and Marketing

6. The Media and Marketing team is responsible for all content across multiple customer facing channels to improve and maintain the brand and reputation of Surrey Heath Borough Council, communicate with residents, visitors and businesses and sales and marketing for all events at Camberley Theatre. The team also manages all press enquiries on behalf of the Council.
7. The team is led by a Marketing Manager and has 5.5 permanent FTE staff. There is an additional 12 month fixed term contract position following acquisitions in Camberley Town Centre and other key projects.
8. 2017 saw the second Camberley International Festival and the re-launch of the Camberley Carnival. This provided local residents with a community event and over 10 days, drove footfall into Camberley Town Centre for a range of arts and cultural entertainment as well as putting Camberley on the map in terms of excellent press coverage.
9. Talk Surrey Heath – A local Question Time style online live streamed panel debate. A panel debates a chosen key topic with questions from the public in advance and during the event. Four events have taken place over the last year with combined viewing figures of 13,625 generating more than 200 comments from the public.
10. Showcasing Camberley: A number of new initiatives to showcase Camberley are underway. Designed to promote the town centre to a broader audience, driving footfall and promoting the town to new businesses and retailers.
11. Two Camberley magazines have been sent to more than 100,000 homes in the secondary catchment area. The first Camberley Business Expo was held in September and two trade shows (REVO and MIPIM) will showcase Camberley as a business, retail and leisure destination.
12. The Business Breakfast continues to attract businesses from across the Borough and provides a consultation opportunity for the Council. We have welcomed more than 300 local businesses to this event in the last year – introduced a more relaxed format, increased the number of stands available for hire and improved the marketing collateral at the event including innovative consultation stands for the town centre. Entries to the Business Awards were up 37% on the previous year.
13. The team has delivered marketing campaigns across a number of services to increase sales and event attendance in the last year. New marketing collateral has been created, including leaflets, photos, posters, banners, videos, both in print and digitally, for a number of key services and events; Surrey Heath Show, Frimley Lodge Live, all products and services provided by Community Services, Leisure Services and Camberley Theatre to name a few. This programme of

work has raised the profile of services and events, enhanced SHBC's reputation by increasing the quality of our materials, reached new audiences and in some cases, by expanding the numbers of businesses and partners buying space in Heathscene, so reducing the impact on SHBC budgets.

14. An increase in promotion of our website and it's continued development has resulted in a 16% increase in traffic year on year. We release on average 3 press releases a week and 3 issues of HeathScene are delivered each year to every resident in the Borough (38,000 homes) at a total cost of 19p per copy.

Community and Revenue Grants

15. The Council has its own Community Grant Fund Scheme from which it provides grants that will assist local 'not for profit organisations' with the delivery of community projects. To qualify for a grant from the Community Grant Fund all applications must fit with the Council's objectives and must clearly demonstrate benefit to the local community or a section of it.
16. Grants are available for amounts up to £25,000 from which those that are below £2,000 can contribute up to 75% of the project cost; and for application costs between £2,001- £25,000 a maximum contribution of up to 50% can be available.
17. The Council also provides funding in the form of Revenue Grants to a number of voluntary and community organisations which either work in partnership with the Council or perform functions on the Council's behalf.
18. For the year 2017/18 a total of £159,900 was awarded to supporting nine groups including Citizens Advice Surrey Heath, Voluntary Support North Surrey, Surrey Heath Age Concern, and Basingstoke Canal Authority.
19. The grants have been allocated for the past 14 years, with the funding reviewed annually by the Council.

Contact Centre and Post Room services

20. The Contact Centre and Post Room are the first points of contact for all Surrey Heath residents, businesses and visitors. It shares its location on the ground floor of Surrey Heath House with Surrey Police and more recently the Jobcentre Plus, to provide more joined up and cost effective public services.
21. Currently the Contact Centre is staffed by a Customer Relations Manager, one Team Leader and 7.2 FTE Customer Service Advisors, including one CSA recently appointed on a 1 year fixed term contract.

22. In 2016/17 the Contact Centre handled an average of 4400 telephone enquiries and 320 face to face interviews each month. Additionally over 500 emails were answered and 850 web enquiries were handled monthly.
23. Of all the enquiries dealt with by the Contact Centre, 83% were dealt with at the first point of contact. This means that the customer is not referred on to other departments across the Council, enabling staff in the service areas to concentrate on more detailed/complex areas of their business. 98% of customers rated the service they received from the Contact Centre as being either good or excellent.
24. More recently the Contact Centre has extended the level of complexity of work it delivers including; licensing, leisure, noise pollution and theatre box office calls, as well as proactive outbound calls to promote and sell tickets for events such as the Camberley International Festival and Christmas Panto.
25. Discussions are on-going with the Job Centre to establish closer and more joined up working opportunities as well as supporting the Housing department further following new legislation being introduced in 2018. Planning enforcement and validation work for householder planning applications are also areas of work being considered for the Contact Centre to undertake to support the Regulatory service.
26. The Post Room is staffed by one part time Team Leader and 3 FTE post room assistants. A total of 170,000 letters were sent last year with almost 10,000 cheques processed to a value of over £3.3million. 4241 transactions took place via the Kiosk amounting to just over £500,000. The Post Room also prepare and scan all Revenues and Benefits post, a total of 103,160 documents.

Corporate complaints and Ombudsman matters

27. Complaints were an item included on the agenda for the Performance and Finance Committee meeting on 12th July 2017. At the time of the previous meeting the 2016/17 annual report from the Local Government Ombudsman had not been received and is attached. Of the 16 complaints and enquiries received by the LGO (compared to 12 last year) 8 were referred back for local resolution, 4 were closed after initial enquiries with the remaining 4 not upheld. No complaints were upheld.

Equalities

28. (i) Internal Disability

Since January 2015, the Council has been awarded the 'Two Ticks - Positive about Disability' scheme accreditation by Jobcentre Plus. This scheme has since changed and after a

migration process the Council has achieved a Level 2 – as a Disability Confident Employer.

(ii) External

The Council's Faith Forum – Update June 2017

The Faith Forum is a local group consisting of up to 30 members from the diverse range of faith groups that operate and are based within the community. It meets quarterly and in February it agreed that for 2017 an action plan would focus upon three main events these being:

The Museum Exhibition - Take 10 which was displayed from the 20th May – 2nd September 2017.

Faith Safari Supper – This took place on Thursday 28th September.

The School Project based upon offering a service to local schools whereby a discussion/presentation is made available focussing upon our British Values.

The Group are also very keen to facilitate the offer a home to a Syrian Refugee Family, an information event was hosted at The Camberley Mosque on Saturday 8th July to promote how the community can assist to enable this to happen and a crowdfunding page is to be set-up when the Council advise of what is required for the family.

Town Twinning

29. Each year the Council makes funds available for town partnership activities for young people under the age of 25. Grants are available to individuals and non-statutory, not for profit groups/organisations who provide a service to the local or the wider community associated with advancing the objectives of Town Partnerships with either Sucy-en-Brie or Bietigheim-Bissingen.
30. Grants are available for one-off type costs and listed below are a few examples of the sorts of activities that the grant aid might support.
 - School exchange visits
 - Travel and accommodation expenses scout/guide groups.
 - Training costs to help a new friends group get established.
 - Costs associated with sporting exchanges

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Scrutiny of Portfolio Holder - Business

Portfolio	Business
Ward(s) Affected:	All

Purpose

To provide a progress report on the Business Services Portfolio.

Background

1. In 2016 Business went through transformation that simplified the structure, reduced staffing costs and delivering a more efficient commercially focussed service. It is now divided into 4 main service areas delivering a wide range of key functions as set out below:

Recreation & Business

- Green Space (parks and countryside)
- Play area maintenance and development
- Heritage Service
- Contract Management (Grounds Maintenance/Arena Leisure Centre)
- Pitch bookings

Parking Services

- Borough wide on street parking enforcement
- Multi-story and surface car park management/development

Commercial & Community Development

- Borough wide sports, leisure and community development
- Surrey Youth Games
- Special commercial events
- Volunteer development
- Leisure Lease management

Camberley Theatre

- Annual programme of theatre events
- Pantomime
- Youth Theatre
- Corporate and Community Events
- Frimley Lodge Live

Recreation and Business

2. Recreation and Business is led by Sue McCubbin and is divided into four areas which are: Heritage, Contract Management, Business Service Unit and Greenspace. ***As requested by Performance and Finance Committee, a separate, more detailed report has been written on***

Greenspace by the Recreation and Business Manager (see attached). The Recreation and Business team is made up of 8.5 fte.

3. **Heritage Services** includes the Surrey Heath museum but also incorporates numerous outreach projects and activities that take place across the borough. Surrey Heath Museum has existed since the 1930's and manages a collection, donated predominantly by local people, that covers the local history of the area from the Stone Age through to modern day. It includes art, archaeology, archival material, costume plus industrial, agricultural, military and domestic items. The location and format of the museum has remained largely unchanged since it moved into Surrey Heath House over 30 years ago and is subject to an ongoing consultation with the public to decide how it should be delivered in the future. In recent years the Heritage service has increased its delivery of outward facing activity including regular school visits and reminiscence workshops for the elderly.
4. **The Business Service Unit** manages the admin and day-to-day finance for the whole of the Business Service including parking and the theatre. This team deals with enquires from the public and all sports pitch bookings, including the 3G at Frimley Lodge Park. This team also deals with the consultation on and delivery of new and improved play equipment across the borough, liaising with local community groups, ward councillors and the general public to ensure that the most suitable facilities are installed.
5. **Contract management** is covered by one full time senior contracts officer and covers all of Business's key contracts including Grounds Maintenance and The Arena.

Parking Services

6. The Parking Services team is led by Eugene Leal, Parking Services Manager, and divided into 3 key areas: On Street Enforcement, Car Parks and back office Admin Support. The team, including Eugene, is made up of 10 fte (6 of which are Civil Enforcement Officers).
7. **On street parking enforcement** is delivered via an agency agreement on behalf of Surrey County Council (SCC). It is expected that the cost of this service is covered via income from Penalty Charge Notices with any surplus divided between the Local Area Committee (60%), SCC (20%) and Surrey Heath (20%). The enforcement team cover the Camberley Town Centre CPZ (controlled parking zone) and other restricted parking areas across the borough. They also provide parking enforcement in the 7 pay and display car parks across the borough. In 2016/17 the enforcement team issued 9,369 PCNs which was 14% below projected predominantly due to reliance on unreliable or unsuitable agency staff. In 2017/18 we have reduced reliance on agency staff, leading to vastly improved performance and so far we are currently meeting projected levels.

8. **The Car Parks team** manage Camberley's multi-story car parks. The car parks are operated via a ticketless Automated Number Plate Recognition system (ANPR). This system reads the car number plate on entry and when the customer is ready to leave they enter their registration number into the pay machine. Mains Square and Knoll Road car parks had just over 1 million visitors in 2016/17 generating £2.2 Million gross income which in turn generated a net surplus of £873,000. Parking income levels have remained at a consistent level and although not meeting the stretch target set for 2016/17 increased net surplus by over 3% compared to 2015/16.
9. Recent improvements to both multi-story car parks include the refurbishment of levels four and five at Main Sq and a new lift in Knoll Road, which will significantly improve customer experience. Over the coming year in Main Sq, the remaining three floors will be refurbished (including wider parking bays) and new cost efficient LED lighting will be installed as well as the installation of an extra pay machine. Looking further ahead there are numerous possibilities for more aesthetic improvements in line with the council's plans for the SQ shopping centre.
10. Customers wishing to avoid using the pay machines can now pay via the Glide phone app. This new system, introduced in the summer, is proving very popular and has been used over 10,000 times since introduction. Glide is currently accounting for nearly 10% of all transactions and increasing by approximately 1% per week. Its popularity is in part due to the ongoing introductory discounted parking offer funded by Glide, which has been extended until after Christmas.
11. The PrePay system that was introduced in 2015 has been suspended due to the technical issues experienced in the summer. The provider is working on more robust version, but we have no immediate plans to reintroduce it until we are confident that there is no possibility of a similar issue happening again.
12. **Parking admin** support staff process the Parking Charge Notices (PCN), deal with appeals and administrate the parking permit scheme. A recent innovation is moving the application and issuing of parking permits 100% online. Residents can now create an account, buy virtual on-street permits and virtual visitor permits. Residents will be sent electronic reminders when their permits are due to expire and they can log in to their account to make changes (e.g. their registration number) all of which reduces admin and costs to the organisation.
13. This system fully integrates with our enforcement system, so it will be impossible for any driver with a valid permit, waiver or dispensation to be issued with a parking ticket.

Commercial and Community Development

14. Led by Ben Sword, the recently formed Commercial and Community Development (CCD) team, made up of 3.5 FTE (which includes one

apprentice) supports the delivery of the council's key objectives that relate to "People", particularly in relation to health and wellbeing, sport and leisure activities and community engagement. The team is also responsible for delivering income generating events and activities and events that support the local economic community.

15. June this year saw the return of Camberley Carnival after a 12 year absence. This vibrant, multi-cultural event involving ten organisations and over a hundred participants paraded from Surrey Heath House through the town centre, ending with a summer fete in London Road Recreation Ground. Plans are already in place for next year's event.
16. Also in June was Surrey Youth Games which is a county-wide multi-sports event, held at Surrey Sports Park, where each Surrey Borough and District enters a team. The Surrey Heath entry is coordinated by the CCD team. We were proud to enter 24 teams across 14 sports and for many of the 150 young people taking part this was their first experience of playing sport at a competitive level outside of school. Alongside some great medal-winning performances, Team Surrey Heath was also awarded the Fair Play Trophy by organisers Active Surrey, nominated by fellow competitors.
17. In September the CCD team delivered Camberley's inaugural *GoTri* triathlon in partnership with the Arena Leisure Centre. Aimed at beginners, this introduction to the three disciplined event (200m swim, 8k cycle, 2k run) was capped at 60 places but had to be extended due to demand. The event was supported by Triathlon England and on the day was formally attended by local athlete and team GB member Samantha Taylor who was on hand to provide advice and assistance. The CCD team are already planning another *GoTri* and a sprint triathlon next year which would be aimed those with more experience.
18. Another significant event coordinated by the CCD team is the Surrey Heath Sports Awards, taking place at Camberley Theatre on 23 October, which celebrates local sportspeople, teams, clubs, coaches and volunteers for their achievements over the past twelve months.
19. The CCD team is responsible for the delivery of this year's Christmas ice-rink in Camberley Town Centre which will be located in a prime location just off Park Street and is intended to raise Camberley's profile support the local economy over the festive period.
20. The CCD team works closely with the borough's sports clubs and community centre committees, supporting their development and helping them to become more self-sufficient and less reliant on council subsidy. The team is also responsible for managing the leases for each of these organisations and working closely with the Corporate Property team to ensure that lease terms are being adhered to and facilities and properties are being properly maintained.

Camberley Theatre

21. The Camberley Theatre team (8 x fte including 1 apprentice) is led by Venue & Operations Manager, Andy Edmeads and is the Business Service Area that was most impacted by transformation in 2016. Control on expenditure was tightened and more a more commercial approach has been applied to programming, catering and private hiring of the venue. These changes have already seen a dramatic improvement in performance, particularly in relation to net subsidy costs which have been reduced by approximately 35% between years 15/16 to 16/17 and outperforming the target set in the business plan agreed by Executive in 2014.
22. The 2016/17 Pantomime, Cinderella, was Camberley Theatre's most successful pantomime in terms of profit, making approximately £30,000 (net), almost double the previous year.
23. The theatre continues to be a popular space to hire for all manner of events ranging from children's' birthday parties and weddings to meetings and large scale business events such as Camberley Expo and Business Breakfast. It is also home to the very successful *Creative Minds Theatre Academy* which provides inclusive theatre training and education programme for 90 aspiring performers and stage technicians aged 4 to adult, including theatre arts, technical production and performance.
24. The theatre team also organise outdoor events including theatre in the park, both at Frimley Lodge and London Road Recreation Ground and the extremely popular Frimley Lodge Live music festival, which is now in its fourth year, was attended by 2,500 people over the weekend. Unfortunately, mainly due to the forecast of wet weather during the week before, the event didn't perform quite as well as previous years and made an loss which equates to approximately 300 tickets.

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Greenspace Update

Portfolio	Business
Ward(s) Affected:	n/a

Purpose

To receive a detailed update report on the Council's Greenspace Service.

Background

1. The Greenspace Service is split between directly employed staff and contracted out services that are responsible for a wide range of activities that maintain our boroughs green spaces providing safe, clean and welcoming spaces for everyone to enjoy.

Areas of responsibility

Grass cutting

2. The team regularly cut 1.3 million m² of grass around the borough. There are 8 grass cutting regimes ranging from golf courses and ornamental cutting with the grass being cut every other week, to meadow and woodland grass, which has a single end of season cut. Two thirds of the total grass cutting can be accounted for by the amenity cuts which are in the parks, open spaces and verges in the borough which would be cut monthly during the growing season. In addition to the general grass cutting we cut all Borough and County owned road verges and roundabouts grass.

Hedge cutting & Vegetation maintenance

3. We maintain 1.1 million m² of vegetation across the borough (which is the equivalent to 159 football pitches) ranging from intensive maintenance (i.e. bowling green's maintenance) to light maintenance in the woodland scrub. Along with this we maintain 6632 metres (a little over 4 miles) of hedges across the borough.

Sports pitches

4. The team maintains a number of pitches, courses and courts including 3 x bowling greens, 4 x rugby, 24 x football (5,7, 9 and 11 a-side), 13 x tennis and 5 x cricket. This would also include the borough's All-Weather 3G pitch.

Children's Play Areas

5. The borough has the responsibility for 40 playgrounds, 3 skate parks and a BMX track across the borough. The play areas range from those within our premier parks to smaller local play areas usually located

within housing developments. We regularly inspect and maintain all of these play areas however some of the areas and equipment are either end-of-life or reaching this point. As such, we are fortunate to have been able to release capital funds to embark on a 3 year equipment replacement programme for 11 playgrounds. At the time of writing, two play areas have been complete using the Wellington Park commuted sums account. There are a further two areas in mid-consultation (Deanside and Cheylesmore) and we are just about to commence consultation on a further 2 being the one at Lightwater Country Park and the other at Evergreen Road.

Dog Waste & Rubbish Collections

6. There are 269 bins (138 park litter bins and 131 dog waste) in the borough with a number of these needing daily emptying. Whilst greenspace collect refuse from park and greenspace bins it is the waste collection team that collect refuse from pavement refuse bins. We have recently welcomed changes that allow dog waste to be put in regular waste bins. This gives us the opportunity to streamline the service and remove the need for duplicate bins, collections and ultimately, cost.

Municipal Planting

7. This includes hanging baskets, planters and borders and all ongoing watering and maintenance of these floral displays.

Park Pavilions & Public Toilet

8. There are a number of pavilions, some with catering outlets others are maintained and provide changing facilities for sport pitch bookings. Other pavilions are used as rentable space and for ad-hoc seasonal events e.g. Camberley carnival, theatre in the park etc. Our park toilets are maintained and open all year round.

Tree Inspections and resulting works

9. We are obligated to ensure our trees are inspected regularly and are healthy, safe and maintained. Resultant works post the inspection are then undertaken to manage, treat, remove and replace our trees for which we are responsible for in excess of 50,000 trees across the borough. Trees ageing from recently planted saplings all the way through to enormous 200 year old beech trees in Chobham!

Weed Spraying

10. We control the weeds on our hard surface including, pavements, paths and gully's, hardstanding and courts through regular spraying. We undertake this duty for not only for Borough related hard surfaces but

also receive a contribution from County to undertake this work on their behalf.

Contractors

11. A majority of the above operational areas above are contracted out to our Main contractor, (Glendale) and County's contractor (Bill Kear) we undertake checks, inspections and contract management to ensure contractor performance and that we maintain standards across our greenspaces.

Rangers

12. The 3 rangers directly employed to work in the greenspace team have particular specialisms and responsibilities which allow us to:
 - manage our conservation sites in order to maintain their status as Sites of Specific Scientific Interest and, in continuing to do so, obtain the funding that it unlocks. This is specifically in reference to Lightwater Country Park and Turf Hill;
 - manage our Suitable Alternative Natural Greenspaces (SANGs) which are the Special Protection Area (SPA) mitigation sites and Countryside sites of which there are 13 that we directly manage and a further 3 that others manage on our behalf;
 - provide ranger activities at our premier parks and Countryside sites which include working with groups of children, hosting walks, talking about conservation, bush craft, land management, nature and specialist advice;
 - attracting and managing the volunteers and their associated work programmes which help us complete some of the ongoing conservation activities on all of our sites;
 - arrange and/or undertake Inspections, both statutory and non-statutory in all of our pavilions, out-buildings, toilets, centres and playgrounds;
 - grant applications to release funding to continue to improve facilities. Working closely with like-minded groups and associations to seek advice and support for our conservation work;

- ad-hoc greenspace projects, e.g. community garden, Hampton court flower show etc;
- tree inspection and works; this is of a responsive nature where there is a more pressing need. For example where a tree has been hit by lightning and is causing concern. Larger area inspections or groups of works would be quoted for and be completed by an external contractor;
- respond to resident requests reporting concerns and incidents through our Contact Centre that involve greenspace land and activities undertaken by contractors;
- traveller incursions; we react to the likely or actual incursions by increasing security measures, clearance of sites post an incursion;
- treat invasive weeds (Japanese Knotweed) across the borough for both the council and County. Our rangers are certified to apply the necessary pesticides to undertake this work;
- specialist advice on all things 'greenspace' e.g. working with groups to accomplish improvements in their areas a good example of which would be the work in Frimley high street on the planters and hanging baskets;
- awards & recognition – Green flag award in the park, Natural England assessments on our Countryside sites;
- along with undertaking these duties for the borough we also perform similar Green space activities for Windlesham Parish Council along with extra elements including grave yard activities;
- events; supervision and assisting the set up and take down of events, making sure all necessary insurance and assessments are in place and adhered to. E.g. Circus, Fun fair, park run etc.

Surrey Heath Premier Locations

13. The following are the Surrey Heath Premier locations

1. Frimley Lodge Park

Summary

Frimley Lodge Park is a 24 hectare site that boasts a range of facilities; it has been awarded the prestigious Green Flag award for the last 16 years.

Financial summary

		<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>
Park	Expenditure	60,826.73	67,841.40	53,435.85	34,085.59
	Income	-50,733.17	-46,212.37	-62,033.35	-37,820.21
3G	Expenditure	3,768.00	29,186.58	45,275.28	18,278.57
	Income	-11,377.49	-74,145.53	-103,387.94	-22,309.76
Pitch and Putt	Income	-15,116.83	-18,548.47	-17,156.55	-9,357.02
<u>Total</u>		-12,902.76	-41,924.22	-83,866.71	-21,197.83

Green Figures are figures as of Aug17

Activities already available at the park

- Free Parking
- Two children's playgrounds
- Trim trail
- Miniature railway
- Grass football and cricket pitches
- Artificial 3G pitch
- Pitch and putt golf course available for Foot-golf or mini-golf
- Café
- Community Garden
- Function Room
- Free Library
- BBQ Area
- Corporate Hire Space
- Memory Tree
- Wildlife pond
- Millennium Beacon
- Wildflower meadow and bug hunting areas
- Events throughout the year including, music festivals, exercise and fun fairs.

Activities proposed for 2018

- Kids activity trail
- Cycle hire
- Replacement of playground

2. Lightwater Country Park

Summary

Lightwater Country Park is situated on the edge of Lightwater Village and extends to 59 hectares. The Country Park is predominately heathland habitat, but there are also ponds, woodland, meadows and areas of scrub.

Financial summary

		<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>
Park	Expenditure	11,296.61	17,211.75	14,416.66	7,617.89
	Income	-20,736.09	-20,541.11	-13,801.21	-13,001.58
<u>Total</u>		-9,439.48	-3,329.36	615.45	-5,383.69

Green Figures are figures as of Aug17

Activities available at the park

- Free Parking
- Playground
- Café
- Conservation volunteering
- Conservation areas
- Walking trails
- Grazing livestock
- Fishing
- Education service
- Leisure Centre – Tennis courts/Gym/Sports Hall
-

Activities proposed for 2018

- Fixed workout equipment
- Replacement of play area
- Improvements to the fishing pond
- Kids activity trail
- Ranger Activities
- Bee Keeping

Air Quality Management Update

Ward(s) Affected:	All
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Purpose

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

Background

1. The Council is statutorily required to submit an annual status report to central government on air quality throughout the Borough. The latest Report was submitted in June 2017. It concluded full compliance at long term publicly accessible areas of the Borough with pollutants identified in the Air Quality Objectives (Annex A) throughout 2016.
2. In 2002, the Council designated an area of land adjacent to the motorway an Air Quality Management Area. (AQMA). The AQMA is comprised of a 20 metre wide strip both sides of the edge of the M3 from J4 at the Frimley Road flyover to just north of the Ravenswood Roundabout. An Air Quality Action Plan was required to seek compliance within this area.
3. The Air Quality Action Plan was implemented in 2005 and detailed various measures that could potentially help bring down the pollution levels in this area adjacent to the motorway.

Position in 2016

4. Thirty-six nitrogen dioxide diffusion tubes are used across the Borough for ambient air quality monitoring. In addition a single continuous analyser provides real time measurements of both nitrogen dioxide and dust within the AQMA.
5. A twenty three year summary of the nitrogen dioxide monitoring results from the diffusion tube network and seven for our continuous analyser may be seen at Annex B Charts 1 and 2.
6. Since 2008 the council has undertaken continuous monitoring in the AQMA at the Camberley Castle Road site for nitrogen dioxide (NO₂). The site is 17 metres closer to the motorway than the nearest relevant residential receptor. Monitored NO₂ concentrations here are therefore worst-case and higher than those at the locations of the nearest houses in the vicinity.
7. The 2016 annual mean NO₂ concentration for the continuous monitoring location was 36.3µg/m³, which is below the annual mean NO₂ objective of 40µg/m³. The 2016 result is the lowest concentration recorded at this site since 2012 and with the appropriate façade and distance calculations

applied, the annual mean and one hour air quality objectives for nitrogen dioxide were not exceeded at any of the nearest houses. A chart of NO₂ annual mean concentrations at the Castle Road site over the past seven years (2010-2016) is shown within Annex B as Chart 2.

8. No exceedances of the hourly mean objective value (200µg/m³) were recorded during 2016. This is consistent with the results seen over the previous 4 years and is well within the 18 exceedances of the hourly standard allowed per annum.
9. The Council has also been monitoring PM₁₀ (Dust) since October 2006 at the site. The annual mean PM₁₀ concentration in 2016 was 17.1µg/m³, which is well below the air quality objective and slightly lower than the concentrations recorded over the preceding 4 years of monitoring. Since 2010 there have been no exceedances of the annual mean objective of 40µg/m³. There was 1 exceedance of the daily mean PM₁₀ standard of 50µg/m³ during 2016, which is well within the 35 permitted days for compliance. Details may be seen at Annex B Chart 3.
10. The 2016 results are consistent with those of the last 5 years indicating that exceedances of the PM₁₀ air quality objectives are very unlikely.
11. The Council is required to work towards reducing emissions and/or concentrations of PM_{2.5} (particulate matter with an aerodynamic diameter of 2.5 µm or less) within the Borough. To evaluate the local concentrations SHBC references Defra background mapping and modelling. The background annual average PM_{2.5} concentrations for 2016 range from 9.9µg/m³ to 12.7µg/m³. These concentrations are well below the EU Limit Value (25µg/m³). Since PM₁₀ levels are around 17 µg/m³ and PM 2.5's are an element of PM₁₀, it is inferred that PM_{2.5} concentrations in the Borough are likely to be well below the EU Limit Value.
12. In 2016 throughout the Borough the annual mean NO₂ objective was exceeded at only 1 of the 35 diffusion tube monitoring locations that make up the SHBC network – SH7. This is down from 5 locations that exceeded in 2015. The SH7 monitoring site is located close to the M3 at Brick Hill and is outside of the existing AQMA boundary; however, the monitoring site is not representative of public exposure and after distance correction, the NO₂ concentration at the closest representative receptor location here was calculated to be 28.6µg/m³, well below the annual mean NO₂ objective.
13. The 2016 NO₂ monitoring results indicate, on average, a decrease in annual mean NO₂ concentrations across the Borough in comparison to the previous year. On the basis of the latest monitoring results it is considered appropriate to retain the existing AQMA, and to continue the current level of monitoring. At the present time it is not deemed necessary to amend the AQMA boundaries, despite the monitored exceedance at diffusion tube site SH7. The reason for

this is that, after distance correction to the nearest location of relevant exposure, NO2 concentrations are very unlikely to exceed the air quality objectives.

14. The monitoring results showed that exceedences of the relevant PM10 and NO2 objectives are unlikely at any residential properties in the Borough.
15. In 2017 Surrey Heath Borough Council was one of a number of authorities in the country with roads where DEFRA computer modelling predicted that concentrations of NO2 will exceed legal limits where the public have access. This is a different exposure definition than that of the air quality objective regime. In Surrey Heath the road is the A331 where exceedences are predicted until 2021.
16. The Council has been directed by the Secretary of State to produce a feasibility study by March 2018 on options for ensuring compliance with the air quality objectives on the A331 in the shortest period possible. Work will continue on this in conjunction with neighbouring local authorities.

Proposals

17. Our proposal, in the knowledge that road work on the M3 will be completed later this year or early next, is to continue with the current monitoring programme, retain the existing AQMA, and review how the widened M3 affects local pollution levels. This will be reported in the 2017 Air Quality Status Report. We will in addition be producing, in conjunction with our neighbours, Highways England and County, a feasibility study into how pollution levels from road traffic on the A331 may be reduced.

Options

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

Recommendations

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

Annex A	National Air Quality Objectives
Annex B	Chart 1. Graph of 23 Year Pollution Level Trends
	Chart 2. No2 trends from automatic site
	Table 1. Diffusion Tube Results 2011-16
	Chart 3. Dust levels within AQMA at Castle Road

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ANNEX A**ANNEX A**

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

Pollutant	Air Quality Objective	
	Concentration	Measured as
Nitrogen Dioxide (NO ₂)	200 $\mu\text{g}/\text{m}^3$ not to be exceeded more than 18 times a year	1-hour mean
	40 $\mu\text{g}/\text{m}^3$	Annual mean
Particulate Matter(PM ₁₀)	50 $\mu\text{g}/\text{m}^3$, not to be exceeded more than 35 times a year	24-hour mean
	40 $\mu\text{g}/\text{m}^3$	Annual mean

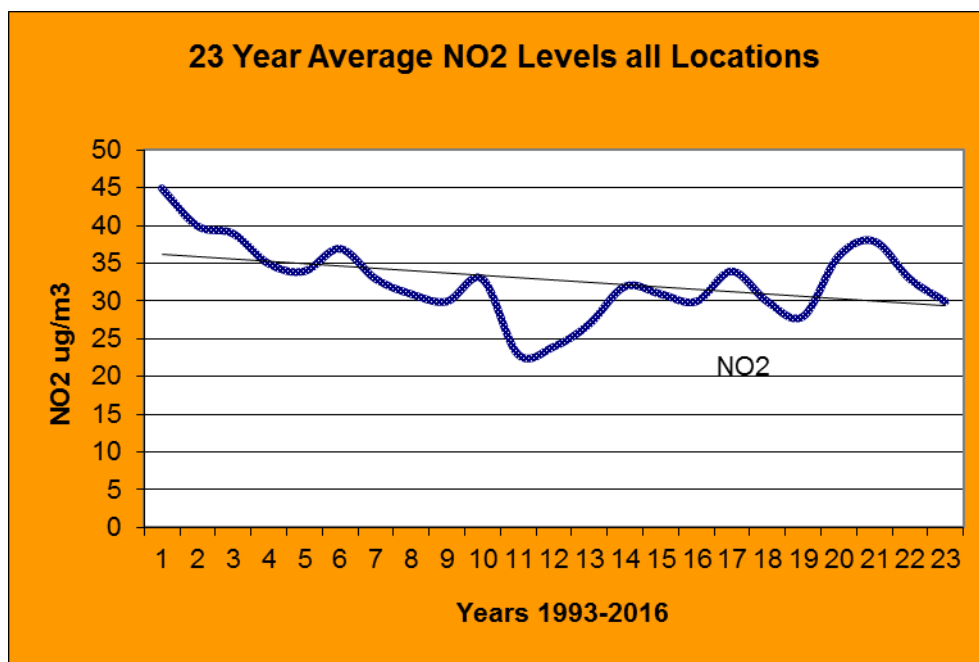
Pollution Levels in Surrey Heath over Time**Chart 1.**

Chart 2. Annual Mean NO2 Concentrations Measured at Automatic Monitoring Site in Castle Road over 7 year period.

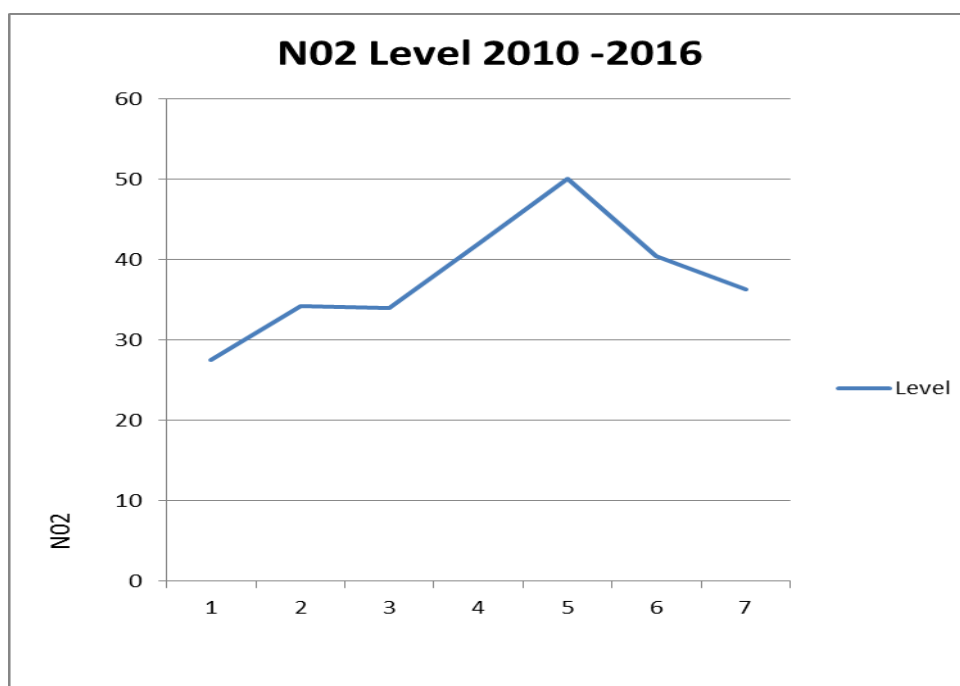


Table 3 Annual Mean and 24-Hour Mean PM10 Monitoring Results

PM10 Parameter	Year				
	2012	2013	2014	2015	2016
Annual Mean	20.2	22.7	23.7	19.5	17
Nos of 24 Hour mean exceedencies	2	2	2	8	1

Note: The PM10 annual mean objective is 40µg/m³ and the PM10 24-hour mean objective is 50µg/m³ not to be exceeded more than 35 times/year.

Annex B Table 1 Nitrogen dioxide (NO₂) Results 2011-2016

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m ³)					
				2011	2012	2013	2014	2015	2016
SH1	A30 Bagshot	Roadside	N	29.6	23.4	31.1	33.0	28	24.7
SH2	Windle Valley Daycare Centre	Roadside	N	23.3	22.5	30.5	30.8	28	26.3
SH3	Snows Ride School Windlesham	Urban Background	N	19.1	17.6	23.9	24.0	24	22.6
SH4	Shaftesbury Road Bisley	Urban Background	N	16.3	15.3	19.4	23.3	18	18.7
SH5	Chestnut Avenue	Roadside	N	32.4	28.1	37.8	45.2	32	30.9
SH6	Church Lane Bisley	Roadside	N	25.7	23.5	37.5 ^a	34.0	27	25.3
SH7	M3 Brickhill roadside	Roadside	N	71.4	59.7	41.1	71.6	50	40.1
SH8	M3 Brickhill 60m back	Roadside	N	32.2	28.0	31.7	39.1	29	26.6
SH9	A30 American Golf	Roadside	N	25.3	35.5	47.3	42.2	31	30.1
SH10	A30 Meadows	Roadside	N	32.9	32.2	46.1	46.5	35	33.4
SH11	Watchetts School Camberley	Roadside	N	30.3	28.9	35.5	38.8	34	27.6

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m³)					
				2011	2012	2013	2014	2015	2016
SH12	High Street Camberley	Roadside	N	31.0	25.5	34.0	35.9	35	31.5
SH13	Le Marchant Road	Kerbside	N	23.7	26.2	32.7	33.6	31	30
SH14	Badgers Copse	Kerbside	Y	30.2	29.9	39.5	40.7	39	33.3
SH16	Wood Road	Roadside	N	37.7	32.2	40.8	48.0	41	34.5
SH17	Guildford Road, Bisley	Roadside	N	23.3	20.1	26.4	27.3	24	23.9
SH20	Deepcut Bridge Road	Roadside	N	24.7	23.1	29.8	31.7	29	26.6
SH21	Benner Lane	Urban Background	N	19.7	18.2	26.8	24.2	22	21.4
SH23	Red Road/Maultway	Kerbside	N	35.2	34.0	44.0	38.1	29	27.6
SH24	High Street, Chobham	Roadside	N	27.6	24.2	34.2	43.1	36	34.9
SH26	College Ride	Urban Background	N	28.6	26.2	29.8	39.0	30	28.8
SH27	361 Guildford Road, Bisley	Roadside	N	21.6	20.5	28.4	29.6	30	29

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m³)					
				2011	2012	2013	2014	2015	2016
SH28	Queens Road, Bisley	Roadside	N	25.4	27.6	31.9	33.5	32	30.7
SH29	Woodlands Lane, Windlesham Commenced Jan 2015	Roadside	N					30	31.6
SH30	Greenbank Road, Frimley	Roadside	N	37.1	38.7	44.0	43.5	40	37.1
SH31	Old Pond Close	Roadside	N	33.3	27.4	37.6	44.2	35	30.6
SH32	Two Hoots, Old Pond Close	Roadside	N	27.8	29.7	34.7	39.3	34	30.7
SH33	Wood Road Garages	Roadside	N	33.5	31.6	47.3	50.3	44	38.7
SH34	Brackendale Road	Roadside	Y	29.6	26.4	46.4	33.9	35	30.1
SH35	Prior End	Roadside	Y	26.6	26.2	32.9	33.8	32	30.3
SH36	Youlden Drive	Roadside	Y	29.2	26.8	33.7	35.2	33	29
SH37	Crawley Drive	Roadside	Y	33.0	31.4	34.5	42.9	38	34
SH38	Swift Lane	Urban	N	29.3	26.8	36.4	39.9	35	35.5

Site ID	Location	Site Type	Within AQMA?	Annual Mean Concentration (µg/m³)					
				2011	2012	2013	2014	2015	2016
SH15	Castle Road, Camberley	Roadside	Y	32.3	36.6	42.0	49.0	40	38.7
SH22	Castle Road, Camberley	Roadside	Y	42.2	33.5	40.9	47.6	41	35.6
SH25	Castle Road, Camberley	Roadside	Y	38.6	34.7	42.6	48.9	40	34.8

Exceedencies shown in bold.

Review of the Impact of Benefits Reforms on Surrey Heath Borough Council and Borough Residents - Reference to the Executive

Summary

At its meeting on 12 July 2017, the Performance and Finance Scrutiny Committee considered a report from a Task and Finish Group looking at the impact of welfare/benefits reforms on the Council and Borough residents together with suggested recommendations to Executive. This report provides further information and context on the original recommendations to enable Members to consider them further prior to submission to the Executive.

Chairman of Performance and Finance Scrutiny Committee

Date Signed Off: 9 October 2017

Wards Affected

All

Recommendation

It is RECOMMENDED to Executive that:

- i. The Council is urged to work more closely with the DWP and the third sector to ensure that there is an adequate provision of computer and internet facilities across the borough to support the wider introduction of Universal Credit***
- ii. Notes and supports that work done by the Surrey Credit Union in supporting residents of the borough***
- iii. Notes and supports the closer working relationship between Camberley Job Centre and Surrey Heath and the joint working initiatives***
- iv. The DWP be urged to work more closely with Councils to mitigate the impact of the benefit reforms.***

1. Key Issues

- 1.1 The Scrutiny committee appointed a Task and Finish Group to look at the impact of welfare and benefits reforms on the borough's residents. This reported back its findings to this committee on the 12th July 2017 and made a number of recommendations based on the information available at that time.
- 1.2 Whilst the Council is keen to support residents where it can it needs to be remembered that it does not have a statutory responsibility in respect of benefit reform – this rests with the Government – however officers are working closely with the DWP to try and make the transition as easy as possible for claimants. The Executive is only able to

consider recommendations for which it has a responsibility and the resources to do so.

- 1.3 The recommendations as originally made by the task and finish group are reproduced below in turn followed by accompanying background information and then a revised recommendation to Executive.

Original Recommendation (i)

- 1.4 **Increase the number of locations in the Borough where it would be possible for claimants to complete a claim form and get basic advice, and fulfil their obligations regarding making job applications, through:**
- a. An appeal for “spare” PCs be made to local organisations.**
 - b. An appeal for volunteers who are prepared to assist, are able to drive a PC and are willing to undergo basic training re completing Benefit claim forms.**
 - c. An appeal be made for venues that could host advisory sessions throughout the Borough on a free of charge basis, e.g. Pubs in the morning, community centres, churches etc.**
 - d. Facilitation of the production of YouTube based training modules designed to help applicants understand and complete benefit application forms. (Could possibly be sold to other Authorities.)**
 - e. A relatively small budget would be required to fund the promotion of the schemes and training and the production of the “How to Complete the XXX benefit claim form or complete a CV” etc.**

Additional Information

- 1.5 The Government has mandated that Universal Credit must be applied for and managed for on line by claimants – however there is not expected to be a significant transfer to self-service until at least August 2018. It is the responsibility of DWP to ensure that claimants are supported through this process to enable them to self serve. The Council already provides a PC in the contact centre for claimants. Camberley Job Centre Plus (JCP) also have 5 Web Access Devices (WADS) for claimants to use to access their UC claims, personal emails and job opportunities. Further facilities are available at public libraries across the borough and the job centre.
- 1.6 SHBC facilities are working with Camberley JCP to look to co-locate the WADS and public access PC’s to improve access and the ability to provide support to claimants who may require digital support.

- 1.7 Whilst local organisations may be willing to assist claimants it is difficult for the Council to lead this initiative given it has no responsibility for Universal Credit. There are also issues around coordination of volunteers, training, and maintenance of equipment, data protection and access to the internet that would all need to be practically managed and resourced. The Council already provides a community grant to the Camberley Job club which provides support to residents seeking employment and the job centre amongst others provides equipment and advice for making on line job applications.
- 1.8 The Government has already provided videos on You Tube to assist claimants in making benefit applications and these are provided free on the internet.

Revised recommendation (i)

- 1.9 ***The Executive urges the Council to work more closely with the DWP and the third sector to ensure that there is an adequate provision of computer and internet facilities across the borough to support the wider introduction of Universal Credit.***

Original Recommendation (ii)

- 1.10 **Increase the number of locally based qualified advisors:**
- a. **CAB believes that to meet current demand, that would require a full time Welfare Benefits Specialist (FCA qualified) and part time paid Debt caseworker, supported by the many volunteer advisors at the centre. Total cost circa £38,000pa – CAB have indicated that they could part fund this.**
 - b. **Frontline do not currently receive any assistance from SHBC – they are financed by donations from local Churches. They could also cope with more cases if they had extra funds. A grant of £4k` was recommended**
 - c. **Facilitate extra training for existing SHBC staff. Cost to be clarified.**

Additional Information

- 1.11 The Council has no statutory responsibility in respect of advising residents on their benefits or debt management and so it would be for the Executive to decide whether this was a priority in the light of other spending pressures on the Council.
- 1.12 The Council has received a grant from the DWP for training staff to give advice to claimants in Personal Budgeting Support (PBS), which is a key part of the transfer to Universal Credit, for claimants who need help

to cope with personal budgeting once their UC is paid on a monthly basis.

- 1.13 PBS training is to be provided to Revenues and Benefits staff by David Reed, from Frontline Debt Advice.

- 1.14 The Council already provides £80,000 grant funding to the CAB in addition to free accommodation and parking. Frontline does not receive any grant. Both the CAB and Frontline should be encouraged by the Task and Finish Group to come forward with more detailed applications for funding as part of the next grant funding round.

Revised recommendation (ii)

- 1.15 ***No recommendation required at this time***

Original Recommendation (iii)

- 1.16 **Establish a much stronger working relationship with Surrey Credit Union (now called Boom as the Surrey Credit Union merged with the West Sussex Credit Union) and other similar, which are able to offer a much more cost effective short term loan service than commercial operators such as pay day schemes.**

Additional Information

The Council's benefits team is already successfully working with "Boom" and the CAB to give residents and claimants access to cheaper loans.

Revised recommendation (iii)

- 1.17 ***The Executive notes and supports the work done by the Surrey Credit Union in supporting residents of the borough.***

Original Recommendation (iv)

- 1.18 **Lobby National, Universal Credit and SCC representatives to ensure that they understand the impact of the new changes and hear this Council's suggestions as to how matters could be improved; and**

Additional Information

The Council has met with the DWP around the implementation of Universal Credit and has fed back concerns around its implementation and consequences. That said this is a Government Policy over which Surrey Heath has no influence or direct responsibility.

Revised recommendation (iv)

- 1.19 ***The Executive urges the DWP work more closely with Councils to mitigate the impact of the benefit reforms.***

Original Recommendation (v)

- 1.20 **Include, in the Local Plan, a planned increase in the number of one bedroom social housing units.**

Additional Information

The number of social housing units does not fall under the remit of the Executive and is something that will be considered by the Local Plan working Group and Full Council in due course

Revised recommendation (iv)

- 1.21 ***No recommendation required***

2. Resource Implications

- 2.1 The original Performance and Finance Committee proposals as originally costs would require funding of at least £42,000 which has not been included within the budget. This would have to be found from savings in other areas.

3. Proposals

It is PROPOSED THAT Executive be RECOMMENDED that:

- i. The DWP is urged to work more closely with Councils and the third sector to ensure that there is an adequate provision of computer and internet facilities across the borough to support the wider introduction of Universal Credit ;***
- ii. Notes and supports that work done by the Surrey Credit Union in supporting residents of the borough.***
- iii. The DWP be urged to work more closely with Councils to mitigate the impact of the benefit reforms***

4. Options

- 4.1 The Committee can decide to accept, amend or reject any of the proposed recommendations

Annexes	None
Background Papers	None
Author/contact details	Robert Fox, Revenues and Benefits Manager & Jane Sherman, Democratic and Electoral Services Manager
Head of Service	Kelvin Menon – Executive Head of Finance & Richard Payne – Executive Head of Corporate

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Committee Work Programme 2017/18

Portfolio	Corporate
Ward(s) Affected:	n/a

Purpose

To consider the Committee work programme for the remainder of the municipal year 2017/18.

Background

1. The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 17 May 2017 and it is anticipated that it will be re-appointed for 2018/19.
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 following meetings in 2017/18:

6 December 2017
21 March 2018
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 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

7. It is proposed that Members consider a work programme for the remainder of the municipal year 2017/18.

Resource Implications

8. 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

9. The Scrutiny Committee is advised to consider a work programme for the remainder of the municipal year 2017/18.

Background Papers: None

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PERFORMANCE AND FINANCE SCRUTINY COMMITTEE –
DRAFT WORK PROGRAMME – 2017/18

DATE	TOPIC	OFFICER
6 December 2017		
1.	Scrutiny of Portfolio Holders – Finance/ Transformation	Kelvin Menon/Louise Livingston/ Karen Limmer
2.	Review of Reserves and Provisions	Kelvin Menon
3.	Annual Report on Treasury Management and Mid-Year Update	Kelvin Menon
4.	½ Year Finance Report	Kelvin Menon
5.	Mid Year Performance Report	Jacinta Stevens
6.	Update on Investment Properties	Karen Limmer
7.	Task and Finish Groups	Rachel Whillis
8.	Committee Work Programme	Rachel Whillis
21 March 2018		
1.	Scrutiny of Portfolio Holders – Regulatory/Community	Jenny Rickard/ Tim Pashen
2.	Corporate Risk	Kelvin Menon
3.	Community linked reports	Tim Pashen
4.	Regulatory linked reports	Jenny Rickard
5.	Task and Finish Groups	Rachel Whillis
6.	Committee Work Programme	Rachel Whillis

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