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Tuesday, 27 November 2018

To: The Members of the **Performance and Finance Scrutiny Committee**
(Councillors: Katia Malcaus Cooper (Chairman), Darryl Ratiram (Vice Chairman), David Allen, Bill Chapman, Edward Hawkins, Paul Innicki, David Lewis, Max Nelson, Robin Perry, Chris Pitt, Joanne Potter, Ian Sams, Wynne Price, Victoria Wheeler and Valerie White)

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

Substitutes: Councillors Rodney Bates, Surinder Gandhum, Ruth Hutchinson, Oliver Lewis and Conrad Sturt

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Wednesday, 5 December 2018 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 Minutes of the Previous Meeting | 3 - 10 |
| 3 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.

- 4 Portfolio Holder Update: Finance 11 - 18**
- To receive an update from Councillor Charlotte Morley on her work during 2018/19 in her capacity as Portfolio Holder for Finance.
- 5 Portfolio Holder Update: Planning and People 19 - 32**
- To receive an update from Councillor Alan McClafferty on his work during 2018/19 in his capacity as Portfolio Holder for Planning and People.
- 6 Mid Year Performance Report 33 - 58**
- To consider the Council's mid-year Performance Report for the period April to September 2018.
- 7 Committee Work Programme 59 - 62**
- To consider the Performance and Finance Scrutiny Committee's Work Programme and to receive an update on any Task and Finish Groups established by the Committee.
- 8 Exclusion of the Public and Press**
- To consider the following motion:
- That pursuant to Section 100A of the Local Government Act 1972, as amended, members of the public and press be excluded from the meeting for consideration of the following item which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
- 9 Performance of the Major Property Acquisitions 63 - 68**
- To receive a report providing an update on the performance of the Council's major property acquisitions.
- 10 Date of Next Meeting**
- The next scheduled meeting of the Performance and Finance Scrutiny Committee will take place on Wednesday 20th March 2019 at 7pm.

Minutes of a Meeting of the Performance and Finance Scrutiny Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 2 October 2018

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

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

- + Present
- Apologies for absence presented

Substitutes: Councillor Bates for Councillor Allen
Councillor Gandhum for Councillor Perry

Members In Attendance: Cllr Mrs Vivienne Chapman
Cllr Paul Deach
Cllr Colin Dougan
Cllr Craig Fennell
Cllr Josephine Hawkins
Cllr Alan McClafferty
Cllr Adrian Page

Officers in Attendance: Daniel Harrison, Executive Head: Business
Julia Hutley-Savage, Principal Lawyer
Louise Livingston, Executive Head: Transformation
Kelvin Menon, Executive Head: Finance
Tim Pashen, Executive Head: Community
Richard Payne, Executive Head: Corporate
Jenny Rickard, Executive Head: Regulatory
Matt Smyth, Director, Joint Waste Solutions

8/PF Minutes of Previous Meeting

RESOLVED that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 4th July 2018 be approved as a correct record and signed by the Chairman.

9/PF Declarations of Interest

There were no declarations of interest.

10/PF Member Call-In - Car Parking Charges

The Committee considered a Call-In in respect of a decision taken by the Executive on 12th September 2018 to change the parking tariffs in Camberley Town Centre multi-storey car parks.

The Call-In, which had been submitted in accordance with Part 4 Section C of the Council's Constitution by Councillor Edward Hawkins and Councillor Valerie White, cited the following elements of the decision which gave grounds for concern:

- i. The decision to raise car-parking charges had been taken at a time when the income from car parking was falling; footfall in the shopping centre had fallen and work would be underway on the High Street, which would potentially cause disruption to shoppers and traders.
- ii. Recommendations i and ii in the original Executive report had been combined without adequate debate.

In their submission, Councillors Hawkins and White also set out the following reasons for their decision to submit the Call-In:

- The report considered by the Executive contained insufficient information as to the proper timing of the scheduled works.
- There was a lack of information on the viability of Camberley Town centre and the impact of the revenue raised in the current financial year.
- Bracknell, a competitor town, was reported to have decided not to increase charges in the car parks it manages.

The Committee acknowledged that the decision taken by the Executive had been a finely balanced one. However the Committee felt that the original Executive report lacked sufficient detail, particularly in relation to footfall data, income generation and ongoing costs, and this had prevented the Executive from looking at car parking in relation to the wider economic situation. Consequently, it was considered that the Executive had not been in a position to make a fully informed decision.

Councillor Hawkins reported that feedback from residents on the proposals had been negative with many expressing the opinion that they did not get good value for money from Camberley Town Centre and consequently elected to shop in neighbouring towns. Traders had also expressed concerns about the impact that raising car parking charges at a time when trade levels continued to decrease year on year would have on future trade.

The Committee noted that it had been proposed to increase all parking charges except evening charges which would be reduced in order to support the night time economy. It was felt this discrepancy was contradictory at a time when traders were experiencing year on year falls in trading levels. Furthermore, the Council should be working to develop strategies that supported local businesses.

It was noted that four different organisations, Collectively Camberley, Standard Life, Montagu Evans and Surrey Heath Borough Council, worked to promote Camberley town centre. The Committee questioned what synergies there were between the four organisations and whether this was effective. It was also questioned whether some of the BID money might be used to support car parking.

The Committee noted the proposal to introduce a monthly parking pass. However, it was queried why buying either three or six individual monthly passes was cheaper than buying a three or six month pass. It was clarified that the one-month parking pass was administered online and therefore the cost of a one-month pass was lower than the three

and six-month passes, which required an element of officer input which had to be incorporated into the pricing.

The Committee also raised concern that in combining recommendations i and ii without an adequate explanation, the Executive had been deprived of the opportunity to fully debate the merits and drawbacks of each aspect of the recommendation at the time the decision was taken. Notwithstanding this, the Committee strongly supported the principle of introducing subsidised annual permits for those working in the town centre who were earning the living wage or below and agreed that introducing these subsidised permits should be carried out as quickly as possible.

It was agreed that the establishment of a Task and Finish Group to examine the provision and offering of the car parks in Camberley Town Centre would be an appropriate way forward. It was suggested that if a Task and Finish Group was to be established then its remit should include:

- The total parking package offered in town centre car parks
- Looking at the whole parking offering and charging regime to include a reasonable provision of free parking with not less than one hour.
- The provision for disabled parking.
- The support that the Council gives to retailers to include the Government's Business Rates Retention pilot.
- A report from Collectively Camberley on the work that they do to promote the town.
- Review the subsidised permits of £150 per annum for those on a living wage.

It was acknowledged that the suggested Task and Finish Group would report its findings after the Executive decision had been re-examined by the Executive and agreed that if it did go ahead the Task and Finish Group's proposed terms of reference would be considered at the Committee's next meeting on 5th December 2018.

It was agreed that the Called-In decision should be referred back to the Executive for reconsideration with the recommendation that the decision be taken only when more complete data relating to footfall and income and expenditure was made available and that the proposed increase in charges and the proposed introduction of subsidised permits for those earning below the living wage be considered as two distinct recommendations.

RESOLVED that:

- i. The Called-In decision to implement changes to the parking tariffs in Camberley Town centre multi-storey car parks be referred back to the Executive for reconsideration because:
 - The decision taken had been based on a report that contained insufficient information to enable a fully informed decision to be made.
 - Increasing parking charges at a time when the town centre traders were facing already difficult trading conditions would further depress footfall through the town centre.
 - Considering Recommendations i and ii as a single indivisible recommendation had prevented adequate debate.
- ii. The Executive be advised to:
 1. Make its decision only when more complete data relating to footfall and income and expenditure was made available; and that
 2. The proposed increase in charges and the proposed introduction of subsidised permits for those earning below the living wage be considered as two distinct recommendations.

- iii. A Task and Finish Group be established to examine council provided parking in Camberley town centre.

11/PF Portfolio Holder Update: Places and Strategy

Councillor Craig Fennell presented an update on the work carried out to date during the 2018/19 municipal year in his capacity as Executive Portfolio Holder for Places and Strategy.

It was noted that the new portfolio covered the following key areas: car parking, heritage services, public and open spaces, sports and leisure and strategic infrastructure and the public realm. Arising from the Committee's questions and comments the following points were noted:

- Officers were working with the IT providers to try to identify a solution so that 3 and 6 month parking permits could be administered online. Once this work was complete the price of the three and six month permits would be reviewed.
- Relocating the car wash in Main Square car park would improve accessibility around the main stair well on level 3.
- Multiple payment providers were being used to collect car parking payments because the Ring Go system was not compatible was the automatic number plate recognition system used in a number of the car parks.
- Income received from the town centre car parks was used to subsidise the ongoing maintenance costs of the out of town car parks and any investment in the out of town car parks was linked to the income levels received by the Council.
- The Rugby Fans in Training project had been limited to 15 places per club.
- It was confirmed that the whole Council would have the opportunity to consider and debate the proposals for the Arena Leisure Centre replacement.
- The Walks in Surrey Heath Programme was a well-established programme, which continued to be well supported.
- Ice Skate Camberley would not be taking place in 2018 however, an extensive programme of events had been planned for the weeks leading up to Christmas.
- The electricity points installed in Southwell Park Road for the 2016 ice rink were used for events held in the London Road Recreation Ground. It was agreed that information relating to the cost of installing the points would be circulated.
- An extensive playground refurbishment programme was in place and clarification would be given as to whether the Orchard Way Play Area had been included.
- It was clarified that 15% of any Community Infrastructure Levy (CIL) payments would be allocated for local capital schemes in those wards that were not part of a parish council to ensure all the borough's wards had parity.
- Installing charging points for electric cars on the roads fell within the remit of the County Council. The possibility of utilising Rapid Electric Charging schemes would be explored.
- It was acknowledged that transient traveller encampments were an ongoing issue for which there was no simple solution and a County wide working group had been set up to examine the issue. Injunctions taken out by other local authorities had been focused on named individuals and named locations and it was considered unlikely that they would become a widespread method of managing the issues.
- The new Heritage Space in the Square was seeing an increase in visitor numbers. The Committee asked that their thanks be passed on to all the volunteers and staff for their work and commitment to raising the profile of Surrey Heath's heritage amongst its residents.

The Committee thanked Councillor Fennell for his update.

12/PF Portfolio Holder Update: Economic Development

Councillor Colin Dougan presented an update on the work carried out to date during the 2018/19 municipal year in his capacity as Executive Portfolio Holder for Economic Development. Arising from the Committee's questions and comments the following points were noted:

- It was agreed that the Economic Development Officer would liaise with ward councillors to establish links with business associations in the villages.
- Surrey County Council was leading on an event to look at tourism across Surrey. It was acknowledged attendance at the event might be a useful starting point to identifying any synergies that might be incorporated into the Economic Development Strategy.
- Officers were in the process of reviewing four applications for funding from the Kevin Cantlon Shop Front Improvement Scheme.
- The terms and conditions of the Kevin Cantlon Shop Front Improvement Scheme had been reviewed. It had been considered that the application process was straightforward and that the terms and conditions of the scheme were appropriate given the profile of its intended business targets i.e. local independent small businesses with no more than five outlets. Officers were engaging with agents and shop owners to raise awareness of the scheme. An 'advert' had also been developed which would be circulated to members to distribute through their own networks.

The Committee thanked Councillor Dougan for his update.

13/PF Joint Waste Contract

Matt Smyth, Director, Joint Waste Solutions (JWS), gave a presentation on the work that had taken place to implement the joint waste contract in Surrey Heath. The presentation included an overview of the history and key features of the contract, key performance data and a summary of key development and improvement areas.

The Committee was informed that work to develop the joint waste contract had started in May 2013 and Surrey Heath Borough Council, Elmbridge Borough Council, Woking Borough Council and Mole Valley District Council had signed a ten-year contract with Amey in May 2017. The contract had been developed to be a co-operative partnership contract, which other local authorities could join at any time.

It was acknowledged that although the number of missed bin collections being reported had reduced the number of missed residual waste and food waste collections was still too high. Furthermore, IT issues had caused problems in the run up to the launch of the new garden waste collections and this had affected the number of residents electing to take up the service. Priority areas for improvement included the number of missed food waste collections, repeat missed collections, the length of time that it took to rectify a missed collection, improvements to ICT systems and working with Amey's contact centre to improve the levels of customer service received by residents.

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

- A significant amount of work had taken place to ensure that all the data held by Amey was correct and an independent third party was nearing the end of a review of all the data held to verify its accuracy going forward.

- The missed bin collection target was no more than 80 per 100,000.
- Food waste was now collected separately from the main residual waste and recycling collections and JWS was working with Amey to resolve the operational issues that meant food waste caddies were being missed for example residual waste bins were being replaced in such a way that they obscured the food caddy from view.
- The design of the vehicles used for clothing and small electricals collections meant that the load area was smaller. Although the number of reported missed clothing and small electrical collections was relatively small it was thought that rather than reporting the missed collection residents were just taking the items back. It was requested that members encourage residents to lodge a complaint when this occurred so that an accurate picture of the scale of the problem could be obtained.
- It was confirmed that municipal waste collections started at 6am however commercial waste operators could start work earlier. Complaints about noise from commercial operators should be registered with the Council as a noise complaint.
- It was agreed that reports that bins were being left obstructing footpaths and driveways after they had been emptied would be investigated.
- Rushmoor Borough Council had expressed an interest in joining the contract before the procurement process had started however it had proved logistically too difficult to incorporate only part of Hampshire County Council as the waste disposal authority into the contract.
- Staff recruitment and retention was key to providing a good service.
- The benefits of joining the contract was actively marketed to other Surrey authorities and Surrey County Council had transferred a number of its waste functions into JWS.
- The vehicle In Cab technology could be used to record real time data on whether bins were being presented for collection however, the technology was not always being used and JWS was working with Amey to improve this.

It was requested that Members send any complaints about repeated missed collections to surreyheath@jointwastesolutions.org. It was agreed that the concerns raised by the Committee would be raised with the Amey Account manager.

The Committee acknowledged that mobilising the contract had been a significant piece of work and the hard work of officers to improve the service should be recognised.

The Committee thanked Matt Smyth for his update.

14/PF Annual Report on the Treasury Management Service and Actual Prudential Indicators for 2017/18

The Committee received the annual Treasury Management Service and Prudential Indicators Report for the 2017/18 financial year.

It was reported that at the end of the 2017/18 financial year, the Council had £119.7million of borrowing and £14.9million of treasury investments with the majority of the Council's borrowing being used for short term loans. During the 2017/18 financial year the Council had entered into £1.1million of new short term borrowing.

The Council had complied with its agreed prudential indicators for 2017/18 and it had been confirmed that the Council had adopted a prudent approach in relation to investment activity with priority being given to security and liquidity over yield.

The Committee noted the report.

15/PF Council Finances

The Committee received a report setting out the financial position of the Council at the end of the first quarter (April to June) of the 2018/19 financial year,

It was reported that at the end of the first quarter £17.5million had been spent on capital expenditure with £13.5million of this having been spent on property acquisitions including the Trade City Industrial Estate and Windlemere Golf Club. £1.9million had been spent on the purchase of new refuse vehicles.

The Committee noted that the Council had agreed to take a reduction in rental income to keep House of Fraser in Camberley Town Centre.

The Committee noted the report.

16/PF Complaints Monitoring Annual Report 2017/18

The Committee received a report summarising the outcome of complaints received by the Council at either Stage 2 or Stage 3 of the Council's complaints policy.

During the 2017/18 municipal year 38 formal complaints had been dealt with at either stage 2 or stage 3. Of these, 29 had been found to be not justified, three were found to be partly justified, five had been found to be justified and a resolution was still outstanding on one complaint.

During 2017/18, the Local Government Ombudsman had received 18 complaints relating to Surrey Heath Borough Council. Of these eight had been closed following initial enquiries, four had been referred back to the Council for local resolution, one was considered to have been invalid and advice had been given on one complaint. A detailed investigation had been held into one complaint and this had resulted in the complaint being not upheld. Three complaints were still to be determined and the outcome of these would be reported in the 2018/19 report.

It was agreed that future reports would include contextual information relating to the complaints received and details of the lessons learned and changes resulting from the complaints.

The Committee thanked officers for the work that they did to ameliorate problems for residents so that the majority of complaints were resolved at an early stage.

The Committee noted the report.

17/PF Information Items

The Committee received and noted a report summarising activity over the past twelve months in the following areas: the Regulation of Investigatory Powers Act (RIPA) 2000, progress against the Air Quality Action Plan and Equalities and diversity.

18/PF Performance and Finance Scrutiny Committee Work Programme

The Committee considered a report setting out its work programme for the remainder of the 2018/19 Municipal Year.

**PERFORMANCE AND FINANCE SCRUTINY
COMMITTEE**

Finance Portfolio Update

| | |
|-------------------|---------|
| Portfolio | Finance |
| Ward(s) Affected: | All |

Purpose

To provide a progress report on the Finance Services Portfolio

1 Background

1.1 The Finance Portfolio covers the following areas as set out below:

- Finance
- Procurement
- Revenues and Benefits

2 Finance Function

2018/19 Budget

2.1 The finance report, which is being reported to Executive, next week, shows that the Council is broadly on budget for this year. Although there have been some variances these have been covered. Members will already be aware of the issues around key retailers in Camberley and for this year any shortfall is being covered from the rent equalisation reserve.

2019/20 Budget

2.2 The Finance service is currently working on putting the Budget together for 2019/20. This will be done in time for presentation to members in February 2019. During the year a new budget module was installed on the Civica financial system which has enabled services to input their revenue and payroll budgets directly in to the system.

2.3 A key component of the budget will be the Local Government settlement which is due to be announced on the 6th December. 2019/20 marks the final year of the current settlement cycle and Surrey Heath is due to lose almost £900k, called negative Revenue Support Grant – RSG, in Government funding. The Government has promised to review this so we are keeping our fingers crossed! Not including this reduction since 2010/11 the Council has lost £2.7m cash in funding.

2.4 The main budget pressures are in respect wage growth in the wider economy which impacts recruitment, general inflation and the fall in the £ which has driven up contract costs and the costs of funding the Councils capital program. The Council has sought to offset this through generating income through investment in property as well as seeking to drive more income. This has in the main been successful although the recent downturn in retail rents has had an impact on investment returns.

Capital

- 2.5 During the year the Council has made a number of capital acquisitions. These include investment properties, refuse vehicles, SANGS land and the SQ refurbishment. As the Council has no capital receipts all capital has to be funded by borrowing and therefore creates a revenue pressure.

Treasury and Investment

- 2.6 The Council continues to invest surplus funds as well as borrow to fund its acquisitions. At the end of September the Council had around £14m invested and borrowings of £125m. In addition around a further £20m has been funded using internal borrowing.
- 2.7 Members may wish to note that there are strict rules around borrowing by Councils. Councils can only borrow for a capital purpose, such borrowing has to be authorised and within the Council's legal powers. Furthermore not only must the Council cover the interest charge on the loan it must also make provision for the repayment of the loan (Minimum Revenue Payment or MRP) – rather like a mortgage. This MRP is built up over the life of the loan, usually on an annuity basis, and may be paid over as debt repayments over the life of the loan or paid at the end. Unlike a private sector investor it is illegal for the Council just to rely on selling its asset to repay the debt.
- 2.8 On the advice of its Treasury advisors the Council has kept the majority of its borrowings short in order to reduce interest costs. The finance team has worked hard to get the best rates for the Council which although it has created a lot of additional work has realised significant savings for the Council.

Transactions

- 2.9 During the year the council has worked hard on paying its creditors promptly. Over 99% are paid within 30 days and many significantly sooner. Approximately 500 purchase invoices and 350 sales invoices are processed each month and all creditors are paid electronically – there is no cashbook!

External audit and Accounts

- 2.10 The Council received a clean audit report and value for money conclusion on the 2018 annual accounts. This was the first year that accounts had to be prepared by the 31st May and audited by the 31st July. Surrey Heath met both of these deadlines although 13% nationally did not. As a result of a tender conducted by the Public Sector Audit Appointments (PSAA) KPMG have now ceased to be the Council's auditor and BDO have been appointed. Hopefully the transition will be a smooth one and not lead to any delays in the process this year.

Strategic Outlook

- 2.11 The next few years will remain challenging for the Council's finances. There are a few areas which are still to be unclear as follows:
- The financial settlement for the next 5 years has not been announced as yet. Although austerity is now not such a priority it is unclear whether Councils will receive any additional funding;

- The results of the “fair funding” review are awaited. This could result in changes to funding for Surrey Heath and all districts as funding is tilted more towards adult and children’s social care.
- The final shape of the 75% localisation of business rates is still awaited. Crucial to this will be where the baselines are set since this will determine how much growth, if any, the borough will benefit from;
- The overall economy is at best weak and retail in particular is suffering. This may have an impact on Council rental income for the near future;
- Surrey County Council continues to experience financial stress. This not only results in pressures falling on the districts as grants are cut and services transferred but also could lead to a full reorganisation if Surrey were to fail.
- The Council has thus far followed a strategy of increasing income to maintain services. If this does not continue then services may need to be reduced and the Council’s regeneration plans which require funding put on hold.

2.12 It is to cope with these uncertainties that the Council maintains a level of reserves. These reserves, provided they are not earmarked for a specific purpose, can be called upon to deal with short term financial pressures whilst longer term solutions are sought.

3 Revenues and Benefits Function

Council Tax and Business Rates

3.1 The Council Tax and Business Rates teams had a collection rate of 99.49% for Council Tax and 98.81% amongst the highest in the country. They work hard with businesses and residents experiencing difficulties to ensure that these are paid since this money is needed to provide the services the community relies on. The Government announced some new business reliefs in the budget and these will be implemented in the new year and should ease some of the pressure on retail businesses.

3.2 The department has worked hard to reduce costs and at the moment 4328 residents and 768 businesses have signed up for e-billing. This is expected to grow in the future. About £40m is collected in business rates each year of which only £1.6m or 4% actually comes back to Surrey Heath

Benefits

3.3 The benefits service has continued to reduce its processing times for claimants and these currently stand at an average of 5.3 Days. During the last 6 months 1100 new claims and 10671 changes have been processed by the team.

3.4 The big change is the implementation of Universal Credit in to Surrey Heath on the 28th November 2018. What this will mean is set out in more detail in the attached annex. What was envisaged originally as a “big bang” approach has now become more fragmented and it is clear that a housing benefits service will be required for some time. In addition it is worth noting that Councils will still be required to administer and award Local Council Tax Support as this will not form part of Universal Credit as well as housing costs for claimants not transferring to UC however the funding of this has not been guaranteed

4 Procurement

- 4.1 There have been a number of high profile procurements under taken within the Council this past year (2018), with a number of beneficial outcomes for the Services involved.
- 4.2 The list of tenders undertaken in the last 12 months are detailed below, however, particular attention needs to be brought to the procurement of the Grounds Maintenance Services which has been awarded to a new supplier for the first time in 12 years. This brings not only a reduction in the cost of the service but also includes additional services, such as works previously undertaken by SCC. Therefore a great improvement in the services offered and the overall value of the contract.
- 4.3 A large number of improvement works have been awarded following tenders including the much needed refurbishment of Camberley Theatre, the removal of the Ramp from Ashwood House and the resurfacing of the Main Square Car Park, with the lighting replacement and Stair core refurbishment due to start shortly.
- 4.4 Finally, the Town Centre regeneration has led to a number of key procurements including the London Road Block Competitive Dialogue, the procurement of the Designer for the High Street Public Realm project, and a competitive process to find an Artist to create public art that will be incorporated into the wider design of the High Street public realm. Councillor Alan McClafferty and Deputy Leader Richard Brook were included as members of the evaluation panel for the selection of the Artist to help ensure we found the best fit for the Town Centre.

| Tender Exercise Name | Service | Procurement Status |
|--|----------------|---------------------------|
| Leisure Contract for redevelopment of Camberley Arena Leisure Centre | Business | Ongoing |
| Ashwood House - Enabling Works including removal of the Ramp | Legal | Completed |
| Car Park Consultancy Services for the refurbishment of Main Square | Business | Completed |
| Camberley High Street Public Realm - Designer | Regulatory | Completed |
| Grounds Maintenance Contract review | Business | Completed |
| Air Quality and Transport Modelling for A331 | Regulatory | Completed |
| Public Art Commission: Camberley High Street | Regulatory | Completed |
| Evergreen Road Playground Refurbishment | Business | Completed |
| Camberley Theatre - Refurbishment works and services | Business | Completed |
| Frimley Lodge Park –playground | Business | Ongoing |
| London Road Block | Regulatory | Ongoing |
| ITT for Multi Storey Resurfacing | Business | Completed |
| ITT for lighting replacement works for Main Square car park | Business | Completed |
| ITT for Stair Core Refurbishment Works | Business | Ongoing |

Many of these procurements are processed through the DELTA procurement portal

- 4.5 In addition it is key to note this table does not include all the additional lower spend procurements taking place throughout the Council through the year (e.g. below local and EU Tender threshold) that are still high in value and profile and are ensuring the Council get best value from its external third party spend.

4.6 An example of this is the Concept Design work undertaken for LEKR - The results from this procurement will shape and inform future procurements enabling the SHAPE programme to drive better value.

| | |
|--------------------|---|
| Annexes: | Annex A: Universal Credit Briefing Note |
| Background Papers: | None |
| Executive Head: | Kelvin Menon, Executive Head: Finance |

UNIVERSAL CREDIT BRIEFING

Introduction

Universal Credit is being introduced in to Surrey Heath on the 28th November 2018 and will eventually replace the following benefits:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

Universal Credit is given to people who are in work and on a low income, as well as to those who are out of work. Universal Credit is administered by the claimant online so that as they move in and out of work, their payments are adjusted giving them an incentive to work for any period of time that is available.

Universal Credit is administered as one monthly payment, paid into a bank or building society account. It is usually Universal Credit claimant's responsibility to pay their rent and housing costs to their landlord. In some situations claimants can ask for the housing element to be paid direct to their landlord or a landlord can request to have the housing costs element of Universal Credit paid direct if the tenant is having difficulty paying the rent.

Not everyone will have their housing costs paid through Universal Credit. A significant number of claimants will continue to receive Housing benefit administered by SHBC. There are:

- pension age claimants
- those living in exempt / specified and temporary accommodation
- families with 3 or more children (until end January 2019 unless further extended)
- all claimants in receipt of a severe disability premium who have a change of circumstance after 16th January 2019
- 18-21 years olds who need housing costs from the 1st January 2019.

These exceptions and staggered legislative changes will make the provision of advice to new claimants complicated as some will qualify for Universal Credit of Housing Benefit or indeed both.

Managed migration of existing benefit claimants who have no change in circumstances is not expected to start until mid-2019 at the earliest, and a long lead in time is anticipated to enable processes to be implemented appropriately. Managed migration is planned to end in 2023 however based on the experience of other areas this is likely to take far longer.

Current claimants will migrate to Universal Credit, provided they are not an expectation, if they have an appropriate change in their circumstances such as:

- moving into work
- a household having their first child
- claiming Tax Credits and gain a partner
- Income Support ceasing
- Takes a new tenancy for the first time and is on a legacy benefit

Housing Benefit will continue for 2 weeks after a Universal Credit claim is approved to try and cover the gap between benefits.

Information about eligibility to make a claim for Universal Credit will be available on the Council's website or at <https://www.gov.uk/universal-credit>

How does UC affect SHBC?

The main administrative impact on SHBC will be for the Revenues and Benefits team who administrate the Housing Benefit and Council Tax Reduction Schemes. These schemes help those on low income, both working and not working to meet their housing costs or rent and council tax.

Universal Credit is available to working age claimants. Those working age claimants who rely on SHBC to help them with their housing costs will be affected by the changes from 28 November 2018. Claimants and residents who have reached the age to claim State Pension Credit are not affected by the Universal Credit changes.

From 28 November 2018 and new working age claimant who would have claimed any of the 6 legacy benefits will claim Universal Credit. For those claimant's with both a rental liability and a council tax liability they will need to approach Universal Credit to help then with their rental liability and make a separate application to SHBC for help with their council tax liability.

Once we have a council tax reduction claim we will base the entitlement on the details of their Universal Credit award. Universal Credit is assessed on a monthly basis, with payments made in arrears.

Currently for those claims based on the 6 legacy benefits SHBC can proactively access the system for information. This service does not apply to Universal Credit claimants. Whilst it has always been the responsibility of claimants to provide information and notify changes the tools made available to benefits teams has ensured accurate and prompt assessments regardless of a claimant's ability to manage their claim.

Help and Advice

The move to full Service Universal Credit for many of the residents of Surrey Heath will be a difficult and worrying time. The Revenues and Benefits team has been working with the DWP and partner agencies to ensure help and advice are available. Three main areas of concern were around availability of bank accounts, claimant's ability to budget, moving to an online claims process and the online maintenance of their claim.

Universal Credit - Getting a Bank Account

Aware that full service Universal Credit was fast approaching we were very aware of the need for claimants to have a bank account available for Universal Credit payments. To this end we met with the credit union, Boom, which serves people who live or work in Surrey, Kingston or West Sussex. It gives local people access to affordable loans, bank accounts and prepaid cards.

Boom offer a basic classic engage current account. The cost is £2 per month and comes with a handy budgeting tool. The account also allows for cash back rewards and Boom will set up a savings account alongside your current account. There are no credit checks and simple ID requirements.

Personal Budgeting Support and Assisted Digital Support

These two areas of claimant support have been rebranded by the DWP as Universal Support and from 1 April 2019 will be delivered nationally by Citizen's Advice.

Surrey Heath agreed to provide Assisted Digital Support and Personal Budgeting Support to Full Service UC claimants from February 2016 but so far there has only been one referral.

In line with a national agreement this service, called Universal Support, will be provided by Camberley CAB from 28 November 2018 and they will be funded for this by the Government via SHBC. This is £53.55 for assisted Digital Support and £63 for Personal Budgeting Support per claimant

In addition, a PC is provided in the contact centre for claimants to use for Universal Credit

Conclusion

The introduction of Full Service Universal Credit will be a challenge for SHBC and our residents not helped by the numerous exceptions and staggered changes. The need to make a separate claim to Council Tax Reduction as well as a significant number of claimants remaining on Housing Benefit further complicates matters.

The Council has invested in training for its staff and has worked closely with partners such as the DWP to try and make the transition as smooth as possible. What is clear is that the system appears to be becoming more complex and that Councils will be required to maintain a benefits function for the foreseeable future.

**PERFORMANCE AND FINANCE SCRUTINY
COMMITTEE
Planning & People Portfolio**

| | |
|-------------------|------------|
| Portfolio | Regulatory |
| Ward(s) Affected: | All |

Purpose

To provide a progress report on the Planning and People Portfolio

1. Background

1.1 The Planning and People Portfolio comprises a wide range of public facing services. Services such as Development Management, Local Plans, Planning Enforcement, Housing Register, Homelessness Reduction, Local Land Charges and Drainage are statutory. Family Support and Camberley Theatre are discretionary. A summary of the key issues arising to date in 2018 for each of these is set out below.

2. Planning Policy and Conservation

2.1 The key work area for this team is the production of the Local Plan review. The Issues and Options document has progressed through public consultation and the responses have been considered by the Local Plan Working Group. The Team will now begin drafting up the policy wording for consideration by the Executive and Full Council in Summer 2019.

2.2 The team produces an Annual Monitoring Report which records, amongst other data, housing completion rates in the Borough. In the last 5 years overall housing completion rates have been as follows.

| Year | Net completions | Objectively Assessed Housing Need Target |
|-----------|-----------------|--|
| 2013/2014 | 127 | 191 (Core Strategy figure) |
| 2014/2015 | 187 | 191 |
| 2015/2016 | 305 | 191 |
| 2016/2017 | 226 | 382 (2016 SHMA figure) |
| 2017/2018 | 224 | 382 |

2.3 For affordable housing the completion rates have been below target overall.

| Year | Affordable Housing Completions | Target |
|-----------|--------------------------------|--------|
| 2013/2014 | 0 | 65 |
| 2014/2015 | 6 | 65 |
| 2015/2016 | 21 | 65 |
| 2016/2017 | 74 | 65 |
| 2017/2018 | 36 | 65 |

2.4 The main reason for failure to provide affordable housing continues to be viability. All viability assessments provided by developers are independently checked before any agreement over a reduction in contributions is reached. Commuted payments have been taken in lieu in some cases but the total sum collected to date of £1.6m for alternative provision will fund only a small proportion of the shortfall.

- 2.5 The team has also been supporting the production of the Windlesham Neighbourhood Plan with the submission of the proposed plan and appointment of an Assessor. The examination of the Neighbourhood Plan is now underway and we await the Examination Report.
- 2.6 The examiner, Ms Deborah McCann MRTPI has been appointed and is currently conducting the examination via written reps. Her preliminary date for completing the examination is the end of November.
- 2.7 Following completion of the examination we will arrange publication of the Examiner's Report and advise whether this concludes that the plan can proceed to referendum. The Council is also required to produce a Decision Statement.
- 2.8 Democratic Services will then be asked to organise a referendum for the Neighbourhood Plan Area, following the issue of the Decision Statement (and subject to the examiner concluding that the WNP meets the basic conditions set out in paragraph 8 (2) of Schedule 4B to the Town & Country Planning Act 1990 (as amended)).
- 2.9 A new Planning Policy Manager Jane Reeves started work in November.

3. Private Sector Housing Enforcement

- 3.1 This area of activity is undertaken by the Homes Solutions Team. The team works to ensure that homes in the borough are safe and hazard free. Much of their work is with private landlords, supporting them to meet their responsibilities and provide decent homes and, when necessary, undertaking enforcement action to achieve this when landlords do not co-operate.
- 3.2 One area of activity is the licencing of shared houses, known as Houses in Multiple Occupation (HMOs). Not all HMOs require a licence but the definition for those that do recently changed. From 1st October 2018 new legislation came into force that means a landlord letting a property to five or more tenants who form two or more households and who share some basic facilities such as the bathroom and kitchen are required to have a licence. If a landlord does not have a licence for such a HMO then it is a strict liability offence (like driving without a driving licence).
- 3.3 As a proactive approach is taken in inspecting all HMOs irrespective of the requirement for a licence the Home Solutions Team has a database of shared housing. Officers wrote to all landlords on the database drawing their attention to the new legislation and advising of the need for apply for a licence if they met the definition.
- 3.4 Prior to the change the Council had 129 HMOs on the database, 19 of which required a licence (averaging 4 applications a year as licenses are for a 5 year period). Since the change in definition the Council has received an additional 41 applications for licences from landlords on the database now caught by the new legislation. This has significantly increased the workload of the Team and while it is important that licence applications are processed and licenses issued work is also underway to ensure that qualifying landlords who have not applied are identified and pursued. Since April the Home Solutions Team has also dealt with 51 housing complaints, dealing with disrepair, damp and mould and other poor housing conditions, the most serious requiring the serving of a Prohibition Notice as the conditions were such that it was reasonable for the tenant to continue in occupation (the Team are now monitoring the refurbishment of that property so the tenant can return to a fit and safe home).

3.6 The Home Solutions Team also administers the Council's delivery of Disabled Facilities Grants and Home Improvement Agency functions which will be reported as part of the Community Portfolio functions in March 2019.

4. Housing and Homelessness

4.1 The Homelessness Reduction Act 2017 came into force in April 2018, with a greater focus on preventing homelessness rather than dealing with those who are actually homeless.

4.2 The legislation is in large part a response to poor practice by local authorities who offered little or no assistance to certain homeless households. For the Surrey Heath Housing Solutions Team the ethos of the Act, in promoting early intervention and seeking to prevent homelessness, fits with the team's approach. Unfortunately the accompanying bureaucratic framework for delivery is offering a challenge. In particular, to meet the increased reporting requirements it has been necessary to increase the staff team and procure a new IT system.

4.3 Some new burdens funding was made available by the Ministry Of Housing, Communities and Local Government (MHCLG) however this has not fully covered the cost of the additional member of staff needed. The new burden funding provided specifically for IT costs covered initial procurement but not the ongoing licensing costs now.

4.4 The Homelessness Reduction Act increases the length of time Case Officers work with residents to find a housing option. It does not deliver any additional housing and does not change who the Council has a duty to provide temporary accommodation for. Single people and couples who are not considered vulnerable can still end up with no fixed abode.

4.5 Since April 2018 the Housing Solutions Team has worked with 108 households who are homeless or threatened with homelessness. Of the 108 cases, 81 had had a positive outcome where homelessness was either prevented (i.e. they were able to remain in their current home) or relieved (i.e. a move to an alternative home was found).

4.6 48 households were or became homeless while working with the Team. Of these 18 were households with a priority need (having children or a health or other vulnerability), 27 were single people and 3 were couples who were not been considered to be vulnerable under the legislation.

4.7 The increase in single homelessness is at its most acute and visible with rough sleeping. In response to increasing levels of single homelessness the Council funded the a feasibility project to look at providing day services to single homeless residents and this has led the support to establish the Hope Hub, a new local charity. A successful bid was also made to the Local Government Association for Housing Advisor support to look at providing accommodation for single homeless people. The report has made a number of recommendations to support the Council in increasing the supply of single person accommodation which will be taken forward in 2019/20.

4.8 A significant barrier to preventing homelessness and for residents being able to find their own housing solutions is the lack of availability of social and affordable private rented accommodation. Notably the help that a resident can receive towards their rent in the private sector if they are on a low income or benefits has been frozen for 4

years as part of the welfare reform agenda. This means that local rents far outstrip the help available through Local Housing Allowance (see table 1).

Table 1

| Camberley rents 1.11.18 | Room | 1 bedroom | 2 bedroom | 3 bedroom |
|------------------------------------|-------------|------------------|------------------|------------------|
| Average rent pcm | £484 | £808 | £1033 | £1402 |
| Local Housing Allowance pcm | £346 | £612 | £765 | £913 |

- 4.11 Due to the level of rents in the Borough families on low incomes or full benefits are further disadvantaged in finding accommodation by the Benefit Cap, which restricts the amount of benefit a household can receive. If the rent level places a family above the Cap then their Local Housing Allowance/Housing Benefit is reduced. This is also affecting larger families in social housing and those in new housing association homes delivered at affordable rent levels (i.e. 80% of local markets rents).
- 4.12 The rollout of Universal Credit will also have an impact on the housing of residents. Universal Credit brings together 6 benefits, including those that help with housing costs, into one payment that is then paid monthly. Surrey is one of the last rollout areas and evidence from other areas indicate that it has been associated with an increase in arrears, along with vulnerable and disadvantaged groups experiencing difficulty in managing the application process and the method of receiving money leading to delays in payments and even loss of entitlement.
- 4.13 Locally the experience for single people who have moved to Universal Credit is that landlords have been less willing to consider them knowing that they receive their benefit to help with their rent direct whereas in the past the Council has been able to make direct payments to landlords of the Local Housing Allowance for those who are homeless or at risk of homelessness.
- 4.14 As well as the case work undertaken with residents who are homeless or at risk of homelessness the Housing Solutions Team delivers general housing advice to residents on a range of issues from landlord and tenants disputes, mortgage and debt issues, relationship breakdown and applying for social housing (also managing the Housing Register, assessing applicants and making nominations to housing association homes).
- 4.15 To deliver the work the Team works with a number of statutory and voluntary partners. Work includes Multi Agency Public Protection Arrangements (MAPPA) dealing with high risk offenders, Multi Agency Risk Assessment Committees (MARAC) dealing with serious domestic abuse, protocols on supporting people with mental health issues, hospital discharge, vulnerable 16/17 year olds and care leavers as well as participating in case conferences for individual housing clients (e.g. child protection).
- 4.16 The Council has a statutory duty to have in place a Homelessness Strategy setting out the approach to the prevention of homelessness in the Borough and an Allocation Policy detailing how residents are prioritised when they apply for social housing. Both are under review to ensure they meet the requirements of the new legislation and deliver the right services for vulnerably housed and homeless residents locally.

- 4.17 The Strategy will also be used as the basis to bid for any additional funding to support schemes to increase housing supply and prevent homelessness. Most of the work that the Housing Solutions Team carries out to prevent homelessness, both through project work and supporting individual households, is reliant on external funding. If this funding ceases to be available it will reduce the ability to prevent homelessness and is likely to lead to an increase in bed and breakfast and temporary accommodation use, with the associated social and financial costs.
- 4.18 It is also important to note that one Case Officer in the Housing Solutions Team is currently on a fixed term contract that is grant funded. The loss of that post would have a detrimental impact both on customer outcomes and on other members of the Team who are already working to capacity.

5 Planning Enforcement Policy

- 5.11 The service has moved to the Corporate Enforcement Team and that additional resource has enabled investigations to be undertaken faster.
- 5.12 A continuing problem remains the lack of resource to prepare enforcement notices. As previously advised to the Committee the service has tried to recruit a permanent Planning Officer (Enforcement) funded by the increase in Planning fees. There were no applicants for the post. Contract staff have been recruited, but do not stay long and this lack of continuity is disruptive to progressing enforcement cases.
- 5.13 Looking at caseloads a total of 155 compliance/ enforcement cases have been reported during 2018 so far and dealt with as follows.

| Case type/action | Number |
|---|--------|
| No breach found | 46 |
| Breach discontinued/ compliance achieved | 15 |
| Enforcement Notice/ Injunction served on site | 1 |
| Planning permission required and no notice served | 28 |
| Planning permission being sought/at appeal | 11 |
| Planning permission/ Appeal allowed | 12 |
| Still ongoing | 42 |
| Not yet checked | 0 |

- 5.14 The work on the Swift Lane enforcement action continues with further prosecutions and defence of appeals against these now underway. Work to cost and assess direct action on a number of other sites is now underway.
- 5.15 An injunction was served on Land at Woodhall Lane in Windlesham to prevent any operational development following unauthorised felling of trees over a weekend. The time taken from notification to officers, through obtaining a court hearing to serving on site was 3 days

6 Drainage

- 6.11 Following receipt of funding from the Environment Agency in 2017/18 work is now underway on a number of minor flood alleviation schemes around Chobham. These are located at Broadford Lane area, Station Road, Sandpit Hall Road and Staple Hill Pond

- 6.12 Work has been undertaken to provide a new access to Doman Road Depot. Works to realign the river channel will allow for the separation of drainage responsibilities and maintenance costs in any future re-use of the area.
- 6.13 No flooding has been reported in 2018 to date.

7 Land Charges

- 7.11 This service has provided 1895 Land Charges searches in the last 12 months and 1178 in the year to date as compared with 1254 in the same time period last year. Most are provided within 24 hours, well within the target of 3 days. However, numbers have continued to drop slightly as the housing market slows down.
- 7.12 The main challenge facing this service continues to be the roll out of the government project to move delivery of land charges away from local authorities. As yet the Council still has no date as to when this will affect us.
- 7.13 The team is currently heavily involved in helping to progress the roll out of the new Uniform system across the Council. This will impact, for a few weeks, on the time taken to turn round of searches when the data transfer takes place in Spring 2019.

8 Development Management

- 8.11 The numbers of planning applications (excluding certificates of lawful use etc) received in the first 2 quarters of 2018 is 529 this compares with 436 in the same time period in 2017 and 900 in the whole of 2017. The number of major applications received continues to be higher than surrounding boroughs, with such applications being more complex to deal with.
- 8.12 The recent increase in planning application fees is being used to fund the recruitment of additional staff. In particular, to support work on major planning applications such as Princess Royal Barracks and Fairoaks Airport.
- 8.13 The team was awarded government funding for 2017/18 (£15,000) and 2018/19 (£70,000) to support its work in improving the quality of design in new development. As with other areas it has proved difficult to recruit anyone with the right expertise and the search for a suitable applicant continues. Some of the money is being used to update design advice.
- 8.14 The team is currently heavily involved in helping to progress the roll out of the new Uniform system across the Council.

9 Family Support

- 9.1 Within 2017/18, the Family Support Programme worked with 49 families living within Surrey Heath and 47 families living within Runnymede. So far in 2018/19, the Family Support programme has worked/working with 35 families living within Surrey Heath and 23 families living within Runnymede.
- 9.2 Work undertaken with families includes the following:
- Working with 5 families who had significant rent arrears, putting them at risk of eviction. Of these 4 families have successfully reduced their arrears. This is supported often with discretionary housing payments from the Borough Council,

support with budgeting their finances and ensuring they are claiming benefits they are entitled to such as housing benefit.

- Of the 2 families we have worked with where there has been a young person aged 16-18 not accessing education employment or training, we have successfully supported both these young people into education, employment or training.
- Working with 7 families who are currently homeless and in temporary accommodation. 3 of these have been supported into permanent accommodation during our work with them. The remaining families were continuing their homelessness investigations with housing at the end of our support.
- Successfully supported 1 individual with their substance misuse issue, ensuring they have appropriate support to rehabilitate which has reduced their usage.

9.3 Families are scored against outcomes to check for progress. The table shows the average first and last scores for all families worked with between Apr 17-March 18. The difference between these two is the 'change', or outcome, shown in the last column and as can be seen families are showing improvement across all categories.

9.4

| Scale | Initial | Last | Change |
|----------------------------|------------|------------|------------|
| Physical health | 5.8 | 6.5 | 0.7 |
| Your well-being | 4.2 | 5.7 | 1.4 |
| Meeting emotional needs | 5.3 | 6.5 | 1.2 |
| Keeping your children safe | 7.0 | 7.4 | 0.4 |
| Social networks | 5.5 | 6.4 | 0.8 |
| Education and learning | 5.2 | 6.2 | 1.0 |
| Boundaries and behaviour | 4.9 | 6.1 | 1.2 |
| Family routine | 5.6 | 6.6 | 1.0 |
| Home and money | 5.6 | 6.3 | 0.8 |
| Progress to work | 5.7 | 6.1 | 0.4 |
| Average | 5.5 | 6.4 | 0.9 |

he current proposed changes in Surrey County Councils Children's services mean that it is difficult to understand what more can be offered through this service at the current time. In addition the government funding for the service ends in 2020. Surrey County Council is now in discussion with Districts and Boroughs to determine whether it is possible to continue funding this service.

9.5 Families are asked for feedback on the service provided. Examples of feedback are as follows.

- *A service that every family should have access to... has helped us make huge strides in the right direction on our journey. There are stigmas relating to asking for help, but being on the other side ... has really made me wonder why I waited so long.*

- *I'm very grateful of the support provided and wish I had accepted it earlier. It has really helped me to feel like I can do things on my own and manage family life more confidently.... professional but also extremely approachable and non-judgemental*
- *Our family support worker has been a great help to our family and very supportive. She has taken the time to really understand what support we have needed and helped greatly with my son's school placement and given us strategies to get through difficult situations and pointed us in the right direction of other support systems we can access.*
- *The children have really responded well and we've learnt some really useful strategies to combat some of the issues we were having. We are very grateful for all the help we've received.*
- *I would just like to thank you for the services you provide it is a literal lifeline for people and families like ours*
- *Unsure before it started of how the process would be, felt judged and ignored at meetings with professionals in the past. This was not the case within this process which has been a pleasant change, supported rather than judged.*
- *It's a huge thing to know you have someone on your side to help you find the support you need.*

Vulnerable Persons Relocation Scheme

- 9.6 The Family Support Programme has successfully settled 1 family within the Borough and also supports families in Runnymede. To date they have:
- Registered children at schools where they have begun and schools report they are progressing well.
 - Registered the family to GP and Dentists.
 - Set up the family to claim all relevant benefits.
 - Both parents are accessing English classes.
 - Supporting the family to integrate into the community, reducing their isolation.
 - The father is currently working with the family support employment advisor to put together a CV to then begin looking for paid/unpaid employment.
 - We are keen to welcome further families into the borough once housing has been sourced.

10 Camberley Theatre

- 10.1 Camberley Theatre team is divided into the following areas; Front of House, Technical and Marketing. Marketing support is from the central marketing team at Surrey Heath Borough Council. There are 3 full time Front of House staff and 2 part time staff. The rest of the Front of House team are casual staff. In the technical team, there are 2 full time staff and 1 part time role. There is a small team of technical casuals who provide additional support our shows and events.
- 10.2 The theatre works with external contractors and suppliers for catered events such as dinner shows and Business Breakfast.
- 10.3 The current staffing structure has been in place since October 2016 and this has had a huge impact on improved performance, customer service and reduced subsidy.
- 10.4 Generally, the Theatre book three professional shows per week with key dates (where possible) being Thursday – Saturday.

- 10.5 From Sunday – Wednesday the venue is available for hire and our usage ranges from corporates, charities, local schools, dance schools and for functions such as parties, weddings and meetings.
- 10.6 In 2016, the theatre's Youth Theatre offering was changed and is now operated by Creative Minds Academy in the form of an Arts Partnership. In simple terms, the Theatre receives a hire fee for the workshop spaces instead of paying out for tutors and other costs directly. This has also helped expand the range of classes offered and the theatre now hosts over 30 classes per week, compared to the 7 that were offered when delivered directly.
- 10.7 The Theatre has performed strongly compared to previous years with increase in ticket sales, income, reduction in cost and the way in which customers purchase tickets. This improvement has been down to the better structure in place which is more agile and flexible, smarter programming and listening to our customers and looking at trends and improving upselling capabilities at the bar and Box Office.

By way of comparison, the following shows the improvement from 15/16 to 17/18:

| Date | Ticket Sales | Tickets Sold | Sales Method |
|------------------|---------------------|---------------------|--|
| 1/4/15 – 31/3/16 | £619,185.10 | 41, 986 | Web: 35% Phone: 29% Counter: 36% |
| 1/4/17 – 31/3/18 | £908,757.51 | 56, 930 | Web: 54% Phone: 28% Counter: 18% |

Sales have increased 31% compared to 15/16 and due to an improved website and ticketing system, online sales have increased by 21%.

Phone sales are now being handled by the council's Contact Centre, allowing those customers who wish to book in this way to be served quicker while allowing the Box Office staff to focus on counter customers who prefer a face-to-face service.

- 10.8 In the summer 2018, the Theatre underwent internal refurbishment to improve and upgrade the toilets, hire spaces, foyers and dressing rooms. These works will serve our current visitors and help attract new room hire users. The works will also help reduce our energy and utility bills with double glazed windows and LED lighting installed backstage and waterless urinals in the customer toilets saving 1,416,000 litres of water per year.
- 10.9 The coffee cups, "plastic" glasses and straws used in the bar are now 100% compostable to reduce impact on the environment.
- 10.10 In addition to the regular programme of shows the theatre also hosts a number of events off-site in the town centre and around the borough. These include Theatre in the Park at London Road Rec and Frimley Lodge Live at Frimley Lodge Park. The Theatre team also support a number of other council led events such as the Camberley International Festival, Camberley Carnival, Surrey Heath Show and Christmas Lights Switch On.
- 10.11 Room Hire at the Theatre generates an income of approximately £100,000 per year and offers discounted rates for repeat corporate bookers (such as Bam Nuttal) and discounted rates for charities and community groups. This includes the main

auditorium which is well used by local schools and societies such as Am-Dram groups and Dance Schools. Dance Schools in particular is an area where the Theatre is very popular and this year it has welcomed 16 different groups to perform in the auditorium.

- 10.12 In 2017, the Theatre launched hosted “Kids Parties” to improve engagement with families and young people and these expanded earlier this year to offer outdoor parties at Frimley Lodge Park. Feedback has been extremely positive with 90% rating us good or excellent and 95% recommending us to friends and family.
- 10.13 Every year the Theatre produces its own in-house pantomime which has seen improve sales and reviews each year. Peter Pan (2017) became the most successful pantomime in the theatre’s history with a in terms of tickets sales and income. This year’s pantomime is a new production of Sleeping Beauty and in 2019 the theatre will present Robin Hood.
- 10.14 Looking ahead to 2019, the Theatre will be working with partners on events such as the Surrey Heath Show, Camberley International Festival, Carnival and Beer Festival as well as hosting the 6th Frimley Lodge Live on 3rd and 4th August.
- 10.15 The Theatre’s membership scheme will also be reviewed a look at ways to expand membership , further reward customer loyalty and explore new ways of generating income including legacy / donations as tiered membership schemes.

11. Gypsies and Travellers

- 11.1 The Gypsy and Traveller Community within the UK is one of the most marginalised groups within society. Their life expectancy and health outcomes are amongst the worst and there are significant levels of mental health problems. The community is particularly disadvantaged by the lack of provision for sites. The community is small but often visible and is seen in many quarters as being associated with criminal and anti-social behaviour. This latter perception is closely linked to the issue of unauthorised encampments.
- 11.2 There is a need within Surrey Heath for at least 15 additional pitches in the period up to 2032. This in part, results in the problems that we see with incursions within Surrey Heath. Annex A attached lists all recorded incursions in the Borough since 2015. The problem of incursions is far greater in other parts of Surrey. One of the areas of debate around such sites has been the alleged unwillingness of the Police to assist in moving on unauthorised encampments.
- 11.3 S61 of the Criminal Justice and Public Order Act 1994 (as amended) gives Police the power to move on unauthorised encampments. The Police, however, have sometimes been reluctant to do so due to the lack of alternative sites and believe their powers would be strengthened if Transit Sites could be made available.
- 11.4 S62 of the act advises as follows;

S62A Power to remove trespassers: alternative site available

(1) If the senior police officer present at a scene reasonably believes that the conditions in subsection (2) are satisfied in relation to a person and land, he may direct the person—

(a) to leave the land;

(b) to remove any vehicle and other property he has with him on the land.

(2) The conditions are—

(a) that the person and one or more others (“the trespassers”) are trespassing on the land;

(b) that the trespassers have between them at least one vehicle on the land;

(c) that the trespassers are present on the land with the common purpose of residing there for any period;

(d) if it appears to the officer that the person has one or more caravans in his possession or under his control on the land, that there is a suitable pitch on a relevant caravan site for that caravan or each of those caravans;

(e) that the occupier of the land or a person acting on his behalf has asked the police to remove the trespassers from the land.

(3) A direction under subsection (1) may be communicated to the person to whom it applies by any constable at the scene.

(4) Subsection (5) applies if—

(a) a police officer proposes to give a direction under subsection (1) in relation to a person and land, and

(b) it appears to him that the person has one or more caravans in his possession or under his control on the land.

(5) The officer must consult every local authority within whose area the land is situated as to whether there is a suitable pitch for the caravan or each of the caravans on a relevant caravan site which is situated in the local authority’s area.

- 11.5 As all Surrey authorities have unmet need for Gypsy and Traveller sites in their Boroughs, to date the view has been taken that no alternative sites are available and the power under S62A cannot be used by the Police.
- 11.6 As a result of the high number of unauthorised incursion during 2018 there is now an ongoing discussion within Surrey about the need to provide transit sites. Transit sites are temporary stopping places and could be managed so as to be available only when unauthorised encampments appear and for an agreed limited period of time. Surrey Chief executives are now discussing with Surrey whether possible sites for such sites exist and which authorities are willing to provide sites.
- 11.7 It must be noted, however, that S62A only applies if alternative sites are available and the concern amongst authorities is that once the transit sites are full then again no alternative site exists. In addition if a traveller group refuses to leave a Transit Site it is not clear how easy will it be to move them on given the known lack of permanent pitches.
- 11.8 The issue of Gypsy and Traveller Accommodation needs will be considered as part of the work on the Local Plan Review and will be taken forward through the Local Plan Working Group.

| | |
|-----------------------------|--|
| Annexes: | Annex A: Traveller Incursions since 2016 |
| Background Papers: | None |
| Report contributors: | Emily Burrill – Family Support Manager Clive Jinman – Housing Services Manager Jonathan Partington – Development Manager Jane Reeves – Planning Policy Manager Jane Luker – Technical Support Team Leader Julia Greenfield – Corporate Enforcement Manager Andy Edmeads, Theatre Manager |
| Executive Head: | Jenny Rickard, Executive Head: Regulatory Daniel Harrison, Executive Head: Business |

TRAVELLER INCURSIONS SINCE 2016**Incursions on Surrey Heath Borough Council Land**

| Date | Location |
|--|--|
| July 2016 4 days | Chobham Road Recreation Ground, Station Road, Chobham (For Chobham Parish Council) |
| 7 th – 9 th June 2016 3 days | Frimley Green, Frimley |
| 21 st – 23 rd March 2017 3 days | Arena Car Park, Camberley |
| 7 th – 11 th April 2017 5 days | London Road Recreation Ground, Camberley |
| 8 th – 11 th June 2017 4 days | Behind the Kings Arms Pub in the Council Car Park – Bagshot (5 caravans) |
| 21 st - 22 nd July 2017 2 days | Arena Car Park, Camberley – 1 Caravan initially on 21 st July then an additional 50 caravans arrived at weekend – Left on Thursday 27 th July 2017 |
| 30 th July 2018 - 6 th August 2018 | Windlemere Golf Club, Windlesham Road, West End, Woking GU24 9QL |
| 16 th - 19 th October 2018 3 days | Rear of West End Bowls Club |

Incursions on Non-Surrey Heath Borough Council Land

| Date | Location |
|---|---|
| Prior to June 2016 | Windlesham Field of Remembrance |
| End June 2016 | Brick Hill, Chobham |
| 25 th May 2016 | Opposite 4 Horse Shoes Public House, Windsor Road, Chobham (2 caravans) |
| 17 th November 2017 | Guildford Road, Bagshot – Cllr. Brooks reported that padlock had been broken and load of rubbish dumped by travellers. Incursion of 15 caravans (Enforcement Bailiffs attending 18.11.17 with Police) |
| 27 th April 2018 to 10 th May 2018 12 days | Willow Farm, Chobham – numerous reports of incursion |

| | |
|--|---|
| 9 th – 10 th May 2018 1 day | Chobham Common – 18 caravans/vehicles Looks to be same as those previously at Willow Farm, Chobham |
| 18 th July 2018 – 1 st August, 2018 14 days | Chobham Common – 20+ vehicles/caravans |
| 6 th August, 2018 Duration unknown | Land North-East of Windsor Road, Chobham 14 caravans/vehicles |
| 30 th August, 2018 Duration unknown | Chobham Common - 16 vehicles/caravans |
| 2 nd – 5 th September 2018 4 days | Playing Field, Broadway Road, Lightwater 6 caravans & 7 vehicles |
| 5 th - 5 th September, 2018 1 day | Field Outside Four Horseshoes, Chobham 6 caravans & 7 Vehicles (as above) |
| 5 th - 12 th September 2018 8 days | Burrow Hill, Chobham 6 caravans & 7 Vehicles |
| 12 th - 25 th September 2018 13 days | Brick Hill, Chobham |
| 25 th - 26 th September 2018 1 day | Windlesham Field of Remembrance |

**PERFORMANCE AND FINANCE SCRUTINY
COMMITTEE**

2018/19 Mid-Year Performance Report

Portfolio:

Ward(s) Affected: All

Purpose

This 2018/2019 Mid-Year Report provides a summary of the Council’s performance during the first 6 months of the 2018/19 municipal year against the corporate objectives, priorities and success measures laid out in the Annual Plan for 2018/2019.

1. Resource Implications

1.1 There are no financial implications arising from this report.

2. Background

2.1 The report, attached as Annex A, summarises the Council’s mid-year performance and progress against the Annual Plan, which was agreed by the Executive on 6 March 2018.

2.2 This Mid-Year report demonstrates the Council’s continued commitment to improving the management of its performance to achieve the Council’s Five Year Strategy.

2.3 Regular meetings are in place with all Executive Heads and Heads of Service to monitor performance. Any areas of concern can be addressed promptly and reported, by exception, to the Corporate Management Team.

3 Recommendation

The Performance and Finance Scrutiny Committee is asked to note the 2018/2019 Mid-Year Report and make any comments or suggestions as appropriate.

| | |
|-------------------------------|--|
| Annexes | Annex A – 2018/2019 Mid-Year report |
| Background Papers | Annual Plan 2018/2019 Five Year Strategy |
| Author/Contact Details | Sarah Bainbridge Senior Organisational Development Advisor sarah.bainbridge@surreyheath.gov.uk |
| Service Manager | Louise Livingston - Executive Head of Transformation |

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Surrey Heath Mid Year Update

APRIL 2018 - SEPTEMBER 2018





Surrey Heath is already one of the safest, cleanest and greenest places and our commitment to making it an even better place to live, work and enjoy is at the forefront of everything we do.

Welcome

In March we published our Annual Plan for 2018/19 and our vision for making Surrey Heath an even better place to live, work and enjoy. This Mid Year report details our achievements and performance outcomes over the last 6 months.

Under our Place objective you will see that we have made excellent progress in bringing forward our regeneration plans for Camberley Town Centre. The first phase of The Square Shopping Centre refurbishment has been completed and the final phase of the spectacular refurbishment will be completed later this year. Following our preparatory work on the London Road site we are speaking to prospective developers to be in a position to appoint a preferred development partner by the end of this year. The work being undertaken will create a revitalised place to live, work and socialise for Camberley's residents and visitors.

Our work to help deliver improvements to the High Street is making significant progress, with a company appointed to draw up designs for the high street public realm. We continue to promote The Kevin Cantlon Shopfront Improvement Grant Scheme as part of our Prosperity objective which supports local businesses throughout the borough. We have continued to work with local businesses across the borough to deliver their growth aspirations.

Social prescribing commenced in May 2018 with the aim of supporting People in community to access services and groups locally. We still continue to deliver hot meals to our vulnerable residents with an increase of 5% between the first and second quarters. The refurbishment of play areas across the Borough is underway and the refurbished Visitors Centre at Lightwater Country Park is attracting increasing numbers of users.

Under our Performance objective, feasibility work has been completed on setting up a lottery to support the Council's revenue and community grants. The joint work carried out by the Surrey Waste Partnership has made Surrey as a County the joint best performing area out of the 32 two-tier authorities in England recycling and in the top quartile for waste reduction.

This report provides more details on our performance as well as our success measures against the objectives we set ourselves for the year.



Karen Whelan
Chief Executive



Moira Gibson
Councillor of the Council

Place

Objective

To make Surrey Heath
an even better place where people
are happy to live

Priorities

TO DELIVER
AN IMPROVED
CAMBERLEY
TOWN CENTRE

KEEP THE
BOROUGH
A SAFE PLACE
TO LIVE

TO PROMOTE HIGH
QUALITY BUILDING
AND DESIGN
STANDARDS ACROSS
THE BOROUGH

TO PROVIDE QUALITY
LEISURE FACILITIES

Progress Update

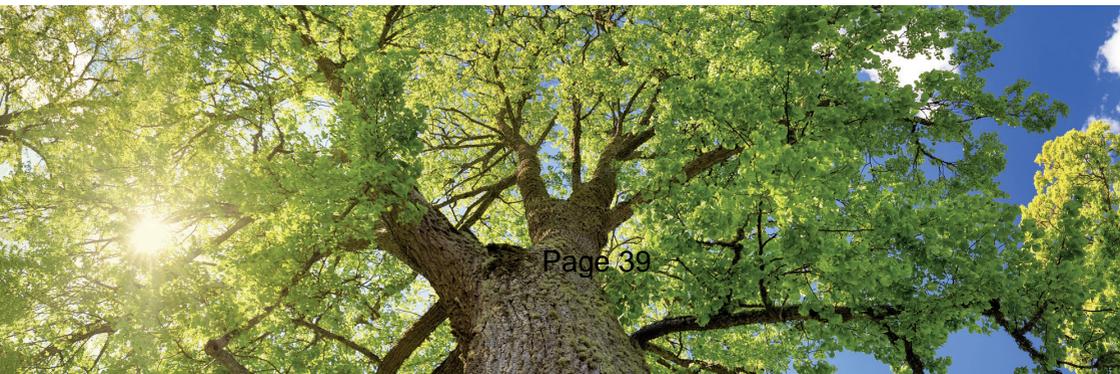
Continue with the refurbishment of The Square Shopping Centre in Camberley

The Council is on track in accordance with the business plan for the completion of the refurbishment. Phases 1b to d of the refurbishment works in the Square, comprising Prince of Wales Walk, Main Square and Cambridge Walk, are well advanced and have been conducted out of hours so as not to disrupt trade. Footfall and zone A rents have improved as a result of phase 1a refurbishment in Grace Reynolds Walk. Plans are in the process of being drawn up for phase 2 of the refurbishment, covering Cambridge Square and car park entrance, for approval by members. The former Treds store has been refitted and Jack Wills opened on the 19th October 2018.

Select a development partner for the London Road

Development Area (along the A30 between Park Street and High Street)

The Council commenced its search for a development partner for the London Road site with the issuing of an OJEU notice in May 2018. This resulted in interest from a number of developers which was reduced to 4 following the first stage selection process in July 2018. Since then there have been in depth competitive dialogue sessions with each of the remaining bidders where matters such as corporate structure, master planning, legal agreements, design and finances have been discussed. These meetings are still ongoing due to the complexity of the project and once complete bidders will be asked to submit their final bids. The Council is on track to deliver within the timescales set and it is anticipated that members will receive a report on the outcome of the tender process early in the new year.



Progress Update

Start the redevelopment of Ashwood House into 116 apartments ready for occupation by the end of 2020.

The Council appointed Berkeley Homes to redevelop this key site last year. Since then enabling works have been carried out, which included the moving of bus stops and demolition of ramps. These works have now been completed and Berkeley Homes is on track to take possession of the building to commence conversion in October 2018.

Improve the customer experience of Main Square Car Park by installing energy efficient LED lighting and resurface levels 1, 2 & 3.

The resurfacing works to provide more user-friendly spaces on Levels 1, 2 and 3 have commenced and are due for completion by October 2018. The conversion of the existing lighting to brighter and more inexpensive LED lighting and refurbished stair wells is also due for completion later this year.



Create vibrant and high quality public spaces using the £3.5 million Local Enterprise Partnership Grant, starting with the refurbishment of the High Street and Princess Way.

A company, Project Centre, has been appointed to draw up designs for the high street public realm and to provide indicative costs prior to going out to tender. Meetings have been held with the Town Centre Working Group to update them on progress. After a bidding process Musson and Retallick were appointed as public artists and will be presenting ideas later in the year. The Council is due to go out to tender for a contractor in November 2018.

Progress Update

Deliver the first 215 homes on the Deepcut site by working with developers.

Planning permission approved and work now on site commenced.

Surrey Heath as a safe place to live, work and enjoy by working collaboratively with the Police, Health and other key partners.

It was reported that although there had been a small increase (6.9%) in total crimes recorded to date this year when compared to the same period last year crime levels in Surrey Heath continued to be significantly lower than the other western local authority Borough and District areas of Surrey. We have hosted a serious and organised crime training event delivered by Surrey Police to our front line staff and partner organisations.

Working collaboratively with Surrey Heath CCG provided blood pressure and heart arrhythmia testing as well as health advice to visitors in the town centre. Quit 51 and Stoptober were shared on Surrey Heath social media. Social prescribing commenced in May 2018.

Award a contract for the delivery of a quality new leisure facility on Grand Avenue, Camberley.

The procurement process was commenced early in the new year and is now in its final stage, following a lengthy competitive dialogue process. A final tender submission is expected to be received later this year, in November, which will then be reported to members.

Prosperity

Objective

We will support and promote our local economy so that people can work and do business across Surrey Heath

Priorities

WORK WITH PARTNERS TO SUPPORT OUR ECONOMY THROUGH STRATEGIC DEVELOPMENT PLANNING AND ECONOMIC GROWTH

SUPPORT LOCAL BUSINESSES BY ENCOURAGING IMPROVEMENTS TO LOCAL TRANSPORT AND INFRASTRUCTURE

ENCOURAGE INWARD INVESTMENT

ENCOURAGE NEW DEVELOPMENTS TO STRENGTHEN THE LOCAL ECONOMY

Progress Update

Invest in property acquisitions where they are shown to be sound investments to sustain delivery of services for Councils.

During the last six months the Council has considered 17 potential acquisitions. Trade City, an industrial estate in Frimley, was purchased in May 2018 and an offer was accepted on a further property, Vulcan Way Sandhurst, which subject to due diligence is due to complete in October. These acquisitions are in line with the Council's income generation strategy.

Support new and existing local businesses in Surrey Heath to develop their aspirations for growth.

7 businesses within the Borough have accessed support over the last 6 months from the EM3 Growth Hub. Further to this EM3 growth hub has



identified Surrey Heath as a Scale up area as part of a pilot to target up to 15 high growth, high innovation companies in the Borough to support them in their growth plans aiding them in achieving 20% growth in turnover and/or employment. Open for Business continues to be a successful tool for the Council to collaborate with businesses wanting to grow.



Progress Update

Promote the Kevin Cantlon Shop Front Improvement Grant Scheme to local businesses across the Borough to enable them to have a stronger sense of identity and enhance commercial values.

The scheme has been promoted at a number of local business association meetings and a number of local companies have expressed an interest. To date one grant has been awarded with a further grant submitted awaiting approval. The economic development team are currently working with the portfolio holder to see how the scheme could be made more attractive to local businesses.

Look at the potential for developing a start-up space for budding new enterprises

The Council has made investigations in to the possible conversion of some of its empty property in to a business hub/co-working space, further feasibility is being undertaken. Whilst this work is ongoing a potential hub has also been included in the specification for a new London Road Block currently under tender.



Consult the public on the issues and options relating to the long term development of the Borough as set out in the Local Plan.

The Issues and Options consultation document setting out potential development sites across the borough was issued for public consultation on the 4th June and this closed on the 30th July. During this period a number of local planning roadshows were held across the borough by planning staff to enable the public to feed back their views and concerns. A report of consultation responses received is to be submitted to Executive by early 2019. The Council's response to comments received will be published alongside the Submission version of the Local Plan in late 2019.

Promote Surrey Heath as a prosperous location to retain and attract new businesses.

Progress Update

The Council is working with numerous partners to develop an inward investment strategy for Surrey Heath. This will include the continuation of events that promote Surrey Heath including the Business Breakfast.

A new promotional video incorporating the new tag line “Be Camberley” was launched. In addition promotional materials incorporating all of the Council’s town centre projects under the “Be” tag line were produced for distribution to potential investors and retailers at the national REVO exhibition held in September.

Continue to submit bids to the One Public Estate to promote publicly owned land for redevelopment

The SHAPE board has been setup. The purpose of this board is to identify projects across Surrey



that can be bought forward for redevelopment. Programme governance has been agreed and approved. 41 projects have been identified. The projects have been split into 3 priority categories. 9 Projects have been identified for the next phase of the One Public Estate Phase (OPE) 7th bidding round through a workshop held in October 2018. The Investment & Development team will develop the OPE bids by the end of November 2018. The programme will continue to monitor progress on the 3 priority projects in North Tandridge, Waverley and Surrey Heath.



People

Objective

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

Priorities

TO WORK WITH PARTNERS TO IMPROVE HEALTH AND WELLBEING

USE OUR PARKS AND COUNTRYSIDE TO ENHANCE SPORTING AND LEISURE OPPORTUNITIES

SUPPORT OLDER AND MORE VULNERABLE PEOPLE TO LIVE INDEPENDENTLY AND REMAIN ACTIVE

ADDRESS HOUSING NEEDS WITHIN THE COMMUNITY

Progress Update

Help residents to keep fit and healthy by promoting, smoking cessation; physical fitness; healthy weight; diabetes prevention, summer and winter wellness and by providing access to community-based services and voluntary sector activity.

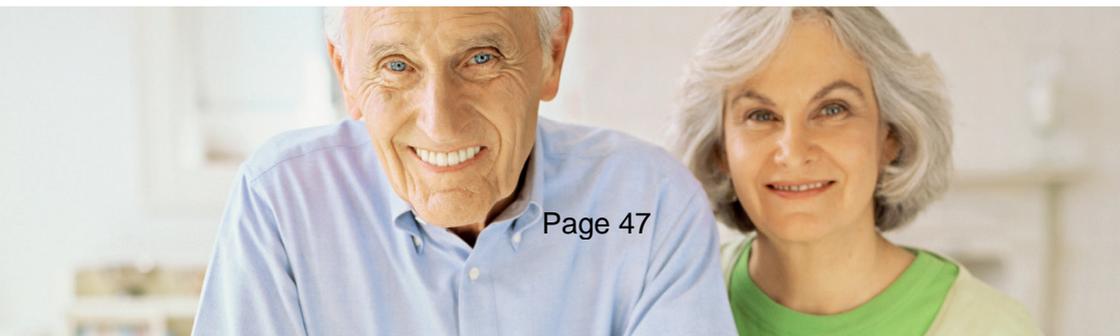
Quit51 provide smoking cessation sessions at the Arena Leisure Centre and Old Dean Children's Centre and the Stoptober messaging from Healthy Surrey/Public Health England to encourage people to stop smoking in October is being shared on Surrey Heath social media.

GP exercise referral, part of social prescribing, was made available at the Arena Leisure Centre and the popular Surrey Heath Walks for Health were run over the summer period. Surrey Heath Clinical Commissioning Group (CCG) provided blood pressure and Heart arrhythmia testing as well as health advice to staff at Surrey Heath House as well as to visitors



in the town centre. This was to raise awareness of the impact blood pressure can have on heart health.

Social Prescribing commenced in May 2018, with the aim of supporting residents in the community to access services and groups locally which will help to improve their overall wellbeing. To date 101 referrals have been received, 42 from Adult Social Care, 20 from GP surgeries and 39 from other sources including self-referral. Clients have been signposted to a range of services, including Surrey Heath Borough Council Community Services such as Transport, Meals at Home and Community Alarms, as well as a range of voluntary sector services.



Progress Update

Support older and vulnerable people to remain independent in their homes by providing a range of flexible home improvement services.

During the year so far 46 home improvements and disabled facilities grants have been improved thereby enabling residents to stay in their own homes.

The funding for Handy Man services was finally approved by County and the post is currently being recruited to.

In addition to the home improvement and disabled facilities grants, we have delivered 20,911 hot meals to our vulnerable residents with an increase of 5% between the first and second quarter. This follows the trend for last year which saw an increase in numbers each quarter. We have 1,030 residents using our community alarm service with 14 clients using our CareAssist equipment. This enables the fulltime carer to be able to have respite within the home especially at night. We also have 7 Clients with GPS tracking devices. Over the past 5 years the number of residents using our community alarm service has increased by 56%.



Work with community organisations to support single homeless people and those at risk of homelessness.

The Hope Hub commenced operation on the 13th July 2018 and is providing support for homeless people with a current case load of around 30. The lack of affordable housing provision within the borough is increasing pressure on the stay in bed and breakfast. This year we are once again seeing families and individuals in bed and breakfast every week as compared to last year, when at times there were no families in bed and breakfast.

Improve facilities at Lightwater Country Park for school and community groups.

A consultation on new play equipment is currently underway with a view to implementing the new facility in Spring 2019. The refurbished cafe/visitors centre at Lightwater is attracting

Progress Update

increasing numbers of users as well as providing a steady income stream (circa £5k pa). Cleaning of Hammonds Pond and the introduction of day fishing licenses and fishing lessons is also proving increasingly popular. In addition, the herd of goats kept at the park over the summer and the recently introduced bee hive have proven popular attractions – especially with local school and community groups as well as promoting conservation and bio-diversity. The Greenspace team has also been working closely with local wildlife conservation organisations to support the protection of hedgehogs and other endangered species and this summer the park had a visit from local celebrities Brian May and Steve Backshall to help promote this important work.

Refurbish play areas across the Borough's parks and recreation grounds.

Work has been completed at Briar



Avenue and Cheylesmore Drive, with work on a further 3 sites, including Frimley Lodge and Lightwater Country Park due to commence later in this financial year.

Assess the Borough's sports facilities to ensure they meet current and future needs.

An audit of playing field usage, whether in borough ownership or not, has commenced with a view to assessing future provision. This will form part of an overall assessment of sports facilities within the borough and is due to report later this year.

Progress Update

Deliver high quality events and activities including: Frimley Lodge Live, Gio-Tri, Camberley International Festival and Camberley Carnival.

During the last 6 months the Camberley Carnival, Camberley Beer Festival, Open Air Theatre and Triathlon all took place and were attended by over 3,500 people. The Frimley Live music festival had its best year ever with over 3,000 tickets sold. A full programme of events under the “be enchanted” tag line is being drawn up for the Christmas period to attract customers to Camberley and support local businesses.

Develop and grow “Young Ambassadors” to promote sporting activity and Volunteer Programmes to support heritage and conservation.

Young Ambassadors were incorporated into the promotion and delivery of this summer’s



Surrey Youth Games and volunteer numbers have increased from 27 to 67.

Pilot a dementia day care service at Windle Valley Centre, to support carers and those needing care.

A meeting has been held with the Area Director of Adult Social Care and Surrey Heath CCG. There is interest for the provision of dementia day care services. A business case is being developed to determine if this is financially viable.



Performance

Objective

To deliver effective and efficient services better and faster

Priorities

TO IMPROVE DIGITAL ACCESS TO SERVICES AND PROVIDE EXCELLENT CUSTOMER CARE

TO WORK COLLABORATIVELY WITH PARTNERS IN ALL SECTORS

ADAPT THE WAY WE WORK TO MEET CHANGING NEEDS AND CHALLENGES

MAXIMISE THE USE OF OUR BUILDINGS AND LAND WE OWN

Progress Update

Improve digital access to services, making them more accessible and efficient to all.

The new document management system, Box, was rolled out across a number of departments during the last 6 months. This system stores documents in the cloud making them accessible from anywhere and hence supporting flexible working. The online box office system adopted by Camberley Theatre in 2017 has had a significant impact on the transition to online with nearly 60% of all sales now via the theatre website - an increase of 13% in just over one year.



Continue to provide residents with a one stop shop for public services in Surrey Heath House.

During the last six months Council staff have continued to work closely with our co located partners such as the Department of Work and Pensions, Clinical Commissioning Group, Surrey County Council and the Police. Negotiations continue with the Citizen's Advice Bureau to relocate them in to Surrey Heath house thereby providing an additional service under one roof. If agreed this should be in place by March 2019.

Identify commercial opportunities to increase income and support the Councils future sustainability.

During the last 6 months the Council has increased the services it sells to Joint Waste Solutions as the

Progress Update

service has expanded. A number of sites are currently under review for potential development opportunities and the Council has continued to seek to invest in property for income generation.

The SHAPE programme is identifying sites through the One Public Estate programme that can be released for housing.

Feasibility work has been completed on setting up a lottery for Surrey Heath which will look to support the Council's revenue and community grants.

Complete the roll out of the Joint Waste contract across the partnership area

The new Joint Waste Service commenced in the last district Mole Valley in August 2018 meaning it



has now been fully implemented across all four areas.

Joint Waste Solutions has continued to work with the contractor to iron out problems, in particular missed collections, which has been an issue in particular areas of the borough. County function relating to waste minimisation and recycling were transferred to Joint Waste Solutions (and hence to Surrey Heath) in September and this covers all 11 districts not just the original 4.

Progress Update

Work in partnership to reduce waste, increase recycling and reduce waste management costs.

The Surrey Waste Partnership (SWP) comprising of the 11 waste collection authorities in Surrey and Surrey County Council as the Waste Disposal authority has agreed in principle a single governance structure for managing waste in Surrey. This will be developed into an Inter Authority Agreement. It has been agreed that joint SWP projects will be carried out by a single team hosted by Joint Waste Solutions. As Surrey Heath is the administering authority for JWS, partnership staff, who were employed either by SWP or SCC, have transferred to Surrey Heath under TUPE arrangements and funding.

The joint work carried out by the partnership has made Surrey as a County the joint best performing area out of the 32 two-tier authorities in England for recycling and in the top quartile for waste reduction. Surrey Heath continues to be the best performing authority in Surrey for recycling. The move to a closer single entity will build on this success and reduce costs.



Work in partnership with other authorities and the public and private sectors to reduce costs and deliver increased benefits to businesses and residents.

A number of initiatives have moved forward over the past six months as follows:

- Final details regarding the transfer of on street parking to Woking have been agreed
- Surrey Heath and Runnymede Borough councils have continued to work in partnership in the provision of services for older and vulnerable people. This has resulted in an increase in customers accessing our services. In particular it has seen a quarter on quarter rise in numbers of meals at home customers. A larger fleet of vehicles operating across both boroughs has enabled the community transport operation

Progress Update

to expand and bid for new contracts which should generate more income as well as providing a better service for our older and vulnerable residents. Both authorities are currently exploring opportunities to expand the partnership and services offered.

- Working on a number of partnership initiatives with Adult Social Care; Surrey Heath CCG and NHS Surrey. Examples are smoking cessation, Social prescribing and support for patients coming out of hospital.
- Surrey Heath and Woking Borough Councils share an Environmental Health and Licensing Manager who manages the service



across both boroughs. There has also been some cross border working which has helped with resilience. Both authorities have procured jointly Pest Control, Dog Control and Out of hours contracts which have reduced costs.

Surrey Heath Borough Council is working in partnership with Surrey County Council, Hampshire County Council, Guildford Borough Council and Rushmoor Borough Council in response to the ministerial directive imposed on the borough councils in 2017 to address air quality issues along the A331 Blackwater Valley Road. This direction was given alongside the publication of the Government's air quality plan to reduce roadside nitrogen dioxide concentrations (2017), and it requires the cited authorities to produce plans by the end of December 2018 so that

Progress Update

concentrations will be reduced in the shortest time possible to ensure compliance with the annual mean EU limit value for nitrogen dioxide.

There is ongoing collaborative working with key partners e.g. Police, CAB, Surrey Chamber, Local Enterprise Partnership EM3, Faith Groups.

Crime statistics indicate the positive impact of partnership and achievable, relevant objectives.

Conduct a polling place review in line with the outcomes of the Boundary Commissions for England's Electoral review.

This has been completed, with decisions made by Council in place for the May 2019 Local Elections.



Additional Success Measures

In addition to the projects outlined we have achieved:

Place

- 62% of household waste sent for recycling, reuse and composting (target is 63%)
- 54% occupancy rate of Camberley Town Centre car parks (target is 55%)
- 98% of food premises achieve 3 stars or above (target is 95%)

Prosperity

- Increase in Council Tax Base is 36,407 (target is 35,787)
- Increase in Business Rates Base is 2,668 (target is 2,589)
- 92% of non-major planning applications determined within 8 weeks (target is 65%)
- 100% of major planning applications determined within 13 weeks (target is 60%)

People

- 240,592 users of the Arena Leisure Centre (annual target is 500,000)
- £43,811 sports pitch income (annual target is £110,000)*
- 10,264 journeys by community bus (annual target is 24,000)**
- 20,911 meals at home served (annual target is 28,000)

Performance

- Benefit claims are processed within 5.3 days (target is 15 days)
- 100% of complaints responded to within target (target is 90%)
- 57.34% Council Tax has been collected (annual target is 100%)
- 52.98% of Business Rates have been collected (annual target is 100%)
- 31% of transactions take place online (target is 30%)
- 100% Customer satisfaction rating of good/excellent (target is 90%)

**Performance and Finance Scrutiny
Committee Work Programme 2018/19**

| |
|----------------------|
| Portfolio: Corporate |
|----------------------|

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|-----------------------|
| Ward(s) Affected: n/a |
|-----------------------|

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|------------------------------|
| <p><u>Purpose</u></p> |
|------------------------------|

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|--|
| <p>To consider the Committee work programme for the 2018/19 municipal year.</p> |
|--|

1 Background

- 1.1 The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 15 May 2018.
- 1.2 The Constitution, at Part 4, Section C paragraph 6 requires the Committee to develop a work programme. This would normally be set at the last meeting of a municipal year, for the subsequent municipal year.
- 1.3 The Committee is scheduled to meet on the following days in 2018/19:
 - 4 July 2018
 - 4 September 2018 (Rescheduled to 2 October 2018)
 - 5 December 2018
 - 20 March 2018
- 1.4 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 amendments as required.
- 1.5 One of the tasks given to the Committee is to carry out pieces of work requested by the Council and/or the Executive.
- 1.6 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.
- 1.7 The work programme attached as Annex A to this report was agreed by the Performance and Finance Scrutiny Committee at its meeting on 4th July 2018.
- 1.8 At its meeting on 2nd October 2018, as a result of a call in of an Executive decision to increase the tariffs in the Camberley town centre car parks the Committee agreed to establish a Task and Finish Group to explore the provision and offering of the car parks in Camberley Town Centre. The Chairman will provide an update on the establishment of this Task and Finish Group at the meeting.

2 Resource Implications

- 2.1 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.

3 Recommendations

3.1 The Performance and Finance Scrutiny Committee is advised to consider:

- i. the work programme for the 2018/19 municipal year, attached at Annex A
- ii. whether any task and finish groups should be established.

Background Papers: None

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Service Head: Richard Payne 01276 707150

Performance and Finance Scrutiny Committee – Work Programme 2018-19

| Date | Topic |
|----------------------|--|
| 20 March 2019 | |
| 1. | Scrutiny of Customer Experience and Digital Portfolio |
| 2. | Scrutiny of Environment and Health Portfolio |
| 3. | Scrutiny of Support and Safeguarding Portfolio |
| 4. | Scrutiny of Assets Portfolio |
| 5. | 3 rd Quarter Finance Report |
| 6. | Annual Plan |
| 7. | Hammersmith and Fulham London Borough Council's Debt Collection Initiative |
| 8. | Corporate Risk |
| 9. | Committee Work Programme and Task and Finish Groups |

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