



Surrey Heath Borough Council
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Tuesday, 9 July 2019

To: The Members of the **Performance and Finance Scrutiny Committee**
(Councillors: David Lewis (Chairman), Shaun Garrett (Vice Chairman),
Graham Alleway, Cliff Betton, Sarah Jane Croke, Colin Dougan, Edward Hawkins,
Sam Kay, David Mansfield, Sashi Mylvaganam, Darryl Ratiram, Kristian Wrenn and
Victoria Wheeler)

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

Substitutes: Councillors Rodney Bates, Tim FitzGerald, Rebecca Jennings-Evans,
Alan McClafferty, Graham Tapper, Pat Tedder and Valerie White

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, 17 July 2019 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 - 8

To receive the minutes of the Performance and Finance Scrutiny Committee meeting held on 20th March 2019.

- 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 Annual Performance Report 2018/19** **9 - 36**
- To consider Surrey Heath Borough Council's Annual Performance Report for the 2018/19 municipal year.
- 5 Council Finance Report 2018/19** **37 - 46**
- To consider Surrey Heath Borough Council's financial status as at the end of the 2018/19 financial year.
- 6 Work Programme** **47 - 50**
- To consider the Performance and Scrutiny Committee's proposed work programme for the 2019/20 municipal year.
- 7 Exclusion of Public and Press**
- The Committee is advised to resolve that, under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business:
- Item 9. Performance of Major Property Acquisitions
- on the ground that it involves the likely disclosure of exempt information as defined in the following paragraphs of Part 1 of Schedule 12A of the Act:
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
- 8 Performance of Major Property Acquisitions** **51 - 58**
- To receive an update on the performance of the Council's portfolio of investment properties.
- 9 Date of Next Meeting**
- The next scheduled meeting of the Performance and Finance Scrutiny Committee will take place on Wednesday 4 September 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 20 March 2019

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

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

- + Present
- Apologies for absence presented

Substitutes: Cllr Bates for Cllr Allen

Members in Attendance: Cllr Paul Deach
Cllr Josephine Hawkins

Officers Present: Julia Hutley-Savage, Principal Lawyer
Louise Livingston, Executive Head: Transformation
Kelvin Menon, Executive Head: Finance
Richard Payne, Executive Head: Corporate
Jenny Rickard, Executive Head: Regulatory

33/PF Minutes of Previous Meeting

RESOLVED that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 6th February 2019 be approved as a correct record and signed by the Chairman.

34/PF Portfolio Holder Update: Customer Experience and Digital Portfolio

Councillor Paul Deach presented an update on the work carried out to date during the 2018/198 municipal year in his capacity as Executive Portfolio Holder for Customer Experience and Digital Services.

The portfolio covered three main areas: digital and ICT, Communications and Marketing and the Contact Centre.

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

- Staff were being transferred to the new telephony system team by team and the interface between the old and the new systems had required a 'work around'. It was expected that once all staff were using the new system these teething problems would be resolved.

- The migration of the Uniform database to a new platform would improve functionality and enable officers to update records when they were not at their desks for example during site visits.
- It was confirmed that the PC upgrade/replacement project would extend to councillors.
- It was agreed that Cyber Security Training would be included in the Members' Induction Programme.
- It was clarified that in the case of planning application representations and election candidates the publication of names and addresses of those submitting representations or supporting the nomination of an election candidate was regulated by law. With regard to Freedom of Information requests the redaction of personal information was dealt with on a case by case basis.
- It was agreed that the possibility of extending the use of cloud based data storage to councillors would be investigated.
- It was thought that the selection of linked pages on the Council's Facebook page was decided by an algorithm and dependent on the websites that a person viewing the page had visited.
- The possibility of live streaming council meetings had been explored however it had been decided that it would not be not cost effective when weighed against the number of people expected to view meetings.
- Meals at Home, Community Alarms and tennis court bookings had all received a greater number of enquiries than usual following publication of articles about the services in Heathscene. Publication of information relating to Calls to Action had also generated interest from residents
- It was agreed that Heathscene's copy deadlines would be circulated to councillors.

The Committee thanked Councillor Deach for his update.

35/PF Portfolio Holder Update: Support and Safeguarding

Councillor Josephine Hawkins presented an update on the work carried out to date during the 2018/129 municipal year in her capacity as Executive Portfolio Holder for Support and Safeguarding.

It was noted that the Support and Safeguarding Portfolio covered a number of areas including community development, the voluntary and community sector, community fund and revenue grants, community safety, safeguarding, equalities and the role of Children's Champion.

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

- The Revenue Grant system would be reviewed in the coming year to ensure that the grants remained fit for purpose and that the appropriate organisations were receiving support.
- It was clarified that applications for Community Fund Grants were considered twice a year, organisations had to contribute a proportion of the funding needed for the stated project and money was only paid out after the work had been completed. Full criteria were available on the Council's website.
- All staff had to complete an e-learning safeguarding training course. The requirements for Disclosure Barring Service (DBS) checks on staff was dependent on the role that the staff member held.
- It was agreed that safeguarding training would be incorporated into the Councillor Induction Programme.

- Due diligence was carried out when assessing grant applications. However, organisations were not routinely asked to provide information about their safeguarding policies as part of grant application process and it was agreed that this area would be explored.
- The Safe Drive Stay Alive sessions, which aimed to encourage safe and responsible driving amongst young drivers, were hard hitting and thought provoking for all who attend. Dates of future sessions would be circulated and members were encouraged to attend a session if they had the opportunity.
- It was questioned whether schools were getting sufficient notice of Local Democracy Week events to enable them to build the activities into their timetables. It was agreed that this would be followed up.
- The subjects that most frequently appeared in Freedom of Information requests were building control, business rates and contract information. A database was kept of all Freedom of Information requests and any trends identified were made public.

The Committee thanked Councillor Hawkins for her informative update.

36/PF Surrey Heath Borough Council Annual Plan

The Committee received a report setting out the Council's draft Annual Plan for 2019/20.

The Annual Plan provided an overview of the vision and priorities contained within the Council's Five Year Strategy and set out the outputs and success measures that would be delivered during 2019/20 for each of the Strategy's key priorities. Updates on the quantifiable actions taken to achieve the Annual Plan's targets would be reported in mid-year and end of year performance reports.

The Committee was informed that following feedback from the Executive the Annual Plan would be revised to include the work that was taking place in the urban and rural villages.

It was agreed that the response sent to Councillor Pitt in relation to an enquiry about improving the availability of electric car charging points in the town centre would be followed up.

The Committee noted the report.

37/PF Finance Report Quarter 3

The Committee considered a report providing an overview of the Council's finances at the end of the third quarter (October to December) of the 2018/19 financial year.

It was reported that at the end of the reporting period, £38million had been spent on capital expenditure including the purchase of refuse vehicles, property acquisition and refurbishment of the Square shopping centre and its associated car park. There were sundry debts totalling £3,463,000 and Housing Benefit Debts of £560,000. The council also held £22million in cash investments and £139million of borrowing with the borrowing made up of a selection of long-term loans from the Public Works Loans Board (PWLB) totalling £29million and short-term loans from other local authorities.

It was clarified that long term loans from the PWLB were cheaper than loans from other local authorities and the possibility of converting some of the short-term loans into long-term loans was being explored.

The Committee commended officers for their prudent financial planning.

The Committee noted the report.

38/PF Corporate Risk

The Committee considered a report setting out the Council's Corporate Risk Register. The Risk Register summarised the main strategic risks faced by the Council in relation to achieving the objectives and priorities defined in the Council's Corporate Plan and identified mitigating actions that would help control those risks.

It was reported that since the agenda had been published the Risk Register had been updated to include a new risk which focused on the financial pressures faced by Surrey County Council and the potential implications for the Surrey boroughs.

The Committee noted the updated Corporate Risk Register.

39/PF Council Tax Collection and Enforcement

The Committee received a report providing a summary of a pilot programme to explore alternative ways of collecting Council Tax arrears currently being run by the London Borough of Hammersmith and Fulham.

A number of approaches had been made to Hammersmith and Fulham about the success or otherwise of the pilot scheme however to date no substantive response had been received. It was reported that the trial was still ongoing and an update would be given when more information was made available.

It was stressed that it was recognised that Council Tax arrears were often only one of a number of debts that a resident might have and whenever possible officers worked with residents who were struggling to pay. Whilst bailiffs were not regulated they did have to abide by Codes of Conduct; it was requested that any information regarding bailiffs who were collecting Council Tax arrears on behalf of the Council acting inappropriately should be passed to officers so that the matter could be investigated.

The Committee noted the update.

40/PF Work Programme

The Committee received a report setting out a draft work programme for the Committee for the 2019/20 Municipal Year.

The Committee noted the standing agenda items that would be considered at each meeting. It was acknowledged that due to the upcoming Borough Elections it would be inappropriate to encumber the new Committee with too prescriptive a work programme. It was agreed that the new Chairman should meet with officers early in the new Municipal Year to enable a work programme to be drafted.

41/PF Date of Next Meeting

It was noted that the next scheduled meeting of the Performance and Finance Scrutiny Committee would be held on Wednesday 3rd July 2019 at 7pm.

The Chairman thanked the Committee members and officers for the support that they had given to the scrutiny process over the past year.

Chairman

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Surrey Heath Borough Council Annual Performance Report 2018/19

Portfolio: Leader

Ward(s) Affected: All

Purpose

To consider the performance of the Council against its corporate objective's priorities and success measures as set out in the Annual Plan for 2018/19

1. Background

- 1.1 The Annual Plan 2018/19 was agreed by the Executive on 6 March 2018, and set out the key targets, projects and success measures for the year, under the Five Year Strategy themes of Place, Prosperity, People and Performance.
- 1.2 The attached report at Annex A summarises the Council's performance and achievements against these targets. This report was considered by the Executive at its meeting on 18 June 2019.
- 1.3 The current Annual Plan 2019/20 was agreed by the Executive on 19 March 2019. Progress against this plan is monitored regularly by Executive Heads of Service and reported on a quarterly basis to the Corporate Management Team. The Executive will receive a mid-year performance update in December 2019.

2. Resource Implications

- 2.1 There are no resource implications arising from this report.

3. Recommendations

- 3.1 The Performance and Finance Scrutiny Committee is asked to note the attached End of Year Performance Report 2018/19 and make any comments or recommendations as appropriate.

Background Papers: Annual Plan 2018/19
Five Year Strategy

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Head of Service: Louise Livingston – Executive Head of Transformation

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Surrey Heath
End of Year Report
2018 - 2019





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 2018 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 Report details our achievements and performance outcomes over the last 12 months.

This year has seen significant progress on a number of our regeneration projects for Camberley Town Centre, under our **PLACE** objective. The first phase of the refurbishment works in The Square were completed within budget. A contract for the redevelopment of the London Road Area was awarded and we have commenced initial public realm works to improve the High Street and Princess Way. A contract has been awarded for the delivery of a new facility to replace the existing Arena Leisure Centre, with the aim of opening the new Centre in Summer 2021, subject to planning consent being obtained. All these exciting projects will create a revitalised place to live, work and socialise for Surrey Heath's residents and visitors. More projects relating to Princess Way and Knoll Walk will be progressed this year.

Under our **PROSPERITY** objective, we continue to support and promote our local economy so that people can work and do business across Surrey Heath. There was a great response for our Business Breakfast last September and the Surrey Heath Business Awards in March. We consulted the public on potential development sites across the Borough in our 'issues and options' consultation in June and July and the feedback is informing our next steps in creating a Local Plan for Surrey Heath. We took steps to safeguard the future of local services by purchasing three properties shown to be sound investments for the Council. Our investments are within our Economic Development area.



Karen Whelan
Chief Executive

Help for those across Surrey Heath who need additional support to live happily and healthily remains a key priority under our **PEOPLE** objective. Social Prescribing was launched in May 2018 with the aim of supporting people across the Borough to improve their health and wellbeing and reduce feelings of loneliness and social isolation, including in rural areas. There were 243 referrals to the service in the first 10 months. The Hope Hub-providing support for homeless people -commenced operation in July 2018, and moved into new premises from April 2019. We continued to promote active lifestyles and fitness for all, for example through our play area refurbishments, Surrey Youth Games, a community triathlon and a fitness programme in partnership with Camberley Indoor Bowls Club. Our Citizens Advice service in Surrey Heath now forms part of our suite of partners in Surrey Heath House ensuring the Police, CCG, DWP, Adult Services and Registrars and Citizens Advice Surrey Heath work closely together for the benefit of residents.

We have sustained our focus on our **PERFORMANCE** by aiming to be more efficient and effective and pursuing opportunities for partnership working. The roll out of the new Joint Waste Solutions service across Surrey is complete, and Surrey Heath continues to have recycling rates amongst the best in the Country. Work has taken place during the year to create a Community Lottery which will support our community grants and will launch in July. We continue to deliver a number of our key services such as Community Services, Family Support and Environmental Health in partnership with neighbouring authorities.

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



Richard Brooks
Leader 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

Further phases of the refurbishment works in The Square, comprising Prince of Wales Walk, Main Square and Cambridge Walk were delivered within budget, and an official opening event was held to celebrate the completion in March 2019.

Footfall and zone A rents improved as a result of the first phase of refurbishment in Grace Reynolds Walk. The former TReds store was refitted and Jack Wills opened in October 2018. Feasibility studies have been completed to inform the strategy for the next phase of refurbishment including Cambridge Square, Princess Way, the lifts and access to Main Square Car Park. Work is being commissioned to consider the options for the 'Big Spaces' in the town centre.



Select a development partner for the London Road Development Area (along the A30 between Park Street and High Street)

The Council awarded the contract for the development of the London Road Area to Keir Properties following an extensive procurement process during the year. The next steps are to complete the legal documentation and agree the timetable for the development.

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. Berkeley Homes took possession of Ashwood House in December 2018 and have started works on the conversion, which is on track for completion by the end of 2020. The Council is due to take possession of the Ground Floor commercial space in Summer 2019. The demolition of Pembroke House has been completed.

Progress Update

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 were completed and the stair well walls have been refurbished. The lighting was replaced with brighter and less expensive LED lighting which will reduce the Council's carbon footprint. It is anticipated that this will deliver estimated savings on electricity of £30,000 per annum.

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.

The town centre public realm works have started. Project Centre, a specialist company, was appointed to draw up designs for the high street public realm and to provide indicative costs. Musson and Retallick were appointed as public artists in June 2018. A contract for the main works will be issued over the coming months.



Progress Update

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

Planning permission has been approved. After a delay in releasing the land, work on the first 215 homes on the site has now commenced. They are due for completion by the end of 2020.

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

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.



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

A contract has been awarded for the delivery of a new facility replacing the existing Arena Leisure Centre following a lengthy competitive dialogue process. The aim is to open the new Leisure Centre in Summer 2021 subject to planning consent being obtained.



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 year the Council considered 47 potential acquisitions and purchased three which will safeguard employment sites and bring additional revenue to the Council to support the delivery of services across the Borough. Trade City, an industrial estate in Frimley was purchased in May 2018, Vulcan Way in Sandhurst in October 2018 and the Theta Office building in Frimley in March 2019.

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

The economic development team continues to promote business growth and respond to requests for targeted support depending on need, for example using Surrey Heath's "Open for Business" policy. A Medical Technology working group was established to strengthen an important local business sector. The Council commissions start-up

business advice from the Chamber of Commerce, helping 19 business in 2018. Work has commenced in partnership with Surrey University to look at the potential benefits from improved connectivity across the Borough.

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 two grants have been awarded in Frimley and Windlesham with a further two grants submitted awaiting approval.



Progress Update

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

The Council investigated the possible conversion of some of its empty property into a business hub/co-working space and further feasibility is being undertaken. Whilst this work is ongoing a potential hub has also been included in the specification for the new London Road Development Area and in the work considering a new Community Hub.



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 at the start of June 2018 and this closed at the end of July 2018. During this period a number of local planning roadshows were held across the Borough by planning staff to enable the public to feedback their views and concerns. Consultation responses will be reported and the Council's response to comments received will be published alongside the Submission version of the Local Plan in late 2019/20.

Progress Update

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

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 in September 2018 and Surrey Heath Business Awards in March 2019.

A new website “Camberley Be Inspired” has been created, which together with other collateral is helping to position Camberley positively for investment to developers, investors and retailers. These materials were launched at REVO (a national retail conference

for developers and investors) last September.

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

The SHAPE (Surrey Homes and Property Enterprise) partnership board has been set up with the purpose of identifying projects across Surrey that can be bought forward for redevelopment. 41 projects have been identified including the Land East of Knoll Road, Camberley. Funding from One Public Estate has been secured for five of 11 sites in Phase One and further funding streams are being sought.



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/PHE 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 continued to run over the summer period. Surrey Heath CCG

provided blood pressure and Heart arrhythmia testing as well as health advice 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 people in Surrey Heath to improve their health and wellbeing and reduce feelings of loneliness and social isolation. The scheme has now been extended to include the voluntary sector giving a single point of access. 243 referrals were received in the first 10 months.

A variety of events were held to promote physical fitness across a variety of groups including Camberley Community Sprint Triathlon, Surrey Youth Games and 'Bfit' – a fitness programme at Camberley Indoor Bowls Club.



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 125 disabled facilities grants were approved, enabling residents to stay in their own homes.

In addition we have delivered over 43,000 hot meals to our vulnerable residents - an increase of 10% on the previous year. We have 1023 community alarm units supporting 1172 residents with 13 clients using our CareAssist equipment. This enables the full-time carer to be able to have respite within the home, especially at night. We also have seven clients with GPS tracking devices. Over the past five years the number of residents using our community alarm service has increased by over 50%.



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

The Hope Hub commenced operation in July 2018 and is providing support for homeless people with a current case load of around 30. The Hope Hub moved into new premises in April 2019 (the former CAB building, Camberley). The lack of affordable housing within the Borough is increasing pressure on bed and breakfast accommodation. There were four families in bed and breakfast in early April 2019.

New affordable homes have been delivered in Chobham in partnership with Vivid Housing Association.

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

A consultation on new play equipment is currently underway, closing 6 May 2019. The refurbished cafe/visitors centre at Lightwater is attracting 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 licences and fishing lessons is also proving increasingly popular. In addition, the herd of goats kept at the park over the summer and

Progress Update

the recently introduced beehive have proven popular attractions – especially with local school and community groups as well as promoting conservation and biodiversity. The Greenspace team has 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 Boroughs parks and recreation grounds

Work has been completed Briar Avenue and Cheylesmore Drive. A consultation is underway on new equipment in the Old Dean. Work on Frimley Lodge and Lightwater Country Park play areas will commence in 2019.

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 been completed and is informing on-going assessment of sports facilities within the Borough.



Deliver high quality events and activities including: Frimley Lodge Live, G10-Tri, Camberley International Festival and Camberley Carnival.

During the last year the Camberley International Festival, Camberley Carnival, Camberley Beer Festival, Open Air Theatre and Triathlon all took place and were attended by over 3500 people. Frimley Lodge Live music festival had its best year ever with over 3000 tickets sold. A full programme of “Be Enchanted” events took place over the Christmas period including Ballet, Panto, Christmas Lights Switch On and Christmas Parade to attract customers to Camberley and support local businesses. Following the campaign there were year on year increases in visitor numbers attending the Christmas Lights switch On, and Christmas Grotto and an increase in the revenue for the pantomime at Camberley Theatre.

Progress Update

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 the summer 2018 Surrey Youth Games and will be again for the Summer 2019 Games. Numbers of volunteers (who support heritage, conservation and community events) have increased from 53 at the end of 2017/18 to 78 at the end of 2018/19.



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

The opportunity to co-design a new service has not yet been forthcoming due to a change in partners' priorities. Individuals with early on-set dementia are currently accessing services. This will form part of the review of service development in light of funding reductions.



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 the Council. This system stores documents in the cloud making them accessible from anywhere, 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 a year. Work is underway to implement a new system for a number of the Council's front-line teams later in 2019, which will increase the opportunities for customers to access services online.



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

During the last year, Council staff have continued to work closely with our co-located partners such as the Department for Work and Pensions (DWP), Clinical Commissioning Group (CCG), Surrey County Council (SCC) and the Police. Citizens Advice Surrey Heath (CASH) relocated in to Surrey Heath House, thereby providing an additional service under one roof, in March 2019.



Progress Update



Identify commercial opportunities to increase income and support the Council's future sustainability.

Over the year the Council has increased the services it sells to Joint Waste Solutions as the service has expanded.

The Council has continued to seek to invest in property for income generation and purchased three properties during the year.

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

A community lottery for Surrey Heath is being launched in July 2019 which will 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 (Surrey Heath, Woking, Elmbridge and Mole Valley). Surrey Heath is the administering authority for the partnership. Joint Waste Solutions has continued to work with the contractor to iron out problems, in particular missed collections, which have been an issue in particular areas of the Borough. The 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.



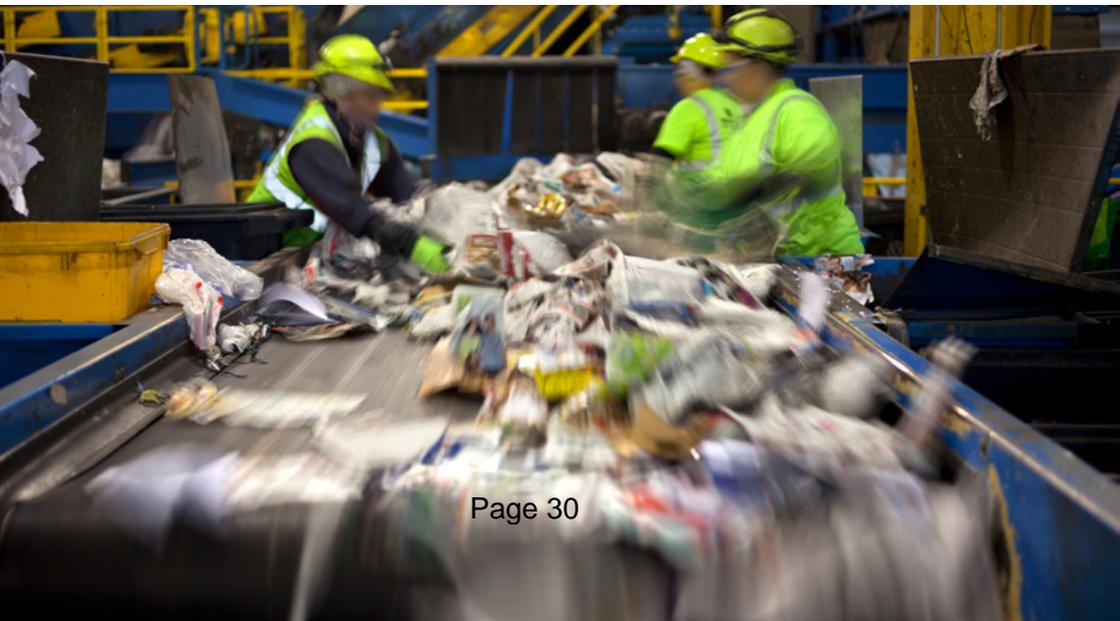
Progress Update

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

The Surrey Environment Partnership (SEP – formerly Surrey Waste Partnership) 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 SEP 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 by Surrey County Council, have transferred to Surrey Heath under TUPE arrangements and funding.

The joint work carried out by the partnership has made Surrey 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.



Progress Update

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 year, including:

- 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 and share a Family Support Team.
- Working on a number of partnership initiatives with Adult Social Care; Surrey Heath Clinical Commissioning Group (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 jointly procured Pest Control, Dog Control and Out of Hours contracts which have reduced costs.



Progress Update

- 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 Borough councils in 2017 to address air quality issues along the A331 Blackwater Valley Road. An outline business case has been endorsed by the partnership authorities and approved by Defra.
- Discussions are underway

with Surrey County Council about different opportunities to collaborate at Borough level to make best use of resources. The Council responded to five consultations from Surrey County Council as part of its transformation plans in December 2018.

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 May 2019 Local Elections.



Additional Success Measures

In addition to the projects outlined we have achieved:

KEY:

GREEN On track or above

AMBER Within 5% of target

RED Between 6% - 10% of target

Place

	TARGET	ACHIEVED
Percentage of household waste sent for recycling, reuse and composting	63%	61%* (estimated)
Occupancy rate of Camberley Town Centre car parks	55%	58.15%
Percentage of food premises achieving a hygiene rating of 3 stars or more	95%	97.17%

* This is a stretch target. SHBC remains one of the top performers nationally for recycling rates. Final annual figure subject to data checks. Rolling year to Q2 2018/19 confirmed as 60.9%.

Prosperity

	TARGET	ACHIEVED
Increase in Council Tax Base	35,787	36,492
Increase in Business Rates Base	2,589	2,677
Percentage of Non Major Planning Applications determined within 8 weeks	65%	89.80%
Percentage of Major Planning Applications determined within 13 weeks	60%	96.87%

People

TARGET

ACHIEVED

Users of the Arena Leisure Centre	500,000	453,225*
Sports Pitch Income	£110,000	£137,041
Number of journeys by community bus	24,000	26,740 (booked journeys) 20,633** (actual journeys)
Meals at Home Served	28,500	43,133

* Contract has been awarded for the delivery of a new facility replacing the existing leisure centre

** Cancellations often due to ill health. Target based on number of booked journeys

Performance

TARGET

ACHIEVED

Average time to process Housing Benefit and Council Tax Benefit Claims	15 days	5.26 days
Complaints responded to within 10 days	90%	100%
Council tax collected	100%	99.24%
Business rates collected	100%	99.58%
Customer satisfaction rating of 'good' or 'excellent'	90%	100%

Comments & Feedback

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

Email: contactcentre@surreyheath.gov.uk

Tel: 01276 707100

Surrey Heath House, Knoll Road, Camberley,
Surrey GU15 3HD

You can speak to your local Councillor who will be able to pass your comments back if you wish. Contact details for your Councillor can be found on our website www.surreyheath.gov.uk

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Council Finances 2018/19

Portfolio: Finance

Ward(s) Affected: All

Purpose

To provide the Performance and Finance Scrutiny Committee with a high level view as to the Council's financial performance for the year 2018/19.

To provide the Performance and Finance Scrutiny Committee with a high level view of the General Fund Capital and Revenue balances 2018 to 2020.

1. Background

- 1.1 This report covers the entire financial year to the 31st March 2019 and is intended to give members a high level view as to the financial performance of services for the year highlighting significant variances against budget. The variances reported only include controllable costs. Costs relating to asset charges, revaluations and accrued pensions have been excluded since under local authority accounting rules they do not impact the overall financial outturn.
- 1.2 This has been a challenging year with pressure on income, especially parking, and increases in costs due to inflation. Despite that overall the Council has had a successful year with the majority of services coming in on or under budget. Details are included later in this report.
- 1.3 The unaudited draft financial statements were published on the Council's website on the 31st May 2019. These have been prepared so as to comply with Local authority accounting requirements and will be audited during June/July 2019 for final reporting to members by the 31st July 2019.
- 1.4 The Council holds a number of reserves for specific purposes to cover future obligations and contingencies. For information these have been listed in annex C as at the 31st March 2018 and 31st March 2019. Further information on these is available in the financial statements.

2. Resource Implications**Revenue Budget**

- 2.1 A review of actuals against budget which have generated a variance greater than £25k at the end of the year is shown in the attached annex A. The vast majority of areas have come in under budget although most significant positive variances are either due to grants being received at the end of the year or work being deferred. These will be carried forward in to 2019/20 subject to the agreement of members.

Treasury Investments

- 2.2 The Council currently has £29.9m invested in a variety of banks, building societies and funds. This made a return of £208k which was £48k above budget.
- 2.3 A list of investments held at the 31st March 2019 is shown in Annex B.

Borrowing

- 2.4 The Council has borrowed £175m to fund property acquisitions. Based on the advice of our Treasury advisers £57m is made up of longer term loans from the Public Works Loans Board with the remainder being shorter term loans from other local authorities. The Council has entered into an arrangement to forward fix £50m of debt over the years 2021 & 21/22 to minimise the risk of interest rate increases.

3. Debtors

Sundry Debts

- 3.1 Sundry debts include all debts except those relating to benefits. At the 31st March 2019 these amounted to £5.8m compared with £2.5m for the same period last year. The increase of £3.3m relates to a number of different debts, where invoices were raised in March before the year end and paid the following month. This applies to joint waste recharges to the other three partners, investment property & profit share invoices. If you strip out the additional JWS & investment property invoices then the level of debts at year end are comparable to the previous period.

Housing Benefit Debts

- 3.2 These debts arise when an overpayment in housing benefit has been made and thus has to be recovered. At the 31st March 2019 the balance was £563k compared with £560k at the end of the last quarter. During the last 3 months £107k was collected and £110k of new debts was raised. 24 debtors, or around 8.3% of the total, account for just over half of the debt.

4. Officer Comments

- 4.1 Overall this has been a good year for Surrey Heath with the vast majority of services coming in on or under budget. Services have monitored their spend over the year using the Civica financial system which gives them real time actual and committed expenditure. Although the surpluses in some areas may appear to be large many of these are due to Government grants being received towards the end of the year or fees for large planning applications which will need to be processed in the coming year. Where it is prudent to do so the Council has placed some surpluses in to reserves to smooth over future potential variances.

5. Corporate Objectives and Key Priorities

- 5.1 This item addresses the Council's Objective of delivering services efficiently, effectively and economically.

6. Risk Management

- 6.1 Regular financial monitoring enables risks to be highlighted at an early stage so that mitigating actions can be taken.

7. Recommendations

- 7.1 The Performance and Finance Scrutiny Committee is advised to note the Council's financial performance for the 2018/19 financial year and the General Fund Capital and Revenue balances 2018 to 2020.

Background Papers: None

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Head of Service: Kelvin Menon - Executive Head of Finance

Summary Information on the Revenue Budget Position at 31st March 2019

Most of the revenue accounts have now been closed so the outturn on an individual service level can now be reviewed. The figures provided to services and reported below exclude pensions (deficit payments and past years) and asset charges as these are not controllable by service managers.

The tables below list significant variances against budget greater than £20k together with an explanation. “+” denotes favourable and “-“denotes adverse. The figures shown include wages costs as these have now all been charged to individual services. Although there are a significant number of underspends some of these will be carried forward in to next year and these will form the basis of a report to Executive in July.

Finance

Function	Variance	Notes
Housing Benefits	-£55k	Additional software and system development costs coupled with a reduction in the admin grant.

Interest received was £48K higher than the budget

Transformation

Function	Variance	Notes
Economic and community development	-£43k	Additional wages costs
Policy support	+£97k	Savings on wages some of which were used above in economic development
Revenue Grants	+£120k	Underspend on grants awarded. A request to carry forward the £99k Kevin Cantlon fund was made at year end.
Counter Fraud fund	+£51k	This is the remainder of an anti-fraud grant and a carry forward request will be made at year end.
ICT	-£122k	Increased costs of software licences due to timing issues with the movement over to the cloud environment.

Corporate

Function	Variance	Notes
Electoral Registration	+£60k	Additional grant received and carried forward from previous year (2017/18) which lead to an underspend.
Contact centre	+£36k	Saving in staffing costs

Business

Function	Variance	Notes
On Street Parking	-£102k	Shortfall in cost recovery following transfer to Surrey CC
Theatre	-£250k	Net revenue from shows fell short of the budget. That said the level of subsidy given is below that in the required in 2014 business plan.
Car Parks	-£373k	Income did not meet target for 18/19 due to a fall in town centre footfall, a reduced number of spaces in the Square car park and a freeze on charges. Increased electricity costs offset by savings in equipment purchases, cash collection costs and service charges.
Parks and Open Spaces	-£63k	Increased maintenance costs due vandalism costs and unbudgeted Crabtree landfill costs coupled with additional water charges due to dry summer.
SANGS	+£56k	Saving in maintenance costs
Commuted Sums	+£106k	Budget was not required due to the expenditure being capital rather than revenue related.
New leisure facility	+£59k	A carry forward request was made at year end.

Regulatory

Function	Variance	Notes
Planning Applications	+£577k	Income up on budget due to an increase in large planning applications received.
Development advice	+£23k	Income higher than budget and lower salary costs.
Planning Appeals	+£44k	Lower supplies/services costs mainly around consultants. A carry forward request was made at year end.
Chobham Flood Alleviation Scheme	+£39k	Grant Income awarded. A request to carry forward was made at year end.
Surrey Heath Local Plan	+£136k	Grant Income and underspend on consultants and salaries. Local plan work now being done in 2019/20. A request to carry forward was made at year end.
Homelessness	+£201k	Savings on B&B placement fees, grants paid and income higher than budget. Some of this underspend was requested to be carried forward at year end.
Housing Inspections	+£35k	Increased Income as a result of an increased number of Inspections taking place.

DCLG Funding	+£83k	Grant Income received towards the end of the financial year. A carry forward request will be made at year end.
Local Land Charges	-£32k	Reduction in income due to a slowdown in the housing market.
Disabled Facilities Grants	+£115k	Saving on staffing and management costs

Legal

Function	Variance	Notes
Corporate Land Management	+£292k	Lower premises costs and recharges, plus increased Income.
London Road	+£82k	Increase in Income.
Vulcan Industrial Estate	+£187k	Surplus Income at year end
Trade City Industrial Estate	+£284k	Surplus Income at year end.
Ashwood house	-£86k	Increased business rates payable
Legal	-£50k	Increase in legal fees and advice and a reduction in income.

Investment & Development

Function	Variance	Notes
Regeneration	+£53k	Lower consultant costs.
London Road Block	+£313k	Unspent project Costs which will be carried forward.
Strategic Property Development	+£74k	Lower Salary costs.
Town Centre Investment	-£861k	Reduction in income due to House of Fraser. This has been covered by the rental equalisation account.
Interest on Borrowing	+£1.3m	Due to the use of short term borrowing on the advice of our treasury advisers. This will be placed in to an interest equalisation reserve until such time as the borrowing is fixed for a longer time period.

Community

Function	Variance	Notes
SCC recycling incentive grant	+£26k	Increased grant received. A carry forward request was made at year end.
Waste	-£120k	One off charge relating to vehicle rental charges at the start of the contract and other costs offset by savings in contract management costs
Recycling	-£89k	Increased depot rental, business rate charges and salary costs offset by increased income and savings in marketing expenditure.
Noise Pollution	+£36k	Savings in Salary costs.
Air Quality Project	+£189k	Unspent grant related to the feasibility study and outline Business Case.

Business Rates and Council Tax

Business Rates and Council Tax had amongst the highest collection rates in the country at 99.5% and 99.2% respectively.

Annex B

Investments as at 31st March 2019

	£	£
Banks		
Nat West Central Account		
Nat West Business Reserve	81,713	
SIBA	101,912	
Total Banks		183,625
DMO (Debt Management Office)	<u>27,500,000</u>	
		27,500,000
Long Term Investments		
CCLA Property Fund	<u>2,184,560</u>	
Total Long Term Investments		2,184,560
Total Investments		<u><u>29,868,185</u></u>

Annex C							
Reserve	Balance 31 March 2017	Transfers in 2017/18	Transfers out 2017/18	Balance 31 March 2018	Transfers in 2018/19	Transfers out 2018/19	Balance 31 March 2019
	£000	£000	£000	£000	£000	£000	£000
Revenue purposes							
Capital Fund	9,445	1,227	(250)	10,422	864	(278)	11,008
Earmarked Revenue purposes							
Affordable Housing	1,051	483	0	1,534	122	0	1,656
Atrium Public art	13	0	0	13	0	(13)	0
Atrium S106 Agreement	326	1	(10)	317	1	0	318
Blackwater Valley developers contributions	95	0	(7)	88	0	(1)	87
Business Rate Equalisation Fund	0	0	0	0	4,700	0	4,700
Chobham and Town Team Partners	5	0	0	5	0	0	5
Community fund 2002	253	0	(11)	242	0	(32)	210
C.I.L Admin and Monitoring	44	60	0	104	209	0	313
Commuted sums	598	1	(106)	493	11	(32)	472
Crime and disorder partnership	102	0	(34)	68	0	(3)	65
Custom Build	15	27	0	42	30	0	72
Deepcut Village Centre: Alma Dettingen	358	1	(76)	283	1	0	284
Frimley Lodge Park 3G Pitch	46	21	0	67	21	0	88
Heatherside: multi-use games area	33	0	(4)	29	0	0	29
Insurance reserve fund	203	0	(8)	195	0	(2)	193
Interest Equalisation	675	1,816	0	2,491	1,526	0	4,017
Land Drainage	384	0	0	384	0	0	384
LLC Personal Search Revocation	23	0	0	23	0	(23)	0
New Burdens Fund	103	5	(8)	100	45	(8)	137
Old Dean toddlers playground	18	2	(3)	17	0	0	17
One Public Estate	119	372	0	491	0	(145)	346
Personalisation and Prevention Part	87	0	(62)	25	0	(4)	21
Planning S106 Agreements	216	9	0	225	1	(27)	199
Property Maintenance	1,904	128	(13)	2,019	0	(34)	1,985
Recycling/Refuse Equalisation	180	0	0	180	0	(180)	0
Remediation fund	45	0	0	45	0	0	45
Rent Equalisation	0	970	0	970	0	(863)	107
SAMM	0	39	0	39	17	0	56
SANGS	1,245	3,540	(655)	4,130	1,375	(1,427)	4,078
Surrey Family Support Programme	242	0	0	242	0	(163)	79
	8,383	7,475	(997)	14,861	8,059	(2,957)	19,963
	17,828	8,702	(1,247)	25,283	8,923	(3,235)	30,971

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**Performance and Finance Scrutiny Committee
Work Programme 2019/20**

Portfolio: Corporate

Ward(s) Affected: n/a

Purpose

To consider and approve the Performance and Finance Scrutiny Committee's proposed work programme for the 2019/20 Municipal Year.

1 Background

- 1.1 The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 15 May 2019.
- 1.2 The Council's Constitution sets out the terms of reference for the Performance and Finance Scrutiny Committee and these can be found in Part 3 Section E of the Constitution.
- 1.3 The Council's 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. Due to the Borough Elections on 2nd May 2019, the previous Committee did not consider it appropriate to bind the hands of their successors and agreed that approval of the Committee's work programme for 2019/20 would be delayed until after the new Committee had been appointed.
- 1.4 The Committee is scheduled to meet on the following dates in 2019/20:
 - 17 July 2019
 - 4 September 2019
 - 27 November 2019
 - 29 January 2020
 - 18 March 2020
- 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 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.
- 1.6 A proposed work programme for the 2019/20 Municipal Year is attached, as Annex A, to this report for the Committee's consideration.

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:

- i. Consider the proposed work programme for the 2019/20 Municipal Year, attached at Annex A
- ii. Consider if 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
Proposed Work Programme 2019-20

Date	Topic	Lead
17 July 2019		
1.	Performance Report 2018/19	Louise Livingston
2.	End of Year Finance Report	Adrian Flynn
3.	Half Yearly Property Portfolio Performance	Karen Limmer
4.	Committee Work Programme	Katharine Simpson
4 September 2019		
1.	Annual Report on Treasury Management	Adrian Flynn
2.	Portfolio Holder Update: Environment & Health	Councillor Chapman
3.	Portfolio Holder Update: Planning & People	Councillor Page
4.	Committee Work Programme	Katharine Simpson
27 November 2019		
1.	Half Year Treasury Management Report	Adrian Flynn
2.	Half Year Finance Report	Adrian Flynn
3.	Half Year Performance Report	Louise Livingston
4.	Portfolio Holder Update: Finance	Councillor Morley
5.	Update on Investment Properties	Karen Limmer
6.	Committee Work Programme	Katharine Simpson
29 January 2020		
1.	Corporate Risk	Kelvin Menon
2.	Portfolio Holder Update: Places & Strategy	Councillor Adams
3.	Portfolio Holder Update: Customer Experience & Digital	Councillor Deach
4.	Committee Work Programme	Katharine Simpson
18 March 2020		
1.	3 rd Quarter Finance Report	Adrian Flynn
2.	Portfolio Holder Update: Support & Safeguarding	Councillor Hawkins
3.	Committee Work Programme	Katharine Simpson

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