



Surrey Heath Borough Council
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Tuesday, 27 August 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, 4 September 2019 at 7.30 pm** or on the rising of the preceding meeting of Full Council. 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 Previous Meeting	3 - 6

To receive, and confirm as being a correct record, the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 17th July 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 Portfolio Holder Update: Planning and People

7 - 12

To receive an update from Councillor Adrian Page on his work during 2019/20 in his capacity as Portfolio Holder for Planning and People.

5 Portfolio Holder Update: Environment and Health

13 - 20

To receive an update from Councillor Vivienne Chapman on her work during 2018/19 in her capacity as Portfolio Holder for Environment and Health.

6 Annual Complaints Monitoring Report 2018/19

21 - 26

To consider a report summarising the outcomes of complaints received by the Council during the 2018/19 municipal year.

7 Performance and Finance Scrutiny Committee Work Programme

27 - 30

To consider the Performance and Finance Scrutiny Committee's work programme for the remainder of the 2019/20 municipal year.

8 Date of Next Meeting

The next scheduled meeting of the Performance and Finance Scrutiny Committee will take place on Wednesday 27th November 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 17 July 2019**

+ Cllr David Lewis (Chairman)
+ Cllr Shaun Garrett (Vice Chairman)

- | | |
|-------------------------|-------------------------|
| + Cllr Graham Alleway | + Cllr David Mansfield |
| + Cllr Cliff Betton | + Cllr Sashi Mylvaganam |
| + Cllr Sarah Jane Croke | + Cllr Darryl Ratiram |
| Cllr Colin Dougan | + Cllr Kristian Wrenn |
| + Cllr Edward Hawkins | + Cllr Victoria Wheeler |
| + Cllr Sam Kay | |

+ Present
- Apologies for absence presented

Members in Attendance: Councillors Adams, Brooks, Chapman, Fitzgerald, McGrath, Perry and White

Officers Present: Sarah Bainbridge, Senior Organisational Development Advisor
Lesha Chetty, Head of Investment and Development
Adrian Flynn, Chief Accountant
Daniel Harrison, Executive Head: Business
Julia Hutley-Savage, Interim Head of Legal
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
Karen Whelan, Chief Executive

1/PF Minutes of the Previous Meeting

RESOLVED that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 20th March 2019 be approved as a correct record and signed by the Chairman.

2/PF Annual Performance Report 2018/19

The Committee considered the Council's Annual Performance Report. The report summarised the performance and achievements of the Council against its stated objectives, priorities and success measures at the end of the 2018/19 Municipal Year.

Key achievements during 2018/19 included: completion of phase 1 of the refurbishment of The Square, completion of the procurement process for a preferred partner for the London Road Development, the launch of social prescribing to support the health needs of residents, the expansion of the meals at home and community alarms services, work with the Hope Hub to improve the support given to homeless residents, improving facilities at Lightwater Country Park and the refurbishment of play areas at Briar Avenue and Cheylesmore Drive.

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

- The number of parking bays on level 3A of the Main Square car park had been reduced to assist with the redevelopment of Ashwood House. This combined with the remarking of spaces to accommodate the larger size of modern cars had resulted in a reduction in the overall number of parking spaces available. Consequently, whilst occupancy rates had risen, income from the car park had reduced. Future performance reports would see the replacement of the average car park occupancy rates with a customer satisfaction rate. To assist with this a baseline survey had been carried out and future performance would be benchmarked against this survey.
- Details of the interventions offered as part of the social prescribing initiative would be circulated.
- Details of the due diligence checks carried out on organisations involved in the delivery of the social prescribing initiative would be circulated.
- The introduction of the Villages Working Group was welcomed.
- Details of the final destination of waste plastic collected by the Council would be circulated.

The Committee noted the report.

3/PF Council Finance Report 2018/19

The Committee considered a report that provided a high level view of the Council's financial performance during the 2018/19 financial year.

It was reported that 2018/19 had been a challenging year for the Council with pressure on income and increasing costs due to inflation. Notwithstanding this, the Council had had a successful year with the majority of services coming in on or under budget. At the end of the reporting period the Council had investments of £29.9million in a variety of banks, building societies and funds and £175million had been borrowed to fund property acquisitions.

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

- The decision to support the House of Fraser store had been taken with a view to supporting local jobs as well as retaining a major retailer in the town. The deal had been made for a one year period and meant that the Council continued receiving rental income as well as Business Rates. Acquiring the site's leasehold ensured that the services on the roof and insurance costs would be paid for.
- It was clarified that the Equalisation Fund was a cashback reserve and as such was classified in the accounts as either an investment or as cash.
- The £13,000 set aside for Atrium Public Art was for the maintenance of the art already in situ; to date the maintenance had not cost as much as anticipated and consequently the fund had been transferred in the 2018/19 accounts.
- The Insurance Reserve Fund had been set up to meet the costs of any municipal insurance fund payments for example in the event of an asbestos claim. It was acknowledged that whilst claims had not been as large as anticipated and there was scope to review the amount in the fund there did need to be a fund available to cover any future claims.
- It was clarified that the £17,000 balance attributed to the Old Dean Toddlers' playground was made up of funds provided by the developer to cover any ongoing maintenance costs.
- A training session focusing on how the accounts were compiled had been scheduled for 25th September 2019 as part of the Member Induction Programme.

The Committee noted the report.

4/PF Work Programme

The Committee considered a report setting out a proposed work programme for the Performance and Scrutiny Committee for the 2019/20 municipal year.

It was noted that changes could be made to the work programme as the year progressed.

RESOLVED that the Performance and Finance Scrutiny Committee's work programme as set out in annex A of the report be approved.

5/PF Exclusion of Public and Press

RESOLVED that, subject to Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business:

Item 8. Performance of Major Property Acquisitions

On the ground that it involved the likely disclosure of exempt information as defined in the following paragraphs of Part 1 of Schedule 12A of the Act:

3. Information relation to the financial or business affairs of any particular person (including the authority holding that information)

6/PF Performance of Major Property Acquisitions

The Committee considered a report summarising the performance of the Council's major property acquisitions during the 2018/19 financial year.

It was noted that the properties acquired by the Council fell into two categories; those acquired with the primary purpose of supporting the regeneration of Camberley town centre and those properties acquired either to support economic growth, through the retention of key employment sites, or to deliver an income to support the continued delivery of council services.

The Committee noted the report.

7/PF Date of Next Meeting

It was noted that the next scheduled meeting of the Performance and Finance Scrutiny Committee would take place on Wednesday 4th September 2019 at 7pm.

Chairman

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**PERFORMANCE AND FINANCE SCRUTINY
COMMITTEE**

Planning and People Portfolio Update

Portfolio	Planning and People
Ward(s) Affected:	All

Purpose

To provide a progress report on the Planning and People Portfolio for 2018/19

1. Background

- 1.1 The Planning and People Portfolio comprises the following service areas: Corporate Enforcement, Drainage, Planning Policy and Planning Enforcement services. In addition for the sake of completeness a brief update on performance for the Development Management and Building Control teams is also included. A summary of the key issues arising in 2018/19 for each of these areas 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 was published for public consultation in 2018. Work on a pre-submission document is now underway and will be reported to Councillors in late 2019. The issue that has provoked the most comment is the identification of the strategy for the location of future new development. The delivery of new housing continues to be a priority for the government. As at 31st March 2019 the Council still did not have a 5 year supply of housing land as required by the Government although the gap in supply is closing.
- 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
2014/2015	187	191 (Core Strategy figure)
2015/2016	305	191
2016/2017	226	382 (2016 SHMA figure)
2017/2018	224	382
2018/2019	361	332 (Government standard methodology figure)

Overall there has been a shortfall in completions of 175 units against the targets.

- 2.3 For affordable housing overall, the completion rates have been below target as shown below, with a shortfall of 95 units over the past 5 years.

Year	Affordable Housing Completions	Target
2014/2015	6	65
2015/2016	21	65
2016/2017	74	65
2017/2018	36	65
2018/2019	93	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.
- 2.5 Part of the housing work also includes looking at the need for Gypsy and Traveller pitches. This work is being taken forward and will be reported to Councillors in late 2019. Work on the need for a Transit Site is being taken forward through Surrey County Council.
- 2.6 The team is continuing to support work on other national planning projects which require input from the council and which require significant staff input. Such projects include the Esso pipeline and Heathrow 3rd runway. The team also supports the work for infrastructure funding bids to the EM3 Local Economic Partnership and the projects themselves.
- 2.7 The team also supports the work around the Thames Basins Heaths Special Protection Area, including work with partner local authorities, monitoring of SANGs capacity and work to look at alternative avoidance measures. The team is currently fully staffed.

3 Planning Enforcement Policy

- 3.1 Unauthorised development activity within the Borough continues to be a key source of complaints to the Council.
- 3.2 It has so far proved impossible to recruit a dedicated planning officer to support planning enforcement to oversee the preparation and serving of notices. Temporary staff have been used but all have proved to be unsuitable and contracts have been terminated. External support is being used to prepare enforcement notices but this is expensive. Investigation work is undertaken by the Corporate Enforcement team who also undertake enforcement work for Environmental Health and other activities.
- 3.3 Planning Enforcement caseloads in 2018/19 were as follows.

Case type/action	Number
Total number of referrals received	178
No breach found	77
Breach ceased/compliance achieved	39
Enforcement Notice served on site	1
Planning permission submitted and granted	38
Planning permission sought, waiting to be determined appeal	9

Planning permission refused/ Allowed on appeal	5
Still ongoing	9
Not yet checked	0
TOTALS	178

- 3.4 Swift Lane continues to be the main enforcement action for this team and a contract for direct action is currently out to tender. Actions on other sites are also underway.

4 Drainage

- 4.1 This is a one man service responsible for maintenance of Council assets and also working with other bodies to address flooding in the Borough. In 2018/19 the Drainage Engineer has continued to work on flood attenuation measures to be provided as part of the Chobham Water Meadows SANGs and also at Staple Hill Chobham. Again in 2018/19, there were no reported incidences of flooding in Chobham Village.

5 Land Charges

- 5.1 This service provided 1,995 Land Charges searches last year compared with 2,100 the year before. Most were provided within 24hours, well within the target of 3 days. Numbers have declined as the housing market slows down.
- 5.2 As a result, income has declined from £230,000 in 2017/18 to £193,000 in 2018/19. Whilst the service is still currently self-funding cost for the rollout of new software and the cost of extra staff time needed to deliver this means that income in 2019/20 will be carefully monitored.
- 5.3 The roll out of the government project to move delivery of part of land charges away from local authorities and into the Land Registry as a new online service is continuing. The project is, however, moving slowly and it is not anticipated that Surrey Heath will now be incorporated until 2022 at the earliest.
- 5.4 This team also supports the Development Management team with the processing of planning applications. During 2018/19 the team has been involved in supporting the roll out of new Uniform software for both Land Charges and Development Management. This is a major project to replace both the current software used for processing Land Charges, planning applications, appeals and tree preservation orders together with a new document management system and changes to the Geographical Information System (GIS). This also involves rewriting or reconfiguring all of the standard documentation used, staff input into the upgrade and testing process and training of staff. This project will be completed in 2019/20. Work on this project has had an impact on performance at the time or writing turn round times for Land Charges searches had increased to 10 days to allow for staff training. The team is currently fully staffed.

6 Building Control

- 6.1 This service operates on a commercial basis in direct competition with private companies but in addition the Council retains a statutory duty to maintain a service for enforcement purposes.
- 6.2 In 2018/19 the team processed 594 applications for Building Regulations approval and this involved 4261 separate site inspection visits as construction

works progressed. In addition, the team undertook successful enforcement actions on 38 sites where there were unauthorised works, they also attended 22 dangerous structures.

- 6.3 During 2018/19 the team has been involved in supporting the roll out of new Uniform software for the Building Control process. Key staff have been involved in the rewriting or reconfiguring all of the standard documentation used, staff input into the upgrade and testing process and training of staff. This project will be completed in 2019/20. The team is currently fully staffed.

7 Development Management

- 7.1 The overall numbers of planning applications received in 2018/19 remains consistent with previous years. Table 1 below compares performance over the past 3 years.
- 7.2 Income in 2018/19 was boosted by the fee for the Fairoaks application and this has been rolled forward to fund the continuing work needed for that application. The Princess Royal Barracks development continues to generate significant work for the team. The development of the site continues to be delayed and the Army are not now expected to have left the site until early 2021.
- 7.3 The unspent government funding received in 2017/18 for design work team has been rolled forward to continue support work in improving the quality of design in new development. This support will be particularly useful as the Council moves forward with work on the redevelopment on the London Road Block in Camberley.
- 7.4 During 2018/19 the team has been involved in supporting the roll out of new Uniform for the Development Management process. Key staff have been involved in the rewriting or reconfiguring all of the standard documentation used, staff input into the upgrade and testing process and training of staff. This project will be completed in 2019/20.
- 7.4 A key challenge for this team was and still is recruitment. In 2018/19, agency staff were used to address immediate problems, this is however expensive and alternative solutions are being explored.

Background papers: None

Report Author: Jenny Rickard, Executive Head: Regulatory
jenny.rickard@surreyheath.gov.uk

Table 1 Development Management performance

	<u>Target</u>	2016/17				2017/18				2018/19			
		<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Majors Performance	(60%)	67%	92%	75%	78%	89%	91%	85%	93%	100%	100%	100%	92%
Minors Performance	(65%)	69%	56%	58%	76%	83%	90%	87%	91%	83%	92%	85%	90%
Others Performance	(80%)	76%	69%	67%	73%	87%	90%	95%	90%	91%	92%	88%	89%
% Appeals allowed		17%	42%	57%	17%	43%	36%	56%	29%	14%	11%	11%	44%
% Appeals allowed – Committee		0%	25%	100%	50%	100%	33%	50%	0%	100%	0%	0%	50%
% Appeals allowed - Delegated		20%	50%	25%	0%	33%	25%	57%	29%	0%	100%**	11%	43%
No. Planning Apps Received		323	204	210	229	246	218	218	228	241	288	179	173
No. Planning DNs Issued		222	205	214	203	215	221	251	199	224	212	197	164
% Apps Registered Electronically		74%	69%	74%	73%	70%	74%	80%	80%	81%	81%	78%	81%
No. Appeals Determined		6	12	8	7	7	11	9	7	14	9	9	16
No. Outstanding Appeals		25	26	19	25	22	26	27	29	23	32	30	29
No. Appeals Lodged		10	9	10	10	7	10	10	15	10	12	12	12

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**PERFORMANCE AND FINANCE SCRTINY
COMMITTEE**

Portfolio Holder Update: Environment and Health

Portfolio	Environment and Health
Ward(s) Affected:	n/a

Purpose

To provide a progress report on the Environment and Health Services Portfolio

1. Background

- 1.1 The Environment and Health Portfolio covers a wide range of public facing services. Some services are statutory such as Environmental Health and Emergency Planning whilst others such as Older People Services are discretionary.

2. Air Quality

- 2.1 The Council has been monitoring air quality for over 20 –years as part of the Local Air Quality Management (LAQM) regime set out in the Environment Act 1995. With the exception of road traffic, there are no significant sources of local emissions in the Borough.
- 2.2 Automatic monitoring of Nitrogen dioxide NO2 and PM10 (small dust particles) concentrations is carried out at one mobile automatic monitoring station situated in Castle Road, Camberley. This is approximately 20 metres north of the M3. In addition, the Council monitors NO2 concentrations using diffusion tubes across a network of 36 sites, including one triplicate site co-located with the automatic monitoring station.
- 2.3 The 2018 annual mean NO2 concentration for the continuous monitoring location was 40 µg/m3, which just meets the annual mean NO2 objective. Disappointingly, the 2018 result was higher than for the previous two years. There may be a number of factors for this, which will be explored further. When the results are extrapolated to the nearest residential property the concentration of Nitrogen dioxide was well within the Air Quality objective.
- 2.4 The annual mean NO2 concentration was above 40 µg/m3 at three of the 36 diffusion tube-monitoring locations that make up the SHBC network – SH7(M3 Brick hill roadside), SH16 (Wood Road) and SH33 (Wood Road Garages). This differs from the 2017 results where the only recorded exceedance was at SH7.
- 2.5 The 2018 monitoring results for PM10 from the automatic monitoring station indicate that monitored concentrations remain well within the relevant air quality objectives. The 2018 results are consistent with those of the last 5 years indicating that exceedances of the PM10 air quality objectives are very unlikely.
- 2.6 Each year the council is required to submit an Annual Status Report (ASR) to Defra as an overview of air quality in the Borough. The ASR for 2018 is currently with Defra as soon, the results have been ratified the report will be submitted to a meeting of the Executive for approval.

Table 1 – Air quality objectives

Pollutant	Air Quality Objective ¹	
	Concentration	Measured as
Nitrogen Dioxide (NO ₂)	200 µg/m ³ not to be exceeded more than 18 times a year	1-hour mean
	40 µg/m ³	Annual mean
Particulate Matter (PM ₁₀)	50 µg/m ³ , not to be exceeded more than 35 times a year	24-hour mean
	40 µg/m ³	Annual mean
Sulphur Dioxide (SO ₂)	350 µg/m ³ , not to be exceeded more than 24 times a year	1-hour mean
	125 µg/m ³ , not to be exceeded more than 3 times a year	24-hour mean
	266 µg/m ³ , not to be exceeded more than 35 times a year	15-minute mean

A331 Air Quality Feasibility Study

- 2.7 The UK Plan for tackling roadside nitrogen dioxide identified 28 local authorities that are required to take urgent action and to develop local plans aimed at bringing their local air quality into compliance with legal limits in the shortest time possible. Surrey Heath, Guildford and Rushmoor Borough Councils were identified due to a predicted exceedance of the statutory annual EU limit value for Nitrogen dioxide along the A331, Blackwater Valley Relief Road.
- 2.8 The three named local authorities working collaboratively with the respective highway authorities were directed to undertake a feasibility study and then produce a series of plans leading to a full business case. This concluded that to achieve the concentration reduction necessary, an extension of the 50mph speed zone was required along a section of the road. This speed limit is now in place ahead of schedule. Officers are reporting the results of air quality monitoring to Defra quarterly. We predict that compliance will be achieved by 2021.

3. Community Transport

- 3.1 The council operates a fleet of 6 buses across the Borough which help older and disabled residents visit friends, hairdressers, opticians, hospital appointments, shopping trips and local day centres on a door to door basis. In 2018/2019, the team completed 26,740 journeys.
- 3.2 The Council has been working in partnership with Runnymede Borough Council since 2015 in delivering community transport. This includes the sharing of a Community Transport Manager post and scheduling officers. The next phase of the partnership is to pool the resources across both Borough's into one fleet. This will bring about efficiencies, which will improve the range of services offered to residents; reduce expenditure and generate more income.
- 3.3 Officers sit as part of SCC's Strategic Transport Project Board, through the Community Services Partnership. This provides an opportunity for the council to help

¹ The units are in microgrammes of pollutant per cubic metre of air (µg/m³).

shape community transport services across the County. We have also entered into discussion to undertake block SEND transport contracts and reviewed how Community can supplement public transport for the villages.

4. Older People Services

4.1 Community Services initially provided support for Older People but the service now supports residents of all ages, with a range of different support needs or personal circumstances. These include

- a. Older residents
- b. Residents with physical disabilities
- c. Residents with sensory impairments
- d. Residents with mental health issues
- e. Residents in need of short term support due to injury or ill health.
- f. Residents in need of support post operation or other medical procedure
- g. Residents with ongoing ill health

4.2 The services include:

- a. Delivering hot lunch meal and sandwich tea meal for residents who cannot cook for themselves. The service operates 7 days a week and 365 days/year.
- b. Community Alarms connected to a 24-hour control centre.
- c. Day Centre
- d. Social Prescribing Service
- e. Saturday Club for residents living with dementia and their carers.
- f. Handy Person Service
- g. Home Safe to help with the early discharge of patients from hospital with disabilities and frailty.

4.3 The Council works in partnership with Runnymede Borough Council to deliver a consistent range of Community Services across both boroughs. The benefits achieved through partnership working have been:

- a. Contained and in some areas reduced costs through sharing staff and resources and increased income. This is at a time of increasing care costs and reduced grants.
- b. Extended the technology for helping people remain safe in their homes including GPS.
- c. Community Alarm customers increased from by 33% since 2015 and meals delivered by 36%.
- d. Rebranded the service.
- e. Launch of "Home Safe" at Frimley Park and Farnham hospitals.
- f. Awarded a social prescribing project.
- g. Increased standing and reputation within the CCG and Adult Social Care

4.3 Achievements so far In 2019/2020 have been:

- a. Invited to host the Surrey Heath GP Federation's Social Prescribing service
- b. To be appointed as the Surrey Heath CCG lead for Social Prescribing development for the borough
- c. To extend the Meals at Home service out of borough – initially to see if commercially viable.
- d. To enter into early discussions regarding the digitisation of Community Alarm services and the future Surrey wide TEC contract.

- e. To review the services provided at Windle Valley Centre to ensure that the offer meets the needs of residents.
- f. To further establish Community Services as a key partner within Integrated Health and Social Care

5. Emergency Planning & Business Continuity

5.1 The Civil Contingencies Act 2004 places duties on the Council, to ensure critical services are resilient in order to respond to disruptive events and the Council has plans in place to respond to a civil emergency in the Borough. The main achievements in 2019 so far include:

- a. Exercised, validated and signed off the Council's Strategic Business Continuity Plan.
- b. Supported the Council's preparedness to Brexit, mitigating the risk and reporting into the multi-agency and central government structures.
- c. Responded to incidents. Including the snow in February
- d. Created a new Adverse Weather plan

5.2 The Council continues to work closely with the Local resilience Forum on multi-agency plans, procedures, training and exercises.

5.3 Additional key resilience projects planned for 2019/20 include:

- a. Cyber Resilience exercise
- b. Housing Workshop (Implementing learning from Grenfell)
- c. Borough Emergency Control Centre upgrades and Exercise
- d. Town Centre Multi agency response exercise

6. Environmental Health

6.1 A number of Environmental Health services are non-executive functions but for completeness are included in this report.

6.2 The Council employs a team of seven Environmental Health Officers enforcing a range of statutory functions. This includes; Food safety in 636 food businesses; Health & Safety in approximately 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Pollution Emitting Premises; Contaminated Land; Licensing of animal establishments; Investigation of infectious diseases; Pest Control and Stray Dogs.

6.3 During 2018, the team received 400 service requests for investigation into noise and pollution related problems. The majority of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking.

6.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. In 2018, it dealt with 41 service requests for investigation from a mixed variety of sources. The most common source being amplified music from domestic premises – usually one off parties.

6.5 The Food Standards Agency requires the Council to inspect food businesses within 28 days that the inspection is due. The frequency of the inspection being determined by the risk it presents. In 2018/19, 276 programmed food inspections were completed, and in 2019/20, 351 programmed food inspections are due. The team is on track to meet this target for 100% of the food businesses in the Borough. The

proportion of food businesses rated three or above under the food hygiene-rating scheme is expected to be 96% against a target of 95%.

7. Joint Waste & Street Cleansing

- 7.1 In January 2017, Surrey Heath Borough Council entered into a new contract for waste and street cleaning services with Amey as part of a joint arrangement alongside Elmbridge Borough Council, Mole Valley District Council and Woking Borough Council. Surrey Heath was the third authority to mobilise the contract, in February 2018.
- 7.2 In Surrey Heath, the contract includes the provision of refuse, recycling, garden waste, food waste, clinical waste, bulky waste and street cleaning services as well as the management of customer contact through Amey's contact centre and the administration of garden waste subscriptions.
- 7.3 To manage the joint contract, the individual district and borough teams came together alongside the county council team responsible for delivering countywide partnership functions to form a single team called Joint Waste Solutions (JWS).
- 7.4 In parallel to this, the Surrey Environment Partnership (SEP), which includes all 12 of Surrey's councils, was considering its future governance arrangements. As part of this, it was agreed that staff employed by SEP would join JWS, creating a single team responsible for carrying out joint environment and waste work in the county. A new team structure went live on 1 April 2019 to enable the team to effectively manage the contract and deliver countywide performance improvement activity for the SEP.
- 7.5 Surrey Heath is the host authority for the JWS team, which includes providing corporate support services and ensuring that the governance arrangements for both the joint contract and the SEP are working effectively.

Contract Management

- 7.6 Within the new JWS structure, the Operations function was split into East and West teams in order to increase the effectiveness and consistency of contract monitoring deliver efficient ways of working and to drive forward improvements with the service provider.
- 7.7 The West team is responsible for contract management in Surrey Heath, and has a range of responsibilities including investigating and responding to complaints from residents and Members.

Contract Performance

- 7.8 The number of bins reported as missed by Surrey Heath residents has reduced significantly since the contract began in February 2018 and JWS are working hard with Amey to make further reductions.
- 7.9 In July 2019, there were 480 reported misses out of 172000 bins that were due for collection. This puts the proportion of successful collections at 99.7%.
- 7.10 As confirmed in the answer to a recent council question, Joint Waste Solutions and Amey currently have differing views on the data that informs the contract's Key Performance Indicators (KPIs) and Joint Waste Solutions has appointed a consultant

to independently review the robustness of the data. This is ongoing and we hope to resolve it in dialogue with Amey.

8. Recycling

- 8.1 In terms of recycling, 61.9% of the material collected from Surrey Heath households in 2018/19 was recycled, which is a 0.5% increase compared with 2017/18. This places Surrey Heath as the best performing authority in Surrey for recycling.
- 8.2 Comparisons with other authorities in the country will be possible in the autumn when the Government publishes this data. In 2017/2018 Surrey Heath was the fifth highest performing authority in England for recycling.
- 8.3 The Council is one of 12 authorities, which form The Surrey Environment Partnership (SEP). The SEP is currently working towards the aims of three strategies which have been developed over the past 10 years:
 - a. Increase recycling and reduce the amount of waste produced, the amount of waste sent to landfill and the cost of waste management.
 - b. Reduce the amount of fly tipping in Surrey.
 - c. Reduce the use of single-use plastics (SUP) through our roles as employers, service providers and as advocates across the county
- 8.4 To deliver the SEP's joint strategies and achieve its challenging aims, action is required both at the individual partner level and collectively via countywide, centrally funded initiatives.
- 8.5 In 2018/19 joint SEP campaigns have led to increases in food waste and textiles recycling while every household in the county received a consistent service guide for the first time and 160 vehicles had striking new recycling graphics applied. In addition, a project to improve recycling at flats saw contamination reduce from 25% to 8% and searches on an online tool, which helps residents, check what they can and cannot recycle more than doubled.
- 8.6 The Council has responded to the Government's Resources and Waste Strategy consultation published earlier this year. This strategy once implemented is likely to have a significant impact on the way that that waste is collected and treated. The quality of the material collected is expected to be a significant factor in future years.
- 8.7 A report that reviews the full programme of countywide initiatives that were coordinated and funded by the SEP in 2018/19 has been published and is annexed to this report.

9. Health & Wellbeing

- 9.1 The Health and Wellbeing Board continued to meet in 2018/2019. It has set four priority work streams for development over the year and beyond. The Health and Wellbeing board comprises of elected members, senior officers of SHBC, Surrey County Council (Adult Social Care), Surrey Heath Clinical Commissioning Group (SHCCG) and Public Health.
- 9.2 Of these priority work streams the Council is leading on three, these being Social Prescribing, Making Every Contact Count (MECC) and Physical Activity. The fourth

priority, Community Asset Development is led by SHCCG. The priorities all link to the priorities of the Frimley Health Integrated Care System.

- 9.3 The Frimley Integrated Care System has largely replaced the work previously carried out by the Surrey Heath Wellbeing Board. The Council's Community Services is well connected with Frimley ICS and still the lead on a number of work streams. The Health and Wellbeing Board will be reviewed in 2019/2020 to determine if it is still necessary.
- 9.4 Internally, there is a corporate health and wellbeing team, which runs a number of initiatives throughout the year to improve the health and wellbeing of Council employees and partners located in Surrey Heath House.

Background papers: None

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COMPLAINTS MONITORING 2018/19

Portfolio:	Corporate
Ward(s) Affected:	All

Purpose

To report on the Council's corporate complaints monitoring arrangements, lessons learned from complaints and Local Government Ombudsman complaints received for the financial year 2018/2019.

1. Background

- 1.1 The Performance and Finance Scrutiny Committee receive a comprehensive annual report on the Council's complaints monitoring arrangements, lessons learned from complaints received and complaints received by the Local Government Ombudsman (LGO).

2. Current Position

- 2.1 Most complaints received are dealt with informally under Stage 1 of the Council's complaints policy.
- 2.2 Stage 2 complaints are formal complaints normally identified when the complainant is unhappy with the outcome of the informal complaint. These complaints are dealt with by the relevant (Executive) Head of Service. Should a complainant be dissatisfied with the outcome of a Stage 2 complaint, they can request the matter is considered by the Chief Executive under Stage 3 of the complaints policy.
- 2.3 In 2018/19, 37 formal complaints were made to the Council at Stages 2 and 3. The table below details the formal complaints made for the period 1st April 2018 – 31st March 2019, by quarter year and dealt with in accordance with the Council's complaints policy. The figures for the same period in 2017/18 have also been included in the table as a comparison.

	2017/18	2018/2019
Total for Quarter 1 (April – June)	10	13
Total for Quarter 2 (July – September)	7	13
Total for Quarter 3 (October to December)	8	5
Total for Quarter 4 (January – March)	13	6
Total for year	38	37

- 2.4 To give some perspective to the number of complaints received against contacts managed. Calls into the Contact Centre, Revenues and Benefits and Theatre numbered 65,000 for the same period. Visitors to Surrey Heath House managed via meet and greet and or by interview were an additional 26923.
- 2.5 The following tables set out details of complaints received by Service Area and Department.

Complaints by Service Area.

Number of complaints received	2017/18	2018/19
Business	1	5
Community	5	7
Finance	10	4
Regulatory	22	21
Total	38	37

Complaints by Department within the Service Area

Service Area	Department	Stage 2	Stage 3	Total
Business	Parking	3	2	5
Community	Environmental Health	3		3
Community	Refuse & Recycling		3	3
Community	Health & Safety	1		1
Finance	Revenues and Benefits	1	1	2
Finance	Audit and Investigation	2		2
Regulatory	Development Control	13	7	20
Regulatory	Private Sector Housing	1		1
Total		24	13	37

Service Standard

2.5 Of the 37 complaints received:

- All were acknowledged within 2 days.
- 22 were resolved within 10 days.
- 15 complaints took longer than 10 days to investigate, however the customers were made aware of the reason for delay.

Complaint Status

2.6 Of the 37 complaints received:

- 27 were not justified
- 8 were part justified
- 2 were justified.

3. Lessons Learned

Community

- 3.1 For Community the issues related to complaints about noise and dust associated with the demolition and construction of a Care home.
- 3.2 There was a delay between the time the complaint was made and investigated and when the complainant was advised of the outcome.

- 3.3 Similarly with regard to a complaint regarding a vermin (pigeon) issue. Again although resolved there was a delay in responding to the customer.
- 3.4 The lesson learned would be to notify the complainants of the outcome of the investigations in a timely manner.

Regulatory

- 3.5 One complaint was regarding a decision notice to refuse a planning application and that the Council had changed the description of the proposed development without properly advising the customer. Another related to the time taken to deal with a planning application.
- 3.6 The lesson learned was the importance of keeping applicants properly informed.
- 3.7 A complaint regarding a Tree Preservation Order identified that although the advice given regarding the trees was accurate there was some confusion over advice given with regard to the responsibility to undertake a survey. The matter was addressed by the Executive Head of Regulatory with Officers reminded of their responsibilities.

Business

- 3.8 A complaint was received regarding the incorrect issuing of a penalty charge notice caused by an administration error. Letters of apology were sent and the ticket was cancelled.
- 3.9 Another complaint related to a delay in response to a challenge to a Parking ticket.
- 3.10 With regard to lessons learned. These delays occurred during the transition of on street responsibility to Woking when the parking teams were in a state of flux. The new parking team structure is now fully established with added resilience and wider staff training.

4. Local Government Ombudsman complaints

- 4.1 Following the response to a Stage 3 complaint, if the complainant remains dissatisfied with the outcome then their recourse is via the Local Government Ombudsman (LGO).
- 4.2 In 2018/19 the LGO received 15 complaints and enquiries in respect of Surrey Heath Borough Council services. The outcomes of the complaints submitted to the Local Government Ombudsman are set out in the table below. Of the 15 complaints submitted to the LGO one was upheld.

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	2	0	3	2	1	5	0	15

Decisions made

Detailed Investigations

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total
2	0	2	5	4	1	20	14

Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	Number
1	1	0	0	100%
				Compliance rate**

Notes:

* This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year.

** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.

Complaint Upheld - Lessons Learned

- 4.3 The Planning Authority was at fault and the complaint was justified because the Planning Authority failed to determine the application within 56 days; used the wrong legislation to determine the application; and failed to update its website and failed to notify consulted residents and objectors of the revised outcome of the application.
- 4.4 Whilst these identified faults would not have altered the outcome of the application, the complainant was caused an injustice because he had been put to avoidable time and trouble pursuing the matter. The service has taken on board the Ombudsmans recommendations and will ensure that improved procedures are in place to prevent a repeat situation from occurring. A personal letter of apology from the officers involved, was sent to the customer.

Comparison Table

- 4.5 The table below sets how the complaints submitted to the Local Government Ombudsman compares to the other Surrey Borough and County Councils.

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Elmbridge Borough Council	0	1	1	0	1	2	3	7	0	15
Epsom & Ewell Borough Council	0	4	1	0	6	3	4	5	0	23
Guildford Borough Council	0	5	2	0	3	1	6	13	0	30
Mole Valley District Council	0	0	1	0	4	1	2	7	0	15
Reigate & Banstead Borough Council	0	0	1	0	2	1	1	4	0	9
Runnymede Borough Council	0	1	0	1	0	0	5	4	0	11
Spelthorne Borough Council	1	1	0	0	3	3	5	3	0	16
Surrey County Council	48	0	6	76	8	25	1	3	1	168
Surrey Heath Borough Council	0	2	2	0	3	2	1	5	0	15
Tandridge District Council	1	2	2	0	1	1	0	6	3	16
Waverley Borough Council	1	3	1	0	0	0	0	9	0	14
Woking Borough Council	0	3	1	0	1	1	2	5	0	13

5. Recommendation

- 5.1 The Committee is advised to consider and comment on the complaints figures reported for 2018/19.

Background Papers None

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

Portfolio: Corporate

Ward(s) Affected: n/a

Purpose

To consider the Performance and Finance Scrutiny Committee's 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 At their meeting on 7 July 2019, the Performance and Finance Scrutiny Committee agreed their work programme as set out in Annex A to this report, as per the requirements at Part 4, Section C paragraph 6 of the Council's Constitution.
- 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 regularly 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.

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 remainder of the 2019/20 municipal year, attached at Annex A
 - ii. whether any task and finish groups should be established.

Background Papers: None

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Performance and Finance Scrutiny Committee
Work Programme 2019-20

Date	Topic	Lead
27 November 2019		
1.	Treasury Management Report 2018/19 and half yearly update	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	
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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