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Tuesday, 29 January 2019

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

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

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

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Wednesday, 6 February 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

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## AGENDA

	<b>Pages</b>
<b>1 Apologies for Absence</b>	
To receive apologies for absence and to note any substitutes in attendance.	
<b>2 Minutes of Previous meeting</b>	<b>3 - 6</b>
To receive the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 5 <sup>th</sup> December 2018.	



**Minutes of a Meeting of the Performance and Finance Scrutiny Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 5 December 2018**

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

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

- + Present
- Apologies for absence presented

Substitutes: Councillor Gandhum for Councillor Pitt

Councillors in Attendance: Cllr Paul Deach  
Cllr Alan McClafferty  
Cllr Charlotte Morley

Officers In Attendance: Sarah Bainbridge, Senior Organisational Development Officer  
Emily Burrill, Family Support Team Manager  
Michelle Fielder, Development management Team Leader  
Adrian Flynn, Chief Accountant  
Robert Fox, Revenues and Benefits Manager  
Julia Hutley-Savage, Principal Lawyer  
Karen Limmer, Head of Legal  
Kelvin Menon, Executive Head: Finance  
Tim Pashen, Executive Head: Community  
Richard Payne, Executive Head: Corporate

**19/PF Minutes of the Previous Meeting**

**RESOLVED** that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 2<sup>nd</sup> October 2018 be confirmed as a correct record and signed by the Chairman.

**20/PF Declarations of Interest**

There were no declarations of interest.

**21/PF Portfolio Holder Update: Finance**

Councillor Charlotte Morley presented an update on the work carried out to date during the 2018/19 municipal year in her capacity as Executive Portfolio Holder for Finance.

It was noted that pressures on parliamentary time had delayed a Government announcement regarding the Local Government Settlement and more details would be provided as soon as they were available. It was envisaged that the main pressures on the 2019/20 budget would include: inflation, the decrease in funding from Surrey County Council and fluctuations in rental income. It was noted that details of the impact of the changes to business rates would be included in the update given by the Assets Portfolio Holder at a future meeting. However when developing the Council's budget, officers adopted a prudential approach when forecasting the rents expected from town centre properties.

Universal Credit had been launched in Surrey Heath on 28<sup>th</sup> November consequently it was still too early to ascertain what impact the changes would have on residents. The Council was not responsible for paying the benefit to recipients and therefore had no control over any payment delays. To help mitigate against any delays, officers had undertaken a significant amount of work in the run up to the roll out of Universal Credit to ensure that recipients received everything they were entitled to without undue delay and two weeks full rent was being given to benefits recipients as soon as the notification to stop the housing benefits was received in order to help bridge the gap between the two payment systems.

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

- Decisions to reduce or stop the provision of any services would be made by the individual departments. It was the responsibility of the Section 151 Officer to ensure that any budget set by the Council was sustainable.
- If the Council received notice of a negative Revenue Support Grant then there were a number of options that the Council could consider in order to balance the budget including: increasing income, cutting services and putting unfunded capital projects on hold.
- The impact of Brexit on the local and national economy had been acknowledged and contingency planning was taking place.

It was requested that any further questions be forwarded to Councillor Morley. The Committee thanked Councillor Morley for her update.

## **22/PF Portfolio Holder Update: Planning and People**

Councillor Alan McClafferty presented an update on the work carried out to date during the 2018/19 municipal year in his capacity as Executive Portfolio Holder for Planning and People.

It was acknowledged that the target for the number of affordable houses built had been missed however it was stressed that whilst the Council could grant planning permission it was dependent on developers to meet the government set targets. Any commuted payments received in lieu of affordable housing were ring fenced for capital improvements in the development's ward.

New legislation that required landlords who were renting a property to five or more people who formed two or more households i.e. Houses in Multiple Occupancy (HMO) to apply for a licence had come into force on 1<sup>st</sup> October 2018. The Council had written to the 129 landlords known to rent out HMOs in the Borough informing them of the need to apply for a licence and visits were taking place to inspect properties to ensure that they met legislative requirements before a licence was issued. If standards weren't met then the Council had the power to prosecute landlords. It was noted that HMOs that did not require licences still had to comply with relevant legislative requirements for example fire

safety legislation. It was confirmed that planning permission was not required to convert a house into a House of Multiple Occupancy (HMO) with up to six bedrooms. Legislation relating to HMOs focused primarily on health and safety and did not cover on-site parking provision.

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

- There had been a delay in the examination of the Windlesham Neighbourhood Plan due to a change in the Independent Examiner and a subsequent request for additional information. It was expected that a decision on the Plan would be received by the end of the year.
- Work was taking place to identify appropriate transit sites for gypsies and travellers and this would be fed into the Local Plan process.
- It was clarified that the occasional offers for free tickets for shows at Camberley Theatre were used to provide an audience for new and untested performers.
- There was a shortage of planners nationally and this was impacting on the Council's ability to fill vacant posts.

The Committee noted the changes that Surrey County Council was proposing to make to their Children's Services provision and the potential impact that this could have on the Family Support Programme when Government funding ended in 2020. The Committee stressed that the Family Support Service provided an invaluable service to the Borough's residents and that every effort should be made to ensure its services continued to be provided.,

The Committee thanked Councillor McClafferty for his update.

## **23/PF Mid Year Performance Report**

The Committee received the 2018/19 Mid-year Performance Report. The report summarised the Council's performance and the progress made towards meeting the Council's objectives and priorities during the period April to September 2018.

The Committee noted the contents of the mid-year performance report.

## **24/PF Committee Work Programme**

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

The Committee was informed that the outcome of the recent Call In on proposed changes to parking charges in Camberley town centre car parks had been presented to the Executive at their meeting on 20<sup>th</sup> November 2018. The Executive had subsequently agreed not to proceed with the proposed charge increases. The Executive had also agreed that, rather than setting up a standalone Task and Finish Group, the Camberley Town Centre Working Group would be tasked with developing a discrete work stream to look at car parking in the town centre holistically. It had also been agreed that Councillors Malcaus Cooper and White would be co-opted onto the Working Group to help develop this work.

It was noted that the proposed agenda for the March 2019 meeting was particularly full and it was agreed that the items would be split between the March meeting and an additional meeting that would be arranged for February.

**25/PF Exclusion of the Public and Press**

**RESOLVED** that pursuant to section 100A of the Local Government Act 1972, as amended, members of the public and press be excluded from the meeting for the consideration of Item 9 which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

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

**26/PF Performance of the Major Property Acquisitions**

The Committee received a report providing an update on the performance of the Council's major property acquisitions.

It was noted that the Council's property portfolio was valued on an annual basis by an independent assessor as part of the budget setting process. It was also noted that discussions with the owners of House of Fraser were ongoing.

The Committee noted the report.

**27/PF Date of Next Meeting**

It was noted that an additional meeting of the Performance and Finance Scrutiny Committee would be scheduled for early February 2019.

**Chairman**

**PERFORMANCE AND FINANCE SCRUTINY COMMITTEE**

Portfolio:	(Portfolio)
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Ward(s) Affected:	(Ward)
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**Portfolio Holder Update: Assets**

**Purpose:**

To provide a progress report on the Assets Portfolio.

**1. Background**

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

- Assets Management and Development
- Income Generation
- Property Acquisition

**2. Assets and Management**

2.1 The Committee received a report at its last meeting on 5 December 2018, updating the position on the major property acquisitions that the Council has undertaken. It is not proposed to repeat the detail contained therein.

2.2 Assets that the Council acquired are managed on a day to day basis by Hurst Warne on behalf of the Council. They deal with tenancy issues that arise, collect rents and administer the service charges, negotiate new tenancies to reduce any voids. A further eighty-two tenancies on the Industrial Estates now require management.

2.3 The Corporate Property Team has also carried out works in the past financial year which include new sliding doors in Council Chamber, assisting in the refurbishment of the Theatre toilets, and dilapidation works on the industrial estates. Compliance checks are also up to date on Council occupied buildings.

2.4 CAB has agreed to move into SHBC House following the relocation of the Heritage Service. This then releases the porta cabin which will be used by Hope Hub Charity. These moves are intended to take place early in April.

2.5 Two further Community leases have been completed so far this year, namely Camberley Lawn Tennis Club and Southcote Depot.

**3 Income Generation**

3.1 This links to the Council's Medium Term Financial Strategy and to the Property Acquisitions Strategy.

3.2 Property has been acquired in order to ensure that there is an adequate revenue stream for the Revenue Budget, so that the returns on investment are supporting the delivery of the Council's day to day services for the community.

## **Investment Property**

3.3 The Investment Strategy approach has been to take a longer term view, mainly fifty years, rather than the short term. Borrowing costs can therefore be spread over the longer term, making yields acceptable to the Council.  
Income is being generated from the latest acquisitions:

- St Georges Industrial estate;
- Albany Park, Frimley
- Trade City, Frimley;
- and Vulcan Way, Sandhurst.

3.4 It has been assumed rents will rise by 1% per annum for budget purposes. This requires active management by the Council's agents to collect income, reduce voids and negotiate lease and rent renewals. In addition the development potential of some of the units at Vulcan Way is being considered, which subject to a business case, could improve income.

## **Regeneration Properties**

3.5 Two further possible acquisitions in the London Road Development site which are currently in negotiation. Members will be advised of the outcomes. This will assist in the CPO process in due course.

3.6 The SQ income is also closely monitored through the Managing Agents, Montagu Evans. Members will be updated at the meeting as the Council is due to receive quarterly report on performance against the Business Plan and Lettings Strategy, following the close of the December quarter.

## **4 Property Acquisition**

4.1 Since then, further potential acquisitions have been reviewed and it is anticipated that a report will be brought to the next Executive meeting with a recommendation to acquire.

4.2 Officers receive many opportunities to purchase and these are reviewed in detail before taking any forward to consider purchase.

## **5 Recommendation**

5.1 The Committee is advised to note this report.

**Background Papers: None**

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**PERFORMANCE AND FINANCE SCRUTINY 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.
- 1.2 This report does not cover the waste contract as this was scrutinised separately in October 2018. However, we are pleased to report that the 2017/2018 Defra waste performance shows that Surrey Heath has moved up one place in the tables and now has the 5<sup>th</sup> highest recycling rate in England.

**2. Emergency Planning and Business Continuity**

- 2.1 The Civil Contingencies Act 2004 places a duty on the Council to ensure critical services are resilient in order to respond to disruptive events. This involves ensuring both Emergency and Business Continuity Plans are in place.

**Overview of Programme for 2018**

- 2.2 The main project in 2018 was a full review and rewrite of the Business Continuity procedures including: -
  - Business Continuity Policy;
  - Business Impact Assessments (BIAs);
  - Business Continuity Service Level Plans;
  - Business Continuity Corporate Plans;
  - Service level exercises;
  - Corporate CMT exercise (taking place on the 15 January 2019).
- 2.3 Other large-scale projects include:
  - Complete revision of the Council's Emergency Plan;
  - Borough Emergency Coordination Centre (BECC) Exercise;
  - All staff training in an emergency
  - A marked increase in recruitment and training of staff for specific response roles.

**Upcoming Projects**

- 2.4 In 2019 will see the continuation of ongoing projects such as, reviewing all plans and procedures in addition to a full training schedule of all response roles. In

addition, Surrey Heath continues to work closely with the Local Resilience Forum on multi-agency plans, procedures and training.

2.5 Additional key resilience projects planned for 2019 include:

- Town Centre Multi agency Counter Terrorism Exercise
- Flexible contingency planning focus on Brexit, specifically a 'no deal' departure.
- Resilient Telecommunications Plan
- Hazard Focused Planning
- Policy work on staff working around flood water
- Members guide and training

2.6 Following a number of serious and high-profile emergencies in the UK, including terrorism, the Salisbury CBRN incident and the Grenfell fire, The Cabinet Office and MHCLG are reviewing scrutiny and assurance for Local Authorities. We anticipate that new guidelines will be forthcoming, focused on all elements of Local Authority

### **3. Environmental Health**

3.1 The Council employs a team of 7 Environmental Health Officers enforcing a range of statutory functions this includes; Food safety in 635 food businesses; Health & Safety in approximately 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Dog Control and Pest Control.

3.2 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 2018/19 232 programmed food inspections are due and the team is on track to meet this target for 100% of the food businesses in the Borough. The proportion of food businesses rated 3 or above under the food hygiene rating scheme is expected to be 97% against a target of 95%.

3.3 During 2018 the team received 400 service requests for investigation into noise related problems. Of this 119 were received out of hours. 98% of all service requests were resolved within three months of initial contact. The majority of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking, and the majority of cases investigated had an outcome of being unfounded or unsubstantiated.

3.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. In 2018 we have dealt with 119 service requests for investigation from a mixed variety of sources. The most common source being amplified music from domestic premises – usually one off parties.

3.5 A major area of the teams work this year has focussed on air quality.

### **4. Air Quality**

4.1 Monitoring of nitrogen dioxide (NO<sub>2</sub>) and small dust particles (PM<sub>10</sub>) is carried out at a mobile continuous monitoring station situated in Castle Road,

Camberley, approximately 20 metres north of the M3. In addition, the Council monitors NO<sub>2</sub> concentrations using diffusion tubes across a network of 36 sites.

- 4.2 The annual mean NO<sub>2</sub> concentration for the continuous monitoring location was well below the annual mean NO<sub>2</sub> objective of 40 µg/m<sup>3</sup>.
- 4.3 The annual mean NO<sub>2</sub> objective was exceeded at only 1 of the 36 diffusion tube monitoring locations that make up the SHBC network – SH7. This SH7 monitoring site is close to the M3 but is not representative of public exposure. After distance correction, the concentration at the closest residential location here was estimated to be well below the NO<sub>2</sub> objective.
- 4.4 The National Air Quality Plan for Nitrogen Dioxide sets out how the Government will ensure that compliance with air quality limits is achieved in the shortest time possible. A key part of the Plan is a requirement on some local authorities to undertake feasibility studies to explore a range of measures to improve air quality.
- 4.5 Surrey Heath Borough Council is one of the authorities named in the Plan as needing to undertake a feasibility study. This is because computer modelling has shown that along parts of the A331 concentrations of nitrogen dioxide are predicted to exceed the annual mean objective for nitrogen dioxide. The study was carried out in conjunction with Guildford and Rushmoor Borough Councils. A technical group of officers has been set up to produce the plan for the study which is overseen by a strategic group of Members and senior officers. It concluded that to achieve the concentration reduction necessary, an extension of the 50mph speed zone is required along a section of the road. The study was fully funded by Defra as will the improvement measures due for implementation during 2019, with compliance being met in 2021.

## **5. Health and Wellbeing/External Partnership Working**

- 5.1 The Borough's Health and Wellbeing Board has continued to meet in 2018/2019 and 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.
- 5.2 Of these priority work streams the borough council are 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
- 5.3 The development of the Health and Wellbeing Board in 2018/2019 has been positive and well received and it is hoped that with an ever closer working relationship with our key partners, this will continue as we enter 2019/2020 and beyond.
- 5.4 The development of the Health and Wellbeing Board mirrors the improved partnership working relationship between the borough council and CCG and Adult Social Care. The borough is more widely recognised as a partner that can deliver new services and make a significant contribution to the wider Health and Social Care agenda. This positive working relationship offers great potential for

the future in the way the borough can contribute to supporting residents within this area.

## **6. Community Services - Partnership & Performance**

- 6.1 Our services continue to support 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
- 6.2 2018/2019 will be the second of a formal five year partnership arrangement with Runnymede Borough Council (RBC), to deliver a consistent range of Community Services across both boroughs. Our working relationship with RBC on this service area however dates back to 2015
- 6.3 The partnership enables greater access to resources both human and physical, providing immediate and cost effective support to each other when required. The partnership works with a management team from across both Boroughs, who are working collectively in developing existing services, identifying new opportunities and providing new services to residents of Surrey Heath.
- 6.4 The benefits of partnership working, access to resources etc. has resulted in growth in all service areas. Particular highlights include quarter on quarter growth in the number of meals delivered through our Meals at Home service over the last two years, an increase in transport journeys provided and an increase in residents accessing our Community Alarm and Telecare service.
- 6.5 Community Services has launched the first service funded by funding from health, Social Prescribing. We have worked hard to create a service that meets the needs of residents, that is accessible to all and which supports those in need of support with non-medical need, in order to improve quality of life, to enable people to live independently within their communities and in most cases to help to reduce feelings of loneliness and social isolation.
- 6.6 The success of this new service is evident, with 157 referrals in just 9 months. This demonstrates the value of such a service but also emphasises the role that the borough council can play in developing such services. In 2019/2020, it is expected that the service will continue to develop, as we work in partnership with voluntary sector organisations in providing the service.

### **Threats to Community Services**

- 6.7 The services delivered are mainly discretionary and operate at a net cost to the Council of £396,000. However, because of the vital role they play in supporting some of our most vulnerable residents in the Borough it is a service which we have tried to protect.

- 6.8 Surrey County Council currently makes a contribution towards the cost of our services of approximately £240,000 per year through a number of Service Level Agreements. Given the current financial pressures on the County, particularly in the provision of adult social care the financial arrangements are changing. In 2019/2020 it has been confirmed that the block grant will be reduced by £40,000. This will be replaced by “spot purchasing” but the income is likely to be substantially reduced. Further reductions are expected for 2020/2021.
- 6.9 For 2019/2020, through the positive performance in 18/19, the funding loss has been largely addressed and work is now underway to find a sustainable, long term future for our services that is not reliant on the uncertain SCC funding.
- 6.10 This is being achieved by taking a more commercial approach to the delivery of services while still retaining the social value they provide to so many people. A number of potential opportunities have been identified that will be considered in 2019/2020
- 6.11 The other opportunity is capitalising on the partnership with Runnymede Borough Council, which has already generated efficiency savings and increased income.

Annexes:	None
Background Papers:	None
Executive Head:	Tim Pashen, Executive Head: Community

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

Portfolio: Corporate

Ward(s) Affected: n/a

**Purpose**

**To consider the Committee's work programme for the remainder of the 2018/19 municipal year.**

**1 Background**

- 1.1 The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 15 May 2018.
- 1.2 The Constitution, at Part 4, Section C paragraph 6 requires the Committee to develop a work programme. This would normally be set at the last meeting of a municipal year, for the subsequent municipal year.
- 1.3 The Committee is scheduled to meet on the following days in 2018/19:
  - 4 July 2018
  - 4 September 2018 (Rescheduled to 2 October 2018)
  - 5 December 2018
  - 20 March 2018
- 1.4 The work programme is developed through the year, to meet new demands and changing circumstances and the Committee will be expected to review its work programme from time to time and make amendments as required.
- 1.5 One of the tasks given to the Committee is to carry out pieces of work requested by the Council and/or the Executive.
- 1.6 The Committee agreed on 6 July 2016 (minute 9/PF refers) that reports at each meeting would, where possible, be themed to the areas covered by the Portfolio Holder attending that meeting.
- 1.7 The work programme attached as Annex A to this report was agreed by the Performance and Finance Scrutiny Committee at its meeting on 4<sup>th</sup> July 2018.

**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 2018/19 municipal year, attached at Annex A
  - ii. whether any task and finish groups should be established.

Background Papers: None

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Service Head: Richard Payne 01276 707150

**Performance and Finance Scrutiny Committee – Work Programme 2018-19**

Date	Topic
<b>20 March 2019</b>	
1.	Scrutiny of Customer Experience and Digital Portfolio
2.	Scrutiny of Support and Safeguarding Portfolio
3.	3 <sup>rd</sup> Quarter Finance Report
4.	Annual Plan
5.	Hammersmith and Fulham London Borough Council's Debt Collection Initiative
6.	Corporate Risk
7.	Committee Work Programme and Task and Finish Groups

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