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Tuesday, 17 November 2020

To: The Members of the **Performance and Finance Scrutiny Committee**
(Councillors: Sashi Mylvaganam (Chairman), Shaun Garrett (Vice Chairman), Dan Adams, Graham Alleway, Cliff Betton, Vivienne Chapman, Sarah Jane Croke, Sharon Galliford, Edward Hawkins, Darryl Ratiram, Graham Tapper, Victoria Wheeler and Kristian Wrenn)

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 Peter Barnett, Rodney Bates, Paul Deach, Tim FitzGerald, Ben Leach, Robin Perry, Pat Tedder and Valerie White

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held virtually on **Wednesday, 25 November 2020 at 7.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded and live streamed on <https://www.youtube.com/user/SurreyHeathBC>

Yours sincerely

Tim Pashen

(Acting) Chief Executive

AGENDA

	Pages
1 Apologies for Absence	
2 Minutes of Previous Meeting	3 - 6
To receive the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 9 th September 2020.	
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.

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|-----------|---|----------------------|
| 4 | Portfolio Holder Update: Business & Transformation | 7 - 18 |
| | To receive an update from Councillor Colin Dougan on his work during 2019/20 in his capacity as Portfolio Holder for Business and Transformation. | |
| 5 | Portfolio Holder Update: Finance | 19 - 26 |
| | To receive an update from Councillor David Lewis on his work during 2019/20 in his capacity as Portfolio Holder for Finance. | |
| 6 | Treasury Management | To follow |
| | To receive the Treasury Management report for the 2019-20 financial year and the half yearly treasury management update for the 2020-21 financial year. | |
| 7 | Half Year Finance Report | To follow |
| | To receive an update on the Council's financial position at the mid point of the 2020/21 financial year. | |
| 8 | Half Year Performance Report | 27 - 44 |
| | To receive an update on the progress made to date against the targets in the Council's annual plan. | |
| 9 | Infrastructure Funding Statement 2019-20 | 45 - 74 |
| | To consider the Council's Annual Infrastructure Funding Statement for 2019/20. | |
| 10 | Property Investment Task and Finish Group | Verbal Update |
| | To receive an update on the work of the Property Investment Task and Finish Group. | |
| 11 | Work Programme | 75 - 78 |
| | To consider the Performance and Finance Scrutiny Committee's work programme for the remainder of the 2020/21 municipal year. | |

Minutes of a Meeting of the Performance and Finance Scrutiny Committee held virtually on 9 September 2020

- + Cllr Sashi Mylvaganam (Chairman)
- + Cllr Shaun Garrett (Vice Chairman)

- | | |
|-------------------------|-------------------------|
| - Cllr Dan Adams | - Cllr Edward Hawkins |
| - Cllr Graham Alleway | + Cllr Robin Perry |
| + Cllr Rodney Bates | + Cllr Darryl Ratiram |
| + Cllr Cliff Betton | + Cllr Graham Tapper |
| + Cllr Vivienne Chapman | + Cllr Victoria Wheeler |
| + Cllr Sarah Jane Croke | + Cllr Valerie White |
| + Cllr Sharon Galliford | + Cllr Kristian Wrenn |

+ Present

- Apologies for absence presented

Executive Portfolio Holders in Attendance:

Cllr Colin Dougan, Executive Portfolio Holder: Business & Transformation
Cllr David Lewis, Executive Portfolio Holder: Finance
Cllr Alan McClaffery, Leader
Cllr Adrian Page, Executive Portfolio Holder: Planning & People

Officers in Attendance:

Daniel Harrison, Executive Head: Business
Martin Hone, Interim Head of Finance
Louise Livingston, Executive Head: Transformation
Tim Pashen, Interim Chief Executive
Richard Payne, Executive Head: Corporate
Gavin Ramtohal, Head of Legal
Gina Robinson, Assistant Customer Relations Manager
Jenny Rickard, Executive Head: Regulatory

10/PF Apologies for Absence

The following substitutions were noted:

Councillor Rodney Bates for Councillor Graham Alleway
Councillor Robin Perry for Councillor Dan Adams
Councillor Valerie White for Councillor Edward Hawkins

11/PF Minutes of Previous Meeting

RESOLVED that the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 1st July 2020 be approved as a correct record and signed by the Chairman.

12/PF Complaints Monitoring 2019/20

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

During the 2019/20 municipal year, 17 formal complaints had been dealt with at either stage 2 or stage 3 of the Corporate Complaints Procedure. Of these, 11 had been found to be not justified, 4 were found to be partly justified, one had been found to be justified and one complaint was currently on hold.

It was noted that in previous years parking had given rise to a number of complaints however in 2019/20 no complaints had been received relating to parking services. Although responsibility for the parking service had been transferred to Woking Borough Council in 2018/19 enquiries had found that the number of parking related complaints dealt with through Woking Borough Council's complaints process had fallen from 7 in 2018/19 to 4 in 2019/20.

It was noted that currently ward councillors were not automatically notified when a complaint was received from a resident of the ward they represented. It was agreed that the possibility of sharing complaints with relevant ward councillors, should the complainant wish the matter to be shared, would be explored.

During 2019/20, the Local Government Ombudsman had considered 13 complaints and enquiries relating to Surrey Heath Borough Council and of these two had been upheld. It was agreed that the learning arising from the complaints that had been upheld would be shared with the Committee.

The Committee noted the report.

13/PF Expenditure on Legal and Professional Services

The Committee considered a report providing a summary of the Council's spend on legal services and consultants during the 2019/20 financial year.

The Committee was informed that all spending was within agreed budgets and that expertise was often bought in to enable specific projects to be completed and consequently costs would vary from year to year.

It was clarified that the negative spend of -£51,681.05 on finance consultancy services had been a result of a correction of expenditure on an air quality project which had originally been coded incorrectly to Finance instead of Community Services.

It was agreed that a more detailed breakdown of expenditure and a comparison with the 2018/19 financial year would be circulated.

The Committee noted the report.

14/PF Zero Based Budgeting

The Committee considered a report setting out a proposal to undertake a zero based budgeting exercise as part of the budget setting process for the 2021/22 financial year.

It was noted that the Council currently adopted an "incremental" approach to budget setting, whereby the budget for the new financial year was prepared by taking the current year's budget or actual performance as a base, with incremental amounts then being added for the new budget period. It was considered a practical approach to building a budget that did not normally result in fundamental change year on year. In contrast a zero based budget (ZBB) approach started from the premise that no cost or activity should be factored into a budget just because it had been present in the previous period and that

anything that was to be included in the budget had to be justified and every function analysed for its needs and costs.

ZBB was a resource intensive process and consequently it was proposed that a three year rolling ZBB programme be implemented with resources focused during the first year on those services which were particularly reliant on income from fees and charges including leisure and planning. This three year rolling programme would enable the methodology to be thoroughly tested, provide an analysis of the cost drivers in those services which needed to attract customers and provide member and senior management support to those services most at risk from the current Covid-19 pandemic and the associated economic downturn.

It was confirmed that the Executive was in the process of developing a new Five Year Strategy and Vision for the Council and Members would have the opportunity to agree the Council's political priorities e.g. poverty and climate change as part of this process.

The budget setting timetable for the 2021/22 financial year was currently under development and would include opportunities for members to be involved in the challenge process. It was agreed that the budget setting timetable would be circulated.

RESOLVED that the Performance and Finance Scrutiny Committee advise the Executive to recommend to Full Council that a Zero Based Budget be commenced this autumn for services that are particularly reliant on income from fees and charges. With incremental budgeting process retained for all other services.

15/PF Property Investments for Treasury Management Since 2016

The Committee considered a report setting out a motion relating to the Council's property investments in Camberley town centre which had been referred to the Committee by Full Council at their meeting on 22nd July 2020. The motion had expressed concern about articles in the national press regarding the Council's property investments, sought information pertaining to the purchase costs of property investments since 2016 and suggested further actions in the event that there had been a significant impairment of book value since the date of a property's purchase.

It was acknowledged that a number of those involved in the decision to pursue the purchase of the Mall Shopping Centre in 2016 were either no longer employed by the Council or were no longer elected members and there would therefore be little benefit in revisiting their actions at the time. Notwithstanding this, it was agreed that the concerns that there had been insufficient information available at the time for members to make a fully informed decision on the Mall's purchase did warrant further investigation and that the information provided in the relevant reports and workshops ought to be reviewed in order to inform future decision making. It was agreed that a Member Task and Finish Group should be established to review the information available at the time of the decision. It was noted that the membership of Task and Finish Groups should be broadly politically proportionate and it was agreed that members wishing to participate in the Task and Finish Group would forward their names to their Group leaders in the first instance.

It was clarified that the projected £110,000 cost of the budget required for all stages of the work set out in the Motion was made up of a mix of external consultant costs and officer time. Of this it was felt that officer time would take up approximately £50,000. It was suggested that a funding request for up to £40,000 be made to Council to pay for the services of an external consultant to complete a desk top review of the property acquisitions set out in Annex B of the report.

Concern was raised that the documentation relating to the decision to purchase the Mall in 2016 remained exempt leading to a perception that the decision had not be subject to adequate scrutiny. It was agreed that the possibility of making the documentation public would be followed up with the Monitoring Officer.

RESOLVED that:

- i. A Task and Finish Group be established to review the advice provided to members in relation to the purchase of the Mall Shopping Centre.
- ii. A progress update be given to the Performance and Finance Scrutiny Committee at its meeting on 25th November 2020 and the next meeting of Full Council.

RECOMMENDED that:

- i. Full Council be recommended to allocate a budget of up to £40,000 for the provision of an external consultant to complete a desk top review of the property acquisitions set out in Annex B of the report.

16/PF Committee Work Programme

The Committee considered a report setting out the Committee's proposed work programme for the remainder of the 2020/212 municipal year.

It was agreed that an update from the Property Investment Task and Finish Group would be added to the Committee's meeting on 25th November 2020.

RESOLVED that subject to the amendment set out above the Performance and Finance Scrutiny Committee's work programme, as set out at Annex A to the report be agreed.

17/PF Review of Exempt Items

It was agreed that the exempt annexes B and C at Item 7 would remain exempt for the current time to be reviewed periodically as the matter progressed.

18/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 25th November 2020 at 7pm.

Chairman

Portfolio Holder Update: Business & Transformation

Summary: To provide a progress report on the Business & Transformation Portfolio

Portfolio: Business and Transformation

Wards Affected: All

Recommendation

The Performance and Finance Scrutiny Committee is advised to note the report

1. Background

1.1 The Business & Transformation Portfolio covers a wide and diverse range of both public and internal facing services comprising of:

- Building Control
- Camberley Theatre
- Car Parking
- Communications & Marketing
- Corporate Property
- Data Protection & Freedom of Information
- Economic Development
- ICT & Digital

2. Building Control

2.1 This is a mandatory service. In addition to operating on a commercial basis (non-profit making) in direct competition with private companies the team oversees the Councils statutory duties for dangerous structures, enforcement under the Building Acts and acts as a safety net for schemes where the registered Approved Inspector is unable to continue.

2.2 In 2019/20 the team processed 604 applications for Building Regulations approval and this involved 4041 separate site inspection visits as construction works progressed. In addition, the team undertook successful enforcement actions on 42 sites where there were unauthorised works, they also attended 16 dangerous structures.

2.3 The Team is working toward ISO 9001 Quality Management System ready for compliance with the new Building Act and validation for Building Regulation Fire Safety on Higher Risk Buildings. This work anticipates the changes that the new Building Act is likely to introduce in response to the emerging identification of the issues that contributed to the Grenfell fire disaster. This will have implications for management of risks in the operation of the Building Control service.

3. Camberley Theatre

- 3.1 Due to Covid19 restrictions the theatre closed to the public on 17th March until September. During that time the staff were redeployed to help with welfare calls, food parcel and prescription delivery and supporting the council's live stream meetings.
- 3.2 The theatre did open occasionally during the first lockdown to allow NHS Blood Donor services to continue and supplied kitchen equipment to Surrey Heath Prepared.
- 3.3 Following an extensive risk assessment and the implementation of new "covid safe" measures, including a reduction in capacity to 100 (from 400) the theatre was able to re-opened in September with a limited programme of film screenings and solo performers such as Joel Dommett and Daniel Sloss. The theatre closed again on 5th November in line with the national lockdown but is aiming to re-open again on 2 December.
- 3.4 Until Covid19 restrictions were implemented the theatre had been performing very strongly with 19/20 being another successful year with increases in Box Office sales. However the pandemic has had a dramatic impact on all income including tickets, room hire and bar sales. By way of comparison:
- 17/3/19 – 17/8/19: Gross sales during this period: £342,614.40. Number of tickets sold: 18994
 - 17/3/20 – 17/8/20: Gross sales during this period: £7,040.50. Number of tickets sold: 382
- 3.5 The Pantomime, *Jack and the Beanstalk*, has been postponed until December 2021 and in its place a varied programme of Christmas films, shows and events will be presented instead. This is lower risk and more scalable during these uncertain times.
- 3.6 The events programme including Carnival, Surrey Heath Show, Comedy Festival and Surrey Heath Show has all been postponed until 2021.
- 3.7 The Creative Minds Academy have been running youth theatre/dance/singing classes via Zoom during lockdown and this will continue until at least October 2020. Due to limited room capacities and commercial reasons; the temporary programme of fitness classes will not resume until at least Jan 2021
- 3.8 The Theatre frontage work received planning consent in September 2020 and is set to be completed early 2021.
- 3.9 The IGC continues to have a full quota of tenants.

4. Car Parking

- 4.1 Parking Services is managed by the Parking Services Manager who has a dual role and also manages the on-street enforcement on behalf of Woking Borough Council.
- 4.2 Until 2018 on street parking enforcement was delivered by Surrey Heath via an agency agreement on behalf of Surrey County Council. The change, in November 2018, was as a result of a review of management arrangements (to find cost savings)

by Surrey County Council which resulted in the transfer of responsibility for Surrey Heath on-street enforcement to Woking Borough Council.

- 4.3 The Car Parks Team manage Camberley's two multi-story car parks and the six pay and display car parks across the borough. The multi-story car parks are operated via a ticketless Automated Number Plate Recognition system (ANPR). This system reads the car number plate on entry and when the customer is ready to leave they enter their registration number into the pay machine.
- 4.4 In recent years Main Square and Knoll Road car park has seen a slight fall in visitors which is in line with Camberley town centre footfall and in 2019/20 generated just under £1.8m gross which in turn generated a net surplus of £700k for the council. The pandemic has had a significant impact on parking income in 2020/21 due to suspension of parking fees during the spring/summer lockdown and a significant reduction in town centre footfall. Estimated income is currently down by approximately 85%. 70% of this loss should be recoverable under the Government's Sales, Fees, and Charges reimbursement scheme.
- 4.5 On 14 September 2020 regular parking tariffs were reinstated in the Camberley multi-storey car park, with 2 hours free parking at Knoll Road and a new Parking Subsidy Permit was introduced for low paid workers. So far 7 permits have been issued. In October 2020 regular parking tariffs were reinstated in the out of town Pay & Display car parks.
- 4.6 It is worth noting that parking tariffs have not been reviewed since 2014 in the town centre and 2009 in the pay and display car parks, and have now fallen significantly behind inflation.
- 4.7 Recent improvements and investment include the refurbishment of all the parking levels in Main Square (including the stairwells) with the introduction of wider spaces for ease of parking. New cost efficient "smart" LED lighting has also been installed in Main Square which will have a significant impact on energy costs. Looking further ahead there are numerous possibilities for more aesthetic improvements in line with the council's plans for the SQ shopping centre as well as the installation of LED lighting at Knoll Road car park. Capital Funding has been approved for the resurfacing of Chobham car park (£50k) and Watchetts Road car park (£40k). This work will be carried out in the current FY.

5. Communications and Marketing

- 5.1 The Marketing and Communications team is responsible for all marketing and communication content across multiple customer facing channels in order to manage the brand and reputation of the Council, engage with residents and businesses, promote the Borough and support revenue generation.
- 5.2 The team is led by a marketing manager with 6.3 permanent FTE staff. During COVID 3.5 FTE were re-deployed to support vulnerable residents with welfare calls.
- 5.3 Highlights of the Communications and Marketing Team's work during 2020 have included:

Covid Response

- Communications in a major incident covering internal communications, Member Updates and resident and business comms.

- Management of communications for major incidents including flooding, traveller incursions (Heatherside held as communications ‘best in class’ case study in Surrey) and fire at Chobham Common.
- Delivered more than 70 hosting hours of virtual council meetings

Consultation

- Sharing and engagement for new playground designs across the Borough, Windlesham Community Governance Review and the Surrey Heath Statement of Community Involvement.

Social Media

- Offers effective channels to develop SHBC brand, inform residents and manage reputation. Social media is increasingly the human face and voice of the Council as well as an increasingly popular channel for customer service. The team monitor feedback and reactions of residents on our channels as well as groups across the Borough (often out of hours) so any issues can be immediately managed. Monthly results on campaigns from social media are shared with Members.
- As detailed in regular updates shared with Members a number of campaigns helping promoting Surrey Heath and share information with residents and businesses have been delivered including; launch of cartoon Keith; green flag awards; election of a new Mayor, Surrey Heath Sports Awards, Business Awards, walking for health, community fund grants, revenue grant awards, SH Lottery.
- We’re developing our profile on LinkedIn through the regeneration work in Camberley and increased content to share with businesses including the promotion of the new Surrey Heath Business website.

Public Relations

- 5.3 At end of October SHBC had issued 100 press releases/news announcements in 2020 so far (10% up on previous year) averaging 10 per month. In addition the team managed (on average) 7 media enquiries per month (down 40% on previous year) from print and online news outlets, TV, radio and trade publications.

Heathscene

- 5.4 Heathscene, the Council’s magazine is distributed three times a year across the Borough. It continues to be an excellent way to reach those in the community who are not online and has been improved with a more consistent editorial voice, more up to date content which now strongly compliments digital and print campaigns. Editorial space is sold to partner organisations (Surrey Heath CCG and Surrey County Council). HeathScene costs 21p per copy to produce.

Website

- 5.6 For the full year 2019, the SHBC website had 794,404 visits (up 13% year on year) and nearly 3.5 million page views. More visits to the website are made via mobile up 5% on previous year to 40% of all visits.

- 5.7 In 2020 the most popular pages on the website so far are; Homepage, Planning, Coronavirus Information page, Recycling and Waste and 'My Surrey Heath'.
- 5.8 Due to the new public sector website accessibility regulation all 2000 pages of our website have been updated. All documents are being amended to ensure those with additional needs are able to access.

Camberley Town Centre

- 5.9 To showcase Camberley to commercial and local audiences in order to attract and retain current businesses and customers. We continue to share key project milestones and communicate regeneration project plans for the town centre with businesses and residents by visits/meetings, forum events, printed materials (vinyls, fliers and posters) press and social media as well as promoting retail and leisure activities to drive footfall and increase dwell time. Highlights include; Reducing costs of marketing campaigns for the town centre by creating artwork in-house (saving £30K in 12 months), Coverage achieved in The Guardian, BBC News, The Evening Standard, property trade press and regular coverage in local newspapers and on radio, Supporting Camberley re-opening as restrictions for COVID were eased. All signage and digital collateral produced by SHBC.

Events

- 5.10 Our usual work around events hasn't happened in 2020 due to covid but we have livestreamed as many of the commemoration or public celebrations as possible average views c. 2000 for VE Day, Pride and VJ Day.

Surrey Heath Business Awards

- 5.11 The Business Awards in 2020 were judged in March and announced virtually in October. Results: Facebook Winning Award videos viewed a total of 3,672 times with total reach of 9,110. The Shortlist announcement was viewed a total of 2,517 times and a reach of 8,287. On LinkedIn the winner films were viewed a total of just under 2,000 times with positive comments on posts shared by the winning businesses.

6. Corporate Property

- 6.1 Corporate Property is responsible for the council's property assets including:
- Overseeing the day to day management of the operational buildings including rent, service charge, vacancies, building works, statutory compliance Leases
 - Commercial property management
 - Supporting I&D team in acquisition of investment properties
 - Community buildings
 - Facilities Management
 - Surveying
- 6.2 Since the spring Corporate Property has played a significant role in ensuring that staff were able to return to work safely after the initial lockdown by coordinating risk assessments and the subsequent work to make council buildings (including Theatre and Windle Valley) "Covid safe". This included assessment of maximum occupancy of meeting rooms and work areas, clear signage, additional cleaning and the implementation of hand sanitiser stations throughout. This meant that staff felt comfortable and safe when using the building.

- 6.3 This has also required the team to engage with the numerous partners that lease space from the Council in Surrey Heath House and ensure all under leases are renewed in a timely manner & opportunities to maximise the occupation of premises are explored.
- 6.4 Corporate Property manages the out sourcing of the day to day management of our 4 industrial estates and 1 office building investments including instructions on terms and conditions for lettings, lease renewals, assignments, dilapidations and rent reviews. The team also set up the process for approval of lettings, lease renewals and rent reviews in accordance with SHBC's procedural rules together with, as a consequence of Covid 19, a fortnightly rent arrears schedule Tenant by Tenant for SHBC's finance team to monitor arrears at this time.
- 6.5 The team also manages the annual valuation process to ensure that the portfolio value is maintained or increased. Next Valuation work starts Nov/Dec 2020
- 6.6 Corporate Property works closely with Legal, I&D and Regulatory teams on acquisitions and regeneration providing due diligence support and commercial advice on projects such as Ashwood House and London Road Development and the various initiatives to deliver temporary accommodation for the borough's homeless and rough sleepers.
- 6.7 The team also liaises closely with Business Service to ensure all rent reviews, alterations and assignments are carried in respect of the community leases (e.g. community centres, sports club etc).

7. Data Protection & Freedom of Information

7.1 2020 so far has seen a dramatic decline in Freedom of Information (FOI) and Environmental Information Regulation (EIR) requests received by the Council compared to the previous 2 years, this is partly due to the go live of the Building Control Database in October 2019 which saw a sharp decrease in the amount of EIR requests, as well as the impact of COVID-19.

2018	2019	2020
1132	1244	576

FOI's have increased in complexity taking longer to source information or apply relevant exemptions. Examples of FOI requests by subject area is;

- CEO expenses/investigation
- Planning application/permission internal correspondence
- Business rates data
- Council spend
- Air quality / energy efficiency
- COVID Grants
- Fixed penalty notice data
- Recovery of unpaid council tax
- Council tax & disability reductions

7.2 There has been 34 Data Protection Subject Access Requests received and actioned so far in 2020 this is an increase from 2019 which saw a total of 33 for the whole calendar year.

7.3 There have been 10 Data Breaches reported so far in 2020, of which 1 was reported by the Council to the Information Commissioners Office (ICO) due to the potential of an adverse effect to the data subject. No further actions by the Council was required by the ICO. Main themes for data breaches include:

- Personal information shared insecurely outside of the Council
- Inappropriate management of confidential information by staff member
- Personal information uploaded to website in error

For each breach a full investigation took place ensuring where possible the breach was mitigated and lessons were learnt.

7.4 A review and update of the Information Security Policy, Data Protection Breaches Policy, Data Protection Policy for Home Working and Email Guidance has been undertaken in line with Data Protection legislation.

7.5 Mandatory Information Security e-learning refresher has been issued to all staff for completion.

7.6 Work is underway on reviewing all the local departmental records retention schedules and Information Asset registers, they were last reviewed in 2016. This will then feed into a central Records Retention and Destruction Schedule and Asset Register which will help ensure the Councils compliance under Data Protection, Information Rights and Local Government Transparency Code.

8. Economic Development

8.1 Current state of the Borough

	2019	2020	Change
Population	88,900	89,300	+400
Businesses	5,365	5,265	-100
Jobs	65,000	56,000	-11,000
GVA	£3.3bn	£3.48bn	+£1.8million
Skilled workforce	48.7%	57.2%	+8.5%*
Gross Weekly Pay	£751.9	£739.4	-£12.5

8.2 The Borough has been impacted this year through a small decline in businesses registered for VAT and PAYE, and a loss of 11,000 jobs within the Borough.

8.4 GVA (Gross Value Added) is still increasing year on year, although we are anticipating that next year may be stalled due to the impact which the Pandemic is having on the economy.

8.5 Investigations are underway to attribute the loss of jobs, as the figure is significant, however it is felt from conversations this is a small number across a number of companies rather than high numbers in a few. Reduction in weekly earnings would also indicate that the loss of jobs could be attributed to more of the high earning, high skilled positions, rather than the lower skilled roles

8.6 Key work areas over the past twelve months have included:

- Account Management – The team has continued to work with businesses of all sizes within the Borough to support their growth needs. The team also work closely with the planning team to assist where possible large development proposals from businesses.
- Stihl - Planning approved (subject to Secretary of state approval) after initially Economic Development through Kevin Cantlon.
- Sale of Eli Lily Site – working closely with Commercial Agents and with Eli Lily themselves.
- Sale of KampKorp Park – again working with key stakeholders to identify site as a great location for business, eventually being sold to a local Surrey firm, Gordon Murray Designs.
- Kevin Cantlon Shop Fronts – a further 4 businesses supported in the last 12 months.
- Covid-19 – wrote the Discretionary Grant Guidance for Surrey and undertook the administration of the Scheme for Surrey Heath awarding 91 Grants to Businesses with a value of over £746,000.
- Corporate Social Responsibility Scheme for businesses launched in Surrey Heath in October 2020, open to all businesses across the Borough. Individuals can support also by volunteering their time to causes. Also open to SHBC staff.
- IOT footfall – procured contracted with Indestinate Ltd to provide footfall tracking across the Borough using aggregated mobile phone data.
- Tikspac – Economic Development is working with Enforcement and Communications to deliver the Tikspac dog waste scheme by encouraging businesses to support through sponsorship.

8.7 Key economic development communications messages in 2020 have included:

- New business facing website Business In Surrey Heath was launched in October 2020 which has received over 2,500 visits in its first month and driven up newsletter subscriptions by 100.
- LinkedIn – Economic Development increasingly utilising LinkedIn s, with interactions going up by 131% since October 2020.
- A business newsletter sent regularly to over 6,000 recipients.

Property

- 8.8 The Economic Development team continue to work alongside Commercial Property Investment and Development and Montagu Evans to support lettings in Surrey Heath under our ownership. This includes securing The Secret Stage School in The Square and opportunities for independents to take on units, including a Zero Waste shop, charities and other non-retail businesses.

Key Work Areas in the Next Twelve Months

- 8.10 Recovery – The team is trying to look ahead with a flexible view on the provision of support. A Grant Thornton Report on resilience has stated that Surrey Heath is one of the least vulnerable Boroughs in England due to the levels of skilled residents, jobs and sectors which have proven to be sustainable during the Covid-19 crisis.

- 8.11 Skills and Jobs Support - The Borough is being impacted vastly by the effects on the economy due to COVID-19. The Claimant count for Universal Credit for the Borough is growing, albeit slowly after an initial spike in May.
- 8.12 Working with DWP and JCP Economic development has applied for funding to host a Youth Hub, which will support 18-24 year old's in the Borough who have found themselves out of work or education. Delivering:
- Careers Support
 - Interview guidance
 - Job Application Guidance
 - Meet the Business Sessions
- 8.13 Self-employment and small business support – DWP have indicated that over 45% of those on Universal Credit are those who are Self-employed within the Borough, therefore through the repurposing of the Kevin Cantlon Fund:
- Pop Up Business School
 - Surrey Chambers Start Up Academy
 - Enterprise South 1-2-1 Support
- 8.14 Brexit – Economic Development continue to work with partners such as The Surrey Chambers and The Local Enterprise Partnership, and Department of International Trade to ensure information about Brexit and details about where support can be found are shared with our businesses who import and Export from Europe.
- 8.15 Retail Support projects - Through the Reopening High Streets fund, it is envisaged a range of support be delivered through workshops, skills sessions tailored to the needs of the High Street businesses over the next 12 months to help with moving on line, moving from online to bricks and mortar retail, but not exclusive.
- 8.16 Co-Working – A review of the potential opportunities for delivery of co-working space within Camberley town center is being undertaken to understand the opportunities and potential revenue stream which may be available to the Council through a partnership to deliver a project.
- 8.17 5G - Economic Development continue to work with partners to build a business case for a 5G retail test bed for Camberley Town Centre.
- 8.18 Government backed support grants – We will continue to administer the government backed Covid-19 support grants which are not attributed to the Business Rates stem where Government has provided guidance on provision of Borough wide discretionary grant schemes.
- 8.19 We will continue to support businesses throughout the Borough get through the Covid-19 Crisis

9. ICT & Digital

COVID-19 response

- 9.1 The ICT team had to react quickly to the impact of Covid and a response was delivered quickly and robustly. This included:

- Mobile equipment was procured and distributed (e.g. laptops).
- Rapid support for homeworking.
- Urgent replacement of firewall to handle the amount of staff working at home with increased remote network traffic.
- Assisted the welfare teams with remote access to the cloud based storage system (Box) to allow effective collaboration.
- Worked with Surrey Heath Prepared to provide them with cloud based tools to allow them to check postcode / ward data for vulnerable residents.
- Telephony systems were quickly configured for the welfare teams to begin calling vulnerable people which was only possible due to the agile nature of the 8x8 cloud telephony system.
- Quickly organised processes and equipment to enable the Zoom video conferencing system.
- Moved quickly to cloud platforms where possible (including new CRM, XMAP GIS, Civica Financials Live and shortly Iken case management for Legal Services).
- As a response to new legislation enacted by government ICT teams worked swiftly to enable new pavement license applications to be processed through the Uniform system.
- ICT made existing cloud services available to enable Economic Development to build forms such as the Discretionary Grant Payment form and self-employed proformas to capture grant requests from members of the public.

Other Key Areas of ICT Work

- 9.2 Laptops - There are currently circa 60 staff working from the new agile laptops. These have been procured via Dell Premier Service at significant discounts through the NHS Shared Business Framework. The move to laptops is making significant impacts on our agile working agenda and also opening up the potential of Microsoft Teams to staff.
- 9.3 Unified Endpoint Management - Significant progress has been made with Microsoft Intune, the cloud service we use to securely manage our laptops and mobile phone estate. As more laptops are deployed the use and need for desk top PCs will decrease.
- 9.4 Box upgrade - Box, along with 8x8 cloud telephony and Office365 was fundamental to delivering the authority's COVID-19 response. In November the council will upgrade to Box's premium service due to the functionality upgrades and security tools it provides us.
- 9.5 Firewall upgrade - took place one in March 2020 as a direct response to increased staff needing access their work PCs from home. As the council continues with the cloud programme, deployment of laptops and collection of desktop PCs etc there is less and less reliance on our internal network and staff needing to use the firewall.
- 9.6 Cloud CRM (Customer Relationship Management system) - has been delivered in record time and to budget. It's been very well received, is integrated with the land and property gazetteer, Box and the telephony system.
- 9.7 Zoom - video conferencing implementation was a critical component of the response to COVID-19. This was introduced towards the latter part of 2019 and received minimal use. However, now staff are getting used to the 'new normal', since the start of March the service has delivered 1027 meetings with 7,427 meeting participants

with a total of 6,229 hours of meetings (259 days). We believe the authority delivered one of the first (or maybe even the first) full Council meeting via video conferencing after the government altered the legislation to facilitate this.

- 9.8 Network Switch upgrade - capital project has begun. The new switches are powered up and running in a temporary location in our server room to begin testing. This project is a significant piece of work as the switches are responsible for all network connectivity (including printers, Wi-Fi, servers, workstations).
- 9.9 Uniform migration phase 1 - All major business areas are now live including development control, tree preservation, planning policy, enforcement, land charges, environmental health and licensing.
- 9.10 Xmap Cloud GIS service - has been procured, configured and deployed quickly. It's completely cloud based facilitating remote working and we have consolidated / switched off various other GIS infrastructure as a result, with a cost saving of around £9k per annum. This service is now being deployed to Joint Waste Solutions to help manage the waste collection contract.
- 9.11 Windows 7 project - is now complete. All standard PCs in the authority are now running on Windows 10.
- 9.14 Civica Financials Live - project has completed user acceptance testing and will go live on August 24th. This will complete the move of finance to full cloud hosting.
- 9.17 New Ways of Working - The council has been presented with an opportunity to change the culture of the organisation, foster a positive agile working agenda, further reduce the reliance on Surrey Heath House and reduce the volume of floor space required by SHBC.
- 9.18 Web Content Accessibility Guidelines Audit - is currently underway with a firm called Invotra. They are checking to ensure all our online e-forms meet mandatory government WCAG requirements.
- 9.21 Iken matters management system for Legal Services - is moving to Iken Cloud hosting. This means all Legal Services ICT platforms are cloud based. This project is due to be delivered mid-December.
- 9.22 Service Desk - in combination with other ICT teams have resolved 3693 tickets between February and August 2020.
- 9.23 Uniflow cloud print services - has been implemented. The impact of this will be that all our print services will be cloud based and laptop users will have full wireless access to printing services.
- 9.24 ITrent HR and Payroll - project has started which will move these services onto a cloud based solution and provide staff with access to a smartphone app for booking leave and claiming expenses. Estimated go-live date is April 2021.

Annexes	None
Background Papers	None
Author/Contact Details	Name – Daniel Harrison Email address: daniel.harrison@surreyheath.gov.uk

Portfolio Holder Update: Finance

Summary

To provide a progress report on the Finance Services Portfolio

Portfolio: Finance

Wards Affected: All

Recommendation

The Committee is asked to note the report.

1. Background

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

- Finance
- Procurement
- Revenues and Benefits

1.2 Surrey Heath Borough Council had gross service expenditure of c£44m. This is funded by income from investments, charges, grants, Business Rates and Council Tax as set out in the budget paper presented to members in February each year. In addition, we also collect Business Rates and Council Tax on behalf of all preceptors and have also managed a short-term loan portfolio to reduce borrowing costs.

1.3 Government funding to the Council has fallen by £2.7m in cash terms since 2010/11 and the Council has made up the gap by increasing efficiency and generating income through investment. This has meant that despite this reduction in funding coupled with the impact of inflation the Council has been able to maintain its services to residents.

2. Finance Function

The Finance Service

2.1 The finance service has a key role in the delivery of the Council's wider ambitions for borough-wide prosperity as set out in the Corporate Plan:

- Strengthening the Council's financial independence by increasing our own income;
- Working with partners to support our urban and rural economy through strategic development planning and economic growth;
- Supporting local businesses by encouraging economic development and improvements to local transport and other infrastructure;
- Encourage inward investment by promoting Surrey Heath as a great place to live and work;
- Delivering new development within the borough to strengthen the local economy.

- 2.2 The past year has seen more changes to the finance service. The benefits from the Civica financial system upgrade in 2019 have continued to be realised with a significant number of staff now being comfortable in using the system to monitor their budgets and purchase goods and services. Further enhancements took place in summer 2020 with procedures streamlined to generate efficiencies in the service. Two new senior accountants joined the service in early 2020 and their experience and knowledge will enhance the finance service in the years ahead.
- 2.3 The Council's investment in property coupled with Surrey Heath becoming lead authority for joint waste has meant that the service has had to deal with accounting challenges in partnership with colleagues from both waste and property development departments.
- 2.4 The finance service has worked closely with services to assist them with their budget monitoring.
- 2.5 2020 has seen further improvements and challenges for the service. These include:
- Enhancement of the Civica financial system including the introduction of new modules and move into the cloud;
 - Further property purchases and associated accounting challenges.

2020/21 Budget

- 2.6 The mid-year finance report, which is reported elsewhere on tonight's agenda ('Council Finances as at 30 September 2020'), shows that the Council is expected to have a shortfall of income against expenditure of £1.4 million at 31 March 2021 compared to the planned budget agreed in February 2020. The details of the shortfall are set out in Appendix A of that report and summarised in the table below:

	20/21 Budget	20/21 Forecast Outturn	Variance	
	£	£	£	
Finance	1,880,424	2,170,000	290,000	a
Corporate	1,771,732	1,771,650	-82,000	f
Transformation	3,996,718	3,571,000	-426,000	f
Business	654,735	1,294,735	640,000	a
Regulatory	2,326,709	1,953,709	-373,000	f
Investment and Development	-611,201	660,000	1,500,000	a
Legal & Property	-1,619,861	-1,819,861	-200,000	f
Community Services	4,495,988	4,496,988	25,000	a
Total	12,895,244	14,098,221	1,374,000	

- 2.6 The main adverse variances arise from shortfalls in come form Car Parks and the Property Portfolio. offset from some favourable variances in other parts of the Council. The £1.5m income from Property is classed as commercial income and is not covered by the government's income guarantee scheme.
- 2.8 The Council's Medium-Term Financial Forecast anticipates a continuing and growing funding gap likely to be c£2m by the year 2024/25. This is based on several assumptions, particularly regarding Government Funding and Business Rates.

- 2.9 The Council has a good track record of meeting these financial challenges and indeed has a strategy of further efficiency coupled with income generation to meet this challenge. However, if this were not to be successful it may be that cuts to services would be required. That said this is a challenge faced by most Councils and indeed Surrey Heath's position is in fact one of the better placed within Surrey. Ultimately the long-term sustainability of a two-tier system of Local Government in Surrey will need to be addressed if funding continues to be taken away by central government.
- 2.10 Following recent events, the Council's response to the Coronavirus pandemic will be a key priority in the short and longer term. The Council's COVID-19 Hub has been set up to support vulnerable residents who have been affected by the pandemic. The hub has been reaching out and ensuring that any urgent needs are met, including delivering food packages to those who do not have someone who can get shopping or medical supplies for them. The Council has been on the front line in the fight against the virus, delivering Government backed support as well as developing and delivering locally funded support for residents. The Council is working with the voluntary and community sectors to support even more vulnerable residents, including those who are not part of the NHS list but who do not have families or friends to support them.
- 2.11 The Council has made a local Hardship Fund available and is supporting those who need emergency financial support due to COVID19. Meanwhile the Council has strived to continue to deliver core services where possible and all staff have been involved in enabling vital service delivery in this difficult period. It is also a priority for the Council to support businesses and the self-employed through the pandemic, delivering grants to eligible businesses and applying the 2020/21 Business Rate holiday as promised by the Government.
- 2.12 The Council worked with local businesses in Council owned commercial property to aid in the payment of rents, offering flexible payment schemes to help them manage their cash flow.
- 2.13 Due to the timing of the crisis which started to impact in March 2020 the impact on the 2019/20 financial year was minimal but the crisis has had huge financial implications for the Council during the first half of financial year 2020/21 (see report elsewhere on tonight's agenda)., with increased costs in demand for certain services as well as reduced income likely through lower collection of local taxes and especially fees and charges.
- 2.14 Looking forward the Council wishes to continue to deliver on its key priority to develop Camberley Town Centre. This project will depend on the strength of the wider UK economy, in particular the housing and retail markets. Although there has been a national fall in the value of the retail assets which has impacted the Council this is not necessarily an issue since there is no intention to sell these assets in the near future. What is more important is that the income is maintained to cover the loans taken out to fund the purchase of these assets. The Council is doing a good job on its own trying to address the financial challenges it faces and preserving services. It is continuing to pursue key priorities in delivering income and reducing costs. This is being achieved through more partnership working and new technology.

External Context

- 2.15 The effect on the UK from coronavirus, nationally and regionally, has had a major impact on the Council's financial plans.

- 2.16 At the national level, the latest forecast from the Bank of England is that the UK economy will shrink -2% in Q4 2020 before growing by 7.25% in 2021, lower than the previous forecast of 9%. The Bank also forecasts the economy will now take until Q1 2022 to reach its pre-pandemic level rather than the end of 2021 as previously forecast.
- 2.17 UK Consumer Price Inflation (CPI) for September 2020 registered 0.5% year on year, up from 0.2% in the previous month. Core inflation, which excludes the more volatile components, rose to 1.3% from 0.9%. These are important indicators for future cost pressures on the Council's budget.

Covid Funding from Central Government

- 2.18 So far there have been four 'tranches' of funding for local government (the latest announced in October). The figures for 'All England' and the allocation to Surrey Heath Borough Council were as follows as follows:

	All England LAs (£m)	SHBC (£)
Tranche 1	1,600	27,622
Tranche 2	1,594	879,135
Tranche 3	494	103,693
Tranche 4	919	100,000
	£4,607m	£1,110,450

- 2.19 In addition, On 10 June, The Prime Minister announced a one-off grant of £63 million for 2020/21 for local authorities in England to help those who are struggling to afford food and other essentials due to COVID-19. The funding for Surrey (£788,016) was paid over to Surrey County Council towards the end of July and Government expectation was that this additional grant should be spent within 12 weeks, that is by approximately 31 October.
- 2.20 On 4 August, SCC decided that the most vulnerable residents would benefit most from a partnership approach to the distribution of these funds, building on the existing relationships across the County Council, Borough & District Councils and voluntary, community & faith sector (VCFS) which have been utilised in the joint approach to the response to the pandemic.
- 2.21 The majority of the allocation (£648k) was distributed to the Borough and District Councils to use to target those in need and provide additional grant funding to local food banks and VCFS organisations supporting the purchase and distribution of food, medical supplies and other essential items.
- 2.22 The methodology for the allocation of these funds across the 11 Boroughs and Districts replicated the DEFRA assessment of need (based on population data weighted by the Index of Multiple Deprivation (IMD) for the authority area).
- 2.23 Surrey Heath Borough Council received an allocation of £40,922.

2021/22 Budget and Medium-Term Financial Strategy

- 2.24 Colleagues are currently working on putting the Budget together for the coming year. This will be done in time for presentation to members in February 2021. Despite the challenges in the current year, the Council's financial standing is strong as evidenced by its Steady financial management over many years. Compared to other local authorities the Council holds significant financial reserves, some of which may need

to be applied to support services given significant shortfalls in income against budget since the start of the pandemic in March 2020. Even discounting the impact of Covid, there is an increasing gap between expenditure on services and the funds the Council can raise to pay for them, given increasing demands, complexity of needs and other demographic factors.

- 2.25 The drafting of the 2021/22 budget and the roll-forward of the Council's five-year Medium-Term Financial Strategy both have regard to the continuing impact of the Coronavirus pandemic on Council finances, national funding priorities and the local economy.
- 2.26 Early indications are that there are financial pressures in several areas across the Council. Income is being squeezed and yet costs coupled with demand for services in increasing. This will make budget setting particularly challenging as there is very little new money to spend. As part of the budgeting exercise for 2021/22, members and officers will be utilising Zero Based Budgeting (ZBB) techniques, as agreed at a previous meeting of this Committee. Given the resource intensive nature of ZBB, for financial year 2021/22, the focus of the exercise will be on those services that are particularly reliant of income from fees and charges (e.g., Leisure, Planning). These are priorities in the current financial environment, given the downturn in economic activity and its impact on the local economy. This first tranche of reviews will allow the methodology to be fully tested, provide a valuable analysis of cost drivers in services that need to attract customers, and assist in the repositioning of the Council's Medium-Term Financial strategy. This 'blended' approach will provide member and senior management support to those services most at risk from the current pandemic and its aftermath.
- 2.27 Other actions to achieve a balanced budget for 2021/22 will include:
- (i) Review of Council's pay budget
 - (ii) Review of the level of Council Tax and changes to the tax base
 - (iii) Adjustments for contractually agreed increase in prices
 - (iv) Review of fees & charges
 - (v) Benchmarking with other organisations to identify possible efficiencies
 - (vi) Review of top tier of management
 - (vii) Review of General Fund reserves for possible re-allocation for one-off revenue funding in 2021/22
 - (viii) Adjustments to the Council's Medium-Term Financial Strategy to ensure that any reserves applied in Year 1 (2021/22) will be replenished by the end of the planning period (2025/26)
- 2.28 The Council will also need to give consideration about the treatment of any overspend/under recovery of income arising at the end of the current financial year (2020/21).
- 2.29 A key component of the budget will be the Local Government settlement which is usually announced in December. Any impact on Surrey Heath Borough Council from the settlement will be included in the draft accounts before they are presented to members in early 2021.

Capital

- 2.30 During the year, the Council has made a number of capital acquisitions. These have been reported to members on a quarterly basis. All these purchases have been funded from a combination of capital receipts, grants, revenue, and debt. The budget

for the 2021/22 capital program is being drawn up now and will be presented to members in the new year.

Treasury and Investment

- 2.31 The Council continues to invest surplus funds as well as borrow to fund its acquisitions. At the end of September, the Council had around £23.8m invested and borrowings of £170m. Further details are included in the treasury management report elsewhere on tonight's agenda.

External Audit and Accounts

- 2.32 The Council's draft financial statements for 2019/20 were submitted to our external auditors by the deadline of 31 August 2020 and are published on the Council's website. It is anticipated that BDO will complete their audit in January 2021. At the time of writing there have been no significant issues raised by our auditors.

3 Revenues and Benefits Function

- 3.1 The Revenues and Benefits team is responsible for the billing and collection of Council Tax and Business Rates Borough wide and the collection of the Business Improvement Levy in respect of Camberley Town Centre. The team also assess entitlement to help towards payment of rent and Council Tax.
- 3.2 The team is made up of 19.5 fte staff which includes two full time apprentices. During the early weeks of COVID the team made welfare calls up to 11am each day switching back to their substantive role from 11am.
- 3.3 The Borough has:
- 37,425 domestic properties and the net collectable Council Tax debit to be collected for 2020/21 is £79.1m. We have collected 66.63% (£52.7m) as of 31 October 2020.
 - 2925 Business properties and the net collectable Business Rate debit to be collected for 2020/21 is £22.1m after allowing for the new reliefs introduced by Central Government because of COVID. We have collected 61.73% (£13.6m) as of 31 Oct 2020.
 - In addition to the collection of the Council Tax and Business Rates the team has paid out £15.2m in Small Business and Retail, Leisure and Hospitality (RLH) grants to 1189 businesses, and awarded £16.0m in relief to RLH and £282k to early years providers.
- 3.4 As the Magistrates Court closed on 23 March 2020 we did not issue any statutory reminders for non-payment but rather we issued monthly 'soft reminders' and text messages to remind those who had not paid the correct amount (or not paid anything) that help was available if they were struggling financially. The first statutory reminders were issued in early October.
- 3.5 As a result of the lockdown the Benefits team saw a 298% increase in applications for Council Tax Support.
- 3.6 2562 new claims for Local Council Tax Support were processed between April and September 30th compared to 1234 between April 2019 and 31 March 2020.

- 3.7 In addition to the increase in new claims, 8071 changes for LCTS were processed in the first six months from April 2020 compared to 9951 for the whole of 2019/20.
- 3.8 These claims were processed promptly with average new claims taking 34 days and changes of circumstances 4 days to process. The new claim process allows claimants 28 days to provide information required to allow the claim to be assessed. Even if the claim is assessed on the day the information is provided the number of days can be up to 28. In addition, if the required information is not provided the claim has to be made ineligible and the days to process is still counted as part of the overall average of all claims. Universal Credit is awarded in arrears as this also creates a delay in being able to assess claims as we do need to know the level of Universal Credit award in order to be able to assess the claim.
- 3.9 The Business Improvement District annual bills start from 18 October each year. On 9 October 2020 414 annual bills in respect of 2020/21 were issued so the £217,452 in levy due can be collected.
- 3.10 As we enter another national lockdown the team will now need to administer the local lockdown grants to businesses that are paid in the three-week cycle and there is likely to be an increase in Council Tax Support applications. At the same time the team are in the early stages of the 2021/22 annual billing process for Council Tax and Business Rates, uprating of entitlement to Housing Benefit and Council Tax Support in line with Government increases in benefits and allowances and supporting the external auditors with their enquiries and information requests in respect of the annual billing process and benefits paid in respect during 2019/20.

4 Procurement

- 4.1 This update provides a summary of the procurement activity for the past year (2020). Due to the Covid pandemic and national lockdown, Council Officer's roles were diverted to supporting the Council's response to the pandemic and supporting the community most affected by the pandemic, and as such a number of procurements were delayed. That said, a number of high spend procurements have now been completed or are near to completion.
- 4.2 The table below shows the key procurements undertaken for the Surrey Heath area with a value greater than £50,000.
- 4.3 The Grounds Maintenance Services Contract (placed in 2018) had been having performance difficulties in its first year with the Business Service team and a new procurement has been successfully undertaken to replace the provider who had failed to deliver.
- 4.4 The Cleaning Services contract for the Council's operational buildings was in its extension period and a procurement has been undertaken with a new contract due to signed by the end of November.
- 4.5 The Playground refurbishment project has progressed procurements for 3 further playgrounds - Loman Road, Chobham Road Rec and Watchetts Recreation Ground.

Tender Exercise Name	Service	Procurement Status
Parks and Ground Maintenance Contract	Business	Completed
Playground Refurbishment Projects	Business	Completed
PPM surveys and Asset Register	Property	Contract being agreed
Cleaning Services	Property	Contract being agreed
HR / Payroll system	IT	Contract being agreed
BOX Upgrade	IT	Completed

4.5 Other Surrey Heath wide procurements of a value below £50,000 include:

- i. GIS replacement
- ii. Home Improvement Agency Case Management system
- iii. Homelessness case management system
- iv. Housing Register Database
- v. Express Election Software
- vi. Interim Project Manager London Road Block

4.6 In addition to these procurements, market engagements in the form of Requests for Information (RFI) have been published in Contracts Finder. RFIs enable the customer to seek options for solutions for areas where the specification is either unknown or variable. The RFI enables the market providers to suggest their working solutions and from this the customer can decide the best route with which to proceed the procurement.

4.8 The Council has published RFIs for Flexible Working Spaces and for 45-51 Park Street (the House of Fraser building) in order to find current market opportunities.

Annexes	None.
Background Papers	See report 'Council Finance as at 30 September 2020' elsewhere on tonight's agenda. See 'Annual Report 2019-20 & Half Year 2020-21 Report on Treasury Management' elsewhere on tonight's agenda.
Author/Contact Details	Martin Hone – Interim Executive Head of Finance Martin.hone@surreyheath.gov.uk
Head of Service	Martin Hone - Interim Executive Head of Finance

Mid-Year Performance Report – 2020/21

Summary

This Mid-Year Report summarises the performance of the Council in the first six months of 2020/21 against the corporate objectives, priorities and success measures set out in the Annual Plan.

Portfolio: Leader

Date Portfolio Holder signed off report: 13 November 2020

Wards Affected: All

Recommendation

The Performance & Finance Scrutiny Committee is requested to CONSIDER the attached report and submit any observations, questions or recommendations to the Executive.

1. Key Issues

- 1.1 The Annual Plan 2020/21 was agreed by the Executive on 24 March 2020, and set out the key targets, projects and success measures for the year.
- 1.2 The attached report at Annex A summarises the Council's performance and achievements against these targets for the first six months of the year. This report will also be considered by the Executive at its meeting on 15 December 2020. The Committee is requested to consider the attached Annex and submit any observations, questions or recommendations to the Executive.
- 1.3 Progress against this plan is monitored regularly by Executive Heads of Service and reported on a quarterly basis to the Corporate Management Team.
- 1.4 A number of targets and projects have inevitably been impacted by the Covid pandemic and the Council's need to redeploy resources to welfare response to support the most vulnerable in the community. This has been detailed in the attached report. Notwithstanding this, over 55% of targets and projects were assessed as 'Green' (on track/meeting target) at the mid-year point, with more projected to be 'Green' by the end of the year.

2. Resource Implications

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

3. Proposals

- 3.1 The Committee is requested to consider the attached Annex and submit any observations, questions or recommendations to the Executive at its meeting on 15 December.

4. Supporting Information

- 4.1 Please see the attached report at Annex A.

5. Corporate Objectives And Key Priorities

- 5.1 This report details progress against the Council's Corporate Objectives and Key Priorities.

6. Policy Framework

- 6.1 The Annual Plan supports the delivery of the Council's Five Year Strategy; a key element of the Council's Policy Framework.

7. Legal Issues

- 7.1 There are no specific legal issues arising from this report.

8. Governance

- 8.1 Regular monitoring and review of progress against key projects and targets is a key element of corporate governance.

9. Risk Management

- 9.1 Risks are considered on a project by project basis.

10. Equalities Impact

- 10.1 Equalities impact are considered on a project by project basis. A key target in the Annual Plan is focusing on addressing poverty within the Borough.

11. Human Rights

- 11.1 There are no specific human rights implications in this report.

12. Environmental Impact

- 12.1 Environmental impacts are considered on a project by project basis. A key target in the Annual Plan is focusing on addressing Climate Change within the Borough and the Council's operations.

13. Consultation

- 13.1 There are no consultations arising from this report.

14. PR And Marketing

14.1 There are regular communications across numerous channels on many of the projects and targets included in the plan, including any impact of Covid on services.

Annexes	Annex – Mid-Year Performance Report – 2020/21
Background Papers	Annual Plan 2020/21
Author/Contact Details	Name – Sarah Bainbridge sarah.bainbridge@surreyheath.gov.uk
Head of Service	Louise Livingston - Executive Head of Transformation

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KEY PROJECTS – STRATEGIC / CROSS-CUTTING

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
SHBC1	<p>CLIMATE CHANGE – Surrey Heath Borough Council declared a Climate Change emergency in October 2019; agreed a target of make Surrey Heath Borough Council and its contractors carbon neutral by 2030, or earlier if possible, taking into account both production and consumption emissions; and has set up a Working Group to deliver these aspirations. In 2020/21 the Council will measure its baselines and agree a strategy and action plan.</p> <p>Targets:</p> <ul style="list-style-type: none"> • Set up an Executive and Officer working Groups. • Measured base line carbon emissions in our estate and from Council activities. • To agree a Climate Change Strategy and Action Plan. 	By March 2021	UNDERWAY	ON TRACK	<p>A Member Climate Change Working Group has been set up, which is supported by a Small Officer Working Group.</p> <p>The Climate Change Working Group has met to discuss the Climate Change baseline information and work has started on producing a Climate Change Action Plan for Surrey Heath with key action prioritised for delivery.</p>
SHBC2	<p>POVERTY – undertake a study to identify and understand the community groups (to include statutory services where appropriate) that operate in St Michael’s, Old Dean and Watchetts, to include church, sport groups, and unofficial community champions.</p> <p>To understand what services are currently offered and what more is required to support those living in poverty within the community (the gaps). Based upon this work, develop an outline action plan that can address this inequality, together with clear improvement measures.</p>	Report setting out an action plan for the Council and its partners to be brought to the Executive by July 2020.	DELAYED	DELAYED	<p>The report on this work was delayed from July to October 2020 as resources were redeployed to the Council’s response to Covid, supporting vulnerable residents.</p> <p>This item was considered at the Executive meeting on 20 October 2020 which agreed funding for the Citizen Advice Bureau Poverty Scheme.</p> <p>A Poverty Working Group has been established to oversee the plans for addressing poverty within the borough. The group are to appoint a Chairman from the membership which comprises initially of community representatives, voluntary sector representatives, Surrey Heath CCG, Councillors from Old Dean, St Michaels and Watchetts, Citizens Advice Surrey Heath, and a faith representative.</p> <p>The Action plan comprises of</p> <ul style="list-style-type: none"> - Hardship fund from the repurposing of the allocated budget (approved at the Executive meeting on 24th March 2020) available from November 2020 to coincide with the withdrawal of the Government furlough scheme. - a new fund for a Ward Councillor Community Fund, an outline criteria for this fund. - To introduce communications campaign from November 2020 to clearly promote the services available to assist during times of hardship - To host a community and statutory partner stakeholder event in December 2020 to identify the longer-term partnership plans to provide support in this area. Report back to the Executive in February 2021 setting out these plans.
SHBC3	<p>CAMBERLEY TOWN CENTRE REGENERATION – continue with the programme to deliver an improved Camberley Town Centre for residents, businesses and visitors and develop our Town Centre Strategy including:</p> <ul style="list-style-type: none"> • Delivery of a new Leisure Centre (see BUS1) 	<p>Regular reports to the Town Centre Working Group on milestones and progress.</p> <p>New leisure centre to open Summer 2021.</p>	ON TRACK	ON TRACK	<p>The £22 million centre is currently under construction and due to open Summer 2021. The building frame and exterior shell is now complete, with much of the glazing installed. The learner pool containers have been fitted and an eight-court sports hall, changing rooms, health suite, café and gym space are now in place.</p>

ANNEX - MID YEAR UPDATE – last updated 16/11/20

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
	<ul style="list-style-type: none"> Improvements to the public realm (see REG2) 		UNDER CONSTRUCTION	ON TRACK	Completion is still expected by March 2021.
	<ul style="list-style-type: none"> Big Spaces review of vacant retail spaces 	<p>Complete improvements to public realm by end 2021.</p> <p>Update on options to be reported by July 2020.</p>	DELAYED DEC 2020	DELAYED DEC 2020	Different opportunities are being looked at for House of Fraser. An RFI (Request for Information) has been sent out to the market to explore different options. The former BHS building is currently being marketed.
	<ul style="list-style-type: none"> London Road Development Site Regeneration 	<p>Development agreement signed in June 2020. Planning application anticipated within 18 months of signing. Regular updates to tenants throughout the year.</p>	DELAYED	DELAYED	<p>The Council are negotiating with Kier to finalise Commercial terms for a development agreement. The expected timescale for the agreement to be signed is January 2021. Kier have presented to Members and Senior Managers. The Council has also purchased one of the remaining properties on London Road, meaning good progress has been made on land assembly to enable the development with only seven properties remaining to acquire.</p> <p>The Council's target is for a planning application to be received from the developer by the end of 2021/22.</p>
	<ul style="list-style-type: none"> Land East of Knoll Road (LEKR) 	<p>Agree next steps with Partners by September 2020.</p>	ON HOLD	ON HOLD	This project is currently on hold.
	<ul style="list-style-type: none"> Reporting on key Capital Projects to the Executive and Performance & Finance Scrutiny Committee. 		ONGOING	ONGOING	Review of the 2019/20 Corporate Capital Programme considered by Executive July 2020. Key Capital Projects and milestones identified in Annual Plan performance reports to Performance & Finance Scrutiny Committee and the Executive.
SHBC4	<p>FIVE YEAR STRATEGY – review and update the Council's Five-Year Strategy setting out our ambitions for our communities, Borough and organisation, including consultation with partners, residents, businesses and staff.</p> <p>Review staffing resources and skills needed to deliver the strategy goals and ensure the Council is able to meet future challenges.</p>	<p>Agree new Strategy by March 2021</p>	ON TRACK	DELAY TO ALLOW FOR FULL CONSULTATION	Workshops have taken place with the Executive and Corporate Management Team, supported by the Local Government Association (LGA), to start work identifying priorities for a new Five Year Strategy. Aiming for a final Strategy to be agreed following consultation with Members, partners, staff and the public – final timescale to be agreed with Members.
	<p>VILLAGES – outputs of Villages Working Group – in 2020/21:</p> <ul style="list-style-type: none"> Continue the Villages Working Group to look at opportunities and proposals to support villages across the Borough Consider proposals for making better use of a Council-owned asset in Bagshot <p>Look at opportunities to improve transport links in villages including provision of transport linked to the wider community transport strategy.</p>	<p>On-going</p> <p>Report to Council on options by March 2021</p> <p>On-going throughout year.</p>	ON TRACK	ON TRACK	<p>With another potential COVID-19 related lockdown, the Working Group recognised the need for the Council to step up in response to new measures and to initiate schemes to help boost morale in the villages. It was suggested that Heathscene had a role to publicise community events in the villages; and what help could be received during a lockdown.</p> <p>Members were also informed in respect of various updates which affected the Surrey Heath Villages which could be discussed further at future Working Group Meetings. These topics included a potential marketing campaign focussed on the villages and work with the Council's Economic Development Team specifically on the promotion of the Surrey Heath Villages</p> <p>Council owned asset in Bagshot: Community consultation and public engagement on 63A High St Bagshot which will then be reported to Executive for final approval.</p> <p>Community Transport: It was acknowledged and agreed that the initial pilot would best be started with a focus on serving one village. In addition, it was noted there were potential funding opportunities around Community Transport from Surrey County Council and that the issue should be formally raised at Surrey Heath Local Area Committee. The potential Community Transport Pilot will be reconsidered at a future meeting post-approval of the Surrey Heath- Runnymede Community Services Partnership.</p>

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
SHBC6	<p>INTEGRATED CARE SYSTEM (ICS) AND SURREY HEATH ALLIANCE –Local health organisations are working together as Frimley Health and Care to provide a joined up health, care and well-being system aiming to provide the ‘right care at the right time and in the right place.’ Within this system, the Surrey Heath Alliance leads on the integration of health and care services across the Surrey Heath CCG area. This will include a range of services delivered by the council.</p> <p>Ensure appropriate representation at all levels within Frimley Health & Care and the Surrey Heath Alliance, promoting the role the council plays in the delivery of prevention services and in support of the health and wellbeing of residents.</p>	On-going	DELAYED	DELAYED	<p>This work continues to be a priority for the Council, but has been subject to delay due to the change in focus of both the Council and Health and Social care due to the Covid pandemic. The Community Services Manager is actively pursuing this work.</p> <p>A review of the Frimley ICS is currently under way and in particular the role played by Surrey Heath Borough Council. The Frimley ICS recognises the important role played by the Council in delivering a number of the Frimley ICS priorities within Surrey Heath from a Place perspective. There are opportunities for jointly funded posts.</p>
SHBC7	<p>Property Investments – maintain the Council’s approach of being active in finding and reviewing potential property investment opportunities to deliver income to safeguard services.</p>	On-going – regular reporting	ONGOING	ON TRACK	We continue to review opportunities as they arise.

BUSINESS

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
BUS1	<p>NEW LEISURE CENTRE – Manage and monitor the construction of the new Leisure Centre following the start of the main construction phase in January 2020. Monitor stages through detailed project plan.</p>	New centre to open Summer 2021.	ON TRACK	ON TRACK	The £22 million centre is currently under construction and due to open Summer 2021. The building frame and exterior shell is now complete, with much of the glazing installed. The learner pool containers have been fitted and eight-court sports hall, changing rooms, health suite, café and gym space are now in place.
BUS2	<p>GROUNDS MAINTENANCE CONTRACT DELIVERY – due to the unwillingness of the current provider to deliver the contract to the full term, retender the grounds maintenance contract.</p>	December 2020	ON TRACK	COMPLETE	<p>Surrey Heath has awarded Glendale the Grounds Maintenance contract. The new 5-year Contract which started 1 November 2020. The contract will cover all SHBC owned and maintained parks and greenspaces, including sports facilities, play areas and pavilions as well as premier parks (Frimley Lodge and Lightwater Country Park).</p> <p>Services provided by Glendale will include play area inspection and maintenance, pavilion and public toilet cleaning as well as weed control and highway verge maintenance on behalf of Surrey County Council.</p>
BUS3	<p>PLAYGROUND REFURBISHMENT – Install new playgrounds within Surrey Heath, following the selection of the design after public consultation and obtaining any necessary planning permission.</p> <ul style="list-style-type: none"> Old Dean Recreation Ground 	<p>July 2020 (In time for school holidays)</p>	COMPLETE	COMPLETE	The playground at the <i>Old Dean Recreation Ground</i> in Camberley is now open. The new facility includes 3 separate areas. An inclusive play area featuring double tower play unit for older children, a toddler tower for younger children, various swings including basket, rope and inclusive versions, a ‘parkour’ section for agility play, a roundabout, play train and carriage, slides, seesaw, springers and spinning equipment. An enclosed multi-use games area with football, cricket and basketball facilities and a BMX and scooter track.
	<ul style="list-style-type: none"> Watchetts Plan 		ON TRACK	ON TRACK	The winning design for the new <i>Watchetts Recreation Ground</i> in Camberley was won by HAGS design. The facility will feature two multi-units, a viper swing, a trampoline, a carousel, swings, roundabout and springers. Work on the new playground is due to start in November.

ANNEX - MID YEAR UPDATE – last updated 16/11/20

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
	<ul style="list-style-type: none"> Loman Rd and Chobham Rd Rec. 		ON TRACK	ON TRACK	Votes for the new design of <i>Loman Road</i> playground in Mytchett closed on 11 October and the winner design has been announced.
BUS4	<p>PHYSICAL ACTIVITY STRATEGY 2020–2022 – To agree a Physical Activity Strategy with the goal of creating an environment where all residents, regardless of background or circumstances, can participate in physical activity.</p> <p><i>Draft Key Objectives/KPI's:</i></p> <ul style="list-style-type: none"> To reduce % of “inactive” Surrey Heath residents according to Active Lives Survey (currently 21%) To reduce % of “less active” under 16 residents according to the Active Lives Children and Young People Survey (currently 38%) <p>Reduce gap between inactivity levels in most inactive ward and least inactive ward based on MSOA data (currently 7.5% - Old Dean, 25% inactive vs Bisley, 17.5% inactive)</p>	<p>Strategy considered by the Executive March 2020</p> <p>Detailed timescales in Strategy Action Plan to be delivered by March 2022.</p>	DELAYED	DELAYED	The Physical Activity Strategy is due to be rewritten this winter. The scope will be adjusted due to Covid-19.
BUS5	<p>EVENTS STRATEGY - Review Surrey Heath's approach and role in delivering or enabling community events, in partnership with the Business Improvement District (BID).</p>	On-going	DELAYED	DELAYED	This review was put on hold due to Covid-19. The majority of events were cancelled this year although some community events have been adapted to be Covid-safe (Frimley Lodge Park Duathlon and Sports Awards Roadshow).

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KEY PERFORMANCE MEASURES 2020/21 - BUSINESS						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
People Reached by the Heritage Service	Includes visitors to the Surrey Heath Museum, pupils taking part in sessions delivered in schools, elderly people taking part in reminiscence sessions and other enquires including historical research.	6,500	0	500	418 - visitors 73 - enquiries 0 - schools 9 - Reminiscence boxes	Surrey Heath Museum closed in March, due to the Covid lockdown and partially reopened, and is now closed during the second lockdown.
Reduction in the Percentage of Inactive Surrey Heath Residents	A reduction in the % of 'inactive' (taking part in less than 30 minutes physical activity a week) Surrey Heath residents according to Sport England's Active Lives survey. A lower percentage result is better.	23%	20.30%	N/A	Sports England's Active Lives Survey is sent to randomly selected households with the results published twice a year in April and October for the covering a rolling years' worth of data.	Data released every 6 months. Next update will be Q3.
People Attending Events at Camberley Theatre	The number of people attending theatre and community events at Camberley Theatre.	55,000	0	80		Camberley closed in March, due to the Covid lockdown and partially reopened in September. It is now closed during the second lockdown.

COMMUNITY

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
COM1	COMMUNITY SERVICES PARTNERSHIP – next steps	MARCH 2021	ON TRACK	ON TRACK	Consultation on this partnership with the Community Teams at SHBC and Runnymede has finished and will go to the Executive on 17 November with a recommendation that the partnership is implemented on 1 April 2021.
COM2	DEVELOP A COMMUNITY TRANSPORT STRATEGY for the Community Services Partnership.	December 2020	DELAYED	DELAYED	This is very much dependent on the outcome of the Executive’s decision on the partnership. There are a number of commercial opportunities which can result from a larger fleet of vehicles managed across the partnership. This includes the home from hospital contract and SEND transport. This work is delayed due to the report to Executive being deferred to 17 November 2020
COM3	AIR QUALITY – monitor air quality levels on the A331 (Blackwater Valley Relief Road) following the implementation of the 50 m.p.h speed limit in 2019. Continue to monitor air quality across the Borough to ensure levels of pollutants continue to be compliant with national standards. Review our Air Quality Strategy.	March 2021	ON TRACK	ON TRACK	Monitoring of A331 air quality (AQ) levels ongoing as part of Blackwater Valley Group work - project due to report March 2021. Routine AQ monitoring across the Borough is ongoing and levels continue to be compliant with national standards. Review of AQ Strategy underway and outcomes of above monitoring work to be incorporated into this.
COM4	SURREY ENVIRONMENT PARTNERSHIP (SEP) – deliver in partnership the Surrey Environment Partnership Work Programme for 2020/21 with a view to increasing recycling and minimising waste with focus on ‘Ourselves’ (SHBC), ‘Our Services’ and ‘Our Community’. The three main areas of the strategy are: <ul style="list-style-type: none"> Waste Management – responding to the new National Resources & Waste Strategy and improving our services Fly-tipping Single-use plastics 	From April 2020	MINOR DELAYS	ON TRACK	The Joint Waste Solutions Team, hosted by SHBC, is responsible for delivering the majority of the Surrey Environment Partnership (SEP) work programme, and coordinating partnership activities across all 12 Surrey authorities. SEP has a comprehensive work programme for 2022/21, comprising of over 20 different areas of activity, which include strategy development, behaviour change initiatives, intelligence gathering, targeted support and communications activities. Some of this work has been delayed or modified in light of the coronavirus pandemic. In addition to this, new activities have been added to the programme to include coronavirus contingency planning for waste collection and disposal services, and specific communications activities related to the pandemic.
	IMPROVEMENTS TO FLATS RECYCLING – subject to funding, implement improvements to recycling facilities at flats across the Borough, targeting either highest priority areas or recycling streams.	March 2021	MINOR DELAYS	ON TRACK	On the ground support for local authorities was paused for a time as result of the pandemic but some work has now restarted. This includes looking at expanding waste electrical recycling in the joint waste collection contract area. Some challenges exist within all authorities with regard to match funding, so Surrey County Council is currently considering a revised funding mechanism, which will be considered by SEP Members in November.

ANNEX - MID YEAR UPDATE – last updated 16/11/20

KEY PERFORMANCE MEASURES 2020/21 - COMMUNITY						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
Food Businesses with a 'Food Hygiene Rating' of 3 or Over	Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.	95%	96.40%	96.96%		
Food Premises that are Inspected Within 28 Days of Being Due	Percentage of establishments where a food hygiene inspection is carried out within 28 days of it being due.	99%	N/A	N/A	Numbers of inspections will also be reported.	The Food Standards Agency paused the requirement for local authorities to carry out food inspections during the Coronavirus Pandemic. There is a requirement for inspections to recommence on a risk based approach. Since 1 April 2020 a total of 96 food hygiene inspections have been completed following this approach. During this period conducting inspections within 28 days of the due day does not apply. The Environmental Health team has been given additional responsibilities to enforce the coronavirus regulations in businesses. This will inevitably reset priorities with the result that these targets may not be achieved.
Environmental Health complaints	Percentage of noise complaints resolved within 3 months.	80%	75%	87%		The number of complaints in particular relating to bonfires significantly increased during lockdown. This may impact upon this target.
Number of journeys by community bus in a year	Number of journeys BOOKED for community bus in a year.	24,000 BOOKED JOURNEYS	5,246	4,849	Completed journeys also monitored and reported. Always a number of cancellations, often due to illness.	4,162 journeys were cancelled mainly due to the coronavirus pandemic.
Number of journeys by community bus in a year	Number of journeys COMPLETED by Community Bus in a year		118	687	Completed journeys also monitored and reported. Always a number of cancellations, often due to illness.	The number of journeys are very low due to people not wishing to travel on buses during the Pandemic. However, numbers of passengers have picked up during the second quarter.
Number of Meals at Home products served in the Year	Number of "meals at home" products served in the year including both lunch and tea.	35,000 (ANNUAL TARGET)	16,622	16,363		The number of Meals delivered have significantly increased during the Pandemic and these numbers have sustained after lockdown.
Number of residents supported by Community Alarms	Number of residents supported by the community alarm service (could include two service users at the same address)	1,100	1,111	1,111		
Number of referrals to social prescribing service	Number of referrals to Social Prescribing service across whole of Surrey Heath partnership project.	900 (ANNUAL TARGET)	38	119		The number of referrals decreased during the pandemic in quarter 1 due to the focus being on Covid welfare duties.
Handyperson service referrals	Number of referrals to the newly introduced Handyperson service. (Homelink Handyperson service is a partnership between SHBC, Runnymede BC, Spelthorne BC and Woking BC.)	235 (ANNUAL TARGET)	44	38		These figures have been impacted by Covid.

CORPORATE

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
COR1	Conduct the POLICE & CRIME COMMISSIONER ELECTION	Election May 2020	POSTPONED	POSTPONED	Remains postponed until 2021
COR2	Implement CANVASS REFORMS in time for the publication of the revised Register of Electors.	December 2020	ON TRACK	ON TRACK	
COR3	COMMUNITY GOVERNANCE REVIEW – complete the Community Governance Review for the Windlesham Parish area.	Recommendations published by July 2020	DELAYED	ON TRACK	This is due to be completed in October 2020. The revised timetable (due to Covid 19 pandemic) is on track.
COR4	MARKETING AND COMMUNICATIONS – lead the project to ensure the Council complies with the new public sector website accessibility regulations	September 2020	ON TRACK	ON TRACK	Accessibility work on the SHBC websites is mostly complete. Outstanding work includes ensuring applicable historical documents on the website are accessible. We are working towards completing all accessibility related work by 31 March 2021.
COR5	CONTACT CENTRE – Implementation of new CRM (Customer Relationship Management) system	From April 2020	COMPLETE	COMPLETE	CRM went live in April.

KEY PERFORMANCE MEASURES 2020/21 - CORPORATE					
Indicator	Description	Proposed Target 20/21	2020/21 Q1 Status	2020/21 Q2 Status	Info
Percentage of Complaints Responded to Within Target	Percentage of 'formal' complaints (stage 2-3) responded to within target 2 days to acknowledge and 10 days to reply)	90%	100.00%	100.00%	
Customer Satisfaction Rating of Good/Excellent to Exceed 90%.	Customer satisfaction rating of good/excellent to exceed 90%	90%	100.00%	100.00%	

FINANCE

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
FIN1	TREASURY STRATEGY - Review and refresh the Council's Treasury strategy to ensure that returns from treasury investments are borrowing costs are optimised. Treasury updated twice yearly in June 2020 and Dec 2020 and the strategy agreed in February 2021 (for the following year)	On-going – reported six-monthly to the Executive.	ONGOING	ONGOING	Paper went to Executive Oct 2020 detailing the outturn for 2019/20.
FIN2	MEDIUM TERM FINANCIAL STRATEGY (MTFS) – Review and refresh the Medium Term Financial Strategy. Set a sustainable and robust budget.	February 2021.	ONGOING	ONGOING	Strategy to be updated Autumn 2020 once government's spending review and the effects of COVID-19 on the council's finances become clearer.

ANNEX - MID YEAR UPDATE – last updated 16/11/20

FIN3	COUNCIL TAX SUPPORT SCHEME – To review and update the Council Tax Support Scheme arrangements.	December 2020	DELAYED	DELAYED	Due to increased workloads of the Revenues and Benefits Team due to the Covid-19 pandemic no progress has been made to review the Local Council Tax Support Scheme. As the additional workload caused by the pandemic continues it is very unlikely that the review will happen in 2020/21.
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KEY PERFORMANCE MEASURES 2020/21 - FINANCE						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
Council Tax Collected	Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year	99.25% (ANNUAL TARGET)	28.26%	55.74%	These represent cumulative totals of Council Tax collected for the year.	Council Tax collected for 2019/20 Q1 - 29.12% Q2 – 56.93% Performance against current year debt is strong – hence 'Green' rating. Slight reduction in % collected from last year is due to arrears from previous years. Enforcement action has not been possible due to closure of courts.
Non-Domestic (Business) Rates Collected	Percentage calculated, as a cumulative year-to-date figure, from the total business rates payments received compared to the total amounts payable in that year	99.25% (ANNUAL TARGET)	28.10%	53.6%	These represent cumulative totals of Council Tax collected for the year.	Business Rates collected for 2019/20 Q1 - 29.00% Q2 – 55.49% Overall amount to collect is significantly lower for 20/21 due to Government grant relief, therefore any hard-to-collect amounts have a greater impact on the % collected reported this year. Statutory recovery action has not been possible due to closure of courts during pandemic.
Benefits processing	a) Number of days taken to process new housing benefits claims	20 DAYS (NEW CLAIMS)	25.30	20.10		We processed 39 new HB claims within the quarter. This is due to the introduction of Universal credit and the greatly reduced number of eligible HB claims. The days processing is affected by the delay in receiving the required supporting evidence from the customer which can vary greatly.
	b) Number of days taken to process changes to benefits	10 DAYS (CHANGES)	4.90	2.40		We processed 4,369 combined changes in the quarter.
Invoices Paid On Time	Percentage of invoices paid on time.	97%	97.78%	98.06%		

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INVESTMENT & DEVELOPMENT

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
I&D1	ASSET MANAGEMENT – continue to manage and deliver the programme of capital projects to make the best use of the Council's assets, including the projects that are part of the Camberley Town Centre Regeneration Programme (see SHBC3) Corporate Asset Management Strategy being developed. Reporting on key Capital Projects reporting to the Executive and Performance & Finance Scrutiny Committee.	Regular reports to the Town Centre Working Group on milestones and progress. By end 2020.	ONGOING	ONGOING	Undertaking structural surveys of key council owned properties.

ANNEX - MID YEAR UPDATE – last updated 16/11/20

I&D2	PROPERTY INVESTMENTS – being active in finding and reviewing potential property investment opportunities to deliver income to safeguard services.	On-going as opportunities arise	ONGOING	ON TRACK	Continue to assess opportunities to invest in properties as they arise.
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JWS

KEY PERFORMANCE MEASURES 2020/21 - JOINT WASTE SOLUTIONS						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
Household waste recycled and composted	Cumulative year-to-date figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. This figure includes street sweepings.	61%	62.4%	TBC	Figure reported is rolling year-to-date	Quarter 2 data due for publication later in November – will update data following receipt.
Percentage of streets falling below a grade B cleaning standard	The percentage of streets reviewed as part of the regular survey falling below a 'Grade B' standard of litter (Predominately free of litter and refuse apart from some small items)	4%	0.60%	0.67%		2 Litter failures out of 300 roads inspected in Quarter 2.
Number of 'missed' bins.	Number of 'missed' residential kerbside collections per 100,000 collections.	80	65	TBC		Quarter 2 data due for publication later in November – will update data following receipt.

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REGULATORY

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
REG1	LOCAL PLAN – continue to develop a new Local Plan to guide development in the Borough and address Housing need. Consult with the public, businesses and partners on the draft local plan.	TBC Local Development Scheme to be updated	DELAYED	DELAYED	The work is delayed due to changes to housing targets and the need to undertake further work as a result. In addition, the changes proposed in the Government's White Paper may further delay the process. A significant amount of work is being undertaken to progress the Local Plan, including updates to evidence base documents and production of draft Local Plan policies for discussion at Local Plan Working Group. A revised timetable for the Local Plan is being prepared to be discussed with Members.
REG2	CAMBERLEY TOWN CENTRE PUBLIC REALM IMPROVEMENTS - Continue with the works to improve Camberley High Street, Knoll Walk and Princess Way with a target date for the completion of improvements of the end of 2021.	Phased works throughout 2020/21.	ON TRACK	ON TRACK	Work is progressing well and is on track to be completed March 2021. The middle section of the High Street is due to open on 25th October. Knoll Road improvements are also progressing well and the walkway is on schedule and will be opened in November. Most of the paving work in Princess Way has been finished along with plants being added to the planters.

ANNEX - MID YEAR UPDATE – last updated 16/11/20

REG3	HOMELESSNESS – following a successful bid for funding, implement a Rough Sleeper Initiative project including a property acquisition. Submit another bid to the Government for funding to further expand the Council work to support those currently homeless or at risk of becoming homeless.	Purchase property April 2020. Submit bid by November 2020.	DELAYED	COMPLETE	Property acquisition due to complete end October/November. Single Homeless Support Worker has been recruited.
REG4	HOUSING RELATED SUPPORT SERVICE - to enable Surrey County Council and Surrey Heath Borough Council to meet the requirements set out in the Care Act 2014 and Homelessness Reduction Act 2017. The service will support vulnerable and socially excluded people to set up and maintain tenancies to prevent, reduce and delay care needs and prevent homelessness. It will also help clients who have accommodation who are at risk of homelessness by providing intervention and support to stabilise and maintain their tenancies.	June 2020.	COMPLETE	COMPLETE	Recruitment is complete, service operating from 26th October 2020

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KEY PERFORMANCE MEASURES 2020/21 - REGULATORY						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
Processing of 'Major' Applications	Percentage calculated as the number of major applications processed within timescales (13 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension	72%	50%	57%	Government target is 60%	7 major applications determined in Quarter 2, of which 4 were within timescales (or had extension agreement). Performance impacted through temporary redeployment of a number of the Planning Team to undertake welfare calls during lockdown.
Processing of 'Non-Major' Applications	Percentage calculated the number of minor and 'other' applications processed within timescales (8 weeks) against total received. As per national guidelines, this includes applications where there is an agreement for an extension	84%	78%	73%	Government target is 70%	Quarter 2 figure subject to data check. 164 applications determined, of which 124 were within timescales. Performance impacted through temporary redeployment of a number of the Planning Team to undertake welfare calls during lockdown.
Appeals dismissed against the Council's refusal of planning permission	Percentage of appeals dismissed against the Council's refusal of planning permission.	65%	50%	0%		Only one appeal decision received in quarter 2 which was allowed. [Member overturn]

ANNEX - MID YEAR UPDATE – last updated 16/11/20

Number of households living in temporary accommodation	Number of all households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary accommodation without us accepting a duty but by using our prevention powers.	30	67	32		The Q1 is high due to the Government scheme to temporarily house rough sleepers during the first lockdown. Some have since been rehoused and some have found their own accommodation, leading to a lower in figure in Q2 – more information was reported to the Executive in October.
Housing advice – homelessness prevented	A count of the number of households who approached the Council as homeless or threatened with homelessness within 56 days who had their homelessness prevented (i.e. were able to remain in their current home) or relived (i.e. were found a move to an alternative home) by the work of the Council's Housing Solutions Team	30	10	26	Quarterly	Lower numbers presenting due to lockdown.
Home Improvement Agency Activity	The number of homes adapted or improved for older and vulnerable residents to promote their independence and keep them safe and well in the community.	80	22	27		Work continued despite lockdown.
Family Support Feedback	Proportion of children and young people (and/or parent carers) who feedback that they have made positive progress in relation to identified outcomes.	70%	88.00%	92.00%		92% of families reported they had made significant positive progress in relation to identified outcomes (significant is defined as moving up at least 2 points in a scale scored at beginning and end of intervention). This is up from 88% last quarter.
Family Support outcomes	% of families not re-referred to Surrey Family Safeguarding hub or early help hub within 6 months of closure to family support programme	70%	No Data	No Data		Data held on Surrey County Council database. Access to this was delayed due to Covid-19. Possible access in coming months. Training currently being undertaken.
Refugee resettlement	Number of families resettled under the UK resettlement scheme.	3 FAMILIES	N/A	N/A		Due to COVID-19, all resettlement of families has been put on hold. A plan to restart the resettlement programme is being worked on at a national level by the Home Office and relevant agencies.

TRANSFORMATION

REF	TARGET / PROJECT	MILESTONES	CURRENT STATUS	EXPECTED YEAR END STATUS	UPDATE / COMMENTS
TRA1	ECONOMIC DEVELOPMENT – PROMOTING THE BOROUGH – Have in place inward investment promotional literature and content based on local data and case studies and use to promote Surrey Heath through the year.	In place from April onwards. Promote and update throughout the year.	ONGOING	ONGOING	<p>The Business in Surrey Heath website (businessinsurreyheath.co.uk) has launched and Staff and Councillors have been made aware, The site has already had 1,230 unique visits in the first 2 weeks after soft launch.</p> <p>Further, it has been agreed to repurpose some of the Kevin Cantlon funding to support the rising unemployment in the Borough through a Pop-Up business school provision in the Borough in February 2021, Enterprise South 121 mentoring support for Unemployed or redundant residents looking to start a new business and those looking to grow their current business, further we are looking to establishing a Youth Hub with the support from DWP and Job Centre Plus to support unemployed and out of education young people in the community access support and connections with businesses to get them back in employment or education. This project will also support the government Kickstart Scheme which supports 16 – 24 year olds get paid work experience.</p>
TRA2	FRIMLEY – undertake a highways survey in Frimley to ascertain where improvements could be made to improve traffic flow at peak times especially understanding the concerns of businesses and residents in the area. Look for funding opportunities to deliver identified solutions. Engage with residents and businesses to discuss other aspirations for the area to be included in the scope of the project.	Report on findings of initial residents' questionnaire by end April 2020. Review potential funding streams by May/June and on an on-going basis throughout the year.	ON HOLD	ON HOLD	<p>Frimley is not a priority area for Surrey County Council highways, however pressure is coming from local businesses for this to become a priority.</p> <p>Economic Development has been working to support Frimley and remain a contact point for the FBA and businesses in Frimley, and will support where possible. Economic Development has contacted the landlords of the retail premises in Frimley (twice in 2019, and once since the pandemic in 2020), and unfortunately, due to the types of businesses who own these units (investment portfolios etc), it has proven difficult to gain traction in communications to understand their future plans for their investments. This means that SHBC has little influence over the businesses which take on leases or who may be attracted to the area, however, it does form part of the teams work to support the lettings in the town and making businesses aware of the location and the opportunities, and we work with commercial agents to support this where possible.</p>
TRA3	IMPROVED PROJECT AND PERFORMANCE MANAGEMENT – implement an improved process, toolkit and system for project and performance management across the organisation including relevant training and support for staff.	Toolkit and monitoring process from April 2020. Implement system by March 2021	DELAYED	DELAYED	Audit of corporate projects and their status due to the Covid pandemic completed and shared with Corporate Management Team. System for regular project monitoring being put in place before the end of the year.
TRA4	COMMUNITY LOTTERY FUND – within two years of the scheme being operational (July 2021) aim for the lottery fund to have distributed £10,000 into the community to fund projects and events. Aim to have signed up 75 community organisations in total by March 2021.	July 2021 March 2021	ON TRACK	ON TRACK	Applications are being received for the new Lottery Fund Grant Scheme being launched in November 2020.
TRA5	CORPORATE SOCIAL RESPONSIBILITY - working with the Community Matters Partnership Project (CMPP), enable communities in the Borough to receive volunteer hours on community projects – record and benchmark hours delivered throughout the year.	March 2021	ON TRACK	ON TRACK	This has now been launched to Surrey Heath businesses, and will be launched internally to staff in due course (early November). CMPP will also be a partner in the Youth Hub project supporting by connecting the project with businesses within its membership. The CMPP will allow for both individuals and teams within the council to undertake volunteering opportunities either physically or virtually to support organisations around the Borough. Businesses too who are looking for Corporate Social

ANNEX - MID YEAR UPDATE – last updated 16/11/20

					Responsibility can become members and support, and any emerging Covid Related volunteering opportunities can be promoted via the CMPP
TRA6	PUBLIC SPACE PROTECTION ORDER - To review and consult to extend for a further 3 years the Public Space Protection Order which provides the framework to manage low level anti-social behaviour/neighbour/dog nuisance complaints within Surrey Heath.	By October 2020	COMPLETE	COMPLETE	Consultation on the Public Space Projection Order (PSPO) took place from 7 July to 7 August and the PSPO was extended for a further 3 years by the Executive on 15 September.

KEY PERFORMANCE MEASURES 2020/21 - TRANSFORMATION						
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	INFO	COMMENTS
Planning Enforcement Breaches	Percentage of planning enforcement referrals where the initial action (e.g. a site visit) takes place within the target timescales set out in the Local Enforcement Plan.	75%	69%	94%	Current target timescales: - High Priority – 2 working days - Medium Priority – 10 working days - Low priority – 21 working days Reporting will also include the number of referrals in the previous rolling year and the outcomes achieved.	
SH012a Staff Sickness Absence	Rolling year to date number of working days/shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.	6-9 DAYS	8.11	5.89	Quarterly figure	
SH012a Staff Sickness Absence (short term <=20 days)	Rolling year to date number of working days/shifts lost due to short term sickness absence (20 days or less). This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.	3-4 DAYS	2.63	2.24	Quarterly figure	
Staff Turnover	This is a rolling year-to-date figure calculated from the total number of staff leaving (voluntarily and non-voluntary) as a percentage of total staff in post.	ROLLING YEAR	11.89%	11.39%	Rolling year	

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Infrastructure Funding Statement for 2019/20

Summary

Following changes to the Community Infrastructure Levy Regulations, the Council is required to publish an Annual Infrastructure Funding Statement. This report is the Infrastructure Funding Statement for 2019/20.

Portfolio: Finance

Wards Affected: ALL

Recommendation

The Performance and Finance Scrutiny Committee is advised to NOTE the Infrastructure Funding Statement for 2019/20

1. Key Issues

- 1.1 For the financial year 2019/20 onward local authorities are required to publish online an Infrastructure Funding Statement (IFS) by December 2020. These reports must include a report relating to the previous financial year including S106 obligations and report on the infrastructure projects or types of infrastructure that the authority intends to partly or wholly fund from Community Infrastructure Levy (CIL). The IFS must also identify the amount of funds that have been allocated to a project.
- 1.2 The CIL funds available as at 1st April 2019 are set out in Appendix 2 of the IFS.
- 1.3 In 2019/20 in summary the funding raised through CIL was as follows.

Administration £	Neighbourhood £	SANG £	Main Fund £
£171,133.70	£357,637.23	£1,218,787.11	£793,269.82

- 1.4 The money raised for administration is used to fund the CIL Infrastructure Officer post and to fund the new Planning (Enforcement) Officer, part of whose work will be to ensure compliance with planning conditions and agreements. This money is paid into reserves to even out peaks and troughs of funding. It is expected the income in 2020/21 will not cover the cost of these posts and money in reserves will be used to address any budget shortfall.
- 1.5 The projects in the non-parished areas funded by CIL in the period up to 31st March 2019 are set out in Appendix 3 of the IFS and are the Heatherside Community Pillar and new play equipment at Evergreen Road. Projects in the non-parished areas funded from CIL in 2019/20 are listed in Appendix 5 of the IFS and were as follows: improvements to play equipment at Southcote Park and vehicle activated signage on the Portsmouth Road.

- 1.6 For the parished areas, the Parish Councils are required to report their CIL spend.
- 1.7 For the main strategic CIL fund, this is committed to funding highway works on the A331 and Meadows Gyratory, works on the A30 and public realm improvements in Camberley Town Centre. Payments will be made in 2020/21.

2. Supporting Information

- 2.1 A revised Regulation 123 List was adopted by the Council in October 2020. The list reflects the strategic infrastructure priorities for the Borough.
- 2.2 The details for bidding against the Community Improvement Fund are available on the Councils website and the bidding will open for submissions on 1st December 2020.

Annexes	Annex 1 - Infrastructure Funding Statement
Background Papers	None
Author/Contact Details	Steven Appleby - Community Infrastructure Levy Delivery Officer steven.appleby@surreyheath.gov.uk
Head of Service	Jenny Rickard - Executive Head of Regulatory

Surrey Heath Borough Council

Infrastructure Funding Statement for 2019/20

November 2020



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1 Introduction

- 1.1 The Infrastructure Funding Statement (IFS) is an annual report typically published in December, which provides a summary of all financial and nonfinancial developer contributions relating to Section 106 Legal Agreements (S106) and the Community Infrastructure Levy (CIL) within Surrey Heath for a given financial year.
- 1.2 It also includes a statement of infrastructure projects that Stratford-on-Avon District Council intends to be, or may be, wholly or partly funded by CIL, along with the CIL spending protocol setting out the process that the Council will undertake for allocating CIL receipts.

2 Developer Contributions

Section 106 Planning Obligations

- 2.1 Planning Obligations (also known as S106 Agreements) are legal agreements which can be attached to a planning permission to mitigate the impact of development.
- 2.2 Obligations can only be sought where they are directly related to the development, fairly and reasonably related in scale and kind to the development, and necessary to make the development acceptable in planning terms.
- 2.3 The Council’s requirements for S106 planning obligations are set out in the Council’s adopted Core Strategy.
- 2.4 S106 contributions can either be provided on-site, for example through the provision of affordable housing a non-monetary benefit, or off-site in the form of financial payments. The Council will report on non-monetary contributions in future years.

Community Infrastructure Levy (CIL)

- 2.5 In contrast to S106 obligations, CIL is intended to fund more generalised, strategic infrastructure requirements across the District in order to support new development. It is a mechanism to secure financial contributions from developers on certain viable developments and CIL monies can be used to fund the provision, improvement, replacement, operation or maintenance of infrastructure to support the development of the area.
- 2.6 CIL Rates must be set out via a published charging schedule and the Council’s latest charging schedule can be found on the following Council webpage:
<https://www.surreyheath.gov.uk/sites/default/files/Regulation%20123%20List%202019%20Update.pdf>

- 2.7 The Community Infrastructure Levy (CIL) was implemented by the Borough Council on 1st December 2014. CIL is collected on new development where there is a net gain in floorspace of more than 100 sq metres. Full details of the charging schedule can be found on [https://www.surreyheath.gov.uk/sites/default/files/documents/residents/planning/planning-policy/CIL/SHBCChargingSchedule%20\(3\).pdf](https://www.surreyheath.gov.uk/sites/default/files/documents/residents/planning/planning-policy/CIL/SHBCChargingSchedule%20(3).pdf)
- 2.8 Parish Councils are required to produce annual statements of CIL collected and spending

Other Developer Contributions

- 2.9 In addition to CIL developer contributions, other types of benefits are agreed through S106 agreements with either the Council or Surrey County Council. In addition highways payments are made to Surrey County Council through S278 agreements.

Section 278 Highway Agreements

- 2.10 Additional legal agreements that can fund infrastructure are Section 278 Agreements (S278). These are legally binding agreements made under the Highways Act 1990 between Local Highway Authorities and Developers. S278 agreements are required to secure alterations or improvements to the highway. Surrey County Council will include information for S278 agreements within its IFS.

Forecasting

- 2.11 National guidance suggests that Councils should consider reporting on estimated future income where possible. The Council will look at incorporating forecasting of developer contributions within future version of the IFS.

3. Financial Contributions

- 3.1 These are set out in the following appendices.

Appendix 1 shows the total amount of S106 money held by the Council on 31 March 2019 and includes money such as SAMM contributions due to be transferred to external bodies and organisations.

Appendix 2 shows the total amount of CIL money collected as at 1st April 2019.

Appendix 3 shows CIL monies spent and committed as at 31st March 2019.

Appendix 4 shows the CIL money received in 2019/20.

Appendix 5 shows CIL monies spent and committed in 2019/20 and the CIL remaining as at 31st March 2020.

Appendix 6 sets out the current Regulation 123 List the strategic infrastructure priorities that the Council will seek to fund through CIL. It must, however, be recognized that CIL cannot fund all of these priorities and other sources of funding will need to be sought.



The Heatherside Community Pillar

4. **Future CIL Spending Priorities**

- 4.1 Future CIL spending priorities will align with the Regulation 123 list as set out in Appendix 5 but are not limited to this. The details of how bids for project spend can be made are set out on the Council's website XXXXXXXX.
- 4.2 The key strategic spending priority will continue to be delivery of SANGs to support the delivery of new housing in the Borough and ensure protection of the most vulnerable areas for nature conservation.
- 4.3 The Council is or will be committed through legal agreements to fund further improvements to the public realm in Camberley Town Centre. In particular improvements to Pembroke Broadway linked to the redevelopment of

Ashwood House. In addition the future redevelopment of the London Road Opportunity Area in Camberley Town centre will require improvements to the London Road (A30) and High Street (north). The funding for these schemes will take several years to accumulate in the main CIL fund. Match funding from partners such as the EM3Local Economic Partnership will be sought where appropriate to help to fund these projects.

- 4.4 The Council will also continue to support capital funding of projects in non-parished areas through neighborhood funding using 15% of CIL contributions in those areas.
- 4.5 The CIL administration fee is kept in a separate reserve fund. This money is used to fund the CIL Monitoring Officer and is now also used to fund a Planning (Enforcement) Officer part of whose responsibility is to address compliance issues on new developments.



Vehicle activated signage on Portsmouth Road

Section 106 Legal Agreements with monies or other works still outstanding at 31/03/19

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
12/0546	Princess Royal Barracks	Comprehensive redevelopment for up to 1200 homes and associated infrastructure	Mytchett & Deepcut	04/04/2014	Sport and Open Space contribution for 3G or 4G facility at a location to be agreed.	£300,000 SHBC	N
					Provision of SANGs land	36.07ha plus £5,085,622 SHBC	N
					SANGs Site Hut	Non-financial SHBC	N
					SAMM contribution	TBA	N
					ANGST land	19.85ha plus £349,229.80 SHBC	N
					Village Green and play areas	2ha plus £174,614.90 SHBC	N
					LEAP maintenance contribution	£480,000 SHBC	N

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
					Other open space	£542 per ha adopted SHBC	N
					Sports Hub	7ha plus £1,047,689.40 SHBC	N
					Formal Park	1.3ha plus £174,614.90 SHBC	N
					Allotments	1.16 ha plus £40,000 SHBC	N
					Blackdown Play Area	£40,000 SHBC	N
					Waste and recycling contribution	£50 per dwelling SHBC	N
					Public Art	Non-financial	N
					Contribution to Community Hall	£20,000 SHBC	N
					Healthcare facility	£331,866 provider TBA	N
					Primary School (to SCC)	Non-financial	N
					Nursery School (to SCC)	Non-financial	N
					Secondary School	TBA	N

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
					education (to SCC)		
					Sustainable Travel pedestrian and cycle routes	SCC	N
					Bus Infrastructure and Support	SCC	N
					Travel Planning	SCC	N
					Bellew Road closure	£50,000 SCC	Y
					Basingstoke Canal water supply	£50,000 SCC	N
					Basingstoke Canal Towpath	£481,000 SCC	N
					Highway Infrastructure	SCC	N
					Library Facility	SCC	N
18/0327	Waters Edge 220, Mytchett Road Mytchett	Outline application for 248 dwellings with assoc access roads, footpaths,	Mytchett & Deepcut	12/12/2018	1. SAMM Payment	£136,994.98	Y
					2. SANG Payment	£853,038.00	N
					3. Blackwater Valley Path Link	£30,000.00	N

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
		play areas.			4. Affordable Housing Provision (40%)	Non-financial	N
					5. Refuse Bins	£100 per dwelling	N
					6. Delivery of Open Space & Play areas	0	
					7. Contamination monitoring	Non-financial	N
17/0186	335,London Road Camberley	Conversion of office to 1 bed flat	St Michaels	11/04/2018	SAMM Payment SANG Payment	£368.00 £4,275.00	N N
18/0380	35-39 Princes Way &1,Albert Road, Camberley	Change of use of 1st floor from D2/A1 to C3 (Res) to form 3 one bed flats & 1 studio flat	Town	12/07/2018	SAMM Payment SANG Payment	£1,472.00 £25,942.00	N N
18/0004	Cambridge Hotel 121,London Rad Camberley	Erection of part 3 storey, part 4 storey building containing 21 flats, including conversion of hotel with	Town	28/11/2018	SAMM Payment Affordable Housing Contribution	£8,561.00 £75,000.00	N N

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
		ground floor as flexible Class A1/A3/A4 uses.					
18/0616	18 & 18a Tekels Park, Camberley	Detached 3 storey building to comprise 10 two bed apartments	Town	21/12/2018	SAMM Payment	£4,866.00	N
					Affordable Housing Contribution	£26,960.00	N
16/1207	Land at Windlemere Golf Club, Windlesham Road, West End	3 detached 2 storey dwellings	West End	17/05/2018	SAMM Payment	£2,919.00	N
17/0889	Land adjacent to 1, Whitmoor Road, Bagshot	Erection of 16 residential dwellings	Windlesham	23/07/2018	SAMM Payment	£11,448.00	Y
					1. Affordable Housing (on or before commencement)	£14,447.00	Y
					2. Affordable Housing (on or before occupation)	£31,001.00	N

Appendix 2

CIL Income received as at 31/03 2019

CIL	Total Received - 01/12/14 - 01/04/19	01/12/14 to 31/03/15	31/03/2016	31/03/2017	31/03/2018	31/03/2019
Bisley Parish	8,844.00	0	0	0	8,844.00	0
Chobham Parish	36,170.59	0	0	0	11,531.19	24,639.40
Frimley	£21,338.10	0	£2,808	£13,986	£4,544	0
Frimley Green	0	0	0	0	0	0
Heatherside	£45,742.66	0	0	0	£8,146.44	£37,596.22
Mytchett & Deepcut	£39,280.85	0	0	£9420.30	£20,510.33	£9,350.22
Old Dean	0	0	0	0	0	0
Parkside	£93,761.13	£973	0	£22,653	£46,879.18	£23,255.96
St Michaels	£37,101.53	0	£36,263.50	£1,323	0	£3,515.03
St Pauls	0	0	0	0	£9,234	£6,912
Town	£191,614.96	0	£5,231.25	£72,452.88	£34,805.59	£79,125.24
Watchetts	£2,781	0	0	£2,781	0	0
West End	£380,985.61	0	£11,688.36	0	£184,415.57	£184,881..68

Appendix 2

Windlesham	£120,217.76	0	£22,752.57	£8,190.60	£11,418.00	£77,856.59
Chobham SANGS	£5,629,421.90	0	£170,892.08	£558,419.50	£,535,524.36	£1,364,585.96
Hawley Meadows SANGS	£1,774,581.36	£1,071,630.61	£344,244.24	£118,270.46	£436.05	£250,000
Shepherds Meadow SANGS	£1,116,078.90	0	£148,470	£200,158.75	£299,594.38	£467,855.77
Swan Lake SANGS	£1,440,121.41	£117,944.81	£1,287,930.04	£26,836.56	£7410	0
Windlemere SANGS	0	0	0	0	0	0
Administration	£416,878.47	0	£39,977.92	£43,587.26	£123,822.79	£209,490.50
CIL-SHBC Main Fund/Other Income	2,291,182.51	0	247,836.44	87,914.91	502,608.98	1,452,822.18

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Affordable Housing contributions received as at 31/03 2019

Affordable Housing/Other Income	Total Received - 01/12/14 - 01/04/19	01/12/14 to 31/03/15	31/03/2016	31/03/2017	31/03/2018	31/03/2019
	1,339,973.75	0	460,503.15	274,008.58	483,511.53	121,950.49

Appendix 3CIL Monies spent or committed as at 31st March 2019Neighbourhood Ward Funds

Ward	CIL collected as at 31 st Mar 2020	Item	Committed as at 31 st Mar 2020	Spent as at 31 st Mar 2020	Remaining Ward funds
Deepcut & Mytchett	£39,280.85	No schemes	0	0	£39,280.85
Frimley Green	0	No schemes	0	0	0
Frimley	£21,338.10	No schemes	0	0	£21,338.10
Heatherside -	£45,742.66	Community Pillar	0	£5,000	£40,742.66
Old Dean	0	No schemes	0	0	0
Parkside	£93,761	Evergreen Road play equipment		£10,000	£83,761
St Michael's	£37,101.53	No schemes	<u>0</u>	<u>0</u>	£37,101.53
St Paul's	£16,146.00	No schemes	<u>0</u>	<u>0</u>	£16,146.00
Town	£151,614.96	No schemes	<u>0</u>	<u>0</u>	£151,614.96
Watchetts	£2,781	No schemes	<u>0</u>	<u>0</u>	£2,781

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Main CIL Fund

CIL fund as at 31/03/2019		Committed	Spent	Remaining funds
£2,291,182.51	A30 and Meadows gyratory works	£1,625,000	0	-£308,817.49
	Camberley Town centre public realm	£1,000,000	0	

SANGs/ SAMM funding

SANG	CIL collected as at 31st Mar 2019	Committed or Spent as at 31st Mar 2019	Remaining funds
Hawley Meadows	£1,774,581.36	£2,192,661.77	-£418,080
Swan Lake	£1,440,121.41	£193,328.07	£1,246,793.34
Shepherds Meadow	£1,116,078.90	£508,988.95	£607,089.95
Chobham Place Woods/ Station Road	£5629,421.90	£1,061,123.10	£4,568,298.80
Windlemere	£0	£0	£0
SAMM	£1,173,340.37	£1,119,864.81	£53,475.56

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CIL paid to parishes

Parish	CIL collected and transferred as at 31st Mar 2019
Bisley	£8,844.00
Chobham	£36,170.59
West End	£380,985.61
Windlesham	£120,717.76

New rubber mulch for West End play area provided by West End Parish Council.



CIL Income Received 01/04/2019 -31/03/2020

Site Address (Application Ref No)	Development	Administration £	Neighbourhood / Parish £	SANG £	Main Fund £
24 and Greenways,26,London Road, Bagshot (ref 18/0667)	Minor Material Amendment to P/P 16/0652 to provide 15 one bed and 10 two bed retirement apartments		Bagshot (parish)	220601.54	
Land adjacent to 1, Whitmoor Road, Bagshot (ref 17/0889)	.		Bagshot (parish)	248,375.00	
Willow Farm, Bagshot Road,Chobham(ref 17/0082)	New dwelling	2930.64	Chobham (parish) 8791.94	28125	18765.39
Land adj Holly Lodge,Waterperry La,Chobham(ref 18/0618)	New dwelling	232.1	Chobham (parish) 696.3	2637.5	1076.1
79-81, Windsor Road, Chobham (ref 18/0991)	Two storey building comprising 1 dwelling & 8 flats.	4949.93	Chobham (parish) 15,546.02	41750	37448.5
83,Middlemoor Road,Frimley (ref 18/0827)	New dwelling	583.2	Frimley 1749.6	5975	3356.2
Barclays Bank,17,Frimley High Street (ref 18/0804)	1st/2nd floor extension to provide restaurant/wine bar & 2 two bed flats	1556.88	Frimley 4670.66	16000	8910.2
91,Worsley Road,Frimley (ref 19/0042)	New dwelling		Frimley 0	15875	
Former NHS Building, Ridgewood Centre,Old Bisley Rd, Frimley (ref 17/0430)	Minor Material Amendment to ref 14/0800 for residential development to provide 100 dwellings	110.71	Heatherside 332.13	1771.42	
Land adj to 4 Coleford Bridge Rd, Mytchett (ref 18/0527)	New Dwelling		Mytchett & Deepcut	8428.1	

Appendix 4

Site Address (Application Ref No)	Development	Administration £	Neighbourhood / Parish £	SANG £	Main Fund £
Doone Cottage, Potteries Lane, Mytchett (ref 19/0021)	Minor Material Amendment to P/P 18/0001 relating to residential development for 6 three bed & 2 two bed dwellings		Mytchett & Deepcut		43448.54
93-103 Deepcut Bridge Road, Deepcut (ref 17/0872)	Residential development for 6 two storey 3 bed dwellings.	3116.76	Mytchett & Deepcut 9350.22	27704.37	6579.78
18, Park Street, Camberley (ref 17/0267)	4 storey building to provide A1/A3 & 8 flats	£2,626.19	St Michaels 7878.57	33500	8519.1
13, Robins Bow, Camberley (ref 17/0121)	End of terrace 2 storey 2 bed dwelling house	936.56	St Michaels 2809.69	9625	5360.04
Compass House, 207-215, London Rd, Camberley (ref 17/0651)	Alterations to fourth floor & creation of a new fifth floor of building with change of use of building from B1 (Office) to form 37 one bed units & 13 two bed units.	7464.04	St Michaels 22392.13	89250	30174.75
Clockhouse, 65, Park St, Camberley (ref 16/0124)	3 storey rear extension to provide 5 flats	1367.2	Town 296.6		2830.2
26, High Street, Camberley (ref 17/0329)	Change of use from office to 2 two bed flats	1715.76	Town 5147.28	20125	7327.19
Ashwood House, 16-22 Pembroke Broadway, Camberley (ref 17/0669)	Conversion of existing 2nd & 3rd Floor levels & 2 storey roof extension to provide 116 residential apartments		Town 0	201301.5	
Land at Former Sparks Garage, 2 London Rod, Camberley (ref 17/0503)	Reserved Matters application pursuant to outline permission (ref		Town	36,073.61	

Appendix 4

Site Address (Application Ref No)	Development	Administration £	Neighbourhood / Parish £	SANG £	Main Fund £
	16/0536) for the erection of 9 two bed flats				
24, Cromwell Road, Camberley (ref 16/0985)	New dwelling	657	Town 1971	9125	1387
Parkgate House,185-187,London Rd,Camberley (ref 17/0701)	Change of use of first & second from office to residential, raising of roof to create 14 apartments	1465.09	Town 4395.27	6133.78	5122.7
Hayward House,1,Portesbery Rd, Camberley (ref 16/0949)	Four storey building to provide ground floor office & residential development above to provide 4 two bed & 5 one bed units.		Town	16,463.40	
Pembroke House,148,Frimley Rd, Camberley(ref 17/0670)	4 storey building to provide mixed commercial floorspace & 25 flats		Watchetts		13658
232, Frimley Rd, Camberley (ref 19/0068)	Conversion of existing dwellings to form 5 two bed flats & s/s side & rear extension	652.31	Watchetts 1956.93	6662.5	3774.49
Land NE of Malthouse Farm,70 Benner Lane,West End (ref 15/0445)	Residential development to provide 95 dwellings	29790	West End (parish) 151722.14		20077.86
Land south 24-46 Kings Rd & 6 & 9 Rose Meadow,West End (ref 16/0554)	Reserved Matters application pursuant to outline permission (ref 14/0532) for the erection of 84 dwellings	71668.3	West End (parish)		392,546.83
Land at r/o 26-38 and 42,Kings Rd, West End (ref 18/0331)	Residential development to provide 2 three bed,3 two		West End (parish)	46,976.00	

Appendix 4

Site Address (Application Ref No)	Development	Administration £	Neighbourhood / Parish £	SANG £	Main Fund £
	bed houses & 4 one bed maisonettes				
42, Kings Rd and Land to r/o 40-46 West End (ref 17/0399)	Residential development to provide 2 one bed flats, 4 two bed & 17 three bed houses	14359.28	West End (parish) 43077.86		£34,270.02
Land r/o Thurdon, Bear Cottage, and Homeleigh, Beldam Bridge Road, West End (ref 18/0311)	Residential development for 3 four bed & 1 five bed dwellings	12,732.47	West End (parish) 38197.42		£100,469.63
Land south of Beldam Bridge Road, West End (ref 14/0451)	Residential development for 2 five bed & 1 four bed dwellings.		West End (parish)	£55,558.39	
Half Acre, 34, London Road (ref 17/0475)	Residential development	6803.72	Windlesham (parish) 20408.77	70750	38096.04
Former Post Office, and land r/o & side of 15, Updown Hill Windlesham (ref 17/1132)	Erection of a two storey building comprising a retail unit(A1), 3 one bed flats, 1 two bed & 1 three bed semi detached dwellings, 3 two bed terraced dwellings, 2 car barns & detached garage/studio.	£5,415.56	Windlesham (parish) 16246.70		£10,071.26
Total	Totals	£171,133.70	£357,637.23	£1,218,787.11	£793,269.82

Breakdown of funding received 01/04/2019 -31/03/2020Neighbourhood Ward Funds

Ward	Ward funds as at 1 st April 2019	CIL collected in 2019/20	Item	Committed as at 31 st Mar 2020	Spent as at 31 st Mar 2020	Remaining Ward funds
Deepcut & Mytchett	£39,280.85	9350.22	None	0	0	<u>48,631.07</u>
Frimley Green	0	0	0	0	0	0
Frimley	£21,338.10	6420.26	0	0	0	£27758.26
Heatherside -	£40,742.66	£332.13	0	0	0	£41074.79
Old Dean	<u>0</u>	0	0	0	0	0
Parkside	£83,761	0	Southcote Park £25,740 Vehicle activated signage on Portsmouth Road £14,000	0	£39,740	£44,021
St Michael's	£37,101.53	£33,080.39	0	0	0	£70,181.92
St Paul's	£16,146.00	0	0	0	0	£16,146.00
Town	£151,614.96	£118,101.15	0	0	0	£269,716.11
Watchetts	£2,781	£1,956.93	0	0	0	£4737.93

Main CIL Fund

CIL fund as at 31/03/2019	Project	Committed	Spent	Remaining funds
£3,084,452.30	A30 and Meadows Gyrotory works	£1,625,000	0	£459,452.33
	Camberley Town centre public realm	£467,987.30	£532,012.79	

SANGs/ SAMM funding

SANG	Funds as at 1st April 2019	CIL collected as at 31st Mar 2020	Committed or Spent as at 31st Mar 2020	Remaining funds
Hawley Meadows	-£418,080	£237,375.11	£218,203.44	£-398,908.33
Swan Lake	£1,246,793.34	0	0	£1,246,793.34
Shepherds Meadow	£607,089.95	£56,097.18	£433,127.15	£230,059.98
Chobham Place Woods/ Station Road	£4,568,298.80	£900,880.90	£411,576.40	£5,057,603.30
Windlemere	£0	£22,662.50	0	£22,662.50

CIL paid to parishes

Parish	CIL collected and transferred in 2019/20
Bisley	0
Chobham	£24,337.96
West End	£194,800.00
Windlesham	£36,655.47

Section 106 Legal Agreements with monies or other works received 01/04/2019 – 31/03 2020

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
18/1048	Rosebank Nurseries, Chertsey Road, Chobham	Deed of variation	Chobham	03/06/2019	SAMM payment	£5,015	Y
19/0555	15 Frimley High Street, Frimley	Change of Use of Ground Floor from A1 to A2 and 3x 1bed flats	Frimley	13/11/2019	SANG payment SAMM payment	£14,850 £1,197	Y

Affordable Housing contributions received 01/04/2019 – 31/03 2020

Ref No	Address	Development	Ward	Date	Obligation	Amount	Completed Y/N
17/030 7	Rosebank Nurseries, Chertsey Road, Chobham	Residential development for 5 dwellings	Chobham	08/08/2017	Affordable Housing	£224,734.53	
17/088 9	Land adjacent to 1 Whitmoor Rd, Bagshot	Residential development for 16 dwellings	Windlesham	11/06/18	Affordable Housing	£14,923.49	

Appendix 6

Strategic infrastructure Spending Priorities (Regulation 123 List)

Surrey Heath Borough Council Community Infrastructure Levy: Regulation 123 List
The following list of infrastructure projects may be funded or part funded through the Community Infrastructure Levy (unless otherwise stated).

- 1) Shared Suitable Accessible Natural Greenspace (SANG) – Shared SANG includes SANG provided for development which cannot secure its own SANG solution. ¹
- 2) Open Space (with the exception of Shared or On-Site SANG) which is not directly related to a development. ²
- 3) Sustainable Local Transport Projects and Pedestrian Safety Improvements which are not directly related to a development. ²
- 4) Play Areas & Equipped Playing Space which are not directly related to a development. ²
- 5) Indoor Sports & Leisure Facilities which are not directly related to a development. ²
- 6) Community Facilities not directly related to a development. ²
- 7) Sustainable Strategic Transport Projects. ²
- 8) Climate change projects ²
- 9) Digital Infrastructure Projects ²

¹ Development sites which cannot provide their own SANG solution will contribute to shared SANG solutions by way of a CIL payment. Development which is required to provide its own bespoke SANG solution will continue to be secured by S106 obligations in line with CIL Regulations 122 & 123. Nothing in this footnote overrides the Borough Council's obligations as the competent authority for the purposes of its duties under the Conservation of Habitats & Species Regulations (2017) as amended.

² Provision, improvement, replacement, operation or maintenance to reduce the incremental impact of development on off-site infrastructure which is not provided or required as avoidance/mitigation on or near individual development sites. This Regulation 123 List excludes projects for infrastructure which are directly related to an individual site i.e. on or near site infrastructure to avoid/mitigate impact arising from that site. The Borough Council may apply CIL, continue to seek S106 obligations, or a mix of S106 and CIL, toward on or near site infrastructure in line with the Infrastructure Delivery SPD and in accordance with Regulations 122 and 123 of the Community Infrastructure Levy Regulations 2010 (as amended).

NOTE: To enable delivery of new residential units that are not CIL liable but nonetheless include a net increase in residential units the Council will require such development to contribute toward the cost of the ongoing management and maintenance of SANG through a Unilateral Undertaking. This is to meet the requirements of the Conservation of Habitats and Species Regulations 2017, (or as subsequently amended). The Council will levy a contribution of £112.50 per square metre for the residential floorspace created. This is the management and maintenance cost of SANG.

The types of development affected include: Change of use to Residential use through the Prior Approval process under the General Permitted Development Order 2015 (or as subsequently amended); Self / custom build homes; Affordable Housing and Starter Homes as defined in the National Planning Policy Framework (NPPF); Applications where less than 100sqm residential floor space is created; Conversions to residential use from other use classes (as set out in the Town and

Country Planning Use Classes Order), through planning permission, where not CIL liable; Conversions to a C2 use where the development may be considered to give rise to likely significant effect to the SPA.

For residential conversions within use class C3 (Residential) and C4 (Houses of Multiple Occupation), where no additional floorspace is created but the overall number of units increases, avoidance measures must also be provided through the allocation of SANG, with contributions charged as set out in paragraphs 6.7-6.10 of the Thames Basin Heaths Special Protection Area Avoidance Measures Supplementary Planning Document (2019).

The development types above may not form an exhaustive list of residential developments providing net additional units that are not CIL liable. The Council will seek appropriate SANGs contributions for any other residential development types that are not CIL liable but are required to provide avoidance measures for their impact on the Thames Basin Heaths Special Protection Area.

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**Performance and Finance Scrutiny Committee
Work Programme 2020/21**

Portfolio: Corporate

Ward(s) Affected: n/a

Purpose

To consider the Performance and Finance Scrutiny Committee's work programme for the 2020/21 Municipal Year.

1 Background

- 1.1 The Performance and Finance Scrutiny Committee was appointed by the Council at its Annual Meeting on 20th May 2020.
- 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, Part 4, Section C paragraph 6, requires the Performance and Finance Scrutiny Committee to approve a work programme on an annual basis. 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 At its meeting on 6 July 2016 (minute 9/PF refers) the Committee agreed that reports at each meeting would, where possible, be themed to the areas covered by the Portfolio Holder attending that meeting.
- 1.6 A draft Work Programme has been developed to take into account items that are regularly reported on to the Committee and this has been attached 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. Note the work programme attached as Annex A
 - ii. Make suggestions as to any other matters they would like to add to the work programme.

Background Papers: None

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**Performance & Finance Scrutiny Committee
Work Programme 2020/21**

27 January 2021

1. Corporate Risk
2. Portfolio Holder Update: Support & Safeguarding
3. Portfolio Holder Update: Planning & People
4. Investment Property Task and Finish Group Report
5. Committee Work Programme

17 March 2021

1. 3rd Quarter Finance Report
2. Portfolio Holder Update: Places & Strategy
3. Portfolio Holder Update: Environment & Health
4. Committee Work Programme

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