



Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
Surrey GU15 3HD
Telephone: (01276) 707100
Facsimile: (01276) 707177
DX: 32722 Camberley
Web Site: www.surreyheath.gov.uk

Division: Corporate
Please ask for: Rachel Whillis
Direct Tel: 01276 707319
E-Mail: democratic.services@surreyheath.gov.uk

Friday, 9 July 2021

To: The Members of the **EXECUTIVE**
(Councillors: Alan McClafferty (Chairman), Colin Dougan, Shaun Garrett,
Rebecca Jennings-Evans, David Mansfield, Adrian Page and Robin Perry)

Dear Councillor,

A meeting of the **EXECUTIVE** will be held at Surrey Heath House on Tuesday, 20 July 2021 at 6.00 pm. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Damian Roberts

Chief Executive

AGENDA

Pages

Part 1 (Public)

1. **Apologies for Absence**

2. **Minutes**

3 - 8

To confirm and sign the minutes of the meeting held on 15 June 2021 (copy attached).

3. **Declarations of Interest**

Members are invited to declare any interests they may have with respect to matters which are to be considered at this meeting. Members who consider they may have an interest are invited to consult the Monitoring Officer or the Democratic Services Officer prior to the meeting.

4. **Questions by Members**

The Leader and Portfolio Holders to receive and respond to questions from Members on any matter which relates to an Executive function in

accordance with Part 4 of the Constitution, Section B Executive Procedure Rules, Paragraph 16.

5.	End of Year Performance Report	9 - 26
6.	End of Year Financial Outturn and Carry Forward of Unspent Budget 2020/21	27 - 40
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8.	New Out of Hours Service to Respond to Unauthorised Encampments	51 - 56
9.	Urgent Action	57 - 68
10.	Exclusion of Press and Public	69 - 70

**Part 2
(Exempt)**

11.	Exempt Minutes	71 - 72
	To confirm and sign the exempt minutes of the meeting held on 15 June 2021 (copy attached).	
12.	Write-off Uncollectable Commercial Rent	73 - 74
13.	Executive Working Group notes	75 - 126
14.	Review of Exempt Items	
	To review those items or parts thereof which can be released as information available to the public.	

**Minutes of a Meeting of the Executive
held at Surrey Heath House on 15 June
2021**

+ Cllr Alan McClafferty (Chairman)

* Cllr Colin Dougan,	* Cllr David Mansfield,
+ Cllr Shaun Garrett	+ Cllr Adrian Page
+ Cllr Rebecca Jennings-Evans	+ Cllr Robin Perry

+ Present

* In attendance virtually but did not vote

In Attendance: Cllr Colin Dougan, Cllr David Mansfield, Cllr Graham Alleway, Cllr Peter Barnett, Cllr Rodney Bates, Cllr Cliff Betton, Cllr Sharon Galliford, Cllr Emma-Jane McGrath, Cllr Sashi Mylvaganam, Cllr Victoria Wheeler, Cllr Helen Whitcroft and Cllr Valerie White

17/E Minutes

The open and exempt minutes of the meeting held on 25 May 2021 were confirmed and signed by the Chairman.

18/E Questions by Members

The Support & Safeguarding Portfolio Holder, Councillor Shaun Garrett, received a question from Councillor Rodney Bates on community defibrillators in the borough, following which he undertook to look into the issue of the location of defibrillators across the borough.

The Places & Strategy Portfolio Holder, Councillor Rebecca Jennings-Evans, responded to 2 questions from Councillor Helen Whitcroft. In response to the first question, Councillor Jennings-Evans advised that the recently agreed disabled swing was expected to be installed at Frimley Lodge Park within the next few weeks. In response to Councillor Whitcroft's second question, Members were updated on the emptying of bins and litter picking within the Council's parks.

19/E Extension of the review period for the Parking Subsidy Season Ticket

The Executive was reminded that, at its meeting on 23 June 2020, it had agreed to provide a low cost parking ticket for lower paid workers across the borough, which would be reviewed after 12 months operation. Members recognised that, due to the Covid-19 pandemic, the effectiveness of the permits had not been fully assessed and it was therefore proposed to extend the review period for a further 12 months.

It was reported that the eligibility criteria had been updated to reflect the increase to the National Living Wage since June 2020.

RESOLVED that the Parking Subsidy Season Ticket be extended for a further 12 months and reviewed by 30 June 2022.

20/E Drainage Works programme for 2021/22 and feedback on works undertaken in 2020/21

The Executive received a report detailing the proposed schedule of drainage works for 2021/22. It was reported that the proposed drainage works programme for 2021/22 could be met from the budget agreed by the Council in February 2021.

Members noted the progress of flood prevention measures, including the new partnership working arrangements, flood relief schemes proposed and previous works undertaken during 2020/21.

RESOLVED that

- (i) the proposed drainage works programme for 2021/22, as set out at Annex A to this report, be agreed, to be funded from the budget agreed by Full Council in February 2021;**
- (ii) the remaining Department of Environment Farming and Rural Affairs grant be used for flood alleviation works within Chobham;**
- (iii) the new working partnership arrangements with the Environment Agency and Surrey County Council be supported; and**
- (iv) the outcome of the Environment Agency flood alleviation study for the Chobham (Bourne) catchment area be noted.**

21/E Community Infrastructure Levy monitoring report

The Council had been collecting Community Infrastructure Levy (CIL) funding since the Charging Schedule had come into effect on 1 December 2014. The CIL Regulations required the Council, as the collecting authority, to pay money over to the parishes, decide how to use the Fund, and to publish details of its CIL income and expenditure. The Council had received a total of £726,106.10 for the reporting period between 1 October 2020 and 31 March 2021.

It was noted, that during this reporting period, the national lockdown had taken place due to Covid 19, with the building industry temporarily shut down. As a consequence, this had impacted on the amount of CIL receipts collected by the Council during this reporting period.

It was reported that the amounts presented in Annex 1 to the report did not include total CIL income but only income received during the reporting period, which may be an instalment payment; it was agreed that, in order to help clarify this information, an additional column containing the total amount expected would be included in future reports.

RESOLVED to note

- (i) **the income received in the period 1st October 2020 to 31st March 2021 as set out in Annex 1 to the agenda report;**
- (ii) **the amended CIL regulations due to the impact of Covid19 on the development industry;**
- (iii) **the possible implications of State Aid for CIL payments; and**
- (iv) **that no change is recommended to the Neighbourhood CIL pooling arrangements at this time.**

22/E Closure Order for St Peter's Churchyard, Frimley

The Executive was informed that the Parochial Church Council of the Parish of Frimley had written to the Council to establish whether it had any objection to the closure of the burial ground at the St Peter's Churchyard. The Closure Order for St Peter's Churchyard was being requested on the grounds that there was no proper space for new graves. Members discussed the request and, whilst no objection was raised to the closure of the graveyard for burials, it was agreed to ascertain whether the churchyard would continue to be open for the interment of ashes.

It was noted that the Council had assisted with graveyard maintenance cost at St Peter's Church through a discretionary grant and it was agreed to make no change to this arrangement.

RESOLVED that

- (i) **subject to further clarification on the burial of ashes in the Churchyard, the Executive Head – Community be asked to report back to the Parochial Church Council of the Parish of Frimley that the Council has no objection to the closure of the burial ground in the graveyard of St Peter's Church, Frimley on the grounds that there is no proper space for new graves; and**
- (ii) **the current discretionary grant scheme for the upkeep of the churchyard within the Council's approved budget be continued.**

23/E Exclusion of Press and Public

In accordance with Regulation 4 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the press and public were excluded from the meeting for the following items of business on the ground that they involved the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Local Government Act 1972 as set out below:

Minute	Paragraph(s)
17/E (part)	3

24/E	3
25/E	3
26/E	3

Note: Minute 24/E is a summary of matters considered in Part II of the agenda, the minutes of which it is considered should remain confidential at the present time.

24/E Cambridge Square Refurbishment

The Executive considered proposals for the completion of the refurbishment of The Square Shopping Centre. The refurbishment would mainly focus upon Cambridge Square, but would also include Obelisk Way and Beitigheim Way.

RESOLVED that

- (i) the Executive Head of Business, in consultation with the Portfolio Holder for Business & Transformation, be authorised to undertake a procurement process to source a contractor to undertake the design and build of the outstanding shopping centre refurbishments and thereafter award the contract; and**
- (ii) the expenditure of the budget for the refurbishment of the works be delegated to the Chief Executive in consultation with the Leader and Business & Transformation Portfolio Holder.**

RECOMMENDED to Full Council that the amount identified in the agenda report, as amended, from reserves be added to the capital programme for 2021/22 representing the estimated cost of the refurbishment works.

25/E Enforcement Matters

The Executive considered an exempt report concerning enforcement matters and noted the contents of the report.

RESOLVED that the recommendations set out in the exempt agenda report be agreed.

Note: Councillor Adrian Page declared an interest in respect of this item and left the Council Chamber during consideration of the item.

26/E Review of Exempt Items

The Executive reviewed the reports which had been considered at the meeting following the exclusion of members of the press and public, as it involved the likely disclosure of exempt information.

RESOLVED that

- (i) the decision at minute 24/E be made public, with any financial details and the associated agenda report remain exempt for the present time, with any future release of information authorised following review by the Chief Executive and Head of Legal Services; and**
- (ii) the report associated with 25/E remain exempt for the present time, with any future release of information authorised following review by the Chief Executive and Head of Legal Services.**

Chairman

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End of Year Performance Report – 2020/21

Summary

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

Portfolio: Leader

Wards Affected: All

Recommendation

The EXECUTIVE is requested to RESOLVE that the attached end of year performance report and observations from the Performance & Finance Scrutiny Committee be noted.

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 in 2020/21.
- 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. The tables below show the proportion of targets in the Annual Plan report that were achieved, not achieved or impacted by Covid.

	Achieved / on track / met target	Not fully achieved / delayed due to Covid-19	Not fully achieved / delayed due to other reason
Objectives / projects	70%	16%	14%
Success Measures	56%	39%	5%

- 1.5 This report was also considered by the Performance & Finance Scrutiny Committee at its meeting on 7 July 2020. The Committee raised the following observations and questions:

- It was noted that the physical activity strategy was very important to deliver as soon as possible to tackle health inequality in the borough;
- It was queried whether it was expected that the number of people using community transport would rise again to pre-pandemic levels, and officers confirmed this was expected and there were a number of areas of work relating to community transport which would be reported to the new Community Services Partnership board;
- Council Tax collection rates were discussed, and it was noted that there was no specific support for this from the Government, but Councils had been advised to be proportionate in their approach to collecting debt during the pandemic. Notwithstanding this, collection rates had performed relatively well. Business rates collection levels (where there had been Government support) were very strong and the work of the team was recognised;
- It was asked whether data was available on the number of planning enforcement breaches pursued as well as where initial action was taken. It was confirmed that officers were in the process of producing a more detailed report regarding planning enforcement for the Planning Committee which would be available to all Councillors.
- It was requested that more information be provided regarding the number and type of complaints received by Environmental Health during the pandemic, with a breakdown by ward if available.
- The work of the benefits team in dealing with the huge increase in claimants was recognised. It was queried when a full review of the Council Tax support scheme and hardship fund would take place, and it was noted that this would be taking place shortly, with the new scheme in place by November.
- It was queried when and if Windle Valley Day Centre would be reopening. It was confirmed that it was a priority to open the centre, and that a risk assessment had identified that this should not take place until after stage 4 of the lifting of Covid-19 restrictions. A more precise date would be circulated to the Committee.
- The data regarding the resettlement of refugee families was queried. It was reported that there were 5 resettled families in Surrey Heath and 3 in Runnymede (which was also covered by the Family Support Team) and more information would be circulated.

2. Resource Implications

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

3. Proposals

- 3.1 The Executive is requested to resolve that the attached year end performance report at Annex A and observations from the Performance & Finance Scrutiny Committee set out in paragraph 1.5 above be noted.

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

KEY PROJECTS – STRATEGIC / CROSS-CUTTING

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/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	COMPLETE	<ul style="list-style-type: none"> Set up Executive and Officer working groups Following the declaration of a Climate Emergency in October 2019, a Members Climate Change Working Group was formed. A key action of this group has been the development of a Climate Change Action Plan, to set out the aims, objectives and actions for delivery in Surrey Heath to support achieving the 2030 carbon neutral target. Following a request for Service lead Climate Change champions, an Officer Working Group has also been set up. Measured base line carbon emissions in our estate and from Council activities The SHBC Climate Change Action Plan is supported by the emission baseline set out in the Climate Change Study prepared by Aceom on behalf of the Council to support the development of the new Local Plan. Chapter 4 of the study sets out the baseline carbon emissions for Council as an organisation, as well as the Borough wide emissions (2017 base year). To agree a Climate Change Strategy and Action Plan The Surrey Heath Climate Change Action Plan was agreed at the March 16th 2021 Executive meeting, the Surrey Climate Change Strategy was also endorsed as this meeting. Work has started on the delivery of priority actions.
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	ON TRACK	<p>With the parameters to this project, it has changed slightly to reflect the impact on our community in the recovery phase of the pandemic. This is primarily due to the increasing unemployment through the contraction in many business sectors.</p> <p>Reports received by the Executive in October 2020, and February 2021 outline progress to date with a newly formed working group and action plan to commence post elections in May 2021.</p> <p>The reported outlined in October 2020 introduced a framework of support available to local organisations and groups that operate within Surrey Heath. A successful consultation event hosted on the 9th December 2020, established further community links to ensure the support reaches all who need to access, and raised the issue of insufficient ICT equipment for children who were being home-schooled. This triggered support to meet the need from a generous grant from Frimley Fuel Allotments to some schools with others being offered recycled PCs and laptops from the Councils ICT team. The former Poverty Working Group set out its actions with their completion by February 2021, with a further report that provided an update on the establishment of the Ward Councillor Scheme, and the Emergency Food Poverty Scheme.</p> <p>On the 29th March an All Councillor meeting was hosted which set-out possible direction of the Poverty Working Group, the outcome has agreed a new direction that is to be ratified at the first meeting of the newly formed Community Support Working Group, in May 2021. The all-important community representation is retained, with an indication of Chobham/Windlesham and Deepcut/Frimley Green and Mytchett to be the next areas of focus.</p>
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	<p>The new centre is currently under the final stages of construction and is due to open on 1 July 2021 (with an official opening in early 2022). Gym inductions and tours for new members and key stakeholders are planned to take place in June 2021.</p>

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
	<ul style="list-style-type: none"> Improvements to the public realm (see REG2) 	<p>Complete improvements to public realm by end 2021.</p>	PART COMPLETE	<p>Works are now complete (apart from small snagging works) and the highway is back open to general traffic.</p> <p>A green wall is currently being installed in Knoll Walk. Public Art is also in the process of being installed.</p>
	<ul style="list-style-type: none"> Big Spaces review of vacant retail spaces 	<p>Update on options to be reported by JULY 2020</p>	NOT ACHIEVED	<p>Discussions are underway to secure an occupier for former BHS building. The options have included the marketing of the space for new retailers or tenants. Other options have included a new base for the library including a community hub, a digital hub including flexible desk space, a charity hub, all these projects require investment from multiple partners, business cases will continue to be worked on with all prospects considered with the aim to fill the unit in 2021/22.</p> <p>House of Fraser continues to trade although options are being explored for future use of the store. An options appraisal was undertaken to look at using the building for mixed purpose, a business case will be developed and bought forward in 2021/22.</p>
	<ul style="list-style-type: none"> London Road Development Site Regeneration 	<p>Development agreement signed in June 2020</p> <p>Planning application anticipated within 18 months of signing</p> <p>Regular updates to tenants throughout the year</p>	NOT ACHIEVED	<p>The Covid pandemic has had an impact on the project.</p> <p>The target to sign a development agreement by June 2020, proved not to be achievable. A decision on the next steps is due to be taken by the Council in July 2021.</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	<p>This project is still on hold. Work is underway to determine a wider vision and strategy for Camberley Town Centre.</p>
	<ul style="list-style-type: none"> Reporting on key Capital Projects to the Executive and Performance & Finance Scrutiny Committee. 		ONGOING	<p>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.</p>
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>	<p>RESCHEDULE TO ALLOW FOR FULL CONSULTATION</p>	<p>To allow for full consultation with public and partners, a revised timetable for the preparation of the Five Year Strategy (and the Medium Term Financial Strategy) was agreed with the final Strategies being agreed at Full Council in October 2021.</p> <p>Workshops took place in August/September 2020 with the Executive and Corporate Management Team, supported by the Local Government Association (LGA), to start work identifying priorities for a the Five Year Strategy, and an evidence base of relevant data has been collated. Initial workshops with wider Members and partners will take place in May and June to inform a draft strategic narrative, which will go out to wider consultation during the summer of 2021.</p>

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
SHBC5	<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 Look at opportunities to improve transport links in villages including provision of transport linked to the wider community transport strategy. 	<p>On-going Report to Council on options by March 2021 On-going throughout year.</p>	<p>COMPLETE</p> <p>NOT ACHIEVED</p>	<ul style="list-style-type: none"> Council owned asset in Bagshot Following detailed consideration the Villages working group was able to recommend to Property & Investment Working Group and the Executive that this project is progressed which will include the redevelopment of 63A The High Street, Bagshot to provide flexible office space, community space and new residential units. Community transport update The Group has spent the year considering options for the design of a transport service that could be delivered to support residents of the outlying villages of Surrey Heath. However, the pandemic has impacted progress on this project. The next stage is to invite all the parish councils to take part in the co-design of a pilot service followed by a public consultation exercise with village residents. This will also include identifying potential funding opportunities around Community Transport from Surrey County Council.
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.’</p> <p>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>	<p>On-going</p>	<p>ONGOING</p>	<p>This work continues to be a priority for the Council. The Chief Executive has a key position on the Surrey Heath Alliance and works with other leaders in the Community to drive forward the Health and Wellbeing agenda. A major focus has been in responding to the Covid-19 Pandemic. We supported the NHS in a number of ways including the provision of testing sites and providing a call centre for the Covid-19 vaccination service. As we move to Recovery there is more emphasis on the longer term health impacts arising from Lockdown restrictions such as mental health and physical health inequalities such as Obesity.</p> <p>The services delivered by the Council are well represented at various levels within the ICS. Grants are received through the Better Care Fund to support a number of Council Services such as Disabled Facilities Grants; Handy Person Services and Wellbeing Prescribing. Recently the ICS awarded a grant to the Council for the provision of hospital to home services. This has the potential to grow.</p> <p>The Surrey Heath Alliance has identified the Council as the right organisation to the lead on a Whole Systems Approach for tackling Obesity in the Borough. This is now part of the Council’s annual plan for 2021/2022.</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>	<p>On-going – regular reporting</p>	<p>ON TRACK</p>	<p>The Council has continued to review opportunities as they arise during the year.</p>

BUSINESS

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 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>	<p>New centre to open SUMMER 2021</p>	<p>ON TRACK</p>	<p>The new leisure centre is on track and due to open on the 1st July. (See SHBC3)</p>

ANNEX A – END OF YEAR REPORT (last updated 25.06.2021)

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR UPDATE/COMMENTS
BUS2	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.	DECEMBER 2020	COMPLETE	The grounds maintenance tender was completed and the new contract commenced on the 1st November 2020.
BUS3	PLAYGROUND REFURBISHMENT – Install new playgrounds within Surrey Heath, following the selection of the design after public consultation and obtaining any necessary planning permission. <ul style="list-style-type: none"> Old Dean Recreation Ground 	JULY 2020 (In time for school holidays)	COMPLETE	This was opened in July 2020.
	<ul style="list-style-type: none"> Watchetts Plan 		COMPLETE	Work on the new playground started mid-November 2020 and is now complete. Opened January 2021.
	<ul style="list-style-type: none"> Loman Rd and Chobham Rd Rec. 		COMPLETE/ ON TRACK	Work on the Loman Road playground started in January 2021 and is now complete. Opened February 2021. Chobham Road Recreation is due to be completed by Autumn
BUS4	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. <i>Draft Key Objectives/KPI's:</i> <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%) 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)	Strategy considered by the Executive MARCH 2020 Detailed timescales in Strategy Action Plan to be delivered by MARCH 2022.	RESCHEDULED DUE TO COVID	The Physical Activity Strategy report has been delayed to 21/22 but will be taken to members in October 2021. The baseline for the strategy will be based on Sport England figures which were not available due to the pandemic. The Lead Officer for this area of work was re-deployed to lead the Council's Welfare Response to protect vulnerable residents during the pandemic.
BUS5	EVENTS STRATEGY - Review Surrey Heath's approach and role in delivering or enabling community events, in partnership with the Business Improvement District (BID).	On-going	RESCHEDULED DUE TO COVID	This is now likely to be reviewed in late 2021 looking ahead to 2022. The Lead Officer for this area of work was re-deployed to lead the Council's Welfare Response to protect vulnerable residents during the pandemic. As restrictions have lifted events are restarting in a Covid-safe way, for example a duathlon in Frimley Lodge Park in September 2020, the 'walking for heath' scheme restarted in May 2021, a 'family search and discover' event took place at Lightwater Country over May half term and a 'Freedom of the Borough' event in being planned for September 2021.

KEY PERFORMANCE MEASURES 2020/21 - BUSINESS							
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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	808	22	There were no visitors, schools or care homes due to lockdown. However, there were 22 enquiries.
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		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. This result is very good although it came through in October and the reporting is approximately 6 months behind so doesn't take lockdown into account. Expecting numbers to increase for next report (although this will be countrywide)
People Attending Events at Camberley Theatre	The number of people attending theatre and community events at Camberley Theatre.	55,000	0	80	1,214	0	Theatres have been closed since 17th December as per government guidelines and are due to reopen for socially distanced events from 17th May. Camberley Theatre reopened the Box Office on 12th April for walk-in sales and enquiries and are also working on opening a pop-up children's space (Squish) on 18th May in The Square shopping centre

COMMUNITY

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
COM1	COMMUNITY SERVICES PARTNERSHIP – next steps	MARCH 2021	COMPLETE	The Executive approved the partnership on 17 November 2020. Following a comprehensive period of consultation staff were transferred to Runnymede Borough Council under TUPE on 1 st April 2021. The partnership is working well and the service to residents has been uninterrupted. The Corporate Head of Community Services at Runnymede BC has produced a Community service plan for 2021/2022. This will be submitted to approval by the Community Services Partnership Board following the annual meeting of both Councils at which Members will be nominated to the Board.
COM2	DEVELOP A COMMUNITY TRANSPORT STRATEGY for the Community Services Partnership.	DECEMBER 2020	NOT ACHIEVED	The target was not met but now that the Executive has approved the partnership we can now move forward on the strategy. There are a number of commercial opportunities which can result from the larger fleet of vehicles we now have managed across the partnership. This includes the home from hospital contract and SEND transport. This will be included as part of the Community Service plan for 2021/2022 which will be presented to the Community Services Partnership Board.
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	MARCH 2021	ON TRACK	A331 monitoring of Nitrogen Dioxide levels is ongoing in conjunction with Rushmoor BC as part of Blackwater Valley Group. First year raw results indicate compliance. Final report to DEFRA is due 2024 which will incorporate traffic counts and modelling data to determine the outcome. Routine air quality monitoring across the Borough is ongoing and levels continue to be compliant with national standards.

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
	be compliant with national standards. Review our Air Quality Strategy.			The air quality strategy with regard to the M3 Air Quality Management Area is to continue to be kept under review, to take into account the impact of ongoing changes to traffic volumes due to covid restrictions on local air quality results.
COM4	<p>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:</p> <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 	<p>Milestones in a detailed project plan approved by the Surrey Environment Partnership. It covers the full year From 1st April 2020 to 31st March 2021</p>	<p>PART COMPLETED/ PART DELAYED</p>	<p>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.</p> <p>Considerable resources were diverted to coronavirus response in 2020/21. This included contingency planning, communicating issues to the public, and collating and disseminating guidance from industry bodies. Whilst some authorities in Surrey experienced temporary disruption to collections of a small number of materials such as green waste and textiles, all core services (e.g. residual waste and dry mixed recyclables) remained operational throughout the height of the pandemic, and Surrey services fared well when compared to the national picture.</p> <p>Work on some areas of the programme was delayed or stopped due to coronavirus but a wide range of activity was still able to go ahead. This included various communications and behaviour change initiatives focused around reduction, reuse and recycling. A range of activity was also focused around process improvements in areas such as contamination reduction, and targeted interventions in specific geographical areas aimed at encouraging residents to use their food and garden waste services.</p> <p>A full annual report on the SEP programme of work will be available later in the year once Defra waste performance statistics have been published.</p>
COM5	<p>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.</p>	<p>Milestones included in detailed project plan referred to above. This covers the period 1st April 2020 to 31st March 2021</p>	<p>PART COMPLETED / PART DELAYED</p>	<p>On the ground support for local authorities was paused for a time as result of the pandemic, which meant that some work was delayed or re-scoped.</p> <p>In September 2019 SEP was awarded grant funding to expand waste electricals and battery recycling in flats. Work to introduce these services in Surrey Heath, Waverley and Woking took place in the second half of the year, with more planned for 2021/22.</p> <p>SEP has also secured some capital funding from Surrey County Council to enable the programme to continue for the next three to four years. Priority areas will continue to be expanding and improving food waste collections and reducing contamination of dry mixed recycling</p>

KEY PERFORMANCE MEASURES 2020/21 - COMMUNITY							
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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%	95.95%	96.60%	
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	51 %	N/A	Performance impacted by Covid-19 as the Food Standards Agency changed the food premises inspection priorities in recognition of Environmental Health's increased outbreak control response and the closure of food premises during the periods of lockdown.
Environmental Health complaints	Percentage of noise complaints resolved within 3 months.	80%	75%	87%	88%	94%	The service received and responded to a considerable increase in number of Environmental Protection complaints received and responded to during lockdown. These mainly related to bonfires where waste was burnt in gardens when the local tips were closed.
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	1,158	857	Community Transport had been operational since last summer, however it was impacted by the restricted movements of residents, social distancing and the closed services that it has supported locally. All of which resulted in a reduction in journeys. During the pandemic the drivers played a vital role in delivering food and medicines to residents shielding and transporting vulnerable residents to medical and hospital appointments. We have held vacant posts during the pandemic due to the reduction in work but as we move to Business as Usual we are recruiting into these posts
Number of journeys by community bus in a year	Number of journeys COMPLETED by Community Bus in a year		118	687	794	567	As above.
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	14,235	14,126	The number of Meals delivered have significantly increased during the Pandemic and these numbers have sustained after lockdown. Total number of meals delivered was 61,346 a 75% increase on target
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	1,115	1000	In Q 1-3 the target was exceeded. In Q4 the number of referrals dropped slightly but as Adult Social Care moves their services back to 'business as usual' we expect to see the number of referrals picking up again. The service is very popular and is literally a lifeline for a lot of vulnerable residents.
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	120	107	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	56	37	These figures were impacted by Covid but referrals are now starting to pick up.

CORPORATE

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
COR1	Conduct the POLICE & CRIME COMMISSIONER ELECTION	Election MAY 2020	COMPLETE	Due to Covid19 the PCC Elections scheduled for May 2020 were delayed. The Election was successfully delivered on 6 May 2021.
COR2	Implement CANVASS REFORMS in time for the publication of the revised Register of Electors.	DECEMBER 2020	COMPLETE	Completed in accordance with the required timescale.
COR3	COMMUNITY GOVERNANCE REVIEW – complete the Community Governance Review for the Windlesham Parish area.	Recommendations published by JULY 2020	COMPLETE	Following the Stage 2 consultation, the Council agreed at its meeting on 14 October 2020 to recommend to the Local Government Boundary Commission for England (LGBCE) the creation of a new parish ward for Windlesham North. Consent was granted by the LGBCE on 4 th March 2021.
COR4	MARKETING AND COMMUNICATIONS – lead the project to ensure the Council complies with the new public sector website accessibility regulations	SEPTEMBER 2020	ON-GOING	Accessibility work on the SHBC website is mostly complete and was praised publicly by SOCITM (Society for Innovation, Technology and Modernisation) in January 2021. Outstanding work includes ensuring applicable historical documents on the website are accessible and the Council is seeking to employ additional staff via the Government's Kickstart Scheme to support this work.
COR5	CONTACT CENTRE – Implementation of new CRM (Customer Relationship Management) system	From APRIL 2020	COMPLETE	The new CRM went live on schedule and is now fully embedded in the Contact Centre.

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KEY PERFORMANCE MEASURES 2020/21 - CORPORATE							
Indicator	Description	Proposed Target 20/21	2020/21 Q1 Status	2020/21 Q2 Status	2020/21 Q3 Status	2020/21 Q4 Status	Info/ Comments
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%	100%	100%	90%	
Customer Satisfaction Rating of Good/Excellent to Exceed 90%.	Customer satisfaction rating of good/excellent to exceed 90%	90%	100%	100%	100%	100%	

FINANCE

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/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	The treasury strategy was updated for 21/22 and agreed at the February 2021 full council meeting.
FIN2	MEDIUM TERM FINANCIAL STRATEGY (MTFS) – Review and refresh the Medium Term Financial Strategy. Set a sustainable and robust budget.	FEBRUARY 2021	RESCHEDULED	See SHBC 4 – to ensure alignment between the MTFS and the Council's new Five Year Strategy, the MTFS will be prepared alongside the new Five Year Strategy and submitted to Council for approval in October 2021. The financial assumptions used to prepare the MTFS have been through a radical change in 2020/21.
FIN3	COUNCIL TAX SUPPORT SCHEME – To review and update the Council Tax Support Scheme arrangements.	DECEMBER 2020	COMPLETE	At the Council meeting in December 2020, it was agreed the Local Council Tax support scheme would be unchanged for 2021/22, apart from any minor changes needed due to Housing Benefit / Universal Credit changes introduced by legislation;

KEY PERFORMANCE MEASURES 2020/21 - FINANCE

INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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%	85.60%	98.70%	These represent cumulative totals of Council Tax collected for the year.
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%	53.60%	84.70%	99.80%	These represent cumulative totals of business rates collected for the year. A smaller number of business were eligible for business rates collection in 2020/21. In 2019/20 £40m was collected, but in 2020/21 it was £18m.
Benefits processing	a) Number of days taken to process new housing benefits claims	20 DAYS (NEW CLAIMS)	25.30	20.10	23.60	21.9	The outturn for the year is as follows, the average number of days taken to process a new HB claim 23.2 days. The section processed 217 new claims. The average number of days taken to deal with the assessment of notified changes in circumstances relating to existing HB and Local Council Tax support Scheme (LCTSS) claims was 3.3 days. The section processed 15,819 changes. In addition to processing new claims to HB the team also process new applications to the LCTSS. During 2020/21 the team assessed 3914 new claims to LCTSS an increase of 2680 claims. This increase was due to an increase in claims made by residents for Universal Credit. That is an increase of 217%. These claims were processed promptly with average new days of 30.92 which goes to ensure Council Tax payers have certainty on what is due to be paid which in turn helps to maintain our collection as we can issue bills and reminders with certainty. The additional workload was absorbed by the team in addition to them taking on outbound welfare calling as part of the SHBC response to the National pandemic and the payment of £25m in business support grants
	b) Number of days taken to process changes to benefits	10 DAYS (CHANGES)	4.90	2.40	2.40	2.3	
Invoices Paid On Time	Percentage of invoices paid on time.	97%	97.78%	98.06%	98.24%	97.92%	

INVESTMENT & DEVELOPMENT

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
I&D1	<p>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)</p> <p>Corporate Asset Management Strategy being developed.</p> <p>Reporting on key Capital Projects reporting to the Executive and Performance & Finance Scrutiny Committee.</p>	<p>Regular reports to the Town Centre Working Group on milestones and progress.</p> <p>By END 2020.</p>	ONGOING WORK	<p>Work is underway to determine a new vision and strategy for Camberley Town Centre.</p> <p>In relation to the Square Shopping Centre the JPUT has been brought ‘on shore’ in April 2021 which provides SHBC with direct control of its asset management strategy. Montagu Evans have been retained as managing agents and appropriate governance is in place.</p> <p>The Council’s office and industrial properties have been less affected by the impact of the pandemic and continued to perform well.</p>
I&D2	<p>PROPERTY INVESTMENTS – being active in finding and reviewing potential property investment opportunities to deliver income to safeguard services.</p>	<p>On-going as opportunities arise</p>	ONGOING WORK	<p>The Council continued to assess opportunities as they arose during the year.</p>

JWS

KEY PERFORMANCE MEASURES 2020/21 - JOINT WASTE SOLUTIONS							
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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%	64.2	62.10%	63.3	59.0	Q4 is an estimated figure due to a delay in Defra approving the figures. The lower level in Q4 is due to a number of rejected loads due to contaminated recycling. In the first quarter of 21/22 an active campaign has taken place with the crews and residents to approve the quality of recycling. Surrey Heath remains the highest performing authority in Surrey for recycling and 6 th highest in England.
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%	0.67%	1.17%	
Number of ‘missed’ bins.	Number of ‘missed’ residential kerbside collections per 100,000 collections.	80	48	36	35	40	<p>These figures cover all five waste streams (refuse, recycling, garden waste, small electricals and textiles).</p> <p>Q4 – Is an estimated figure due to a fault with the Amey IT system.</p> <p>Year on year we have seen a fall in the number of missed bins reported.</p>

REGULATORY

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/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.	Local Development Scheme to be updated	ON TRACK	The Surrey Heath Local Development Scheme 2021-2024 has been published, as agreed by Executive on 16 February 2021, and in accordance with the milestone target. A significant amount of work has been undertaken over the year to progress development of the Local Plan, including the production of evidence base documents and drafting of Local Plan policies.
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. (see SHBC3)	<i>See update against SHBC 3 above</i>		
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	COMPLETE	The purchase of Connaught Court is complete and the Single Homeless Case Worker employed. The completion of the refurbishment has been delayed due to Covid-19 but some residents are now in occupation. A property for the delivery of a Night Stop service has been purchased and a schedule of works is being drawn up, as is the change of use planning application. Talks are underway with a delivery partner to finalise the service specification. The Council was successful for Rough Sleeper Initiative funding for both these projects. Funding has also been secured for Homeless Pods, delivered in partnership with Surrey Public Health and which offer a stop gap housing option while the Night Stop project is finalised. A bid for further funding has been made for a Housing First project which would assist rough sleepers into housing association homes (announcement on funding expected May 2021).
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	Recruitment is complete, service operating from 26th October 2020. Funding secured from Surrey County Council for 2021/22, including a 2% uplift.

KEY PERFORMANCE MEASURES 2020/21 - REGULATORY							
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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%	100%	67%	Government target is 60%
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%	84.76%	84%	Government target is 70%
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%	50%	54%	Only one appeal decision received in quarter 2 which was allowed. [Member overturn] In depth report on Appeals considered by Planning Committee on 19 th May.
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	31	36	
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	10	10	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	29	19	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%	92%	85%		Between 1/06/2020 and 31/05/2021 85% of people supported by the team reported making progress in at least 3 outcome areas (91% in at least two outcome areas and 95% in at least one).

KEY PERFORMANCE MEASURES 2020/21 - REGULATORY							
INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 STATUS	INFO COMMENTS
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%	See comments				Family Support Surrey Heath & Runnymede have been one of the pilot services that moved to a new system within Surrey County Council that links to the Children's Services LCS system. Reports are not yet available, but SHBC family support team records show that no Surrey Heath families were re-referred back to the family support team within six months of closure.
Refugee resettlement	Number of families resettled under the UK resettlement scheme.	3 FAMILIES	N/A	N/A	N/A	N/A	Due to COVID-19, the Government have put on hold all resettlements off families. A plan to restart the resettlement programme is being worked on at a national level by the Home Office and relevant agencies. (There are currently 5 resettled families)

TRANSFORMATION

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/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.	COMPLETE	The Business in Surrey Heath website launched in July 2020 (businessinsurreheath.co.uk) to promote the area to prospective businesses. The Executive agreed in June 2020 to repurpose the Kevin Cantlon fund to support new local businesses with start-up advice, 1-2-1 mentoring for new and growing businesses, and funding the Surrey Chambers 'Start Up Academy' for two years. SHBC was awarded funding from DWP to launch a 'Youth Hub' to support young people into employment, which will open on 28th June 2021. New staff to run the hub are in post.
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	COMPLETE	SHBC met with local businesses to understand the issues further. The information was relayed to Surrey County Council as the local Highways Authority. Surrey County Council are upgrading the traffic lights at Lion Way, Frimley which should have a positive impact on local traffic flow. The Community Infrastructure Levy (CIL) main fund is a resource that can be used to offer match funding for transport improvement schemes for Surrey County Council contributions and a fund for initial feasibility work on schemes. Officers have informally suggested to Surrey County Council that for highways a beneficial schemes would be improvements to Frimley High Street and the A325 roundabout to address the impact of traffic accessing Frimley Park Hospital on the businesses in adjoining industrial estates and in Frimley centre.
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	PART COMPLETE	Audit of corporate projects and their status due to the Covid pandemic completed and shared with Corporate Management Team in May 2020. A progress update against all Corporate Projects was completed in January 2021 and reported to the Corporate Management Team. Weekly project meetings take place with the Chief Executive to monitor and manage progress against the Council's Property and Town Centre projects and a formal project process is in place. From June 2021, four additional monthly project monitoring boards will be taking place.

ANNEX A – END OF YEAR REPORT (last updated 25.06.2021)

REF	TARGET / PROJECT	MILESTONES	END OF YEAR STATUS	END OF YEAR 2020/21 UPDATES/COMMENTS
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	COMPLETE	The new Lottery Scheme was introduced in November 2020 with 8 grants being awarded at a cost of just under £8,000. At that time it reflected the funds available to distribute locally. The scheme has 65 organisations registered as good causes. This is less than the target set but has reflected the slight downward turn in people purchasing tickets, and the Council not actively promoting during the pandemic, which will be reviewed during the recovery phase.
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	COMPLETE	This was launched to Surrey Heath businesses in 2020 and opportunities have been shared internally. The new Youth Hub staff will be increasing promotion of this to SHBC teams and local businesses.
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	Consultation on the Public Space Protection 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 2020.

KEY PERFORMANCE MEASURES 2020/21 - TRANSFORMATION

INDICATOR	DESCRIPTION	PROPOSED TARGET 20/21	2020/21 Q1 STATUS	2020/21 Q2 STATUS	2020/21 Q3 STATUS	2020/21 Q4 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%	75%	95%	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. The reason for not hitting the target in Q1 is that site visits were suspended due to Covid 19 lockdown.
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	4.41	3.96	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	1.50	1.22	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%	11.27%	20.00%	The turnover figures include staff whom were part of the Community Services TUPE to Runnymede Borough Council on 1 st April 21 .

End of Year Financial Outturn and Carry Forward of Unspent Budget 2020/21

Summary

To provide Executive with a high level view as to the Financial Performance for the year 2020/21.

The Executive is asked to approve the carry forward requests.

Portfolio - Finance – Cllr Perry

Date Signed off: 6 July 2021

Wards Affected

All

Recommendation

The Executive is asked to RESOLVE that:

- (i) The Financial Performance for the year 2020/21 be noted; and
- (ii) The Carry Forward requests for 2020/21 of £345,897, as set out at Annex C to this report, be agreed.

1. Key Issues

- 1.1 This report covers the entire financial year to the 31st March 2021 and is intended to give members a high level view as to the financial performance of services for the year highlighting significant variances against budget. The variances reported only include controllable costs. Costs relating to asset charges, revaluations and accrued pensions have been excluded since under local authority accounting rules they do not impact the overall financial outturn.
- 1.2 This has been a challenging year with pressure on commercial rents and fees and charges income due to the Covid pandemic, though partially offset by one-off grants received from the Government or via the County Council. For the 2020/21 financial year, overall net expenditure will be over budget by £1.0m. This is consistent with forecasts reported to Policy & Finance Scrutiny Committee and Executive in previous committee cycles.

2. Resource Implications

- 2.1 As stated in paragraph 1.2 above, the outturn financial position of the Council compared to the budget agreed in February 2020 was a shortfall of £1 million pounds as summarised in the following table:

Summary by Service Area

	Budget	Actual	Variance
	£000	£000	£000
Finance	1,880,424	3,543,541	(1,663,117)
Transformation	4,036,718	3,374,343	662,375
Corporate	1,776,932	1,534,145	242,787
Business	704,786	1,210,706	(505,920)
Regulatory	2,326,709	1,201,123	1,125,586
Legal	345,286	272,446	72,840
Property Management	(1,974,647)	(2,277,822)	303,175
Investment & Development	(611,201)	1,522,101	(2,133,302)
Community	4,495,988	3,629,016	866,972
	12,980,995	14,609,599	(1,028,604)

2.2 A review of any actual net expenditure against budget which has generated a variance greater than £25k at the end of the year is shown in the attached Annex A. Because of the impacts of Covid, many of the variances (both positive and negative) are 'one-off', non-recurring sums that will not impact on the 2021/22 budget agreed in February 2021 or on the Council's overall financial standing. These 'one-off' items are identified by an asterisk (*) in Annex A.

2.3 It will be seen that the greatest variance in the table above relates to Investment & Development, and Annex A shows that despite off-setting underspends in other areas of that service, the shortfall on Town Centre Investment income against budget is shown as £2,700k. This is made up as follows:

Write-Off of Rents - £450k

Doubtful Debts - £1,000k

Debts Carried Forward to 2021/22 for further action - £1,250

Treasury Investments

2.4 The Council currently has £22.3m invested in a variety of banks, building societies and funds.

2.5 A list of investments held at the 31st March 2021 is shown in Annex B. It should be noted that because of the nature of investment management, funds move in and out of the Council on a daily basis. Therefore, the position at 31st is very much a 'snapshot' of the balances on that day. In total, the number and net value of investments held by the Council is equivalent to reserves held for future earmarked spending plans, summing to c£32 million.

Borrowing

- 2.6 The Council has borrowed £180m to fund property acquisitions. Based on the advice of our Treasury advisers £78m is made up of longer-term loans from the Public Works Loans Board and the Phoenix Group with the remainder being shorter term loans from other local authorities. The Council has entered into an arrangement to forward fix a further £25m of debt in 2021/22 to minimise the risk of interest rate increases.
- 2.7 At the moment, interest rates remain low, and at the time of writing the borrowing terms agreed with Phoenix are at a higher rate than currently available from the PWLB. However, since November 2020, the PWLB will not lend to local authorities that plan to buy commercial assets primarily for yield. The Phoenix borrowings allow the Council greater flexibility in commercial property decisions. In addition, there is an expectation that interest rates will begin to rise over the next year as post-Covid economic activity begins to feed through into inflationary increase in both wage settlements and costs of materials.

3. Debtors

Sundry Debts

- 3.1 Sundry debts include all debts except those relating to housing benefits. At the 31st March 2021 these amounted to £2.923m compared with £3.990m for the same period last year, a reduction of £1.067m. There are a number of reasons for this reduction mainly more timely payment of invoices by our joint waste service partnering authorities along with a reduction in community service arrears over the past year. Car Park arrears have also reduced but this is down to a timing difference of when an invoice will be raised for 2021/22 parking charges due to a large credit on the customers account.

Housing Benefit Debts

- 3.2 The Council pays over £15m in Housing Benefit each year, and the nature of the Housing Benefit Scheme means that overpayments arise because of changing circumstances of the recipients. These debts have to be recovered. At the 31st March 2021 the accumulated debt was £476k compared with £515k at the end of the last quarter. During the last 3 months £92k was collected and £53k of new debt was raised. These figures are consistent with budget forecasts of Housing Benefit debt.

4. Officer Comments

- 4.1 Overall, this has been a very challenging year for Surrey Heath due to the Covid 19 Pandemic. Despite this a majority of services are coming in on or under budget. Services have monitored their spend over the year using the Civica financial system which gives them real time actual and committed expenditure.

5. Options

- 5.1 The Executive is advised to note the report regarding financial performance for the year 2020/21 and agree the carry forward requests.
- 5.2 The Executive has the option to agree the carry forward requests, with or without any amendments it considers appropriate.

6. Proposals

- 6.1 It is proposed that the Executive notes the financial performance for the year 2020/21 and agrees the carry forward requests.

7. Supporting Information

- 7.1 None

8. Corporate Objectives and Key Priorities

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

9. Risk Management

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

Annexes	Annex A - Summary Information on the Revenue Budget Position at 31st March 2021 Annex B - Investments at 31st March 2021 Annex C – Carry forward request details
Background Papers	None
Author/Contact details	Adrian Flynn - Chief Accountant Adrian.Flynn@surreyheath.gov.uk
Head of Service	Martin Hone Executive Head of Finance Martin.Hone@surreyheath.gov.uk

Summary Information on the Revenue Budget Position at 31st March 2021

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

Individual variances increased at year end due to the current service cost element of the annual IAS19 valuation of the pension fund, over which the Council has no control. These costs are not chargeable to General Fund by statute and are managed through statutory reserves.

The tables below list significant variances against budget greater than £25k together with an explanation. “+” denotes favourable and “-“denotes adverse. Although there are a significant number of underspends some of these will be carried forward to next year.

Summary

	Budget £000	Actual £000	Variance £000
Finance	1,880,424	3,543,541	(1,663,117)
Transformation	4,036,718	3,374,343	662,375
Corporate	1,776,932	1,534,145	242,787
Business	704,786	1,210,706	(505,920)
Regulatory	2,326,709	1,201,123	1,125,586
Legal	345,286	272,446	72,840
Property Management	(1,974,647)	(2,277,822)	303,175
Investment & Development	(611,201)	1,522,101	(2,133,302)
Community	4,495,988	3,629,016	866,972
	12,980,995	14,609,599	(1,028,604)

Finance

Budget £1,880,424

Actual £3,543,541

Function	Variance	Notes
Corporate Management	£1,235m*	Consultant and legal fees paid above budget, a number of year-end adjustments were carried for which resulted in increased accumulated absences provision and a credit note issued for a large debtor.
Council tax Cost of Collection	-£73k	Reduction in Legal fees collected, plus increased computer software and licence costs.
NNDR Cost of Collection	-£50k	Reduction in income plus increased computer software and licence costs.
Housing Benefits	-155k	Reduction in rent allowance payments offset in part by increased software costs.
Pension Compensation Payments	-£59k	Payments to compensate the pension fund for early leavers
Accountancy/Transactions	-£137k*	Agency Staff to cover vacant posts
Remaining	+£46k	

Transformation
Budget £ 4,036,718
Actual £ 3,374,343

Function	Variance	Notes
Community development	-£42k	Increased salary spend.
Economic development	+£65k*	Kevin Canlton fund underspend due to low take up of grants from the scheme.
Revenue Grants	+£80k	Excess of lottery income and a reduction in transport and supplies and services expenditure.
Corporate Training	+£42k	Lower training expenditure due to change in working arrangements within the organisation.
ICT	+£82k	Reduction in supplies and services expenditure
Recruitment	-£25k*	Increased expenditure, the majority of which was around the recruitment of the CEO.
Salaries	+£173k	Savings in various service areas by not recruiting to vacant posts.
Counter Fraud fund	+£260k*	This is the remainder of an anti-fraud grant and a supplementary estimate for Swift Lane.
Remaining	+ £27k	

Corporate

Budget £ 1,776,932

Actual £ 1,534,145

Function	Variance	Notes
Members	+£29k	Reduction in members allowances and supplies & services expenditure.
Electoral Registration	+£49k	Reduction in employee, printing expenses and some grant income not budgeted for.
Contact Centre	+£63k	Reduction in employee expenses due to vacant posts.
Remaining	+£101k	Savings in post room and postage costs £43k. Savings in public relations, consultation, Heath Scene and Web development etc.

Business

Budget £ 704,786

Actual £ 1,210,706

Function	Variance	Notes
Theatre	-£67k*	Although the level of subsidy remains below that in the identified in 2014 business plan. The net revenue from shows fell short of the budget set at the start of the year.
Theatre Catering	-£83k*	Large reduction in income due to the closure of the theatre for much of the year offset by a reduction in stock purchases.
Car Parks	-£411k*	Reduction in Income due to the pandemic offset by savings in salaries and supplies and services.
Parks and Open Spaces	+£78k	Reduction in premises and supplies and services expenditure plus an increase in fees and charges income.
Frimley Lodge Park	-£98k*	Reduction in fees and charges income.
Leisure Grants	+£25k	Reduction in grants paid.
Remaining	+£50k	

Regulatory

Budget £ 2,326,709

Actual £ 1,201,123

Function	Variance	Notes
Supporting People	+£79k	Reduced salary and transport related expenditure, plus increased grant expenditure received.
Land Charges	-£30k	Reduced income due to pandemic
Refugees Project	+£141k*	Reduced salary expenditure plus an increase in grant and other income received.
Surrey Heath Local Plan	+£92k	Grant Income and underspend on consultants. Local plan work now being done in 2021/22
DFG's	+67K	Grant income received that was not budgeted for and a reduction in supplies and services expenditure.
Homelessness	+£788k*	Grant received that was not budgeted for and carry forwards from 19/20 that were not spent during 20/21.
Remaining	-£12k	

Property Management

Budget £ - 1,974,647

Actual £ - 2,277,822

Function	Variance	Notes
Corporate Land Management	+£45k	Reduced premises and supplies and services expenditure offset by agency costs covering vacant posts.
St Georges Industrial estate	+£63k	Reduction in Supplies and Services expenditure along with an increase in rental income.
Trade City Industrial Estate	-£78k	Reduction in rental income received plus increased premises related expenditure.
Albany Park	+£200k	Increased Rental income and reduced supplies and services expenditure.
Theta Building	+£38k	Reduction in Supplies and Services expenditure and an insurance recharge.
Ashwood House	+£64k	Reduction in premises related and supplies and services expenditure offset by a reduction in rental income.
Remaining	-£29k	

Investment & Development

Budget £ (611,201)

Actual £ 1,522,101

Function	Variance	Notes
Regeneration	+£61k	Reduced spend on consultants
Strategic Property Development	+£506k*	Lower Salary costs, plus carry forwards from 2019/20 not used and reduced consultant spend.
Town Centre Investment	-£2.7m*	Our town centre revenues are under pressure due to the changing nature of retail and the effects of the pandemic and the lockdown. See paragraph 2.3 of covering report for details.

Legal

Budget £ 345,286

Actual £ 272,446

Function	Variance	Notes
Legal	+£72k	Reduced salaries due to vacant posts and restructure.

Community

Budget £ 4,495,988

Actual £ 3,629,016

Function	Variance	Notes
Meals at Home	+54k	Increased Income due to greater take up of the service during the pandemic.
Community Transport	+44k	Service was badly affected by the pandemic, but the government did partly compensate for loss of income. Vehicle expenditure was under budget due to the low use of the buses throughout the year.
Joint Waste Service:		
Core Waste Contract (Collection of refuse bins)	+£30k	Savings in main core contract costs due to lower contract inflation.
Variable Waste Contract	+258k	Increased Income due to higher tonnage figures plus contractor settlement.
Recycling	-61k	Increased Business rates and contractor costs.
Waste	+450k*	Increased income received including the contractor settlement.
Remaining Variances	+£92	

***Denotes 'one-off' non-recurring income or expenditure that has no impact on the 2021/22 budget agreed in February 2021.**

Annex B Investments at 31.03.2021

	£	£
Banks		
Nat West Central Account	426,755.00	
Nat West Reserve Account SIBA	<u>2,373,575.00</u>	
		2,800,330.00
Total Banks		
DMO investments		12,802,000.00
Money Market Funds Investments		
Aberdeen Investment Cash OEIC Fund	3,000,000.00	
CCLA Public Sector Deposit Fund - Share Class	700,000.00	
Federated Short-Term Sterling Prime Fund (class 3)	<u>1,000,000.00</u>	
		4,700,000.00
Longer term investments		
CCLA property fund	<u>2,091,447.00</u>	
Total Long term Investment		2,091,447.00
Total Investments		<u><u>22,393,777.00</u></u>

Annex C – 2020/21 Carry forward requests.

Service	Description	Amount	Comments
Corporate	Electoral Registration	£3,500	Prudent budgeting resulted in an underspend on the supplies and services budget to provide on legal advice around election issues that cannot be provided in house.
Corporate	Camberley Town Centre	£8,500	Savings from Camberley International festival that did not take place. The carry forward will support the Celebrate Camberley event and paid media coverage to promote the event.
Corporate	Franking Machine	£18,000	Underspend to be used as a capital contribution for the purchase of a new franking machine.
Legal	Legal	£51,000	The salary underspend to be carried forward to provide temporary recruitment of a property Solicitor.
Transformation	Kevin Cantlon Fund	£83,000	Low take up of the fund during the year.
Business	Museum	£,4000	To provide funding for the generational rocks project from various underspends.
Business	Leisure Facility Project	£,43,551	Professional fees for the new Leisure facility.
Regulatory	Chobham Flood Alleviation	£15,000	Unspent grant to be carried forward.
Planning	Planning Development	£91,000	Impact of Covid and staff redeployed, undertaking welfare calls and delay in budget approval impacted the timescale for progressing the local plan.
Planning	Planning Development	£28,346	Unspent grant income for the review, revision & publishing of the Brownfield land register.
Total		£345,897	

Review of the Corporate Capital Programme 2020/21 and Report Capital Prudential Indicators for 2020/21

Summary

To report on the capital outturn for 2020/21 and to approve any carry forward of budgets and additional expenditure into the 2021/22 Capital Programme and report on the actual performance against the 2020/21 capital prudential indicators.

Portfolio - Finance

Date signed off: 6 July 2021

Wards affected

N/A

Recommendation

The Executive is advised to RESOLVE that the additional funds for the cost of the repair and improvements of for the Camberley Theatre frontage of up to approximately £75,000, in addition to the £125,000 already allocated be agreed, to be recovered over the next seven years by continuing to charge the restoration levy of £1 per ticket as agreed in November 2019.

The Executive is advised to RECOMMEND to COUNCIL that

- (i) Actual capital expenditure for 2020/21 of £24.162m against a budget of £35.711m be noted;
- (ii) The carry forward budget provision of £10.034 million from 20/21 into 2021/22 be approved;
- (iii) the revised 2021/22 Capital Programme of £11.275 million comprising the £1.241m agreed in February 2021 plus £10.034m carry forwards, be noted;
- (iv) The final capital prudential indicators for 2020/21 be noted; and
- (v) An additional £75k to be added to the 2021/22 capital programme for the Theatre frontage project be approved.

1. Resource Implications

- 1.1 The Prudential Code for Capital Finance in Local Authorities requires that actual capital expenditure during the year is reported to members. For 2020/21 this was £24.162 million.
- 1.2 The budget impact of these schemes was considered and approved when the schemes were incorporated into the capital programme.

- 1.3 If the recommendation is approved the loss of investment interest on the £10.034m carry forward sum at current rates would be £100k per annum.
- 1.4 The Capital Reserves available for capital expenditure amounted to £3 million at 31st March 2021. An additional £10 m is held in the revenue capital fund which could be used to support capital expenditure as well as supporting revenue expenditure in the future. Some of the expenditure is also funded by grant and external contributions.
- 1.5 The Council will borrow to acquire assets to assist with economic development and regeneration provided that the assets generate a return adequate to service the loan and any Minimum Revenue Payment.

2. Key Issues

- 2.1 The schemes detailed in Annex 'A' reflect a number of larger projects agreed by the Council throughout the year and Annex B sets out the reasons for the carry forwards.
- 2.2 The Council in accordance with the Prudential Code is required to report its performance against the actual capital prudential indicators for 2020/21 (set in February 2020) and these are detailed in Annex 'C'.
- 2.3 A number of capital projects that have being added to the capital programme and which are requested to be carried over, are projects that are intended to be carried out over a number of years, rather than just one single year. E.g., Building of the new Arena, London Road block and Property Acquisition strategy.
- 2.4 An additional £75k worth of expenditure be added to the 21/22 capital programme in relation to the Theatre Frontage project, please see Annex D for further information.

3. Options

- 3.1 The Executive, where no contractual commitments are identified, has the option of agreeing all these carry forwards, amending them, or rejecting them.

4. Proposals

- 4.1 It is proposed that the Executive RESOLVES that the additional funds for the cost of the repair and improvements of for the Camberley Theatre frontage of up to approximately £75,000, in addition to the £125,000 already allocated be agreed, to be recovered over the next seven years by continuing to charge the restoration levy of £1 per ticket as agreed in November 2019.

4.1 It is proposed that Executive RECOMMENDS to COUNCIL that

- (i) Actual capital expenditure for 2020/21 of £24.162m against a budget of £35.711m be noted approx. 67.66% of the budget be noted;
- (ii) The carry forward budget provision of £10.034 million from 2020/21 into 2021/22 be approved;
- (iii) The revised 2021/22 Capital Programme of £11.275 million be noted; (£1.241m 21/22 Original capital programme agreed at Feb 21 Council meeting plus £10.034m carry forwards);
- (iv) The final capital prudential indicators for 2020/21 be noted;
- (v) An additional £75k to be added to the 21/22 capital programme for the Theatre frontage project be approved.

5. Corporate Objectives and Key Priorities

5.1 Corporate Objective – Providing services better, faster, and cheaper.

Annexes	Annex A – Monitoring statement. Annex B – Background notes on carried forward capital schemes. Annex C - Capital Prudential Indicators. Annex D – Theatre Frontage project.
Background papers	None
Author/contact details	Adrian Flynn – Chief Accountant
Head of service	Martin Hone – Executive Head of Finance

Background notes on carry forward Capital Schemes

Capital Scheme & Carry Forward Amount	Purpose	Reason for carry forward
Investment Property Acquisition: £2.343m	To acquire property in accordance with the property acquisition strategy.	Council is seeking to acquire further property in 2021/22.
Bulking Shed: £270k	Improved storage facilities at the Doman Road depot.	Project due to commence in 2021/22.
Ashwood House (Market Hall): £300k	To convert the ground floor area into a market hall.	Evaluation of Project options is continuing, and project may commence in 21/22.
Arena: £2.219m	Construction of a new leisure centre.	Project to continue into 2021/22 and the Arena is scheduled to open in July 2021.
London Road block: £3.128m	To redevelopment and regenerate the London Road area of Camberley town centre.	Project to continue in 2020/21.
Increased Security (Measures Green Spaces): £166k	To install increased security measures at a number of open spaces sites within the Borough.	Project is due to take place over several years.
Camberley Theatre Frontage & lighting upgrade: £120k	Upgrade of the lighting system and the Theatre frontage (canopy) has reached the end of its useful life.	Project delayed by Covid and will continue into 2021/22.
Parks and open spaces: £341k	Upgrade of play areas and park improvements.	Projects to continue in 2021/22.

PRUDENTIAL INDICATORS - CAPITAL ACTUALS 2020/21

CIPFA's Prudential Code for Capital Finance requires local authorities to prepare Prudential Indicators of their intended capital spending plans for the forthcoming and future years. The indicators are intended to help the decision-making process within an authority and must be approved by the full Council before the beginning of the financial year. The indicators are neither comparative statistics nor performance indicators. Different Council's will have different figures reflecting their history and local circumstances.

Financing and Capital Prudential Indicators

	2019/20 Actual	2020/21 Original Budget	202021 Actual	
Capital Expenditure	£7.895m	£35.7m	£24.162m	The Council acquired additional investment property over the year which was not envisaged when the original program was set.
Capital Financing Requirement as at 31 st March	£186m	£224m	£176m	The Council's underlying need to borrow is called the Capital Financing Requirement (CFR). This figure is a measure of the Council's debt position.
Ratio of Financing Costs to Net Revenue Stream	31.13%	19.18.%	30.66%	This is an indicator of affordability and is the ratio of the Council's General Fund capital financing costs to its net revenue budget in percentage terms.
Operational Boundary	£245m	£230m	£230m	The operational boundary is based on the Authority's estimate of most likely (i.e., prudent but not worst case) scenario for external debt.
Authorised Limit	£250m	£235m	£235m	The authorised limit is the affordable borrowing limit determined in compliance with the Local Government Act 2003. It is the maximum amount of debt that the Authority can legally owe.

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CAPITAL MONITORING 2020/21 OUT-TURN

	B/Fwd From 2019.20	Approved Bids 2020.21	Total 2020.21 Programme	Current Spend & Commitments	Funds Available
	£'000	£'000	£'000	£'000	£'000
Investment and Development					
1 The Square Refurbishments	1,628	0	1,628	0	1,628
2 Public Realm Works	3,280	0	3,280	3,459	-179
Sub Total	4,908	0	4,908	3,459	1,449
Legal					
3 Property Acquisition Strategy	2,343	0	2,343	0	2,343
4 London Rd Block	3,478	0	3,478	350	3,128
5 Theta	81	0	81	0	81
6 Ashwood House (Market Hall)	300	0	300	0	300
7 Theta (2nd Floor)	0	49	49	0	49
8 Boiler @ Hudson House, Albany Park	0	25	25	0	25
Sub Total	6,202	74	6,276	350	5,926
Transformation					
9 Switch Replacement	16	0	16	14	3
10 CRM replacement	0	30	30	30	0
11 Laptop Project	0	30	30	30	0
12 MFD Replacement	0	24	24	24	0
13 Civica Financials Live Cloud Upgrade	0	16	16	16	0
14 Monitor Refresh	0	30	30	30	0
15 HR/Payroll System	0	30	30	30	0
16 Internet of Things Sensors	0	50	50	0	50
17 SHORE	0	10	10	0	10
Sub Total	16	220	236	173	63
Business					
18 Main Square Car Park Refurbishments	52	0	52	10	42
19 Chobham Car Park Resurfacing Scheme	0	50	50	37	13
20 Watchetts Road Car Park Resurfacing Scheme	0	40	40	48	-8
21 Camberley Theatre Improvements	3	0	3	3	1
22 Theatre Frontage & Lighting Upgrade	123	0	123	3	120
23 Camberley Park & Obelisk	32	0	32	33	0
24 Lightwater CP Visitors Centre	44	0	44	38	6
25 Deanside DR Woods Play Area	23	0	23	4	19
26 Mytchett Skate Park	54	0	54	0	54
27 London Rd Rec Disabled Access	7	-7	0	0	0
28 Board Sites	16	0	16	9	7
29 Chobham Rd Play Area	20	0	20	0	20
30 Loman Rd Play Area	35	20	55	55	0
31 London Rd Rec Play Area	70	7	77	0	77
32 Old Dean Play Area	200	0	200	220	-20
33 Watchetts Rec	40	0	40	40	0
34 Whitmoor Rd	25	0	25	0	25
35 Maguire Drive Play Area/Path	12	0	12	3	9
36 Frimley Lodge Pavilion Windows	0	40	40	37	3
37 Watchetts Recreation Ground Access Road and Car F	0	65	65	85	-20
38 Watchetts Recreation Ground Tennis & Netball	0	135	135	2	134
39 Arena	19,099	0	19,099	16,880	2,219
40 Green Spaces - Increased Security Measures	0	192	192	26	166
Sub Total	19,855	542	20,397	17,533	2,865
Community					
41 Bulking Shed - Doman Road	270	0	270	0	270
42 Community Bus	40	0	40	0	40
Sub Total	310	0	310	0	310
Regulatory					
43 Renovation Grants	348	1,000	1,348	524	824
44 Openspace Works	6	0	6	4	2
45 Drainage Works	60	0	60	0	60
46 128 London Rd (Connaught Court)	699	0	699	649	50
47 Meadows Roundabout	0	750	750	750	0
48 151 Gordon Avenue (Night Stop)	0	720	720	720	0
Sub Total	1,113	2,470	3,583	2,647	936
GRAND TOTAL OF ALL SCHEMES	32,405	3,306	35,711	24,162	11,549

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Theatre frontage Capital Shortfall Request

Background

In November 2019, the Council's Executive agreed to fund capital works to the value of circa £125,000 which was intended to address both the issue of tiles that have been in place since the 1970s coming loose and falling off and updating the look of the theatre with a new more attractive façade.

It was proposed that the cost of the works would be paid back originally over five years via the continuation of the £1 per ticket restoration levy. If the additional funding is approved then this timescale would be extended to seven years.

Planning permission for the re-designed frontage was agreed by planning committee in September 2020.

Key Issues

The capital budget for the works requested was originally £125,000.

Due to lack of in-house capacity and expertise within the Corporate Property team an external quantity surveyor was procured in October 2020 to support the project (see financial breakdown below).

Due to impacts on the internal project team and the external consultant caused by the pandemic the tender process was not completed until June 2021 and the most competitively priced tender submitted was £174,505.

If additional funding is agreed it should be possible carry out the works over the remainder of the summer and autumn and be completed prior to the peak November/December period.

Options

TO AGREE that the council provides additional funds for the cost of the repair and improvements of up to approximately £75,000, in addition to the £125,000 already allocated which will be recovered over the next seven years by continuing the charge the restoration levy of £1 per ticket as agreed by Executive in November 2019.

The Executive can RECOMMEND to Full Council that

- I. That if approved an additional £75,000 be added to the capital programme;
- II. to reject the request for additional funding but recommend an alternative proposal; or
- III. to reject the request for additional funding.

Recommendation

The Executive is advised to agree that the council provides additional funds for the cost of the repair and improvements of up to approximately £75,000, in addition to the £125,000 already allocated which will be recovered over the next seven years by continuing the charge the restoration levy of £1 per ticket as agreed by Executive in November 2019.

The Executive is advised to RECOMMEND to Full Council that an additional £75,000 be added to the capital programme.

Financial Breakdown

Original Capital Sum Requested (Nov 2019)	£125,000
Design/QS fees committed	-£15,194
Total remaining capital budget	£109, 806
Most competitive tender price (May 2021)	£174, 505
Contingency	£10, 000
Total additional capital sum required	<u>£74, 699</u>

New out of hours service to respond to unauthorised encampments

Summary:

The community expects the Council to respond promptly to unauthorised encampments that occur on public land and to be effective at resolving them in a timely way.

This paper explores how the Council could improve its response to unauthorised encampments within the borough and suggests a more comprehensive out of hours service is set up to deal with unauthorised encampments

Portfolio: Planning & People: Cllr Adrian Page

Date Approved: 22 June 2021

Wards Affected: All

Recommendation

The Executive is asked to RESOLVE that

- (i) an out of hours service be introduced to respond to unauthorised encampments from 1st March to 30th September; and**
- (ii) The costs of this service to be agreed which include staff costs to cover a weekend and bank holiday rota and incidental costs caused by the unauthorised encampment e.g. security staff costs. The total indicative cost of this service could be £56,544**

1. Key Issues

- 1.1 Unauthorised encampments happen at various times which includes outside normal office hours. This is particularly problematic at weekends including the long bank holiday weekends. For example, an encampment that arrives late afternoon on a Friday, may not be responded to by the Council until staff are back at work the following Tuesday morning.
- 1.2 The Council's communications in the event of an unauthorised encampment also need to be refreshed with a focus on prompt and timely messages including over the weekend, and communication that focuses on the positive and immediate action being taken by the Council. This will include the attendance on site, serving notices and applications to the court, joint working with the Police, and managing expectations what the Council can and cannot do within the law.
- 1.3 Members will already know that unauthorised encampments can be associated with overt anti-social behaviour, fly-tipping, and various types of criminality including damage to land and property, theft and

threats of violence, including the large-scale dumping of commercial and hazardous waste. Unauthorised encampments can cause significant community distress, huge reputational damage, and lead to large scale costs in the managing and clearing up process.

- 1.4 In order to tackle unauthorised encampments more efficiently during out of hour periods it is proposed;
- To provide enforcement and communications staff cover over the weekend in the summer months to respond and attend an unauthorised encampment on public land from Friday late afternoon, until the next normal working day, usually Monday morning.
 - To provide staff operating over the weekend with the necessary powers to take all relevant operational decisions in relation to encampments
 - To update the procedures so that the default position (following health and welfare checks) is to serve a formal notice as soon as possible on the encampment to ask them to leave.
 - To deploy security staff to monitor the site of an unauthorised encampment 24 hours a day
 - Ward Councillors to be briefed on the situation and the action being taken by the Council
 - For the communications team to provide social media updates about the action being taken by the Council and to manage expectations by also being clear about what the Council is allowed to do within the law.
 - To no-longer automatically provide toilet facilities and water for unauthorised encampments, although these will need to be considered where a need is clearly identified as part of the health welfare checks.
- 1.5 1.5 The benefit of introducing this service is that the Council would be putting measures in place that could potential reduce the clean-up costs required and due to prompt action could reduce the legal costs. It is also believed that it will improve community confidence that unauthorised encampments are being dealt with promptly.

2. Resource Implications

- 2.1 If the Executive agrees to put this initiative in place The costs of operating an out of hours service is estimated at £660 per weekend and £990 per normal bank holiday weekend. The cost over a 7 month period is £22,110 with oncosts the total is £28,544 which could cover the period of the year when the risks are greatest.
- 2.2 Additional costs that could be incurred in the event of unauthorised encampment are the need for security staff. If we should take a typical week (7 days) that includes a bank holiday the costs for 2 security staff would be £7,680 if we work on the basis of 4 incursions using 77/78 powers which an average time for vacating the site is around a week, then an indicative security budget for the year would be £28,000.

- 2.3 The total indicative cost of introducing an out of hours service for unauthorised encampments as set out in this paper could be £56,544.
- 2.4 Currently the council allocates an annual revenue budget of £40,000 specifically to cover legal, clean-up and repair costs incurred as a result of unauthorised encampments with the new service in place it is believed these costs can be reduced.

3. Legal Issues

- 3.1 There are important legal considerations relevant to unauthorised encampments. In most cases, the Council cannot force an unauthorised encampment to leave immediately. Instead the Council must follow the appropriate legal steps, i.e.
- Demonstrate ownership of the land and that the encampment does not have consent to reside on the land
 - Evidence that the Council has made enquiries regarding the general health and welfare of the adults and children on the site and taken any necessary associated action
 - Serve a formal notice on the encampment asking them to leave
 - Put a legal case together and apply for a court date.
 - Assuming that the Council is granted an Order by the court, it is then necessary to apply for a Warrant and book the Court Bailiff to implement an eviction.
- 3.2 The court may refuse to grant the Council permission to move on the encampment if they believe there is a legitimate reason for them to stay (eg for health reasons such as illness or the need to attend a medical appointment, because someone is due to give birth, to attend a funeral of a family member, to reduce the risk of the spread of Covid-19. The court may also refuse to grant the Council permission to move on the encampment if they believe the Council did not make adequate enquiries regarding the health and welfare of the people on the site.

4. Additional Information

- 4.1 Compared with neighbouring Councils, Surrey Heath has relatively few unauthorised encampments. Mostly these occur in the Summer months. However, when they do occur they often have significant adverse impact on the community and result in significant costs and reputational damage to the Council.

YEAR	SHBC	PARISH	PRIVATE/SCC	TOTAL
2016	1	2	2	5
2017	4	0	1	5
2018	1	0	4	5
2019	1	1	4	6
2020	2	1	0	3
2021	1	0	1	2
TOTALS	10	4	12	26

5. Options

5.1 The Executive has the option to:

- i) Agree to the proposed out of hours service in response to unauthorised encampments incurring the costs set out above
- ii) Not agree to the proposed out of service for unauthorised encampments

6. Proposal

6.1 6.1 The Executive is asked to;

- a. The introduction of an out of hours service to respond to unauthorised encampments from 1st March to 30th September
- b. The costs of this service to be agreed which includes staff costs and incidental costs caused by the unauthorised encampment e.g. security staff

7. Corporate Objectives And Key Priorities

7.1 The proposals contained in this report support the Council's key objectives:

Place – continued focus on our vision to make Surrey Heath an even better place to live. Clean, green and safe. Where people enjoy and contribute to a high quality of life and a sustainable future.

People – to build and encourage communities where people can live happily and healthily in an environment that the Community is proud to be part of.

8. Equalities Impact

8.1 In dealing with unauthorised encampments, the Council must be mindful that Gypsies and Travellers are a protected group under the Equality Act (2010).

8.2 The Council therefore has a legal obligation not to discriminate against Gypsies and Travellers. This includes any action that could be seen as direct and indirect discrimination, harassment and victimisation. The Council is also required to act in a way that fosters good relations between different communities when carrying out their activities.

8.3 The above is particularly relevant to the way the Council (including its Members and Officers) communicate with local residents about an unauthorised encampment and the language used about the people in that encampment. Regarding any Court hearing for an unauthorised encampment, the Court will examine whether the Council has followed the correct procedures and whether it is reasonable to grant an order for eviction. The Court will have regard to all relevant circumstances including welfare checks

8.4 An equality impact assessment has been completed.

9. Environmental Impact

9.1 The introduction of this service is to help ensure that Surrey Heath Borough Council's green spaces are preserved for use that they are intended and that are not used dump any form of waste on that could potentially damage the natural habitat.

10. Consultation

10.1 Staff have been consulted and a team has been identified that can undertake the specific roles set out above

11. PR And Marketing

11.1 Communications is integral to this initiative and as described in 1.2 and 1.4. It should be noted this is a sensitive issue that will require careful communications with local residents.

Annexes	None
Background Papers	None
Author/Contact Details	Julia Greenfield Corporate Enforcement Manager 01276 707105
Service Manager	Louise Livingston Executive Head of Transformation 01276 707403

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Urgent Action

Summary

To advise the Executive of urgent action taken by officers pursuant to the Scheme of Delegation of Functions to Officers.

Wards Affected

Not applicable

Recommendation

The Executive is advised to NOTE the urgent action taken under the Scheme of Delegation of Functions to Officers.

1. Resource Implications

1.1 The resource implications are as set out at Annex A.

2. Key Issues

2.1 In accordance with the Scheme of Delegation of Functions to Officers, urgent action has been authorised, as set out at Annex A.

3. Options

3.1 There are no options for the Executive to consider as the action has been taken.

4. Supporting Information

4.1 The Scheme of Delegation of Functions to Officers, provides for the Chief Executive, Executive Heads of Service and Heads of Services to determine, after appropriate consultation, matters of an urgent nature which are not in contravention of established policies of the Council, budgets set, or are key decisions, which will not admit of delay until the next ordinary meeting of the Council, Executive or Committee concerned. All such decisions which are executive matters have to be reported to the next meeting of the Executive.

Annexes	Annex A - Urgent Action Decision Form
Background papers	None
Author and contact details	Rachel Whillis – Democratic Services Manager rachel.whillis@surreyheath.gov.uk
Head of service	Richard Payne – Executive Head of Corporate

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Surrey Heath Borough Council Scheme of Delegation of Functions to Officers

Urgent Action Form – Executive Function

Consultation by Chief Executive or Executive Head of Service or Head of Service involved with relevant Portfolio Holder or Leader of the Council and Chairman (or Vice Chairman) of the relevant Scrutiny Committee.

The Afghan Locally Employed Staff (LES) Relocation Scheme

To Councillor	Cllr Shaun Garrett
Portfolio Holder for	Support and safeguarding
Proposal	<p>1.1 To initially offer support to 4 families under the Afghan Locally Employed Staff (LES) Relocation scheme and to increase this to 5 families if further accommodation becomes available.</p> <p>1.2 The families to be initially located in temporary accommodation at Lawrence Lodge in Camberley while more permanent accommodation is identified.</p> <p>1.3 To Appoint a Family Support Coordinator on a 12-month fixed term contract on the Surrey Heath Salary Grade of SH 4, £31,797 to £37,353 (inclusive of on costs at 29%)</p>
Background	<p>2.1 Locally Employed Staff (LES) have been supporting the British Forces in Afghanistan in a variety of roles since 2013. They have served our Country well often working in challenging and dangerous conditions for both them and their families.</p> <p>2.2 In recognition of their commitment and bravery the UK Government has been running a scheme to support Afghan (LES). In April 2021, this was extended to include a relocation scheme to the UK those who qualify and choose to relocate to the UK with their families are not expected to return to Afghanistan. After completing five years limited leave, they can apply for permanent residence in the UK, free of charge, ensuring that they can settle here permanently and continue to build their lives and future here.</p> <p>2.3 People who are relocated under the scheme are supported for a four-month period by a local authority who will meet the family/individual at the arrival airport and take responsibility for</p>

	<p>them from arrival. The local authority is responsible for providing a four-month integration package which includes:</p> <ul style="list-style-type: none"> a. Reception arrangements upon arrival at the airport including handover from flight escorts and welcome briefing b. Accommodation c. A package of advice and assistance covering employment, welfare benefits, housing, health, education, and utility supply d. Registration with GPs and local Job Centre Plus including receipt of a National Insurance Number e. Assistance in securing school places for school aged children f. Cash support. <p>2.4 A flight is arriving in the UK on Monday 5th July 2021 with a second group of families. We are advised that all families wishing to relocate will arrive in the UK through July and August of this year.</p> <p>2.5 Members will be aware that on 9th February 2016 the Executive agreed to support the Government's UK Resettlement Scheme by securing support for 10 families. The team is currently supporting 5 families under this scheme and our partners at Runnymede Borough Council are supporting 4 families. Another family will be arriving in 6-weeks' time. Any support provided under the Afghan LES relocation scheme will be in addition to our commitment under the existing scheme</p>
Options	<p>3.1 The Executive has the option of supporting or not supporting the scheme. If it decides to support the scheme it has the option of deciding on the number of families it wishes to support bearing in mind its other commitments and the availability of suitable accommodation.</p>
Risk of delaying the decision	<p>4.1 This is a humanitarian issue which requires swift and urgent action. The scheme protects the human rights of Afghan Locally Employed Staff who have supported the British Forces deployed in Afghanistan. They now risk persecution and death as British Forces withdraw from the Country.</p> <p>4.2 The families have already started to arrive with the relocation completed in August. We have no time to wait until the next Executive to decide if the Council wishes to support the scheme.</p>

Legal advice	5.1 The relocation scheme will be governed by regulations and guidance from the Home Office.						
Resource implication	<p>6.1 Local authorities are provided with funding to support families through a Grant funding arrangement. Funding was originally for 4 - months but further clarification was issued to Leaders from the Home Office on Friday 2nd July 2021. Key points:</p> <ul style="list-style-type: none"> a. Funding is for 12 months. b. Funding now includes an additional payment for ESOL for adults. c. Where families do not travel and another family cannot be matched to the property, void costs can be claimed following the same criteria as with UKRS. d. Exceptional costs can be claimed, following the same criteria as with UKRS. e. An education tariff is not included. The expectation from Treasury is that OGDs pick up additional costs from existing budgets. f. There will not be separate payments for health provisions to clinical commissioning groups. The expectation from Treasury is that OGDs pick up additional costs from existing budgets. g. We have simplified the payment structure, to reduce the administrative burden. There is one tariff rate per person regardless of family size which includes provision for void and set up costs. h. Payment will be claimed in 3 instalments, using the same process as UKRS. i. The payment process will be the same for those entering temporary (bridging) accommodation (with local authority support) with the exception that rent payments will not be payable until the individuals have entered their longer-term accommodation. <p>J A funding instruction and an updated statement of requirements will be issued shortly.</p> <table border="1" data-bbox="520 1711 1399 1991"> <tr> <th colspan="2" data-bbox="520 1711 1399 1780">Accommodation</th> </tr> <tr> <td data-bbox="520 1780 815 1924">Rent (up to 4 months or when in receipt of benefit)</td> <td data-bbox="815 1780 1399 1924">£15 per person, per day</td> </tr> <tr> <th colspan="2" data-bbox="520 1924 1399 1991">Integration</th> </tr> </table>	Accommodation		Rent (up to 4 months or when in receipt of benefit)	£15 per person, per day	Integration	
Accommodation							
Rent (up to 4 months or when in receipt of benefit)	£15 per person, per day						
Integration							

	To provide integration support (includes element for void and set up costs for accommodation)		Per person rate		
			£10,500		
	Cash support				
	Weekly cash support rates (up to 4 months or when in receipt of benefit)	Single (under 25)	Single (25 or over)	Couples	Child (under 18)
		£59.20	£74.70	£117.40	37.75
ESOL provision					
£850 per adult (who requires it)					
<p>6.2 A major difficulty for the Council in supporting the scheme is that the Council does not own any housing stock. The Housing Services Manager has been in urgent discussions with Accent. It has been agreed that the Temporary Accommodation at Lawrence Lodge in Camberley could be used to initially accommodate up to four families. This will be used as bridging accommodation while the team works with the families to identify longer term accommodation.</p> <p>6.3 The resettlement scheme is delivered through the Family Support Team which works in Partnership with Runnymede Borough Council with Surrey Heath Borough Council being the Lead authority. There are two Family Support Coordinators working on the current resettlement scheme who are supervised by a Senior Family Support Coordinator. With another family arriving in 6-weeks' time the team is fully committed and would not be able to support the Afghan LES Relocation scheme without an additional Family Support Coordinator. The coordinators are appointed on the Surrey Heath pay scale SH 4, £31,797 to £37,353 (inclusive of on costs at 29%). It is expected that these costs will be covered by the integration support element of the grant.</p>					
Contact Officer for further information	Tim Pashen – Executive Head Community Tim.pashen@surreyheath.gov.uk Tel: 01276 707351 Mob: 07774727861				

Decision Making Officer	Tim Pashen Executive Head Community
-------------------------	-------------------------------------

Signed Tim Pashen – by email

Dated 5/7/21

I agree with the above action proposed.

Signed Cllr Shaun Garrett - by email

Dated 5/7/21

Portfolio Holder for Support and Safeguarding

On behalf of the Scrutiny Committee, I agree with the above action proposed. I recognise that if this decision is taken by the appropriate officer as a matter of urgency, there will be no opportunity for the decision to be scrutinised by the Scrutiny Committee before its implementation.

Signed Cllr Sashi Mylvaganam - by email

Dated 5/7/21

Chairman of Performance and Finance Scrutiny Committee

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Rachel Whillis

Subject: FW: Urgent Action- Afghan LES Relocation Scheme

Tim,

Thank you for your email and all the relevant information.

I think it is a great initiative and I am more than happy to approve this Urgent Action.

Regards

Cllr Shaun Garrett

Surrey Heath Borough Council
Old Dean Ward
Executive Portfolio Holder - Support and Safeguarding

Twitter: [@garrettfamily38](#)

Facebook: [@OldDeanGarrett](#)

From: Tim Pashen
Sent: Monday, July 5, 2021 10:44 AM
To: Cllr Shaun Garrett; Cllr Sashi Mylvaganam
Cc: Clive Jinman; Gail Bushell
Subject: Urgent Action- Afghan LES Relocation Scheme

Dear Shaun and Sashi

I think you are both aware and supportive of the Council offering support to up to 5 families under the Afghan Relocation Scheme. It was my initial intention to draft a report for the Executive meeting to be held on 21st July 2021. However, we learnt on Friday that the Government wishes to relocate all families during July and August. Waiting until the 21st July will be too late to offer support. Ideally, I would like to offer the council's support today.

I attach an Urgent Action request. If you are in agreement with the proposals set out in the report I would be grateful if you would confirm your agreement by Email. I think the report is self-explanatory but if you would like me to call to discuss please let me know.

Kind regards

Tim

Tim Pashen
Executive Head of Community
Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
Surrey
GU15 3HD

Tel: 01276 707351

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Rachel Whillis

Subject: RE: Urgent Action- Afghan LES Relocation Scheme

Happy to support it.

Kind Regards

Sashi

Sashi Mylvaganam
Performance & Finance Scrutiny – Chairman
Lib Dems Group Leader
Surrey Heath Borough Council
Email : sashi.mylvaganam@surreyheath.gov.uk

(m) +44 77 1499 1499 (if you are unable to get through please try me using WhatsApp)

From: Tim Pashen
Sent: 05 July 2021 12:13
To: Cllr Sashi Mylvaganam
Cc: Clive Jinman; Gail Bushell; Rachel Whillis
Subject: RE: Urgent Action- Afghan LES Relocation Scheme

Dear Sashi

Thank you for coming back so quickly. I am sorry I sent you an earlier version of the report. This one proposes initially supporting 4 families but increasing this to 5 if additional accommodation becomes available. I hope you are still happy with that amendment.

Kind Regards

Tim

Tim Pashen
Executive Head of Community
Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
Surrey
GU15 3HD

Tel: 01276 707351

From: Cllr Sashi Mylvaganam
Sent: 05 July 2021 11:26
To: Tim Pashen; Cllr Shaun Garrett

Cc: Clive Jinman; Gail Bushell

Subject: RE: Urgent Action- Afghan LES Relocation Scheme

Morning Tim

I will be delighted to support this request.

I am glad, was able to bring this to the attention of the CEO & the leader and our council is taking this action.

Kind Regards

Sashi

Sashi Mylvaganam

Performance & Finance Scrutiny – Chairman

Lib Dems Group Leader

Surrey Heath Borough Council

Email : sashi.mylvaganam@surreyheath.gov.uk

(m) +44 77 1499 1499 (if you are unable to get through please try me using WhatsApp)

From: Tim Pashen

Sent: 05 July 2021 10:45

To: Cllr Shaun Garrett; Cllr Sashi Mylvaganam

Cc: Clive Jinman; Gail Bushell

Subject: Urgent Action- Afghan LES Relocation Scheme

Dear Shaun and Sashi

I think you are both aware and supportive of the Council offering support to up to 5 families under the Afghan Relocation Scheme. It was my initial intention to draft a report for the Executive meeting to be held on 21st July 2021. However, we learnt on Friday that the Government wishes to relocate all families during July and August. Waiting until the 21st July will be too late to offer support. Ideally, I would like to offer the council's support today.

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Kind regards

Tim

Tim Pashen

Executive Head of Community

Surrey Heath Borough Council

Surrey Heath House

Knoll Road

Camberley

Surrey

GU15 3HD

Tel: 01276 707351

Exclusion of Press And Public

Recommendation

The Executive is advised to RESOLVE that, under Regulation 4 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting for the following items of business on the ground that they involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act, as set out below:

<u>Item</u>	<u>Paragraph(s)</u>
11	3
12	3
13	3
14	3

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