

Business & Transformation Portfolio Update

Summary

To consider a progress report on the Business & Finance Portfolio

Portfolio: Business & Transformation

Wards Affected: All

Recommendation

The Performance and Finance Scrutiny Committee is requested to consider and comment on the update on work areas contained within the Business & Transformation Portfolio.

1. Key Issues

- 1.1 The Business & Transformation Portfolio comprises the following service areas: Camberley Theatre, Car Parking, Communications & Engagement, Corporate Property, Data Protection & Freedom of Information, Economic Development, Heritage Services, ICT & Digital.
- 1.2 This report provides a further update since the last report which was presented in November 2020. This report therefore covers the last 12 months. A summary of the key issues arising for each of these areas is set out below.

2. Camberley Theatre

- 2.1 The Theatre reopened for full capacity shows from 19 July. Since then we have welcomed sell out shows from Russell Brand, Michael McIntyre, Jonathan Pie and John Lydon.
- 2.2 The Creative Minds Academy have recommenced their in-person classes and groups such as U3A have resumed their regular bookings. Children's Birthday Parties and other functions like Christenings as well as conferencing hires have also recommenced with confidence slowly starting to return to the sector.
- 2.3 The Theatre has had its own Flexible Booking Policy in place since the start of the pandemic. This allows customers to exchange tickets for another show or get a credit which lasts for 12 months. This is in place until the end of November and we're looking at replacing with Ticket Protection Insurance which customers can chose to pay a small fee for. The policy has had a positive impact in giving customers the confidence to return to indoor venues. Not all venues are being this accommodating and understanding.
- 2.4 Following last years postponement, Jack and the Beanstalk will run from 10-31 December. Ticket sales are currently strong and we are approximately £5,000 under compared to this time with Robin Hood. The show is now cast and rehearsals start at

the end of November. The principle cast will be turning the Christmas Lights on in Camberley on 20th November. Invite to the launch of the pantomime on Monday 13th December will follow to Cllrs shortly. Due to ongoing uncertainty with COVID-19 and vaccination of under 16s, we have decided not to have a juvenile cast in this year's production. We made this decision before auditioning the children to avoid disappointing them further. Other venues locally (including those who have already cast juveniles) are considering not having them also.

- 2.5 Between May – July, the Theatre opened a pop up kids theatre in The SQ shopping centre. This was well received, brought footfall to the town and made good use of an empty retail unit (Topshop opposite Sainsbury's). Following successful funding, Squish reopened in September and will run until December offering free classes, workshops and performances and will now be open 7 days a week. Feedback and sales have been really positive. This has been a great project between the Theatre with the support of Surrey Heath Museum and The Square.
- 2.6 The frontage refurbishment began in August and is progressing well. The contractors should be finished later this autumn/winter ready to unveil our new look at Pantomime season. The Theatre has remained fully open during these times and with the exception of a little noise, hasn't impacted us day to day.
- 2.7 Sales and use of the Bar app are increasing and this is proving a popular choice for customers in a post-COVID world. We are expanding our digital communications with the introduction of a software called CrowdEngage which links with our ticketing system. This will send customers a text message on the day of their booking with a link to their tickets, FAQs, map and the ability to order and pay for drinks through their phone. This will be especially useful for customers who have held on to tickets for shows that have been rescheduled many times during the pandemic and will raise additional income as evidence shows spend per head increases if customers can avoid queuing!
- 2.8 The IGC remains full of tenants and they are now back working in the office following the pandemic.
- 2.9 The Camberley Comedy Festival return on 18 September to a sold out audience of 280 at London Road Rec. This was our first event for nearly 2 years and was very well received with national coverage from The Guardian and strong audience feedback. Further discussion around this and other theatre events such as Frimley Lodge Live are ongoing.
- 2.10 The Theatre ran a 3 day Theatre in the Park event in August visiting Lightwater, Chobham and Frimley Lodge Park. Due to COVID, the show at Lightwater had to be cancelled by the events at Chobham and Frimley were excellent and we'll look to replicate this format again in 2022 and bring another selection of family shows to outdoor settings.
- 2.11 The Theatre are working with Cllr Sarah Jayne Croke on hosting the Mayor's Ball in March 2022.
- 2.12 We are currently working with DWP and Sarah Bainbridge in HR to recruit using the Kickstarter scheme to get 2 young people back into work. One will join the Front of House team and one in the Tech team. We hope both roles will be in place by the end of the year.

3. Car Parking

- 3.1 Parking Services continues to be managed by the Parking Services Manager who has a dual role and also manages the on-street enforcement on behalf of Woking Borough Council.
- 3.2 The Car Parks Team of 4.5 FTE staff manage Camberley's two multi-story car parks and the six pay and display car parks across the borough and other free car parks across the borough. The multi-story car parks are operated via a ticketless Automated Number Plate Recognition system (ANPR). This system reads the car number plate on entry and when the customer is ready to leave they enter their registration number into the pay machine.
- 3.3 The pandemic has had a significant impact on parking income in 2020/21 and 2021/22. In 2020/21 the council received £1,080,688 from the Government's Sales, Fees, and Charges reimbursement scheme. This scheme has been extended to cover Q1 of 2021/22 after which it stops. Estimated income is currently down by approximately 35%. Some of this loss should be recoverable under the extended Government's Sales, Fees, and Charges reimbursement scheme.
- 3.4 On 14 September 2020 regular parking tariffs were reinstated in the Camberley multistorey car park, with 2 hours free parking at Knoll Road and a new Parking Subsidy Permit was introduced for low paid workers. The 2 hours free parking is to be reviewed later this year.
- 3.5 Parking tariffs were not reviewed last year during the pandemic and have not been increased since 2014 in the multi-storey car parks and 2009 in the pay and display car parks.
- 3.6 A review of the parking need throughout Surrey Heath is being undertaken taking in to account the effect of the changing demand for parking due to the lockdowns, changing consumer behaviour and changing commuter behaviour. Commuter parking has reduced significantly following the opening up of the economy with a lot of staff working from home for the major employers in Camberley. Day to day customers are returning more quickly, but their numbers are down approximately 16% when compared to 2019.

4. Communications & Engagement

- 4.1 The Communications and Engagement team is responsible for all marketing and communication content and customer service across multiple customer facing channels for the Council and Camberley Theatre. Key objectives are to manage the brand and reputation of the Council, engage and consult with residents and businesses, promote the Borough and support revenue generation.
- 4.2 The team is led by a manager with 10.3 permanent FTE staff plus a Kickstarter for six months for document accessibility work (not all staff and activities are included in this report as currently work under the Wellbeing, Engagement and Events Manager is the responsibility of another Portfolio Holder).
- 4.3 Highlights for 2021 include:
 - Engagement and responses for the Five Year Strategy Consultation

- Use of Instagram advertising to reach younger demographic (FYS, vaccine comms, consultations) with promising initial results
- Public acknowledgement and praise from SOCITM's Chief Finance and Operations Manager for our website accessibility work
- Professional acclaim by independent authors and industry leading professionals for our 'Human Comms' series during covid

Consultations

- 4.4 In addition to the Five Year strategy in the last few months we have consulted on new playground designs across the Borough, Community Transport in the Villages, Enhanced Site Protection at various greenspace locations, Electric Vehicle Survey and Healthy Choices including food and diet and physical activity.

Social Media

- 4.5 Social media continues to offer effective channels to develop SHBC brand, inform residents and manage our reputation. Results on campaigns from social media are shared with Members.
- 4.6 We set up a public services profile on NextDoor in Oct 2020 which allows targeted messaging to more than 12k confirmed residents of Surrey Heath and reaching a different audience to other channels. We've also introduced use of Instagram advertising to reach a younger demographic.
- 4.7 As detailed in regular updates shared with Members, a number of campaigns helping to promote Surrey Heath and share information with residents and businesses have been delivered including; Climate Change Action Plan including Sustainable Surrey Heath hub developed on website and associated promotion, local elections, election of a new Mayor, the Census, Surrey Heath Sports Awards, Walking for health, Community fund grants, Revenue grant awards, SH Lottery, Afghan families relocated, death of Prince Philip, 'Unsure of where to turn - we can help' messaging and the opening of 'The Workshop'.

Public Relations

- 4.8 At end of September SHBC had issued 100 press releases/news announcements in 2021 so far (11% up on previous year at the same stage) averaging 11 per month. In addition the team managed between 6 and 7 media enquiries per month on average (in line with previous year) from print and online news outlets, TV, radio and trade publications.
- 4.9 Heathscene, the Council's magazine is distributed three times a year (March, July and November) across the Borough. It continues to be an excellent, cost effective way to reach those in the community who are not online. Editorial space is sold to partner organisations (Surrey Heath CCG and Surrey County Council) and other advertisers. An increase in print and distribution costs means Heathscene costs 23p per copy to produce. (up from 21p in 2020).

Website

- 4.10 The most popular pages on the website continue to be our homepage, Planning and Recycling and Waste. Pages that have increased popularity are the Contact Us and Pay It Online pages.
- 4.11 The new Climate Change section of the website set up in March 2021 has had over 3500 recorded page views so far.

- 4.12 The team has managed more than 2,600 web support requests and have just been joined by a Website Accessibility Kickstarter employed via the governments Kickstart scheme. The scheme helps young people who are at risk of long-term unemployment into work.

Camberley Town Centre

- 4.13 Our objective is to showcase Camberley to commercial and local audiences in order to attract and retain current businesses and customers. Camberley Project Updates: Ribbon cutting event at Places Leisure Camberley together with launch day PR, monthly updates on High Street, Knoll Walk and Princess Way improvement works and regular contact with affected businesses.
- 4.14 We continue to explore new channels and opportunities to engage with different audiences and encourage footfall across age and geographical demographics.
- 4.15 We're supporting the town centre engagement project being led by Stephen Wilkinson.

Events

- 4.16 As events have returned the team has supported operationally and with the promotion of a number of events including; Freedom of the Borough, Celebrate Camberley, Camberley Car Show, Fly the Flag, Pride Flag raising, 999 Flag Raising, SCC Elections and SHBC Annual Council and Mayor Making.
- 4.17 In September 2021 we organised the second Camberley Comedy Festival, following the launch of the event in 2019. The 280 tickets sold out and business sponsorship was secured. As well as featuring in The Guardian's Autumn Cultural Highlights evening footfall data shows a significant increase from the previous weekend to the town centre for that evening.

	11/09/2021	18/09/2021	
21:00	1725	1643	
22:00	1054	1435	+ 381
23:00	766	1400	+634

5. Corporate Property

- 5.1 Corporate property acts as a support function to the Investment and Development team and for some functions to the Council as a whole. A summary of responsibilities are as follows:
- Overseeing the day to day management of certain operational buildings including rent, service charge, vacancies, building works, statutory compliance, etc
 - Supporting I & D on investment acquisitions & the management of the investment properties (4 industrial estate & 1 office property)
 - Lease event & Landlord & Tenant advice on Community assets
 - Facilities management
 - Building surveying & statutory compliance
 - Managing individual retail and office premises owned by the Council within the borough including all lease events.

- 5.2 Management and live updating of Covid 19 Risk Assessments for various operational buildings has been a key activity during this period. These are live documents and updates are required due to changes in government guidelines. This activity, including adjustments to operational arrangements has been successful.
- 5.3 Management of lease events of the various leases with our tenants in Surrey Heath House has continued.
- 5.4 There has been a significant improvement in the regularity and quality of financial and commercial performance reporting on the Council's investment portfolio to the PIWG.
- 5.5 The Council's property asset valuations have been completed for accounting purposes.
- 5.6 Due to start preparing the income and expenditure budgets for the Corporate Land Management Code 190 in conjunction with the finance team as well as the ongoing weekly review of the current 2021/22 budget.
- 5.7 Continuing to work with Legal, I & D, HR & Performance & Communications and Environment & Community in support of the operational portfolio.
- 5.8 Completion of asset register and planned Preventative maintenance schedule. This is an essential planning tool for the Council's various assets to enable continued activities and compliance.
- 5.9 Inspection, certification and management of ongoing M&E activities has continued. An audit report has identified a number of outstanding requirements and these have been completed.
- 5.10 Connaught Court maintenance contracts have been set up.
- 5.11 Support undertaken on theatre frontage, 63a High Street Bagshot and Allers planned demolition projects.

6. Data Protection & Freedom of Information

	2019	2020	2021 (to date)
Total FOI/EIR's received	1211	666	440
Responded to within timeframe	95%	91%	94%
Total SAR / Individual Rights received	33	40	43
Responded to within timeframe	84%	97%	98%

Information Commissioner Office (ICO) contact 2021	
Reason	Total

FOI/EIR complaints	2
Data Protection Breaches	5

- 6.1 During COVID 19 we saw a decline in FOI requests being received by the Council and are yet to see a return to pre-pandemic numbers. Councils have 20 working days in which to respond to FOI and EIR requests, due to the additional workload on staff during the pandemic the number of requested not responded to within this deadline did increase and required additional chasing resulting in an increase in administration by the FOI office.
- 6.2 FOI's have increased in complexity taking longer to source information or apply relevant exemptions where it was not appropriate to release the information.
- 6.3 Of the 440 FOI requests responded to so far this year 12 have gone through to Internal Review, this is where the requestor was not satisfied with the response provided to the original request. All Internal Reviews have been completed and closed.
- 6.4 Examples of FOI requests by subject area is;
- Planning application/permission internal correspondence
 - Business rates data
 - Council spend
 - Air quality / energy efficiency
 - COVID Grants
 - Fixed penalty notice data
 - Recovery of unpaid council tax
 - Council tax & disability reductions
- 6.5 There has been an increase year on year of Data Protection Individual Rights Requests, so far in 2021 43 requests have been received. Individual Rights requests include; Subject Access (SAR) which is the right to copies of all data held, right to rectification, right to erasure and the right to restrict processing.
- 6.6 There have been 20 Data Breaches reported so far in 2021, of which 5 have been reported by the Council to the Information Commissioners Office (ICO) due to the potential of an adverse effect to the data subject. The ICO have completed their investigation on all 5 breaches and are satisfied with the Councils handling of the breaches and confirmed that no further actions will be taken by them.
- 6.7 Main themes for data breaches include:
- Personal information inappropriately or accidentally shared outside of the Council
 - Inappropriate management of confidential information by staff member
 - Personal information uploaded to website in error
- 6.8 For each breach a full investigation took place in accordance with the Councils Data Protections Breaches Policy ensuring where possible the breach was mitigated and lessons were learnt.
- 6.9 A review of the Information Security Policy, Data Protection Breaches Policy, Records Management Policy and Email Guidance has been undertaken in line with Data Protection legislation.

6.10 Mandatory refresher Information Security e-learning has been issued to all staff with over 95% of staff completing.

6.11 A review of local departmental Information Asset and Records Retention schedules has been undertaken. This will help ensure the Councils compliance under FOI, EIR, Data Protection, Information Rights and Local Government Transparency Code.

6.12 The Data Security and Protection Toolkit which all organisation that have access to healthcare data must use to provide assurance that they are practising good data security and that personal information is handled correctly has been complete and the Council have met all standards applicable to Local Authorities.

7. Economic Development

7.1 State of the Borough

	2020	2021	Change
Population	89,300	89,200	-200
Business (Units)	5,265	5,220	-45
Jobs	56,000	55,000	-1000
Skilled Workforce	57.2%	59.2%	+2%
Gross Weekly Pay	£739.4	£727	-£12

Nomis 2021

In general, Surrey Heath has seen a small contraction in its Economy during 2021, which was to be expected during a Global Pandemic.

7.1 Key work areas over the last 12 months

- Additional Restrictions Grants took up 90% of the teams time over the period between November 2020 and October 2021. 700 businesses have directly benefitted from the £3,387,401 across 5 different funding windows, with a small surplus of £20,000 to deliver business support measures identified from a small survey of business in early 2021 requesting what they need to recover from the Pandemic which will be delivered early 2022.
- Fresh Guidance was developed each of the 5 funding windows in line with the needs of the local economy at the time, and supported businesses staying open, paying rent, buying stock and enabling growth.
- With both the ARG and Discretionary Grants schemes over £4 million has reached the Boroughs businesses outside that of the Business Rates grants schemes. All of which provided necessary support to the Boroughs businesses.
- Kevin Cantlon Shop Front Improvements Scheme supported 2 businesses this year
- In response to the increase in unemployment in the Borough and the huge impact this had on young people, Economic Development has worked with the Department of Work and Pensions to create a Youth Hub in the Borough supporting 18-24 year old gain support in finding training, and employment through various avenues, through the Kickstart Scheme, apprenticeships and Trainee ships and providing valuable work experience placements to those who missed out during their final years at school. In the first 3 months of the programme 66 young people have registered with the scheme, and 21 of those have gained employment. The Workshop works alongside local Partners including the Camberley Job Club who are providing CV writing support and Interview workshops, and businesses and business leaders holding seminars

and workshops to provide young people with as much access to opportunities as possible. The Workshop also hosts interview days for local employers.

- The Pop-Up Business School supported 120 people across the 2 Boroughs, SHBC partnered with Guildford Borough Council to deliver this, therefore a broader number of people could access the programme
- The Start Up Academy, 20 people were supported in the first year of this project with the second cadre of people starting in September 2021
- Enterprise South 1-2-1 Support – This is a 2 year programme and in year one has mentored 5 people through the scheme, additional advertising and marketing will be undertaken in year 2 to ensure more people gain the benefits of this scheme
- Surrey Heath is working closely with The Surrey Chambers of Commerce Chamber Customs team to ensure that information on the changes and requirements necessary to Import and Export is advertised widely with significant changes coming into force in January 2022.
- Welcome Back Fund Has so far supported both the Freedom of The Borough Event and the extension of Squish in The Square. Economic Development is working with other organisation to ensure more events and opportunities are explored between now and March where the whole Borough benefits from this package of support.

7.2 In the next 12 months

- There will be an updated series of engagements events throughout the Borough to connect with businesses and ensure the work of economic development is supporting them and delivering against the needs of the business community coming out of a global pandemic.
- The new Economic Development Strategy will be delivered along with a yearly action plan which will be consulted on yearly. Along side this a state of the Borough report will be published to provide key data on the Borough and act as a prospectus for incoming businesses to the Borough. All of these will be delivered in the first quarter of 2022 with the strategy running for 4 years up to 2025.
- Work will continue to support those effected through the decline in the economy, providing business support measures where needed, and with the aim of extending the Youth Hub services to include a wider age group if a new funding agreement can be reached with DWP partners.
- Open for business will continue with Economic Development working on an account management basis with our key employers in the Borough as well as supporting small businesses and the self employed.

8. Heritage Services

- 8.1 The Museum attracted in the region of 1500 visitors during the last quarter. These figures continue to increase month on month giving the team confidence that former and new patrons are returning to enjoy the Museum and its services post lockdown.
- 8.2 During the summer months was an exhibition about the Free French Forces which generated not only local interest but also contact with the French Embassy. The exhibition resulted in the formation of partnerships with local schools in delivering Free French workshops to students in schools.
- 8.3 Since moving into the Town Centre the Museum has worked closely with The Square in helping to support them with exhibitions, for example, running information sessions and more recently during the school holidays with pre-historic mammal workshops.

They also work with Squish and the Camberley Theatre team delivering their toddler sessions.

- 8.4 Education and research enquiries are increasing with the team seeing many more requests for research enquiries, over 50 in the last quarter, along with approaches from TV companies for local heritage and requests for the use of the Poulter Brother collection.

9. ICT & Digital

- 9.1 The Artifax venue booking system has been migrated from a server on-premise to Artifax's hosting services to access to this system for the theatre is now cloud based.
- 9.2 Canon Uniflow print services are now migrated to cloud hosting so printing on the copiers at Surrey Heath House is now available to all laptop users without needing to connect to an internal SHBC network.
- 9.3 A new broadcasting system for the council chamber featuring larger screens, unified audio, additional assisted listening systems and wireless presentation facilities has been tendered for, installed, and fully commissioned. This system provides for much improved professional Council meeting broadcasts, with clearer audio, broadcast quality cameras and informative overlays of speaker names and titles.
- 9.4 Laptop deployment continues with over 100 members of staff operating from Dell laptops
- 9.5 Legal Services have gone live with their cloud hosted Iken case management system and the team now operate via laptops with no need to connect to Surrey Heath House local network. This represents another area where we have added to the Council's agile working agenda and reduced reliance on Surrey Heath House.
- 9.6 The iTrent HR and Payroll system has been procured and implemented, providing full cloud services to deliver payroll and manage HR. The old on-premise Frontier payroll server is scheduled to be switched off and removed at the end of October. Once Frontier is switched off, Human Resources team will operate from 100% cloud-based services.
- 9.7 Over 100 e-forms on our website have been made compliant with the Web Content Accessibility Guidelines through working with local consultants Invotra. The result of this work means that these e-forms on our website are more accessible and easier to use for customers with visual or motor impairments.
- 9.8 Additional Internet of Things capabilities are now available at Surrey Heath House and a new LoRaWAN IoT network antenna has been installed on the roof of Surrey Heath House. Currently we are running temperature and humidity sensors monitoring our server room. These sensors connect wirelessly to the LoRaWAN network. LoRaWAN is an abbreviation for Long Range Wide Area Network which is a form of low power network designed to connect sensors to the internet.
- 9.9 The replacement network switch capital project is now complete and the internal SHBC network has been operating off the new switches and redesigned network for several months.

- 9.10 We will be working with Civica to implement the switch from the on-premise Ikon Bank Reconciliation system to their cloud based Cash Management Module. Once complete the whole of finance will be completely cloud based in their operations.
- 9.11 Testing and implementation of Azure Virtual Desktop is progressing. This service is required to enable us to deliver the Uniform application to all staff who use its various modules. The Uniform service is hosted on our internal network and to enable us to move development control, licensing, environmental health etc to laptops we need to deliver the application to their devices 'virtually'. Due to the complexity of the Uniform system, the volume of servers and encrypted external network connections to services such as NLIS (National Land Information Service) and the Planning Portal, we are having to proceed along a different tack to bring Virtual Desktop into production use. In conjunction with a major Uniform upgrade, we shall be migrating the location of the 9 servers which operate the platform from our Proact infrastructure partners into the Microsoft Azure platform. In addition to consolidating our services in Azure, this move will enable us to complete the Azure Virtual Desktop project and deliver Uniform over virtual cloud services for staff.
- 9.12 Our application support team have been assisting the corporate enforcement team to bring the Uniform system up to standard so they can begin delivering performance reports and management information to Councillors.
- 9.13 Xmap cloud GIS service continues to be developed. All Joint Waste Solutions staff are now sharing the platform (and contributing to licensing costs). The capital project to deliver 360 degree street level imagery has been completed and provides up to date imagery across every street in the borough. This is now used heavily by departments such as development control. Geosphere (the company behind Xmap) have also completed two very high-resolution air surveys for us for Camberley and Chobham areas. This data is available in Xmap for all staff. Additionally, very detailed 3D models have been built from this data for Camberley and Chobham and we are discussing making this data available to staff via installed software on laptops.
- 9.14 Phase 1 discovery work for the intranet replacement has been completed. This involved facilitated interviews and workshops with a variety of stakeholders across the Council and a questionnaire which was circulated to all staff to give them an opportunity to shape requirements for the new intranet.
- 9.15 The old Direct Access system (laptop users used to be able to connect directly to the SHBC internal Windows network) has now been fully decommissioned. Our strategy for laptop deployment is that users should be able to access cloud based corporate applications so the requirement for end users to access software on our traditional network has radically diminished. Only staff who need access to Uniform or the Xpress electoral system require network access now and those staff will shortly be moving to the Azure Virtual Desktop system which is cloud based.
- 9.16 We are continuing to ensure that desktop PCs which we are removing as part of our laptop roll out are refurbished and reused in the community. Recently we have supplied PC equipment to re-housed families from Afghanistan.

Upcoming Work

- 9.17 Icon bank reconciliation will be decommissioned for the transactions team and replaced with Civica Cash Management module which is wholly cloud hosted and an integral part of Civica Financials Live. Once complete, finance team operations will

be 100% cloud based. Laptop deployment to staff in the finance team has already begun.

- 9.18 We have conducted an audit of our Cisco Meraki corporate WiFi network to resolve some issues with weak signals in parts of the office. We suspect the metal partition walls used in some areas of the office are causing localised signal problems. We are awaiting the full report on this work.
- 9.19 As part of a managed upgrade program, the Uniform system is due to be upgraded. As described above we shall also be updating the underlying servers that Uniform operates on and shall be moving the location of the servers to Microsoft's Azure cloud platform.
- 9.20 Anite Information at Work, the document system used by revenues and benefits team will be migrated to Northgate cloud hosting in November. The main Northgate revenues system is already cloud hosted and this work will complete the move of revenues and benefits systems from on-premise to cloud hosting with all the benefits that brings.
- 9.21 Windows 11 - ICT undertaking a pilot
- 9.22 From a digital development perspective, we have already begun work to assist the planning policy team to deliver enhanced consultation capabilities around the Local Plan delivery which is a key corporate objective.
- 9.23 Due to competing priorities such as delivery of the new broadcasting system to the chamber, which was not part of this years work program, work on the door access system replacement for Surrey Heath House has not begun the project will need to be re-scheduled.
- 9.24 Capital bids have been submitted for the 2022/23 budgetary year to deliver high resolution 3D models and air survey material for all the villages in the borough and also to deliver the People Analytics Platform which is the new management information dashboard system for the iTrent HR and Payroll platform.

Annexes	None
Background Papers	None
Author/Contact Details	Kate Noviss James Rutter / Stuart Field Sue MucCubbin Teresa Hogsbjerg Sally Turnbull Eugene Leal
Head of Service	Louise Livingston louise.livingston@surreyheath.gov.uk Daniel Harrison daniel.harrison@surreyheath.gov.uk Stephen Wilkinson stephen.wilkinson@surreyheath.gov.uk Gavin Ramtohal gavin.ramtohal@surreyheath.gov.uk