

Executive – 19 July 2022

Item 9 – End of Year Performance Report

Supplementary Information – summary of discussion at the Performance & Finance Scrutiny Committee on 13 July 2022

The Performance and Finance Scrutiny Committee considered the End of Year report at its meeting on 13 July 2022. During the item, the following points were raised and discussed:

- The amber rating rather than a green rating of the overall Climate Change target (EC9) was queried and more information was requested about the risks to achieving the overall target. Officers explained that one of the reasons for the rating was that the action relating to electric vehicle (EV) charging points had not been delivered within the year. In addition, the amber rating reflected a prudent perspective recognising that the long term target was ambitious and would require tangible implementation of initiatives to achieve it. There were a lot of good projects in the pipeline and officers were positive about implementation going forward.
- It was asked that lights be turned off in Surrey Heath House when the building was not in use. Officers confirmed that this was an approach that was taken very seriously but reminded members that cleaners were often in the building at 6pm. Some officers worked well into the evenings and the police had a 24/7 presence. This would continue to be a priority and kept under review.
- Upcoming carbon literacy training for staff was mentioned, together with a positive climate change champions group for staff from across different services. The positive action of the Climate Change Working Group was recognised and it was suggested that more could be done to communicate work against the action plan.
- A discussion took place regarding the proposals to introduce EV charging points in the Council's car parks. Members queried whether the timetable was dependent on the County Council's programme to deliver on-street chargers. Members also asked for more information about the analysis into what type of chargers were the best to provide and the assessments of costs and charges. Officers confirmed that Surrey Heath BC was pressing forward with its plans for EV chargers in car parks and was currently evaluating bids from potential providers. The County Council had indicated that they would take into account existing EV charging infrastructure when making decisions about where to locate on-street charging points, and Officers were well-linked into discussions, although the County Council were not yet at the stage to be able to share plans of locations. It was agreed that the variables around different types of charging points were complex. Officers commented that the available power supply in an area often determined the level/speed of charge that would be available. Payback and profitability would form part of the review,

together with seeking to ensure as uncomplicated approach for the customer as possible.

- It was queried whether enforcement action could be taken against a non-EV parking in an EV charging space. Officers confirmed this should be the case, and also commented that it was being considered whether it was feasible to charge a penalty for someone staying longer in a charging space than was necessary to charge their vehicle.
- It was queried whether the Council had collaborated with Parish Councils in terms of properties for charging points. Officers said learning could be shared with Parish Councils and this would be taken up outside the meeting.
- The issue of fly tipping was raised as a significant problem and it was asked what more could be done to tackle this and whether the Council prosecuted perpetrators. It was noted that some neighbouring areas promoted their prosecutions more, and this would be looked into. The Leader confirmed that a process was in place to clear fly tips, look for possible identifiers and prosecute perpetrators where possible. The Council was expecting to introduce mobile CCTV to increase the work in this area.
- It was queried how the Council was working with Accent Housing to monitor builds and refurbishments for energy efficiency both to support the climate change agenda and lower-income residents in terms of fuel costs. Officers confirmed that the Chief Executive and Director of Environment and Community were meeting regularly with senior officers from Accent Housing on matters including these. The Director of Environment and Community undertook to contact Accent and provide some information to the Committee.
- A discussion took place about EC13 – Developing Social Housing and it was queried what steps were being taken to deliver on this target and what the expected timescales were. Officers confirmed that they had an active dialogue with Accent Housing, with intent to progress on both sides and were looking at every opportunity to move this forward recognising that they were an independent organisation with their own separate decision making arrangements. It was also noted that this document was a backwards look at last year's targets and that future goals and targets are contained within the Council's Five Year Strategy and current Annual Plan for 2022/23.
- The challenges faced by Accent in delivering their maintenance schedule as discussed at the External Partnerships Scrutiny Committee were raised, and it was queried whether the Council also engaged with other Housing Providers. Officers confirmed they were working closely with Accent who had made significant progress in implementing changes to address the maintenance backlog. Officers also noted that, while Accent Housing had the largest Social Housing footprint within the Borough, they continue to meet with other smaller and larger Housing Association and would continue to explore every opportunity as it arose.

- It was commented that Annex B was difficult to understand due to the small font size and amount of data presented. Officers undertook to improve this for future reports.
- The expected end date of the Local Plan project was queried. Officers commented that the target date has been set by Government for all Councils with responsibility for Local Plans. It was also noted that there were a number of distinct stages to the Local Plan process such as the Regulation 18 Consultation that had recently been completed, which would be followed by a Regulation 19 Consultation, before submission of the draft Plan which itself would be followed by a formal examination in public. The target date of December 2023 for final adoption is the final stage, at the very end of the process. It was noted that, although this target was marked as green as the Council was currently on track with its latest timetable, there could be challenges in achieving the target, particularly in the event of any change of approach from the Government. Officers commented that they would continue to follow the agreed timetable for the Plan. The work of the planning policy team was praised.
- Officers were praised for the results set out in the report, particularly given the impact of Covid-19 during the year, and the relatively new Senior Management team.