

## **Supplementary Information – summary of discussion at the Performance & Finance Scrutiny Committee on 9 November 2022**

The Performance and Finance Scrutiny Committee considered the Mid-Year report at its meeting on 9 November 2022. During the item, the following points were raised and discussed:

- The Committee discussed HQL11, relating to the eventual delivery of 49 new social rented homes, and queried whether this item was achievable. It was reported that the intention was to explore sites with social housing providers where the Council had a land interest to assist with the viability of developments or to contribute land. Senior Officers from the Council met regularly with Accent and also other Social Housing providers but to date a development proposal had not yet come forward. This was an example of an action within the plan that was contingent on another party to achieve. Officers also felt that it was important to keep this target on the plan for transparency and would continue to seek new ways of delivering this objective.
- The issue of school travel plans was discussed and it was queried whether it was the intention of the Council to engage with Surrey County Council as the highways authority to facilitate the reduction of car use and make residents feel safer walking and cycling. A particular example was raised where a recent application for CIL funding to support this had been refused by Highways and the Chief Executive agreed that he could assist by raising this with Surrey County Council if more details were provided outside the meeting.
- The inclusion of projects including Surrey Heartlands as well as Frimley ICS was received positively. It was confirmed that the references to 'Frimley CCG' were a legacy from when the original plan was agreed in March 2022.
- It was suggested that Members should also receive access to the same safeguarding awareness training as staff. It was confirmed that this was being included in planning for Members induction following the upcoming elections in May, and consideration would be given to using the existing staff eLearning module.
- The amount of 'green' ratings across a number of environmental projects was highlighted, and thanks was given to the Strategic Director of Environment and Community and his teams.
- With regards to air quality, it was queried when air monitoring would take place in other parts of the Borough. It was reported that new regulations relating to air quality monitoring were awaited, but had not yet been forthcoming from the Government. In the meantime, 50 sites across the Borough were already monitored. Expanding this number would lead to increased costs. An air quality monitoring report would come to the Executive in the new year.

- The Committee raised a query about the target for processing new benefit claims which had missed the target, noting the comment that this was due to a decrease in the overall number of new claims, with the remaining claims often significantly more complex. It was also reported that this team was also responsible for the processing of energy fuel rebates and the payments to support the Homes for Ukraine scheme. There was a balance to be struck between improving performance and managing the level of staffing resources, and the performance levels were similar to other authorities. One instance was raised where a Member felt additional support should have been given to a customer with additional needs, and another Member cited a similar example where the support from the team had been excellent.