



## TO THE CHAIRMAN AND MEMBERS OF THE **OVERVIEW AND SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Overview and Scrutiny Committee to be held on Monday, 21 February 2022 at 7.00 pm in the Council Chamber - Civic Offices.

The agenda for the meeting is set out below.

JULIE FISHER  
Chief Executive

NOTE: Filming Council Meetings

Please note the meeting will be filmed and will be broadcast live and subsequently as an archive on the Council's website ([www.woking.gov.uk](http://www.woking.gov.uk)). The images and sound recording will also be used for training purposes within the Council. Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed.

## **AGENDA**

### **PART I - PRESS AND PUBLIC PRESENT**

- 1 Apologies for Absence  
To receive any apologies for absence.
- 2 Minutes (Pages 5 - 12)  
To approve the minutes of the meeting of the Committee held on 24 January 2022 as published.
- 3 Matters Arising from the Previous Minutes OSC22-009 (Pages 13 - 16)  
To review any outstanding items from the previous minutes.
- 4 Urgent Business  
To consider any business that the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.
- 5 Declarations of Interest

To receive declarations of disclosable pecuniary and other interests from Members in respect of any item to be considered at the meeting.

6 Work Programme OSC22-010 (Pages 17 - 42)

Reporting person: Councillor J Sanderson

7 Enterprise M3 OSC22-012

Members should note that this will be a presentation at the Committee.

Reporting person: Stephen Martin

8 Lessons Learnt Throughout The Covid Response OSC22-004 (Pages 43 - 50)

To receive a report on lessons learnt throughout the Covid response.

Reporting person(s): Emma Bourne and Adam Calfe

9 Woking Borough Council's Support of Local Businesses During Covid-19 OSC22-005 (Pages 51 - 56)

To receive a report outlining Woking Borough Council's support of local businesses during Covid-19.

Reporting person: Chris Norrington

10 Overview of Complaints Received Annual Update OSC22-011 (Pages 57 - 72)

To receive the annual update of complaints.

Reporting person: Joanne McIntosh

11 Freedom of Information Requests Annual Report OSC22-013 (Pages 73 - 76)

To receive the Freedom of Information requests annual report.

Reporting person: Joanne McIntosh

12 Performance and Financial Monitoring Information (Pages 77 - 130)

To consider the current publication of the Performance & Financial Monitoring Information (Green Book). Members are asked to bring their copy of the Green Book to the meeting.

Reporting person: Councillor J Sanderson

13 Finance Task Group Update OSC22-014 (Pages 131 - 132)

To receive an update from the Finance Task Group following its meeting on 27 January 2022.

Reporting person: Chairman of the Finance Task Group.

14 HIF Housing Output Task Group Update OSC22-015 - To Follow

To receive an update from the HIF Housing Output Task Group following its meeting on 2 February 2022.

Reporting person: Chairman of the HIF Housing Output Task Group.



MINUTES  
OF A MEETING OF THE  
**OVERVIEW AND SCRUTINY COMMITTEE**

held on 24 January 2022

Present:

Cllr J R Sanderson (Chairman)  
Cllr S Hussain (Vice-Chair)

Cllr J Brown	Cllr R N Leach
Cllr S Dorsett	Cllr E Nicholson
Cllr A Kirby	Cllr I M Raja

Also Present: Councillors Azad, Ashall and Davis.

Absent: Councillors R Mohammed

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mohammed.

**2. MINUTES**

RESOLVED

That the minutes of the meeting of the Committee held on Monday, 22 November 2021 be approved and signed as a true and correct record.

**3. MATTERS ARISING FROM THE PREVIOUS MINUTES OSC22-001**

The Chairman introduced the report and went through each item, highlighting the current status of each item and whether it was still considered on-going. The Chairman drew attention to several items relating to the Executive – Overview and Scrutiny Protocol and the item relating to the feedback the Committee provided to Riette Thomas, Celebrate Woking Project Manager, following her presentation at the Committee in November. Aadam Ahmed, Scrutiny and Democratic Services Officer was invited to provide an update on the item relating to the Communications Plan and stated that the initial research had been completed and steps were being taken to develop a plan suitable for the Committee.

**4. URGENT BUSINESS**

There were no items of urgent business to discuss.

**5. DECLARATIONS OF INTEREST**

In accordance with the Members' Code of Conduct, Councillor Kirby declared a non-pecuniary interest in item 12 – Financial Review Monthly Update owing to his full-time position at a company which produces a ranking of locations by economic health. The interest was such that speaking and voting were permissible.

## **6. WORK PROGRAMME OSC22-002**

The Chairman introduced the Work Programme for the coming months. Geoff Mcmanus, Director of Neighbourhood Services, stated the Quarterly Noise Complaints Report had been completed and that it would be brought to a future meeting of the Committee.

The Chairman highlighted that two items, Lessons Learnt During the Covid-19 Pandemic and Woking Borough Council's Support of Local Businesses during the Covid-19 Pandemic had been moved to the February meeting to accommodate the items appearing on the agenda for the January 2022 meeting and to allow Officers adequate time to update reports. The Chairman also highlighted that the Guide to Scrutiny of Risk and Commercialisation had been moved to the September 2022 meeting of the Committee.

RESOLVED

That the Work Programme be noted.

## **7. FINANCIAL REVIEW OSC22-006**

Leigh Clarke, Director of Finance introduced this report and provided the context to the report, noting that it came from the Motion of Notice to the Council requesting and independent comprehensive review of the Council's assets and liabilities and that EY were appointed to carry out the comprehensive review. Leigh highlighted that this was not an audit.

Darra Singh, EY, introduced himself and his colleagues Marcus Richards, Michael Clifford and Daniel Gurton. Darra highlighted that an independent approach was taken, that there was good co-operation from officers and that a range of matters were brought together to be considered in the comprehensive statement.

Marcus Richards, EY, provided back some background as to the process which was undertaken to produce the comprehensive statement. He went on to state that the work provided perspective on the Council's position at the end of the last financial year and that the report endeavoured to provide a comprehensive and objective summary of the Council's financial data and where possible observations on how these can be interpreted. The objective nature of the comprehensive statement and the scope of the comprehensive statement was reiterated at several points following questions from Members.

Julie Fisher, Chief Executive, welcomed the report and said that EY are continuing to support the Council in developing the medium-term financial strategy. Julie stated that the response to the Comprehensive Statement could be summarised through the following actions:

- (i) The continuation of the work to strengthen the medium-term financial strategy
- (ii) The delivery of an asset management strategy
- (iii) The vision and strategy for Town Centre
- (iv) The review of the Thamesway group of companies

Julie stated that underpinning this would be ensuring that there was the right financial and commercial capability at the Council.

Members were invited by the Chairman to ask questions. Some points discussed were: the overall picture the report presented of the Council's financial position, the impact of Covid-19, the valuation of assets and the approach to different classes of assets, the Council's exposure to risk, the liquidity of Council assets, the Council's exposure to risk in retail and commercial spaces and any other risks that the Council could be exposed to but have not been looked into.

A discussion took place between Members following a point raised regarding whether the review met the criteria of the Notice of Motion and Councillor Kirby drew attention to several areas where he believed more detail was required. Darra Singh, EY, advised that from his perspective the criteria of the Notice of Motion had been met. He further commented that it was his view that further work could be carried out following the comprehensive statement and drew attention to the 4 actions summarised by Julie Fisher from the Response to the Comprehensive Statement.

The Chairman asked a question around the Government consultation around borrowing from the Public Works Loans Board. Leigh Clarke, Finance Director, said that whilst the Government continued to look at future changes, the change to PWLB borrowing rules to ensure capital borrowing is used for correct purposes had not caused any concerns for Woking.

Councillor Kirby drew attention to a point regarding the Council's ability to repay loans from operational activity i.e. profits from companies and not additional borrowing and asked if EY can provide information on operational activity over the same time period as the data provided in figure 7 of the EY Comprehensive Statement. Marcus Richards, EY, said that he would be able to work with Council Officers to understand how that could be provided. The Chairman followed up with a question on Thamesway Milton Keynes, asking EY to provide more details on why it had been highlighted as a risk. Michael Clifford, EY, stated that it was an operational company which had a negative net asset position and there was an awareness that the forward business plan related to the speed of developments in Milton Keynes and given these developments had slowed down there was a risk that it would not happen at the speed required. Additionally it was noted that in the latest audits auditors noted there was a risk of going concern around Thamesway Milton Keynes and therefore based on this information EY viewed there was a solvency risk in the event that the pace of developments did not happen at the rate which had been forecast in the business plan.

Following several points made about the resilience of the Council Councillor Azad, Leader of the Council, highlighted that the work to build up the resilience of the Council would continue to be on-going and will be a focus for the whole of the Council going forward.

A discussion took place on what would be expected in a Council's capability to manage risk and Marcus Richards, EY, commented that based on his observations across the sector there had been a tendency for local authorities to not have the commercial or financial expertise to accommodate the level and complexity of commercial activity that Councils are embarking on and that it is a prevalent issue across finance functions across local authorities. Darra Singh, EY, added that it was important that the actions in the management response be seen through to a conclusion in order to manage the degree of the particular risk faced by Woking Borough Council.

The Chairman brought the discussions to a close and that the key next steps that the Committee would recommend to take forward were:

- Ensure the Council has the appropriate skills and capability to manage the risks arising from its investments and commercial interests;
- Monitor the economic outlook as applicable to Woking Borough Council;
- Be aware of legislation and regulatory risk;
- Further analysis of the operating cashflows for each of the Council's investments and commercial interests.

Councillor Ashall, Deputy Leader of the Council, offered his thanks to EY on behalf of the administration and the Chairman offered thanks to EY on behalf of the Overview and Scrutiny Committee.

#### RESOLVED

- That
- (i) The Comprehensive Statement be received
  - (ii) The Response to the Observations highlighted in the statement be noted
  - (iii) That the Committee recommends to the Executive the following next steps to take forward:
    - (a) Ensure the Council has the appropriate skills and capability to manage the risks arising from its investments and commercial interests;
    - (b) Monitor the economic outlook as applicable to Woking Borough Council;
    - (c) Be aware of legislation and regulatory risk;
    - (d) Further analysis of the operating cashflows for each of the Council's investments and commercial interests.

### 8. JOINT WASTE MANAGEMENT PERFORMANCE REVIEW OSC22-003

The Committee received a presentation from Sarah Beck and Jo Chauhan from Joint Waste Solutions. The presentation covered several areas such as the continued Covid-19 response, an Update on garden waste collection, information on driver recruitment and a waste and recycling performance update.

The update on garden waste collection highlighted the impact HGV driver shortages and the disruption caused by Covid-19 had on the service and it was confirmed that garden waste subscriptions in Woking would be extended to compensate for the disruption caused. Following a question from Councillor Brown regarding disruption to other Boroughs it was stated that the disruption was wide-spread.

A discussion took place on missed bins prompted by a question from the Chairman. The process was explained, particularly how the dashboard worked and some possible causes of missed bins were discussed such as the movement of collection crews who were familiar with the areas and the use of agency staff to supplement crew shortages caused by the pandemic.

Councillor Dorsett asked a question regarding fines for missed bins, noting that on social media it had been said that the value amounted to £75. Clarification was provided that the value per missed bin amounted to £12.50.

In response to two questions from Councillor Nicholson it was stated that as consultations for curb-side carton recycling had not yet concluded there was no timescale for this to be brought in and that there was no indication that Amey was planning to offload waste contracts as had happened in previous years.

Following a question raised by Councillor Leach on the top issues a discussion took place between Members, the representatives from Joint Waste Solutions and Councillor Davis, the portfolio holder. A number of potential issues were flagged such as the impact of the pandemic on HGV driving tests and the general shortage of HGV drivers, as well as the competitive nature of the job market for HGV drivers.

Councillor Hussain shared that the Woking Armed Forces Covenant could be approached as a means to potentially address some of the HGV vacancies and also highlighted an issue in his ward which was agreed to be taken outside of the meeting.

A discussion took place on subscriptions following a question from Councillor Dorsett and it was confirmed that the number of collections missed will be monitored and subscriptions extended accordingly. The Chairman asked whether a refund would be issued if the contract was cancelled, noting that under normal circumstances a refund was not typically issued and it was confirmed that should a contract be cancelled under the current circumstances a refund would be issued.

Clarification was sought on the disposal process for small appliances and electrical items and the Committee was informed that there were new small appliance bins which were being trialled in communal areas.

A question was raised by the Chairman on improving the collection service from flats and Sarah Beck, JWS, stated that the main focus would be to reduce contamination and to expand the communal waste collection service to areas which had previously not had access to the service and facilities.

Thanks was extended to the representatives from Joint Waste Solutions from the Chairman for their presentation.

**RESOLVED**

That the Joint Waste Management Performance Review presentation be noted.

**9. DR GIFTY EDILA'S REPORT AND LOCAL GOVERNMENT ASSOCIATION CORPORATE PEER CHALLENGE - UPDATE ON RECOMMENDATIONS OSC22-007**

Giorgio Framalico, Director of Planning, introduced the report and stated that it drew attention to the actions recommended and taken following the report by Dr Gifty Edila. Giorgio stated that the actions in the report had either been completed or had been allocated to be taken as part of future projects, such as the project for Reviewing the Performance and Financial Monitoring Information.

Councillor Dorsett commented that It was positive to see the recommendations being actioned and that it had demonstrated that the Council was able to learn from previous mistakes. The Chairman also noted that he was pleased to see the recommendations being actioned.

The Chairman drew attention to some of the key recommendations such as recommendation 13 relating to a part-time scrutiny officer and the assistance the role has provided to the work of the Committee.

Following a question from the Chairman regarding the Peer Review of the Planning Service Giorgio stated the report was due imminently and the intention was to take the Report to the Planning Committee meeting in March and then on to full Council the same month.

**RESOLVED**

That the 'Dr Gifty Edila's Report and Local Government Association Corporate Peer Challenge – Update on Recommendations' be noted.

**10. PERFORMANCE AND FINANCIAL MONITORING INFORMATION**

The Chairman introduced the October 2021 Performance and Financial Monitoring Information. It was noted that delays had resulted in the October 2021 version being brought to the Committee as opposed to a more recent version.

Following a question from Councillor Brown regarding parking income over the Christmas period Geoff Mcmanus, Director of Neighbourhood Services said that the information would be provided outside of the meeting.

Geoff Mcmanus, Director of Neighbourhood stated, in response to a question on fly-tipping, that various mitigations were in place to address the issue, noting dedicated teams and work with CCTV cameras at different sites and a range of other enforcement measures. Councillor Davis, the Portfolio Holder, commented that in his view there were digital solutions that could be looked at in the future which could support the work on addressing fly-tipping.

Leigh Clarke, Finance Director, stated that the current PWLB rate for the 50 year annuity loan was 2.11% in response to a question from Councillor Brown on what the current rate for the 50 year annuity loan was to date.

A discussion took place on the affordable housing provision and Councillor Brown commented that he was pleased to see that the target for affordable homes delivered in October was met and exceeded.

The Chairman noted that the lower trend of the percentage of household waste was expected to continue but would increase once garden waste collections become more frequent.

**RESOLVED**

That the Performance and Financial Monitoring Information (October 2021) be noted.

**11. TERMS OF REFERENCE OF THE HIF HOUSING OUTPUTS TASK GROUP OSC22-008**

Giorgio Framallicco, Director of Planning, commented that the most recent version of the Terms of Reference were drafted following an informal meeting relating to the Task Group which had taken place in the previous week.

Councillor Dorsett queried whether the advice of the Monitoring Officer regarding Planning Committee Members sitting on the Task Group be added to the Terms of Reference. Kuldip Channa, Solicitor, suggested that the advice from the Monitoring Officer could be added as a footnote to the Terms of Reference.

The Chairman said that the next step would be for Group Leaders to nominate Members to the Task Group. Aadam Ahmed, Scrutiny and Democratic Services Officer, was invited to speak and said that the Conservative Group had nominated Councillor Harlow, Councillor Whitehand and Councillor Mohammed for the Task Group. Nominations were outstanding for the Labour Group and Liberal Democrat Group and would be sought outside of the meeting.

**RESOLVED**

- That
- (i) The HIF Housing Outputs Terms of Reference be agreed and the task group formed
  - (ii) Nominations from the Liberal Democrat Group and Labour Group would be sought outside of the meeting.

The meeting commenced at 7.00 pm  
and ended at 10.05 pm

Chairman: \_\_\_\_\_

Date: \_\_\_\_\_



## THE OVERVIEW AND SCRUTINY COMMITTEE – 21 FEBRUARY 2022

### MATTERS ARISING FROM THE PREVIOUS MINUTES

#### Executive Summary

This report provides an update on matters arising from the previous meetings of the Overview and Scrutiny Committee. The details summarise the progress made on achieving the desired outcomes from decisions taken by the Committee and requests from individual Elected Members. Once an action has been closed and the outcome reported to the Committee it will be removed from future reports.

Actions arising from the Committee are managed through the Council's Action Management system which was developed to capture and monitor the actions arising from (i) meetings of the Council and (ii) Internal Audit Reviews.

This is the a regular report that is brought the Committee and covers the actions identified at the previous meetings. The next version of this report, listing any actions previously identified together with the progress achieved shall be brought to the next meeting of the Overview and Scrutiny Committee on 21 March 2022.

#### Recommendations

The Committee is requested to:

**RESOLVE That** the report be noted.

The Committee has the authority to determine the recommendation set out above.

<b>Background Papers:</b>	None.
<b>Reporting Person:</b>	Aadam Ahmed, Scrutiny and Democratic Services Officer Email: Aadam.ahmed@woking.gov.uk, Extn: 3056
<b>Contact Person:</b>	Aadam Ahmed, Scrutiny and Democratic Services Officer Email: Aadam.ahmed@woking.gov.uk, Extn: 3056
<b>Portfolio Holder:</b>	Councillor Ayesha Azad Email: cllrayesha.azad@woking.gov.uk
<b>Shadow Portfolio Holder:</b>	Councillor Ann-Marie Barker Email: cllrann-marie.barker@woking.gov.uk
<b>Date Published:</b>	11 February 2022

REPORT ENDS

## Update on Actions Arising from the Overview and Scrutiny Committee

13 September 2021

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1.0		Agenda Item 9 – Overview and Scrutiny Guidance by the MHCLG
1.1	<b>Action</b>	A communications plan be established on the work of the Overview and Scrutiny Committee which would promote the work of the Committee within the resources available.
	<b>Progress</b>	Research has been completed and a strategy will be consulted on with the Communications Team.
	<b>Responsible Person</b>	Aadam Ahmed
	<b>Status</b>	Open

2.0		Agenda Item 11 – Performance and Financial Monitoring Information.
2.1	<b>Action</b>	To consider whether future Green Books can provide data for refuse collections made on time for each type of refuse, as requested by Councillor Kirby.
	<b>Progress</b>	Discussions have taken place between Councillor Kirby and Geoff McManus regarding this request and it is currently with Geoff McManus to follow-up on.
	<b>Responsible Person</b>	Geoff McManus
	<b>Status</b>	Open

24 January 2022

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1.0		Agenda Item 8 – Joint Waste Management Performance Review
1.1	Action	To provide information on the total waste and recycling rate graphs to November 2021 to mirror the data provided on the missed bin graph that reported up until November 2021.
	Progress	The updated powerpoint was circulated to Members on 11 February 2022.
	Responsible Person	Geoff Mcmanus and Joint Waste Solutions
	Status	Closed

2.0		Agenda Item 10 – Performance and Financial Monitoring Information
2.1	Action	To provide Members car park performance information from the festive period.
	Progress	The information was circulated to Members on 11 February 2022.
	Responsible Person	Geoff Mcmanus
	Status	Closed

<b>3.0</b>		<b>Agenda Item 11 – HIF Housing Task Group Terms of Reference</b>
<b>3.1</b>	<b>Action</b>	To add the guidance from the Monitoring Officer as a footnote to the Terms of Reference.
	<b>Progress</b>	The guidance has been added.
	<b>Responsible Person</b>	Aadam Ahmed
	<b>Status</b>	Closed
<b>3.2</b>	<b>Action</b>	The Liberal Democrat Group and Labour Group leaders to provide nominations for the task group.
	<b>Progress</b>	The group leaders have provided their nominations.
	<b>Responsible Person</b>	Aadam Ahmed, Councillor Barker, Councillor Aziz.
	<b>Status</b>	Closed



## Overview and Scrutiny Work Programme

This Overview and Scrutiny Work Programme is published with the purpose of assisting the Council in its overview and scrutiny role. The Work Programme covers the following areas:

- Items for consideration at future meetings of the Overview and Scrutiny Committee.
- Any Scrutiny Review Topics proposed by Members of the Council for inclusion on the Work Programme.
- Any topics identified for pre-decision scrutiny.
- The draft forward programme of work for the Executive.
- Details of the current Task Groups under the Committee's remit.

The Work Programme is designed to assist the Council with its overview and scrutiny role by providing Members with an indication of the current workload, subjects to be considered for review and items which the Executive expects to consider at its future meetings, so that matters can be raised beforehand and/or consultations undertaken with a Member of the Executive prior to the relevant meeting.

*Any changes to the Work Programme since it was last published have been highlighted in green.*

The Committee	
<b>Chairman:</b> Councillor J Sanderson	
<b>Vice-Chairman:</b> Councillor S Hussain	
Councillor J Brown	Councillor R Leach
Councillor S Dorsett	Councillor R Mohammed
Councillor A Kirby	Councillor E Nicholson
Councillor M I Raja	
2021/22 Committee Dates	
7 June 2021	22 November 2021
12 July 2021	24 January 2022
13 September 2021	21 February 2022
18 October 2021	21 March 2022

### Recommendations

The Committee is requested to:

**RESOLVE That** the report be noted.

The Committee has the authority to determine the recommendation set out above.
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**Background Papers:** None.

**Reporting Person:** Councillor James Sanderson  
Email: [cllrjames.sanderson@woking.gov.uk](mailto:cllrjames.sanderson@woking.gov.uk)

**Contact Person:** Aadam Ahmed, Scrutiny and Democratic Services Officer  
Email: [Aadam.ahmed@woking.gov.uk](mailto:Aadam.ahmed@woking.gov.uk), Extn: 3056

**Portfolio Holder:** Councillor Ayesha Azad  
Email: [cllrayesha.azad@woking.gov.uk](mailto:cllrayesha.azad@woking.gov.uk)

**Shadow Portfolio Holder:** Councillor Ann-Marie Barker  
Email: [cllrann-marie.barker@woking.gov.uk](mailto:cllrann-marie.barker@woking.gov.uk)

**Date Published:** 11 February 2022

REPORT ENDS



## Suggested Additions to the Work Programme

Following the last meeting of the Committee, the Chairman and Vice-Chairman provided Officers with a list of items for consideration over the coming year. Where possible, these have been added to the Work Programme. Set out below are any ideas which have been requested but are yet to be included against a specific meeting of the Committee.

Decision to be Taken	Proposed by	Officer Comment
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## The Work Programme 2021/22

Set out over the coming pages are the items programmed for consideration over the 2021/22 Municipal Year.

### Overview and Scrutiny Committee Meeting – 21 March 2022

#### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

#### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Safer Woking Partnership – Community Safety Plan.** The Police and Justice Act 2006 gave local authorities responsibility for considering crime and disorder matters. In 2010 the Committee agreed that the Safer Woking Partnership Plan would be brought forward annually for scrutiny.

Consultation	Background Documents	Contact Person/Team
None	None	Camilla Edmiston

**2.3 Annual Report of the Overview & Scrutiny Committee.**

Consultation	Background Documents	Contact Person/Team
None	None	Chairman

**2.4 Annual Update on Climate Change.**

Consultation	Background Documents	Contact Person/Team
None	None	Lara Beattie

**2.5 Family Centres – Service Delivery Plan.**

Consultation	Background Documents	Contact Person/Team
None	None	Adam Thomas

<b>2.6 Review of use of Lakeview Community Centre.</b> The Committee to receive an update on planned projects and activities at the Lakeview Community Centre.		
<b>Consultation</b>	<b>Background Documents</b>	<b>Contact Person/Team</b>
None	None	Adam Thomas
<b>2.7 Quarterly Noise Complaints Update.</b> The Committee to receive the Quarterly Noise Complaints Update.		
<b>Consultation</b>	<b>Background Documents</b>	<b>Contact Person/Team</b>
None	None	Emma Bourne
<b>2.8 Performance and Financial Monitoring Information Review.</b> The Committee to receive information on the processes involved in the review of the performance and financial monitoring information.		
<b>Consultation</b>	<b>Background Documents</b>	<b>Contact Person/Team</b>
None	None	Adam Walther

### 3 – Task Group Updates

<b>3.1 Task Group Update.</b> To receive an update from any meetings of the three Task Groups under the remit of the Committee.		
<b>Consultation</b>	<b>Background Documents</b>	<b>Contact Person/Team</b>
None	None	Chairman of each Task Group

<b>Overview and Scrutiny Committee Meeting – 23 May 2022</b>
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<b>1 – Matters for Consideration</b>
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**1.1 Election of Chairman.** For the Committee to elect a Chairman for the Municipal Year.

Consultation	Background Documents	Contact Person/Team
None	None	None

**1.2 Election of Chairman.** For the Committee to elect a Vice-Chairman for the Municipal Year.

Consultation	Background Documents	Contact Person/Team
None	None	None

**1.3 Appointments to Working Groups and Task Groups.** For the Committee to appoint Members to Working Groups and Task Groups.

Consultation	Background Documents	Contact Person/Team
None	None	None

## Overview and Scrutiny Committee Meeting – 6 June 2022

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None		Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Introduction to Overview and Scrutiny Committee.** To receive a short briefing on the roles and responsibilities of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.3 Survey of Leisure Facility Users.** To consider the arrangements for the survey of Leisure Facility Users to be undertaken over the Summer.

Consultation	Background Documents	Contact Person/Team
None	None	Steve May

**2.4 Quarterly Noise Complaints Update.** The Committee to receive the Quarterly Noise Complaints Update.

Consultation	Background Documents	Contact Person/Team
None	None	Emma Bourne

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group



## Overview and Scrutiny Committee Meeting – 11 July 2022

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 12 September 2022

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Guide to Scrutiny of Risk and Commercialisation.** The guide to scrutiny of risk and commercialisation, published by the Centre for Governance and Scrutiny, will be recieved by the committee.

Consultation	Background Documents	Contact Person/Team
None	None	Giorgio Framalicco Leigh Clarke

**2.3 Quarterly Noise Complaints Update.** The Committee to receive the Quarterly Noise Complaints Update.

Consultation	Background Documents	Contact Person/Team
None	None	Emma Bourne

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 17 October 2022

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 21 November 2022

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Celebrate Woking 2022/2023 Review and Forward Plan** For the Committee to receive the the latest review of Celebrate Woking and the Forward Plan

Consultation	Background Documents	Contact Person/Team
None	None	Riette Thomas

**2.3 Play Areas Provision** For the Committee to receive the the latest review of the Play Areas Provision.

Consultation	Background Documents	Contact Person/Team
None	None	Geoff McManus

**2.4 Freedom Leisure Performance Review** For the Committee to receive the the latest review of Freedom Leisure.

Consultation	Background Documents	Contact Person/Team
None	None	Steve May

**2.5 Treasury Management Mid-Year Review** For the Committee to receive the Mid-Year Treasury Management Review

Consultation	Background Documents	Contact Person/Team
None	None	Leigh Clarke

**2.6 Quarterly Noise Complaints Update.** The Committee to receive the Quarterly Noise Complaints Update.

Consultation	Background Documents	Contact Person/Team
None	None	Emma Bourne

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 23 January 2023

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.3 Joint Waste Management Performance Review** For the Committee to receive the the latest Performance Review of Joint Waste Management.

Consultation	Background Documents	Contact Person/Team
None	None	Geoff McManus

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 20 February 2023

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Freedom of Information Requests Annual Report.** To review the statistics and requests that proceed to the Information Commissioners Office.

Consultation	Background Documents	Contact Person/Team
None	None	Natalie Khan Frank Jeffrey

**2.3 Overview of Complaints Received and Contract Review Annual Report.** A review of the complaints received over the past year and identify any trends.

Consultation	Background Documents	Contact Person/Team
None	None	Joanne McIntosh Adam Browne

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## Overview and Scrutiny Committee Meeting – 20 March 2023

### 1 – Performance Management

**1.1 Performance & Financial Monitoring Information.** For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

### 2 – Matters for Consideration

**2.1 Work Programme.** For the Committee to receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Aadam Ahmed

**2.2 Safer Woking Partnership – Community Safety Plan.** The Police and Justice Act 2006 gave local authorities responsibility for considering crime and disorder matters. In 2010 the Committee agreed that the Safer Woking Partnership Plan would be brought forward annually for scrutiny.

Consultation	Consultation	Contact Person/Team
None	None	Camilla Edmiston

**2.3 Annual Report of the Overview & Scrutiny Committee.**

Consultation	Background Documents	Contact Person/Team
None	None	Chairman

**2.4 Annual Update on Climate Change.**

Consultation	Background Documents	Contact Person/Team
None	None	Lara Beattie

**2.5 Quarterly Noise Complaints Update.** The Committee to receive the Quarterly Noise Complaints Update.

Consultation	Background Documents	Contact Person/Team
None	None	Emma Bourne

### 3 – Task Group Updates

**3.1 Task Group Update.** To receive an update from any meetings of the three Task Groups under the remit of the Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Chairman of each Task Group

## The Draft Executive Work Programme

The following list sets out the draft forward programme of work for the Executive over the coming year. The programme is subject to additions and alterations and will be updated for future meetings of the Overview and Scrutiny Committee. The purpose of the list is to enable the Members of the Overview and Scrutiny Committee to identify those items they would like to scrutinise under the Committee's function of pre-decision scrutiny. The list includes those items for recommendation to Council as well as those for determination by the Executive.

### Executive – 24 March 2022

#### Matters for Consideration

- |     |  |
|-----|--|
| 1)  | Corporate Plan   |
| 2)  | Directorate Plans  |
| 3)  | Safeguarding Policy  |
| 4)  | Animal Welfare Policy  |
| 5)  | Regulation of Investigatory Powers Act 2000 – Annual Monitoring Report |
| 6)  | Medium Term Financial Strategy (MTFS)                                  |
| 7)  | Town Centre and Victoria Square Update                                 |
| 8)  | Report of the GolDev Loan Agreement Task Group                         |
| 9)  | Write off of Irrecoverable Debt  |
| 10) | Performance and Financial Monitoring Information                       |
| 11) | Property Management (PART II)  |

**Executive – 16 June 2022**

**Matters for Consideration**

- 1) Treasury Management Annual Report 2021-22
- 2) Risk Management and Business Continuity Annual Report
- 3) Performance and Financial Monitoring Information
- 4) Monitoring Reports - Projects

**Executive – 14 July 2022**

**Matters for Consideration**

- 1) Equalities Annual Report - 2022
- 2) Performance and Financial Monitoring Information

**Executive – 8 September 2022**

**Matters for Consideration**

- 1) Performance and Financial Monitoring Information

**Executive – 6 October 2022**

**Matters for Consideration**

- 1) Confidentiality Protocol Annual Report
- 2) Performance and Financial Monitoring Information
- 3) Monitoring Reports - Projects

**Executive – 17 November 2022**

**Matters for Consideration**

- 1) Thamesway Business Plans
- 2) Draft Medium Term Financial Strategy (MTFS) and General Fund Budget 2023-24
- 3) Draft Housing Revenue Account Budget Update 2023-24
- 4) Draft Investment Programme 2022-23 to 2026-27
- 5) Performance and Financial Monitoring Information

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**Executive – 8 December 2022 (Special Meeting)**

**Matters for Consideration**

- 1) Grants for Voluntary and Community Organisations 2023/24
-



## Current Task Groups Responsible to the Committee

The table below provides a list of current Task Groups established by the Committee, including an indication of the resource requirements and the anticipated completion date. Updates on the progress of individual Task Groups are included elsewhere on the Committee's agenda.

<b>Economic Development Task Group</b>	
<b>Remit:</b>	<p>The Economic Development Task Group shall comprise seven Members of the Council representing all Groups on the Council based on proportionality. The Elected Members to be appointed annually by the Overview and Scrutiny Committee in May. The Portfolio Holder for Promoting the Local Economy shall be an ex-officio member.</p> <p>Members of the Task Group will be expected to gain the views of Councillors/ Officers/ other representatives with a view to reporting those views to the Task Group.</p> <p>Members of the Task Group may also be charged with specific areas to research and report back on to the Task Group.</p> <p>Members of the Task Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p> <p>Substitutes may be appointed when necessary.</p>
<b>Membership:</b>	Councillors Ali, Barker, Davis, Johnson, Mohammed, Roberts and Whitehand.
<b>Resources:</b>	Officer and Councillor time.
<b>Date Established:</b>	11.03.09
<b>Completion Date:</b>	Ongoing

<b>Finance Task Group</b>	
<b>Remit:</b>	<p>The Task Group has been established as a Standing Task Group to review financial issues as identified either by itself or the Overview and Scrutiny Committee. The Task Group will receive financial information, including reports to the Executive, to enable it to undertake effective scrutiny of the financial performance of the Council.</p> <p>The Task Group will receive reports on areas such as Treasury Management, Budget Process and Financial Forecast, Statement of Accounts, Investment Programme, Review of Fees and Charges, General Fund Budget, Update on Commercial Rents, Update on Irrecoverable Debt, and matters arising from the Green Book. Its Work Programme will be received at each Task Group meeting.</p>
<b>Membership:</b>	Councillors Azad, Aziz, Davis, Johnson, Kirby, Sanderson and Whitehand
<b>Resources:</b>	Officer and Councillor time.
<b>Date Established:</b>	25.05.06
<b>Completion Date:</b>	Ongoing

Housing Task Group	
<b>Remit:</b>	<p>The Housing Task Group shall comprise seven Members of the Council representing all Groups on the Council based on proportionality. The Elected Members to be appointed annually by the Overview and Scrutiny Committee in May.</p> <p>Members of the Task Group will be expected to gain the views of Councillors/ Officers/ Portfolio Holder / External Advisors and other representatives with a view to reporting those views to the Task Group.</p> <p>Members of the Task Group may also be charged with specific areas to research and report back on to the Task Group. Any investigation requiring funding would normally be expected to be part of the existing housing budget. Offsite visits will be ad hoc. Requests for additional funds for the purpose would be submitted to the Portfolio Holder.</p> <p>Members of the Task Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p>
<b>Membership:</b>	Councillors Aziz, Barker, Bridgeman, Dorsett, Harlow, Hughes, Kirby and Whitehand.
<b>Resources:</b>	Officer and Councillor time.
<b>Date Established:</b>	25.05.06
<b>Completion Date:</b>	Ongoing

HIF Housing Output Task Group	
<b>Remit:</b>	<p>The HIF Housing Outputs Task Group has been established following the decision on 22 November 2022 to set-up a task group to look at the housing element of the Housing Infrastructure Fund. The Task group shall comprise seven Members of the Council representing all Groups on the Council based on proportionality. The Elected Members to be appointed annually by the Overview and Scrutiny Committee in May.</p> <p>Members of the Task Group will be expected to gain the views of Councillors/ Officers/ Portfolio Holder / External Advisors and other representatives with a view to reporting those views to the Task Group.</p> <p>Members of the Task Group may also be charged with specific areas to research and report back on to the Task Group. Any investigation requiring funding would normally be expected to be part of the existing Overview and Scrutiny Budget. Offsite visits will be ad hoc.</p> <p>Members of the Task Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p>
<b>Membership:</b>	Councillors Aziz, Forster, Harlow, Johnson, Kirby, Mohammed and Whitehand.
<b>Resources:</b>	Officer and Councillor time.
<b>Date Established:</b>	24.01.22

**Completion Date:**

May 2022

## OVERVIEW AND SCRUTINY COMMITTEE – 24 JANUARY 2022

### LESSONS LEARNT THROUGHOUT THE COVID RESPONSE

#### Executive Summary

The response to the Covid-19 pandemic across Woking has been commendable and is ongoing working with residents, businesses and public service partners to protect our communities.

This paper reflects the experience of officers working in the Borough Emergency Control Centre and the timeline from the first covid cases being presented in England at the end of January 2020 to the current situation as the new variant omicron presents new challenges to our communities and confirms arrangements for emergency response and business continuity for Woking.

Lessons learnt to date are ongoing, to be fully assessed and consulted upon when the Council and the wider community are able to return fully to business as normal.

#### Recommendations

The Committee is requested to:

**RESOLVE That** the report be received and noted.

The Committee has the authority to determine the recommendation set out above.
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<b>Background Papers:</b>	None
<b>Reporting Person:</b>	Geoff McManus Director of Neighbourhood Services Email: geoff.mcmanus@woking.gov.uk, Extn: 3707
<b>Contact Person:</b>	Geoff McManus Email: geoff.mcmanus@woking.gov.uk, Extn: 3707
<b>Portfolio Holder:</b>	Councillor Ayesha Azad Email: CllrAyesha.azad@woking.gov.uk
<b>Shadow Portfolio Holder:</b>	Councillor Ann-Marie Barker Email: CllrAnn-Marie.barker@woking.gov.uk
<b>Date Published:</b>	11 February 2022



### **1.0 Introduction**

- 1.1 The paper reflects the experience of officers working in the Borough Emergency Control Centre and the timeline from the first covid cases being presented in England at the end of January 2020 to the current situation as the new variant omicron presents new challenges to our communities and confirms arrangements for emergency response and business continuity for Woking.
- 1.2 The Council's emergency team became aware of Covid 19 as the disease was reported overseas and made its way to England at the end of January 2020. Historically, generic plans have been in place for a flu epidemic or similar for many years, but as we all know Covid 19 has become more significant than anyone really anticipated.
- 1.3 In the early part of February 2020, the Borough was experiencing the effects of firstly storm Ciara followed by storm Dennis. At the end of February 2020, the first Covid guidance was published and then on the 28 February 2020 the first cases were identified in Haslemere, Surrey.
- 1.4 Further versions of Covid guidance followed and the Council initially set up a working group at the beginning of March 2020 before mobilising the Borough Emergency Control Centre (BECC) in the middle of March 2020 which has been in place ever since.

### **2.0 Governance and Oversight**

- 2.1 The Council's Chief Executive continues to lead the response to Covid 19 in consultation with the Leader of the Council.
- 2.2 Corporate Leadership Team Oversight – Initially the Head of Human Resources was leading on the response before the emergency room was activated following ongoing conversation between CLT members and business continuity officers.
- 2.3 The ongoing communication theme has been centred around a weekly meeting where decisions and updates are recorded through the publication and circulation of weekly minutes. CLT meetings also include standing agenda items for Coronavirus Update and Agile Working.
- 2.4 Team Structure – The BECC was set up on the 23rd March to manage the Council's response to the COVID-19 global pandemic. Acting as the main link with the wider Surrey Local Resilience Forum (SLRF) response through teleconferences. In addition, regular meetings with members of CLT and other colleagues allows for information to be disseminated quickly and efficiently through the Council.
- 2.5 The BECC operates on a rota basis with 2 separate officer teams resourcing the Control Room on alternating days. The 2 team approach provides resilience and allows for 24 hours a day, 7 days a week coverage with an out of hours phone number in use 01483 743315.
- 2.6 The weekly meetings have become virtual and new equipment has been installed in the Council offices such that hybrid meetings are also possible.

### **3.0 Business Continuity Plan & Structure**

- 3.1 Corporate Risk Assessment – the corporate risk assessment continues to be updated as guidance is received to assist the safest and most effective ways of working.
- 3.2 Central email address [business.continuity@woking.gov.uk](mailto:business.continuity@woking.gov.uk) - a central email address was set up for the BECC team so that staff could raise questions/ requests and allow two way communication.

## **Lessons Learnt Throughout the Covid Response**

- 3.3 Redeployment of Resources – Human Resources led an initiative whereby staff from disrupted services such as car parks and Freedom Leisure were redeployed to other areas where resources were constrained.
- 3.4 As part of this initiative, volunteers were requested to assist those areas which were resource constrained. This process has been ongoing to various degrees. Most recently staff have been identified over the Christmas and new year break to assist with meals deliveries and care home staffing.
- 3.5 A longer term redeployment has involved a member of staff working full time to engage with communities and groups in Sheerwater. Working directly with the COVID-19 vaccination programme to enhance uptake of first, second and booster doses of the COVID-19 vaccination. The role includes engagement with the community to enhance compliance with COVID protective behaviours and improve the interface with healthcare.
- 3.6 Personal Protective Equipment (PPE) – at the outset there was a lack of PPE available nationally. Employees were urged to minimise physical contact due to uncertainties in obtaining required quantities of PPE. The BECC teams persisted to get the required stock and once obtained, a sufficient supply was held at all times and at no time did PPE run out. Moving forward agreed stock levels have been agreed and are maintained as part of business as usual arrangements.
- 3.7 Employee Support – There have been various initiatives such as Collaboration with Woking Mind and a series of talks which have been well received by staff.
- 3.8 Work From Home Policy – the organisation has great flexibility in terms of working from home, which is widely favoured across all teams. However, whilst staff were not forced to work from the offices, some preferred to come in, whereas others chose to work from home.
- 3.9 Staff surveys will be ongoing to help understand how employees are feeling over time and respond to any changes in opinions and proactively address issues.

### **4.0 Internal and External Communication**

- 4.1 Staff Communications – Chief Executive briefings were initially sent by email to all staff. The briefings have since increased in frequency and take place over zoom and teams.
- 4.2 Engagement with Partners – The frequency and detail of meetings with partners has varied from the initial response to date. Meetings attended by officers from the emergency team are as follows:
  - Mondays – Testing Operational Group Meeting (Updates regarding testing site activity)
  - Tuesdays – Surrey Heartlands Vaccination Support Cell (Updates regarding vaccination sites)
  - Thursdays – Weekly – Surrey Local Resilience Forum (SLRF) – 9am (Update for all Surrey partners)
  - Weekly – CLT/BECC 10am (Woking BECC meeting to coordinate response)
  - Monthly – Covid Managers Network (Surrey Borough and Districts)
- 4.3 In addition, on most Thursdays the SLRF run training days to cover various emergency scenarios.

### **5.0 Business Systems And IT**

- 5.1 Agile Working – certain challenges were experienced in getting staff set up for working from home. This was largely due to shortages of IT equipment and the need to confirm what staff were entitled to. However, the IT team have worked hard to resolve these challenges.
- 5.2 IT Infrastructure – IT infrastructure has significantly developed from the introduction of zoom meetings to the current implementation of Microsoft Office 365.

### **6.0 Critical Services and Activities**

- 6.1 Supporting Vulnerable Residents – at an early stage the Council identified 2,275 of the most vulnerable residents. Contact was made with all of these residents to ensure that they were safe, and that they had sufficient support in place throughout the lock-down. The need for support has reduced during the pandemic and in most cases this support is now provided through mainstream agencies or no longer required
- 6.2 Brockhill – Staff at Brockhill have managed a number of scenarios including full “lock down” on more than one occasion to ensure residents and staff are as safe as possible.
- 6.3 The Independent Support team continue to play an important role with our NVH sheltered schemes and those tenants in general needs property as appropriate.
- 6.4 Meals on Wheels – This was deemed a critical service from the outset and volunteers have been called upon at various times to ensure the service was not disrupted.
- 6.5 All our Health and Wellbeing Services continued in residents homes throughout the pandemic responding in particular to hospital discharges working with our Alliance partners. Remaining in particular demand throughout were the Handyperson Service fitting grab rails, bannister rails and providing key safes and the Careline team installing a variety of alarms.
- 6.6 Housing Services – staff have responded to Government direction to assist rough sleepers requiring emergency accommodation whilst continuing to deliver other services through the pandemic.

### **7.0 Stakeholders and Supply Chain**

- 7.1 Suppliers – the Council continues to ensure prompt payments to suppliers. This has allowed the Council to support suppliers and strengthened relationships going forward.
- 7.2 Local Surrey Network – the network has been heavily utilised during the pandemic, e.g. Surrey Helpline, which has proven to be very useful.
- 7.3 Procurement of Key Supplies – initially PPE and hand sanitiser were procured and distributed by separate teams but this is now part of business as usual undertaken by the Building Services team.

### **8.0 Public & Media Relations**

- 8.1 Local Newspaper – to ensure that messages went out as widely as possible an initiative to partner up with a local newspaper was formed. This communication channel took consideration of the vulnerable and elderly, who might not always have access to other social media channels.
- 8.2 Social Media Channels - the Communications Team have continued to send out national and Surrey focussed messaging to inform and advise residents appropriately. Most recently messaging has promoted vaccine and booster take up.

### 9.0 Volunteers

- 9.1 Volunteering has taken many forms during the pandemic. Since the outbreak, our volunteering team has been overwhelmed with hundreds of pledges of support from local volunteers. Most recently feedback from the vaccination centres has been very positive as new volunteers are directed to assist the initiative meeting the current demand.
- 9.2 A register of volunteers continues to be maintained with an online volunteering form and email [volunteer@woking.gov.uk](mailto:volunteer@woking.gov.uk)
- 9.3 The BECC team continue to engage with local residents' groups on specific issues and to assist in sending out Covid messaging to residents.

### 10.0 Lessons Learnt Throughout the Covid Response

- 10.1 The Covid Response is so far reaching that it is difficult to identify every issue. A formal debrief process for Covid 19 will be carried out in the future to capture learning in a structured way. However, the below provides a good flavour of lessons learnt to date:-

- **Personal Protective Equipment (PPE)** – consistent with many other partners this was a significant issue at times due to concerns with keeping everyone as safe as possible. The learning has involved increased stock levels being agreed and business as usual for ordering and distribution.
- **Borough Emergency Control Centre** – it is routine to open an emergency room which has enabled the Council to remain proactive throughout the pandemic as well as being flexible to deal with more traditional challenges. The learning has involved the experience of operating the room for such a prolonged period and the use of virtual meeting tools and strengthened relations with partners.
- **Agile Working** – plans had been in place for sometime to upgrade ICT systems to facilitate more flexible working patterns. Recent experiences have accelerated these plans.
- **Partnership Working** – the Covid response has brought partners together repeatedly to tackle a common cause. Lots of this work is ongoing such as enforcement of regulations and track and trace, but other examples include surge testing where a challenge was presented at short notice requiring agencies to work together at pace. The required learning is to maintain and build on these strong working relationships in the future.
- **Flexible working** – many lessons learned during escalation periods within the pandemic, for example when case numbers are high causing lockdown, numerous meetings with partners, but also colleagues having to self isolate and during the 3 surge test operations that were carried out which required extensive resource in a short period and quick mobilisation or standing up and standing down of service.
- **Volunteer Engagement** – the availability of volunteers has been an ongoing strength which is of great credit to the local residents concerned.

### 11.0 Corporate Strategy

- 11.1 The learning from this report will support delivery of a number of corporate objectives, most notably effective use of resources, engaging our communities and a strong economy.

### 12.0 Implications

#### Finance and Risk

- 12.1 The report has covered more generally the experience of the Council through Covid 19 and lessons learned at this time.
- 12.2 The financial position will continue to be reported through the Medium Term Financial Strategy and separate reports as Government support is confirmed.

#### Equalities and Human Resources

- 12.3 Council's employees continue to respond well to the challenges presented by COVID 19.
- 1.1 Agile working continues to develop alongside new tools to support efficient working practices.

#### Legal

- 1.2 The Council will continue to observe the different regulations that emerge, either as part of our own business practice or in applying regulations to local businesses and residents as appropriate.

### 13.0 Engagement and Consultation

- 13.1 The Chairman of the Overview and Scrutiny Committee was consulted in the preparation of this report.

REPORT ENDS



## OVERVIEW AND SCRUTINY COMMITTEE – 21 FEBRUARY 2022

### WOKING BOROUGH COUNCIL'S SUPPORT OF LOCAL BUSINESSES DURING COVID-19

#### Executive Summary

In April 2020, Woking Borough Council's Business Liaison Team, alongside Cllrs Kevin Davis and Ian Johnson, worked with Matthew's Associates to draft a Framework for Recovery for the Borough in response to the Covid-19 crisis. The Framework identified issues and challenges presented to the Borough's commercial centres by the Covid-19 crisis. The report recommended a wide range of options to consider, to support micro, small and medium sized businesses, and to attract residents, workers and visitors back into the Borough's commercial centres.

The publication of the Council's Economic Development Action Plan in September 2021 (Executive Committee) recognized that businesses were now in a position of post-pandemic recovery. The Action Plan is an interim measure to take us to the end of 2023, when an updated Economic Development Strategy will be adopted.

Between March 2020 and December 2021, the Council supported local businesses by distributing financial assistance quickly, giving business support and advice as well as frequent communication with businesses. The Council distributed £27,381,704.44 in grants to local business made available by the Government.

Business support and advice services were made available to all businesses based in the Borough and included one to one advice session and workshops, with 53 business attending. Officers from the Business Liaison Team proactively engaged with business across the borough to understand how they had been impacted by the pandemic and to inform them how and where to get support.

The Business Liaison team, working with colleagues in Marketing, Finance, Revenues and Benefits and other local partners created a business facing messaging campaign across our communication channels – offline media, e-newsletters, the Woking Works and WeAreWoking websites, email and social media to help keep business up to date with grants and business support on offer as well as news and updates about changes to Covid-19 restrictions. Alongside this, a campaign promoting local businesses has been running continuously, showcasing the range of businesses across the borough.

The Council's support for business continues into 2022. Alongside the support and advice services led by the Business Liaison Team, two further grants (announced in December 2021) will be available for leisure and hospitality businesses impacted by the omicron variant.

Following the adoption of the Digital Strategy 2022–25, the Council has earmarked further funding from the Additional Restrictions Grant, wider business to seek a partner to introduce a Digital Centre of Excellence supporting a "green tech" incubator hub.

#### Recommendations

The committee is requested to:

**RESOLVE That:** the report be noted.

The Committee has the authority to determine the recommendation(s) set out above.

## WOKING BOROUGH COUNCIL'S SUPPORT OF LOCAL BUSINESSES DURING COVID-19

<b>Background Papers:</b>	Framework for Recovery Annual Report April 2020 – March 2021 Economic Development Action Plan Report April 2021 – November 2021
<b>Reporting Person:</b>	Giorgio Framalicco, Director of Planning Email: <a href="mailto:Giorgio.Framalicco@woking.gov.uk">Giorgio.Framalicco@woking.gov.uk</a> ; Extn: 3440
<b>Contact Person:</b>	Chris Norrington, Business Liaison Manager Email: <a href="mailto:chris.norrington@woking.gov.uk">chris.norrington@woking.gov.uk</a> Extn: 3900
<b>Portfolio Holder:</b>	Councillor: Kevin Davis Email: <a href="mailto:cllrkevin.davis@woking.gov.uk">cllrkevin.davis@woking.gov.uk</a>
<b>Shadow Portfolio Holder:</b>	Councillor: Ian Johnson Email: <a href="mailto:cllrrian.johnson@woking.gov.uk">cllrrian.johnson@woking.gov.uk</a>
<b>Date Published:</b>	11 February 2022

## WOKING BOROUGH COUNCIL'S SUPPORT OF LOCAL BUSINESSES DURING COVID-19

### 1.0 Introduction

- 1.1 In April 2020, Woking Borough Council's Business Liaison Team, alongside Cllrs Kevin Davis and Ian Johnson, worked with Matthew's Associates to draft a Framework for Recovery for the Borough in response to the Covid-19 crisis.
- 1.2 The Framework identified the issues and challenges presented to the Borough's commercial centres by the Covid-19 crisis. The report recommended a wide range of options to consider, to support micro, small and medium sized businesses, and to attract residents, workers and visitors back into the Borough's commercial centres once the different restrictions were lifted.
- 1.3 The Council provided a wide range of business support both directly and through Woking Works, as well as helping businesses access government support, providing advice and help with a range of issues. During this period, Council officers:
  - Had over 650 interactions with businesses including one-to-one support with business advisers and support for strategy, business plans and marketing as well as start-up support and continued to engage with businesses throughout 2020/21.
  - Directly contacted business owners and business managers on the high streets and villages across Woking Borough with advice and support
  - Contacted individuals with specific needs, such as office space requirements and provided advice on grant applications or other government initiatives.
  - Supported the #WeAreWoking campaign, to encourage customers back onto the high street and to 'shop local'
  - Invested in our High Streets and commercial areas with multiple Covid secure measures such as providing free sanitiser, public awareness signage and an enhanced cleaning regime
  - Accessed the Welcome Back Fund resources to further enhance the public realm, introducing additional safety precautions, such as screens separating outside diners, additional cycle racks and other measures to make the environment cleaner and more accessible
  - We worked with both local and county Chambers of Commerce to ensure key information was disseminated to Borough businesses
- 1.4 Through the Woking Works business support service, the Council delivered a range of well-attended webinars on topics requested by businesses, including re-engagement with customers after lockdown, digital skills, employment law, return to work advice, resilience of businesses, IT security, organisational well-being of staff, marketing and social media workshops.

Service	Number of Businesses attending (Between June 2020 and September 2021)
One to One Business Advice Clinic	53
Social Media Surgery	25
Google My Business Workshop	48
Woking Works Webinar	43

## WOKING BOROUGH COUNCIL'S SUPPORT OF LOCAL BUSINESSES DURING COVID-19

- 1.5 Following the Framework for Recovery, the Economic Development Action Plan 2021 – 2023 has been developed and adopted. The priorities and actions in this interim plan are in place to take us from the period covered by the current 2017 – 2022 Economic Development Strategy to the time when the new Economic Development Strategy is developed and published.
- 1.6 The Framework for Recovery contained aims with tightly focused actions under each of the four stages; Crisis, Pre-Recovery, Recovery and Transformation, many of which have now been completed for the first two stages. The aims for the recovery and transformation stages remain highly relevant to this action plan and have been incorporated into the Economic Development Action Plan 2021 – 2023 as appropriate. The business support and advice elements of the Framework for recovery have been continued in the Economic Development Action Plan, through priorities 1 and 2 (Focus on Business and Build on Our People and Skills Advantages).

### 1.7 Communications

At the start of the pandemic, a Coronavirus information webpage was created on Woking Works with the latest information on the support available to businesses from the Council, central Government, and local partners. This was updated regularly, as new measures were introduced or amended.

Additional support schemes from UK Government and local partners were promoted to businesses through the Woking Works e-newsletter and social media channels. These included the Kickstart Scheme (youth employment), and the Kick-starting Tourism grant, and Restart and Recovery grants, from Enterprise M3.

A social media campaign was developed to share messaging about business support schemes and updates from Government. Content promoting local businesses was also included in the plan, as lockdown eased, and different sectors were brought back i.e., non-essential retail in June and hospitality in July. Throughout 2020 and 2021, Woking Works continued to shine a spotlight on local businesses in different sectors and also celebrated longstanding businesses in the community. The content plan was flexible to allow for urgent posts to be created and shared. The campaign ran across Facebook, Twitter and LinkedIn and also Instagram.

### 1.8 Business Support Grants

Information about central Government business support grants (i.e., the Retail and Hospitality Grant, Small Business Grant and the different winter lockdown/tier closure grants) and Woking Borough Council's Discretionary Grants were promoted across all Woking Works channels (email newsletter and social media) as well as to other support organisations. Officers liaised with the Revenues and Benefits and Finance teams to keep up to date with when the different grant schemes were open for applications. This also meant that officers were also able to provide ad hoc support for businesses who had enquiries about these grants.

Between March 2020 and September 2021, the Council has distributed over 4860 grants totalling £27,381,704.44 to local businesses across the different schemes. Below is a table which show the different grant schemes and the total amounts distributed.

March 2020 Retail and Hospitality and Small Business Grants	
COVID-19 GRANTS GRANT-SCHEME 1 (Small Business Grant)	£6,500,000.00
COVID-19 GRANTS GRANT-SCHEME 2A (Retail and Hospitality)	£990,000.00
COVID-19 GRANTS GRANT-SCHEME 2B (Retail and Hospitality)	£6,475,000.00

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National Restrictions Grants (November – December Lockdown)	
COVID-19 GRANTS LOCKDOWN 2 NRSG MANDATORY A	£286,810.00
COVID-19 GRANTS LOCKDOWN 2 NRSG MANDATORY B	£272,000.00
COVID-19 GRANTS LOCKDOWN 2 NRSG MANDATORY C	£162,000.00
Pub Grants (Tier restrictions December 2020)	
COVID-19 GRANTS WET LED PUBS - CHRISTMAS 2020	£7,000.00
December 2020 Tier 3 and 4 restrictions and 2021 National Lockdown	
COVID-19 GRANTS OPEN DEC 20: UNDER 15K	£65,847.00
COVID-19 GRANTS JAN 21: UNDER 15K: DEC 19-JAN 4	£193,573.27
COVID-19 GRANTS JAN 21: UNDER 15K-JAN 5-FEB 15	£489,244.00
COVID-19 GRANTS JAN 21: UNDER 15K: FEB 16-MAR 31	£526,096.00
COVID-19 GRANTS JAN 21: UNDER 15K-LUMP SUM	£976,000.00
COVID-19 GRANTS OPEN DEC 20: 15K TO 51K	£60,900.00
COVID-19 GRANTS JAN 21: 15K TO 51K: DEC 19-JAN 4	£160,500.57
COVID-19 GRANTS JAN 21: 15K TO 51K-JAN 5-FEB 15	£417,000.00
COVID-19 GRANTS JAN 21: 15K TO 51K: FEB 16-MAR	£471,450.00
COVID-19 GRANTS JAN 21: 15K TO 51K-LUMP SUM	£834,000.00
COVID-19 GRANTS OPEN DEC 20: OVER 51K	£35,430.00
COVID-19 GRANTS JAN 21: OVER 51K: DEC 19-JAN 4	£102,000.08
COVID-19 GRANTS JAN 21: OVER 51K-JAN 5-FEB 15	£256,500.00
COVID-19 GRANTS JAN 21: OVER 51K: FEB 16-MAR 31	£273,412.00
COVID-19 GRANTS JAN 21: OVER 51K-LUMP SUM	£513,000.00
Re Start Grant March 2021	
COVID-19 GRANTS RESTART STRAND 1: UNDER 15K	£162,687.00
COVID-19 GRANTS RESTART STRAND 1: 15K TO 51K	£212,000.00
COVID-19 GRANTS RESTART STRAND 1: OVER 51K	£150,000.00
COVID-19 GRANTS RESTART STRAND 2: UNDER 15K	£1,376,000.00
COVID-19 GRANTS RESTART STRAND 2: 15K TO 51K	£972,000.00
COVID-19 GRANTS RESTART STRAND 2: OVER 51K	£666,000.00
COVID-19 GRANTS ARG - RESTART TOP UP	£433,312.00
Additional Restrictions (Discretionary) Grants	
COVID-19 GRANTS DISCRETIONARY GRANTS	£697,400.00
COVID-19 GRANTS ADDITIONAL RESTRICTIONS (ARG)	£2,415,690.06
COVID-19 GRANTS ARG - WIDER BUSINESS SUPPORT	£228,852.46

### 1.9 Further Support

In December 2021, a further set of business grants were announced from Central Government to help support businesses in the Leisure and Hospitality sectors who were impacted the loss of footfall and cancellation of bookings due to the spread of the Omicron variant.

This grant is to support these businesses at what would have been a busy time for these business over the Christmas and New Year period. Additional funding for the ARG scheme has also been made available to help support businesses impacted by the omicron variant.

Applications for the main grant funding opened on 21<sup>st</sup> January 2022 and will close on the 13<sup>th</sup> February 2022. At time of writing, there have been 197 applications from local hospitality, leisure

and accommodation businesses. Officers are reviewing how to distribute the ARG 'top-up' funding.

### **Digital Centre of Excellence**

Officers are seeking a partner to establish a Digital Centre of Excellence (DCoE) incorporating a business support service at its core is seen as crucial to establishing Woking as a technology hub which will focus on meeting the challenges climate change has brought to the planet. The Council's Woking 2050 Climate Change Strategy, the Economic Development Action Plan, and its Digital Strategy provides the overarching vision to putting Woking on the map as providing a sustainable environment supporting "green technology" (technology whose use is intended to mitigate or reverse the effects of human activity on the environment), cleantech, net zero/ neutral carbon companies.

It is important for the Council and the local economy to support growth and success, as well as encourage further business into the borough. The borough currently has 850 technology organisations. Creating a Digital Centre of Excellence around these organisations and expanding this number will further support its residents, businesses and wider community, by providing jobs, wealth and a reputation that Woking (recently voted the greenest Council in Surrey) takes the environment and climate change seriously.

## **2.0 Corporate Strategy**

- 2.1 The Framework for Recovery and Economic Development Action Plan 2021 – 2023 both inform the Corporate Plan.
- 2.2 The Economic Development Action Plan 2021 – 2023 acts as an interim plan to take us from the period covered by the current 2017 – 2022 Economic Development Strategy to the time when the new Economic Development Strategy is developed and published.

## **3.0 Implications**

### Finance and Risk

There are no financial implications resulting from this report

### Equalities and Human Resources

There are no equalities or Human Resources implications resulting from the report

### Legal

This report has been reviewed by Legal Services who have not raised any issues.

## **4.0 Engagement and Consultation**

- 4.1 Local businesses were consulted upon the priorities for the Economic Development Action Plan through the Woking Community Forum. Responses to this were incorporated into the action plan.

In May and September 2020, the Business Liaison team Covid Impact Survey to get an understand of where businesses were, which has helped to shape the support offered to meet the needs of our local businesses.

REPORT ENDS

## OVERVIEW AND SCRUTINY COMMITTEE – 21 FEBRUARY 2022

### OVERVIEW OF COMPLAINTS RECEIVED - ANNUAL UPDATE

#### Executive Summary

The Overview and Scrutiny Committee agreed that it would be helpful to receive a regular report giving brief details of formal complaints received by the Council. This would enable the Committee to identify whether there are any common themes arising from the complaints. If so, the Committee could then consider whether it should scrutinise the area(s) of activity identified.

This report sets out brief details of complaints received between 1 January 2021 and 31 December 2021. Appendix 1 details the complaints received by Woking Borough Council and Appendix 2 sets out information of complaints received by Joint Waste Solutions and Appendix 3 sets out information of complaints received by New Vision Homes.

#### Recommendations

The Committee is requested to:

**RESOLVE That** the report be noted.

The Committee has the authority to determine the recommendation(s) set out above.
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**Background Papers:** Council's Complaints Procedure.

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**Date Published:** 11 February 2022

### 1.0 Introduction

- 1.1 It has been agreed that the Overview and Scrutiny Committee should have a regular report giving brief details of formal complaints received by the Council. This would enable the Committee to identify whether there are any common themes arising from the complaints. If so, the Committee could then consider whether it should scrutinise the area(s) of activity identified.

### 2.0 The Council's Complaints Procedure

- 2.1 A copy of the Council's Complaints Procedure can be found at:-

<https://www.woking.gov.uk/sites/default/files/documents/council-and-democracy/customer-care-and-feedback/complaintsprocedure.pdf>

- 2.2 A complaint is an expression of dissatisfaction. It could relate to:

- A failure to deliver a service.
- A delay in providing a service.
- A poor quality of service.
- A failure to comply with Council policies, or
- The conduct or behaviour of a member of staff.

- 2.3 Not everything is considered a complaint. For example, a first time request for a service. The complaints procedure will not apply to any correspondence received in respect of planning applications and the merits of the application. These will be treated as objections to the planning application in question.

- 2.4 When a complaint is received, it is allocated to a manager within the relevant service concerned. The complaint is acknowledged within five working days' of receipt, and details of the Officer who will investigate it are provided to the complainant.

- 2.5 The intention is that investigations into complaints are completed within six weeks of allocation to the Officer who will investigate it. If this is not possible, the complainant will be advised of the date by which he/she will receive a full reply.

- 2.6 If the complainant has good reasons to believe that the complaint has not been investigated properly, he/she can appeal and ask for a further review to be undertaken. The appeal has to be submitted within six weeks of the initial determination. The Deputy Monitoring Officer will decide whether there are grounds to support a further review of the complaint. The decision should be made within six weeks of receipt of the request. If the Deputy Monitoring Officer considers that there are grounds for a review, the complaint will be investigated by a member of the Corporate Leadership Group. The decision of the CLT member will be final, and should be made within fifteen working days of the complaint being allocated to him/her.

- 2.7 If the complainant remains dissatisfied with the outcome under the Council's Complaints Procedure, he/she can refer the matter to the Local Government and Social Care Ombudsman or Housing Ombudsman (as appropriate).

- 2.8 If a complaint relates to a service provided by a contractor, the complainant must submit it to the contractor under the contractor's complaints procedure. Once this process has been completed, the complainant can request a review under the Council's Complaints Procedure as outlined above.

## **Overview of Complaints Received - Annual Update**

- 2.9 Under the Council's Constitution, the following arrangements exist for dealing with decisions of the Local Government and Social Care Ombudsman and Housing Ombudsman:
- (i) The Monitoring Officer deals with compensation payments which are neither disputed nor significant. This is subject to oversight by the Standards and Audit Committee.
  - (ii) Full Council has responsibility for compensation payments which are disputed or significant.

### **3.0 Complaints received by the Council in 2021**

- 3.1 A table containing a summary of the complaints can be found at Appendix 1. Together with a graph illustrating trends and a comparison with complaints received in 2020.
- 3.2 In the period of 1 January 2021 to 31 December 2021, the Council received 93 complaints through its Complaints Procedure. The previous year the Council received a total of 64 complaints.
- 3.3 Of the above complaints a total of 22 complainants have made a request for a review of the original response to their complaint since January 2021; of these 4 were referred to a member of Corporate Management/Leadership Group for consideration.
- 3.4 It should be noted that it would not be appropriate for the Committee to review the circumstances of, or decisions reached in respect of, individual complaints. The purpose of submitting this report is to assist the Committee in identifying possible topic areas for future scrutiny.
- 3.5 There is an increase in complaints during 2021 and on reviewing some of the specific complaints it has been noted that for example the complaints for Planning stem from a period when there was Covid-19 related staff shortages within the team; another example is that there are four different complaints related to the same traffic issue.
- 3.6 The complaints against specific officers relate to enforcement type issues where the complainant is unhappy about the specific action being taken to ensure legal compliance for example parking issues; or where the complainant may have unrealistic expectations about a service being applicable to their circumstances or the complainant not accepting a proper decision for example in the area of Housing.
- 3.7 Ombudsman complaints are reported to the Standards and Audit Committee annually.

#### **4.0 Contractor Complaints/ Key Performance Indicators**

4.1 Joint Waste Solutions have provided an overview of the complaints received in 2021 which is set out for information in Appendix 2.

4.2 New Vision Homes have provided an overview of the complaints received in 2021 which is set out for information in Appendix 3.

#### **5.0 Corporate Strategy**

This report supports the Corporate Plan and emerging Corporate Strategy. This report into the Council's Corporate Complaints supports both openness and transparency in the Council's governance procedures.

#### **6.0 Implications**

##### **5.1 Financial**

None.

##### **5.2 Legal**

Whilst there are no specific legal implications, it is noted that the Monitoring Officer reviews and assesses the annual complaints and as such is able to ensure the council's powers are being exercised within the required legal parameters.

##### **5.3 Equalities and Human Resources**

There are no human resource or training and development implications arising from the recommendations in this report

#### **7.0 Engagement and Consultation**

It would not be appropriate to undertake a consultation or engagement exercise on the content of this report.

#### **8.0 Conclusions**

8.1 Submitting an annual report to the Committee on complaints received will enable the Committee to identify whether there are any common themes arising from the complaints. If so, the Committee could then consider whether it should scrutinise the category or area of activity identified through the data.

REPORT ENDS



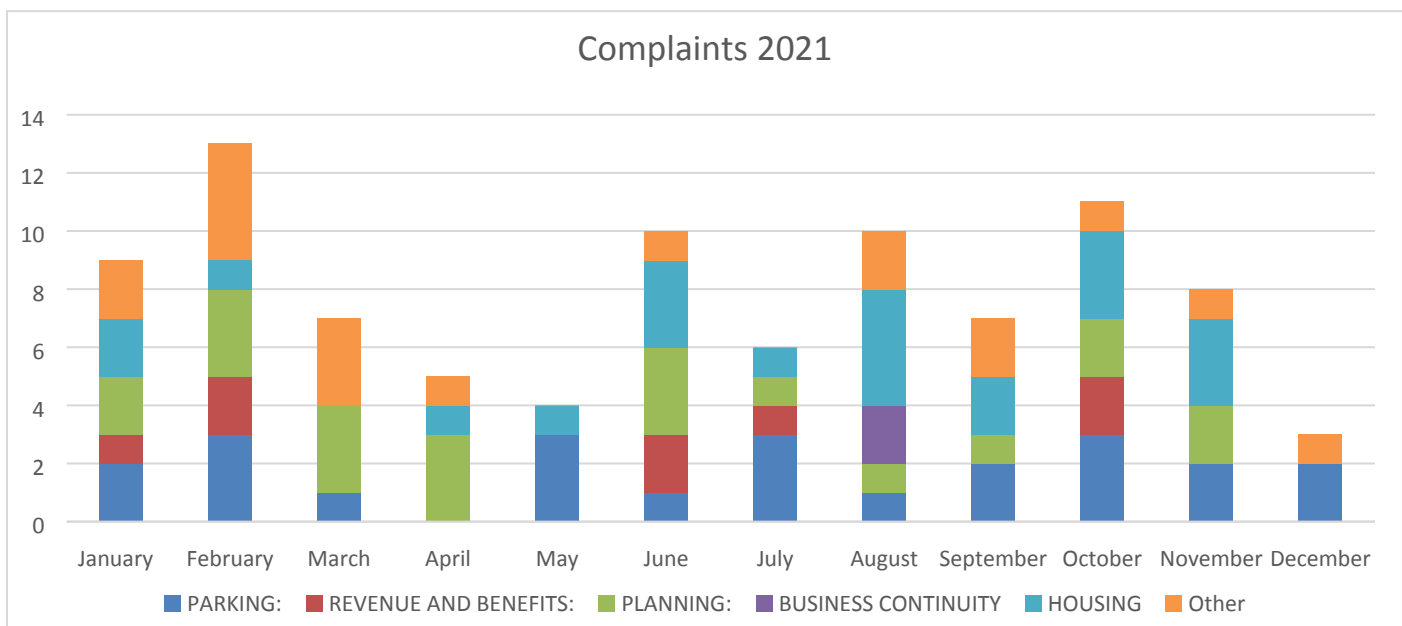


<b>Date of Complaint</b>	<b>Summary</b>	<b>Complaint Classification</b>
05.01.21	Parking Permit complaint	Parking
07.01.21	Response time complaint	Planning
16.01.21	Complaint over speed bump at Victoria Way Car Park	Parking
11.01.21	Complaint over handling of Council meeting on 3 December 2020	Legal
20.01.21	Council Tax complaint	Council Tax
19.01.21	Complaint against housing officer	Housing
17.01.21	Dispute over planning enforcement action taken	Planning
26.01.21	Accessibility for disabled users on the WBC website	ICT
01.02.21	Dispute over Council Tax discount	Council Tax
20.01.21	Dispute over withdrawal of nomination to Housing Association	Housing
08.02.21	Planning complaint	Planning
10.02.21	Alleged false information used to reach planning decision	Planning
10.02.21	Complaint over delayed timescales on pre application	Planning
12.02.21	Dispute over PCN causing increased fine	Parking
15.02.21	Parking complaint	Parking
15.02.21	Dispute over address details	Parking
17.02.21	Council Tax complaint	Council Tax
19.02.21	Traffic build up around McDonalds	Neighbourhood Services
19.02.21	Traffic build up around McDonalds	Neighbourhood Services
20.02.21	Traffic build up around McDonalds	Neighbourhood Services
20.02.21	Traffic build up around McDonalds	Neighbourhood Services
25.02.21	Housing Benefits complaint	Housing
11.03.21	Licensing	Licensing
08.03.21	Parking dispute	Parking
16.03.21	Complaint over delay in response times	Planning
19.03.21	Complaint against Planning Enforcement Officer	Planning
25.03.21	Complaint over noise nuisance EH response and Planning enforcement response	Environmental Health
25.03.21	Complaint over handling of application	Planning
16.04.21	Planning complaint	Planning
24.04.21	Planning Complaint	Planning
26.04.21	Dispute over Planning Portal Use	Planning
29.04.21	Complaint against NVH staff	Housing
20.04.21	Unhappy with handling of FOI	FOI
07.05.21	Unhappy with service received from Housing Standards department	Housing
12.05.21	Parking permit dispute	Parking
13.05.21	Complaint against parking enforcement officer	Parking
21.03.21	Neighbour Dispute and harassment complaint	Community Safety - ASB

25.05.21	Parking dispute - Horsell Moor	Parking
02.06.21	Unhappy with a planning application handling	Planning
10.06.21	Unhappy with a planning application handling	Planning
11.06.21	Unhappy with a planning application handling	Planning
10.06.21	Complaint over missing documents that were posted to the Council	Post room
13.06.21	Council Tax dispute	Council Tax
15.06.21	Dispute over private rental assistance	Housing
09.06.21	Council Tax dispute	Council Tax
16.06.21	Complaint against Council procedures	Housing
15.06.21	Housing dispute	Housing
18.06.21	Parking PCN dispute	Parking
01.07.21	Complaint against Parking Officer	Parking
05.07.21	Parking Permit dispute	Parking
09.07.21	Complaint against Parking Enforcement officer	Parking
09.07.21	Housing dispute	Housing
17.07.21	Complaint over delayed response times	Planning
11.07.21	Council Tax dispute	Council Tax
01.08.21	Dispute over covid banners	Business Continuity
04.08.21	GDPR dispute	Housing
12.07.21	NVH review / waste collection	Neighbourhood Services
05.08.21	Planning complaint	Planning
07.08.21	Does not agree with Covid testing in the Leisure Centre Car Park	Business Continuity
11.08.21	Complaint against parking enforcement officer	Parking
23.08.21	Allocations dispute	Housing
	Resident fell outside Peacocks Centre	Neighbourhood Services
04.09.21	State of basketball court at De Lara Way playground	Neighbourhood Services
08.09.21	FOI handling	FOI
09.09.21	Complaint against parking enforcement officer	Parking
15.09.21	Car park curb height complaint	Parking
16.09.21	Complaint against Housing Officer	Housing
24.09.21	Complaint against Case officer and multiple refusals of a planning application	Planning
08.10.21	Housing allocations dispute	Housing
31.08.21	Property condition - private rented	Housing
01.10.21	Tree removal dispute	Planning
5.10.21	Housing	Housing
08.10.21	Council Tax dispute	Council Tax
07.10.21	Parking dispute	Parking
dated 30.09.21/ received 4.10.21	Sheerwater regeneration housing dispute	Housing
12.10.21	Parking dispute	Parking
20.10.21	Parking dispute	Parking
21.10.21	Council Tax dispute	Council Tax

27.10.21	Planning	Planning
31.08.21	Housing	Housing
02.11.21	Complaint against case officer	Planning
01.11.21	Complaint against Housing officer	Housing
27.09.21	Private rented complaint	Housing
25.10.21	Blocked ditch	Neighbourhood Services
11.11.21	Housing complaint	Housing
18.11.21	Town centre Development dispute over station Bus lane	Town Centre Development
24.11.21	Parking enforcement officer complaint	Parking
28.11.21	Complaint against planning officer	Planning
02.12.21	Parking enforcement officer complaint	Parking
22.11.21	Right to buy dispute	Housing
06.12.21	Elections complaint	Elections
02.12.21	Complaint against On street parking manager	Parking
21.12.21	Parking permit dispute	Parking

<b>2021 TOTAL</b>	<b>93</b>
PARKING	23
REVENUE AND BENEFITS	8
PLANNING	21
BUSINESS CONTINUITY	2
HOUSING	21
OTHER	18





### **Overview of Complaints Received by New Vision Homes (NVH)**

#### **1.0 NVH Complaints Report January 2021 to December 2021.**

- 1.1 Between 1 January and 31 December 2020 New Vision Homes received 114 expressions of dissatisfaction. Of these, 19 were treated as Service Failures, 80 were dealt with at Stage 1 and 15 were dealt with at Stage 2.
- 1.2 No cases reached the Appeal Stage and were dealt with by Woking Borough Council in line with the Complaints Policy.
- 1.3. Of the 114 expressions of dissatisfaction; 1 was in relation to income recovery procedures, 1 related to cleaning standards, 2 related to the allocation procedure (not a New Vision Homes decision), 7 related to staff and contractor conduct, 18 related to quality of repairs completed 23 related to poor communication from staff and contractors and 62 related to non attendance or protracted repairs timescales.
- 1.4 Breyer Group (repairs contractor) was the primary source of dissatisfaction for 74 of the cases, whilst TSG (gas contractor) was responsible for 20, with NVH the source of dissatisfaction for 11. Thameswey was responsible for 6 of the complaints, with WBC responsible for 2 and the cleaning team 1.
- 1.5 The average time taken to deal with Service Failures was 1.84 days. Of these 19 cases, 1 of them accounted for 11 days and if this was treated as an exception and taken out of the figures, the average time taken to deal with a Service Failure was 1.3 days.
- 1.6 The average time taken to deal with Stage 1 complaints was 13.83 days. 14 cases were not responded to within the target of 14 days. The reason cited for their slippage was staff shortages due to illness and self isolation.
- 1.7 The average time taken to deal with the Stage 2 cases was 45 days. This includes the rectification of issues which includes some larger works such as roofing replacements.

REPORT ENDS



## Joint Waste Solutions - Complaints Data

Working complaints 2020	Total
2020	<b>1473</b>
Jan	195
BNR / Assisted Collections	10
Bulky Collections	4
Crew Behaviour	6
Deliveries / Removals	24
Duplicate	3
Enquiry / Website	19
Garden Portal Issues	2
Incab challenge	11
Missed Collections	113
Not our remit	2
Waste Spillage	1
Feb	153
BNR / Assisted Collections	7
Bulky Collections	5
Crew Behaviour	11
Deliveries / Removals	15
Duplicate	8
Enquiry / Website	1
Garden Portal Issues	4
Incab challenge	1
Invoicing / Payments	1
Missed Collections	85
Not our remit	3
Policy	11
Mar	107
BNR / Assisted Collections	5
Bulky Collections	2
Crew Behaviour	5
Deliveries / Removals	20
Duplicate	3
Enquiry / Website	3
Garden Portal Issues	4
Invoicing / Payments	1
Missed Collections	63
Policy	1
Apr	72
BNR / Assisted Collections	3
Bulky Collections	2
Compliment	2
Crew Behaviour	5
Deliveries / Removals	5
Duplicate	4
Invoicing / Payments	6
Missed Collections	45
May	86

Working complaints 2021	Total
2021	<b>1203</b>
Jan	28
Crew Behaviour	4
Deliveries / Removals	3
Invoicing / Payments	1
Missed Collections	19
Not our remit	1
Feb	103
Crew Behaviour	3
Deliveries / Removals	12
Invoicing / Payments	2
Missed Collections	85
Not our remit	1
Mar	67
Crew Behaviour	5
Deliveries / Removals	7
Invoicing / Payments	7
Missed Collections	44
Not our remit	4
Apr	33
Deliveries / Removals	7
Invoicing / Payments	3
Missed Collections	22
Not our remit	1
May	107
BNR / Assisted Collections	9
Crew Behaviour	3
Customer Service	9
Damage to Property	1
Deliveries / Removals	23
Duplicate	3
Invoicing / Payments	16
Missed Collection	2
Missed Collections	37
Not our remit	1
Waste Spillage	1
Jun	134
BNR / Assisted Collections	2
Bulky Collections	8
Crew Behaviour	9
Customer Service	5
Damage to Property	1
Deliveries / Removals	22
Duplicate	7
Invoicing / Payments	20
Missed Collections	57
Not our remit	2

BNR / Assisted Collections	1
Bulky Collections	5
Crew Behaviour	7
Damage to Property	1
Deliveries / Removals	10
Duplicate	9
Garden Portal Issues	1
Invoicing / Payments	2
Missed Collections	50
Jun	142
BLANKS	2
BNR / Assisted Collections	1
Bulky Collections	1
Compliment	1
Crew Behaviour	12
Damage to Property	1
Deliveries / Removals	23
Duplicate	4
Enquiry / Website	3
Invoicing / Payments	2
Missed Collections	91
Not our remit	1
Jul	118
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	11
Damage to Property	2
Deliveries / Removals	12
Invoicing / Payments	3
Missed Collections	78
Missed collections	3
Passed to JWS	1
Policy	2
Stage 2 Complaint	2
Aug	106
BNR / Assisted Collections	3
Bulky Collections	6
Compliment	1
Crew Behaviour	4
Deliveries / Removals	15
Duplicate	6
Invoicing / Payments	6
Missed Collection	1
Missed Collections	58
Missed collections	5
Not our remit	1
Sep	170
BNR / Assisted Collections	14
Bulky Collections	10
Crew Behaviour	7

Waste Spillage	1
Jul	146
BNR / Assisted Collections	3
Bulky Collections	5
Crew Behaviour	5
Customer Service	16
Deliveries / Removals	16
Duplicate	4
Garden Portal Issues	1
Invoicing / Payments	6
Missed Collections	82
Waste Spillage	4
(blank)	4
Aug	155
BNR / Assisted Collections	4
Bulky Collections	2
Crew Behaviour	13
Customer Service	17
Deliveries / Removals	11
Duplicate	19
Garden Portal Issues	1
Invoicing / Payments	3
Missed Collections	76
Not our remit	1
Waste Spillage	8
Sep	117
BNR / Assisted Collections	1
Crew Behaviour	5
Customer Service	20
Deliveries / Removals	3
Duplicate	1
Garden Portal Issues	6
Invoicing / Payments	11
Missed Collections	69
Waste Spillage	1
Oct	121
BNR / Assisted Collections	2
Bulky Collections	2
Crew Behaviour	10
Customer Service	8
Damage to Property	2
Deliveries / Removals	5
Duplicate	7
Invoicing / Payments	1
Missed Collections	82
Waste Spillage	2
Nov	69
BNR / Assisted Collections	1
Bulky Collections	3
Crew Behaviour	1

Customer Service	4
Deliveries / Removals	37
Duplicate	1
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	3
Invoicing / Payments	11
Missed Collections	69
Not our remit	1
Policy	1
Waste Spillage	2
Oct	79
Assisted Collections	1
Bin Deliveries	1
Bulky Collection	4
Bulky Collection	4
Crew Behaviour	7
Crew Behaviour	3
Customer Service	8
Customer Service	6
Damage to Property	1
Deliveries/Removal	2
Duplicate	2
Garden Portal Issues	2
Invoicing/payment	1
Invoicing/payments	2
Invoicing/payments	1
Missed Collection	33
Waste Spillage	1
Nov	245
BNR / Assisted Collections	7
Bulky Collections	11
Crew Behaviour	9
Customer Service	1
Damage to Property	1
Deliveries / Removals	51
Duplicate	5
Enquiry / Website	2
Garden Portal Issues	7
Incab challenge	14
Invoicing / Payments	27
Missed Collections	89
Not our remit	15
Policy	5
Grand Total	1473

Customer Service	3
Damage to Property	2
Deliveries / Removals	13
Invoicing / Payments	1
Missed Collections	45
Dec	123
Bulky Collections	5
Crew Behaviour	10
Customer Service	13
Damage to Property	1
Deliveries / Removals	5
Garden Portal Issues	1
Invoicing / Payments	1
Missed Collections	79
(blank)	1
Grand Total	1203



## OVERVIEW AND SCRUTINY COMMITTEE – 21 FEBRUARY 2022

### ANNUAL FREEDOM OF INFORMATION REPORT 2022

#### Executive Summary

Following the implementation of the Freedom of Information (FOI) system in October 2018, an update was provided at the Overview and Scrutiny Committee in February 2021. It was agreed at the meeting to receive an annual update report on all FOIs received.

#### Recommendations

The Committee is requested to:

**RESOLVE That** the report be noted.

The Committee has the authority to determine the recommendation set out above.

**Background Papers:** None.

**Reporting Person:** Joanne McIntosh, Director of Legal and Democratic Services  
Email: [Joanne.McIntosh@woking.gov.uk](mailto:Joanne.McIntosh@woking.gov.uk), Extn: 3038

**Contact Person:** Natalie Khan, Democratic Services Officer  
Email: [Natalie.khan@woking.gov.uk](mailto:Natalie.khan@woking.gov.uk) , Extn: 3083

**Date Published:** 11 February 2022

## 1.0 Yearly Report

- 1.1 The total FOIs received from January – December 2021 and 2020 for comparison, are reported as follows:

Reporting From	Total Received	Total Breached	Total Refused
Jan – Dec 2020	690	76	15
Jan – Dec 2021	632	23	12

- 1.2 The total includes figures for FOI referrals, which are requests received intended for other services, including those for Surrey County Council. These requests were mostly for Children Services and Surrey County Highways respective departments.
- 1.3 Although the number of FOIs which exceeded the statutory timescale ('breached') is considered high, it is significantly lower than the previous year's total. The Council strives to complete all FOIs within the statutory timescale of twenty working days. However, over the past two years, responses had been delayed in some cases as Officers were re-deployed to assist other service areas during the covid pandemic.
- 1.4 During the height of the Pandemic, the acknowledgements sent out in response to the receipt of an FOI request included an explanation that, in these exceptional times, responses to requests would be delayed as Officers were re-deployed to services supporting the Council's response to Covid-19.
- 1.5 It should be stressed that all FOI requests are fulfilled.
- 1.6 The progress of individual FOI requests is monitored and the Responsible Officers will be contacted by the Democratic Services Team in the event that the request is not completed within 15 working days. Furthermore, the system will send automatic reminders to the Responsible Officers. In addition, a weekly email is sent to the members of the Corporate Leadership Team setting out details of the FOI requests which have not yet been completed, enabling them to speak to the responsible Officers within their service areas.

## 2.0 Monthly Breakdown

- 2.1 Please note that the figures for the breached/refused FOIs are reported in the month they breach/are refused rather than the month they are submitted in.
- 2.2 An FOI request can be refused on the basis of exemptions applied, for example a Section 40(1) *"Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject"*.

Month	Total received	Completed	Refused	Breached
2021				
January	57	55	0	1
February	67	66	1	1
March	55	55	0	0

April	43	41	1	0
May	51	50	2	2
June	51	51	2	1
July	44	42	0	1
August	68	62	0	6
September	50	47	1	3
October	56	55	2	2
November	59	58	2	6
December	31	15	1	0
<b>Total</b>	<b>632</b>	<b>597</b>	<b>12</b>	<b>23</b>

### 3.0 Breakdown by Department

3.1 Please see the table below that details the FOIs received, broken down by department.

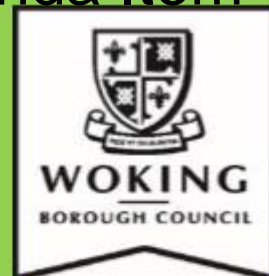
Department	Total FOIs Received
Housing	97
Benefits, Revenue and Customer Services	82
Democratic Services*	79
Environmental Health	56
HR	38
Finance	36
Neighbourhood Services	34
IT	34
Green Infrastructure	30
Planning	22
Building Services	21
Asset Management	18
Legal	16
Parking	16
Planning Policy	12
Licencing	9
Health & Wellbeing	6
Sports and Leisure	5
Family Support	5
Community Safety	4
Engineering Team	4
Business Liaison	2
Corporate Support	2
Flooding	2
Elections	1
Marketing	1

\*The high figure for Democratic Services reflects the fact that the Team oversees the system and, where able to, will respond direct to a request regardless of the topic.

#### **4.0 Conclusions**

- 4.1 The Council received slightly fewer FOI requests during 2021 compared to the previous year 2020 (632 against 690). FOI requests can have a significant impact on an individual's workload, particularly for those Officers in Housing and Revenue and Benefits. However, the majority of the requests are completed promptly by providing the information requested in a timely manner.

REPORT ENDS



## PERFORMANCE AND FINANCIAL MONITORING INFORMATION

November 2021



## **PERFORMANCE AND FINANCIAL MONITORING INFORMATION**

**November 2021**

## **PERFORMANCE AND FINANCIAL MANAGEMENT INFORMATION**

**November 2021**

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**BEST VALUE PERFORMANCE PLAN  
INDICATORS**




**November 2021**







## EXCEPTION REPORT

November 2021

The purpose of this report is to highlight those indicators where performance significantly differs from the target set for the year. This report needs to be read in conjunction with the detailed information and graphs which are set out in the following pages.

In some cases indicators are included here because we are performing better than target and in others because we are not meeting our target. A list of these indicators is set out below with a short commentary.

KEY		Doing really well		Off target - continue to monitor		Management action needed
-----	---	-------------------	---	----------------------------------	---	--------------------------

Performance Indicator	  	Page	Comments
Number of affordable homes delivered		7	174 new affordable homes have been delivered by the end of November 21, which means that the Council has already exceeded its annual target of 102 homes.
SO-085/SO-086 - Total number of households in B&B, temporary accommodation and non-secure accommodation at the end of the month		7	An increase in non-secure accommodation is displayed in October; as seventeen Private Sector Leasing properties had originally been used to prevent homelessness but are now considered to be temporary accommodation. Positively, there is a downward trend in numbers accommodated in B&Bs and non-secure accommodation in Sheerwater.
EN-101 - The % of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion (Cumulative)		9	Due to the national HGV driver shortage, garden waste collections are operating at a reduced frequency. Garden waste tonnages contribute to the recycling rate, therefore a lower overall recycling rate is expected.

## Introduction

The Council's corporate approach to improving efficiency is supported by integrated performance management and monitoring systems. Performance Indicators, across a range of service areas, are monitored and reported monthly in this document, the Green Book. The Green Book also supports the monitoring of contractual relationships the Council has with its outsourced service providers. The Council uses a variety of performance indicators to monitor how well our services are performing in meeting the needs of our residents.

We monitor our performance on a monthly basis to ensure that we remain focused on our priorities and to ensure that we can promptly deal with underperformance wherever necessary. All the monitoring data is circulated to elected Members, Corporate Management Group, staff and the public.

Additional information is shown on the charts where appropriate to aid analysis and indicate where management intervention may be needed:-

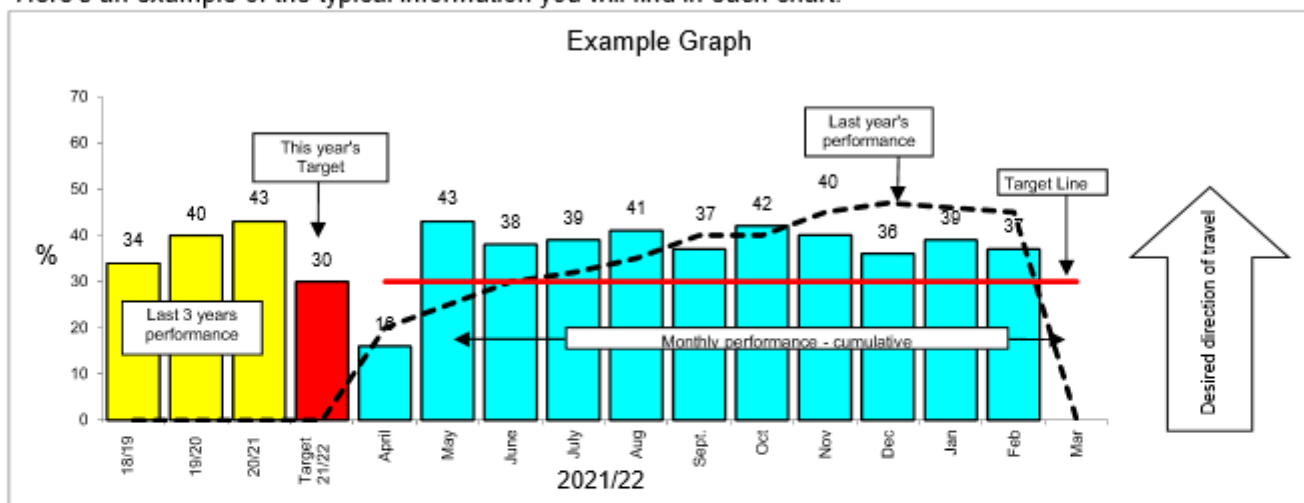
Last year's performance is shown as a dotted line which is useful for comparative purposes and enabling target profiling to be considered.

In many cases some natural variation in performance is to be expected and this is represented (in some charts) by a thinner line above and below the red target line, based on calculating the standard deviation of previous year's actual performances.

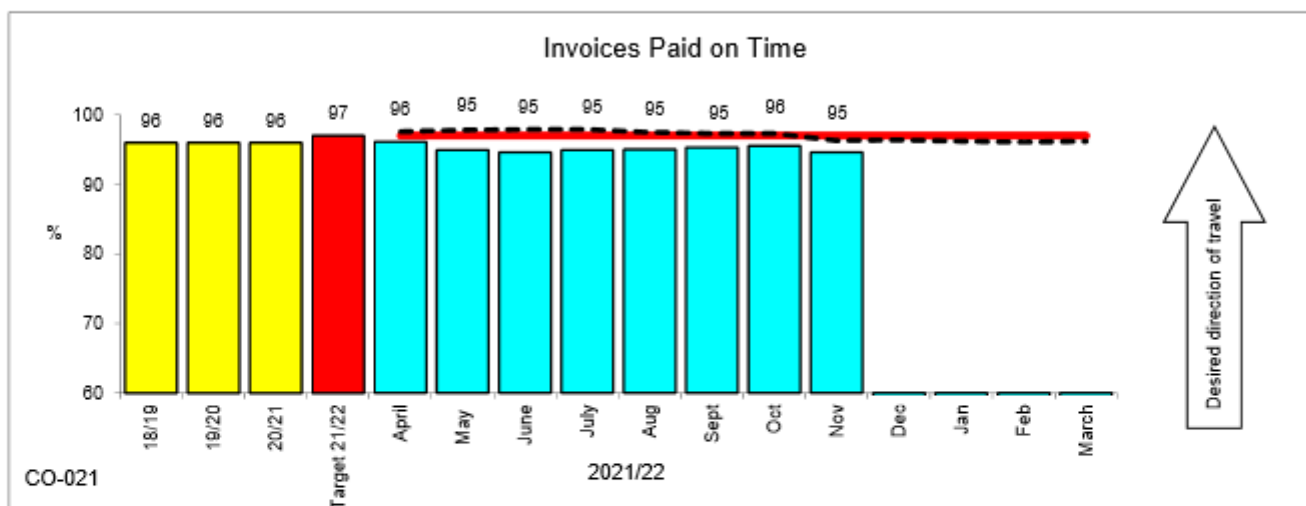
Performance is reported cumulatively for most indicators. Where this is not the case it is indicated on each graph.

The objective of the additional information is to enhance the monitoring of performance. The aim is to be as close to the target line as possible and at least within the upper and lower lines. Significant variation outside these lines might indicate a need for management intervention or could suggest a fortuitous improvement which might not be sustainable.

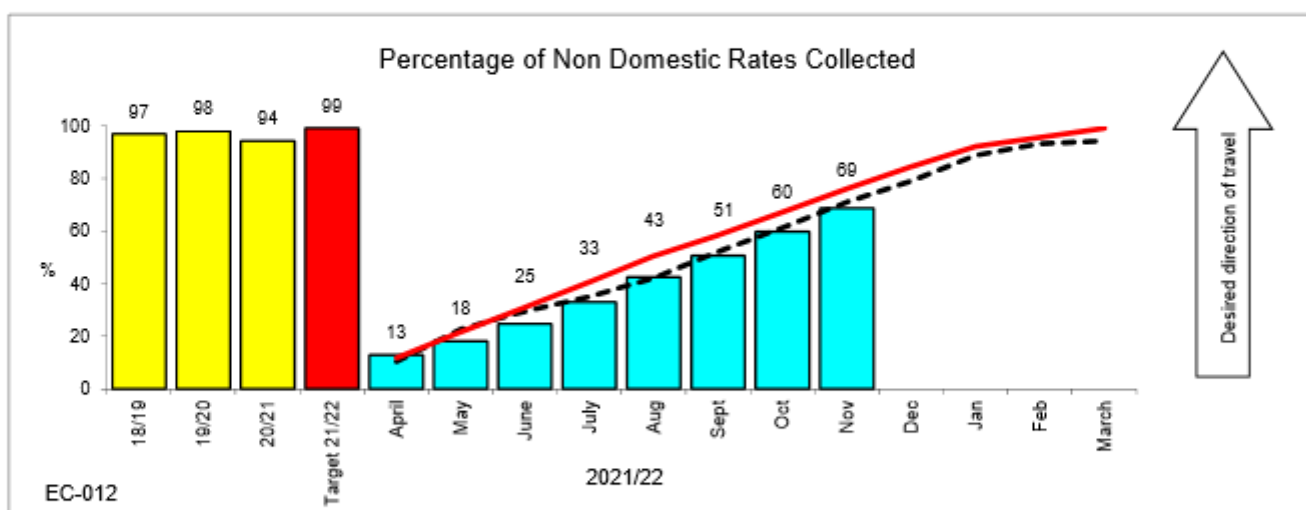
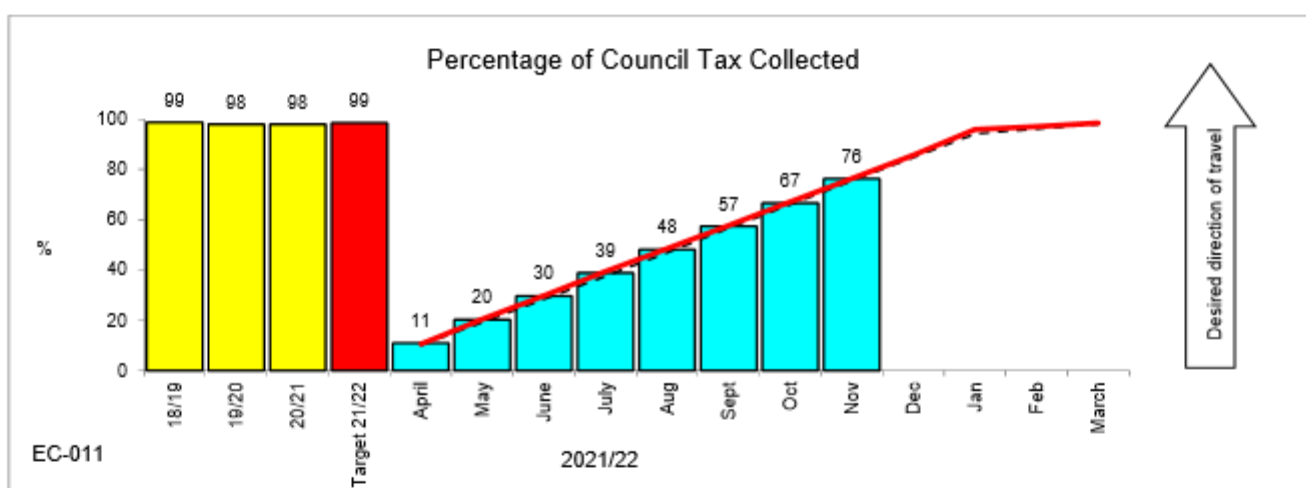
Here's an example of the typical information you will find in each chart:



## CORPORATE HEALTH INDICATORS (Responsible Manager - Various)



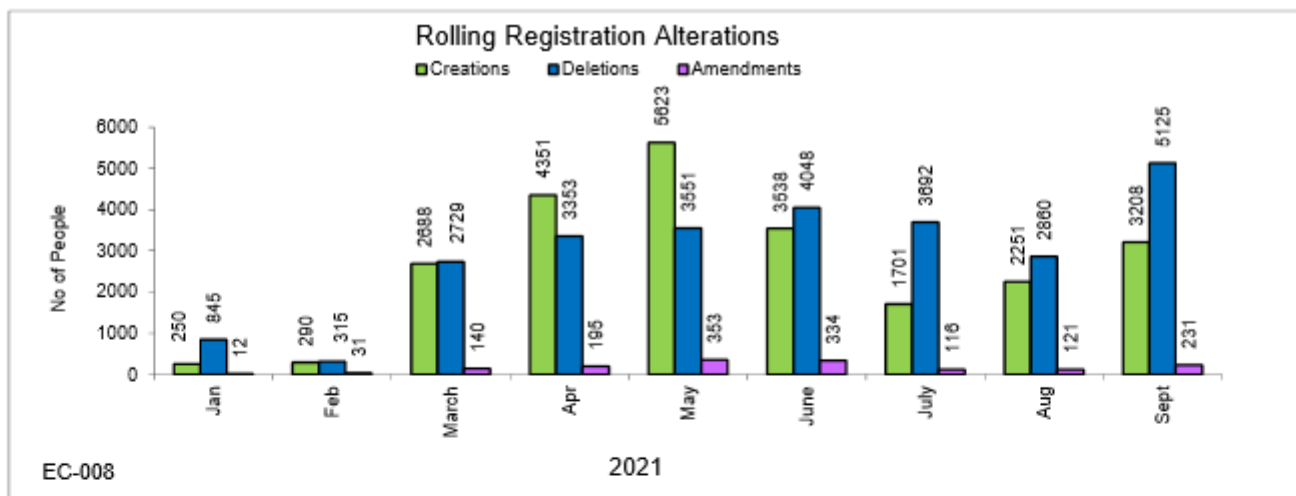
Since January 2009, measures have been in place to reduce the time taken to pay Local Suppliers. The Average Number of Days taken to pay Local Suppliers in November was 5.24 (Target = 12 days); Average Number of Days taken to pay All Suppliers in November was 18.34 (Target = 20 days). Late Payment legislation introduced in March 2013 provides for all undisputed invoices payable by a Public Authority to be paid within 30 calendar days, unless agreed with the supplier, and introduces financial penalties for late payment.



Impacts of Covid restrictions and removal/reduction of Government reliefs from 1st July.

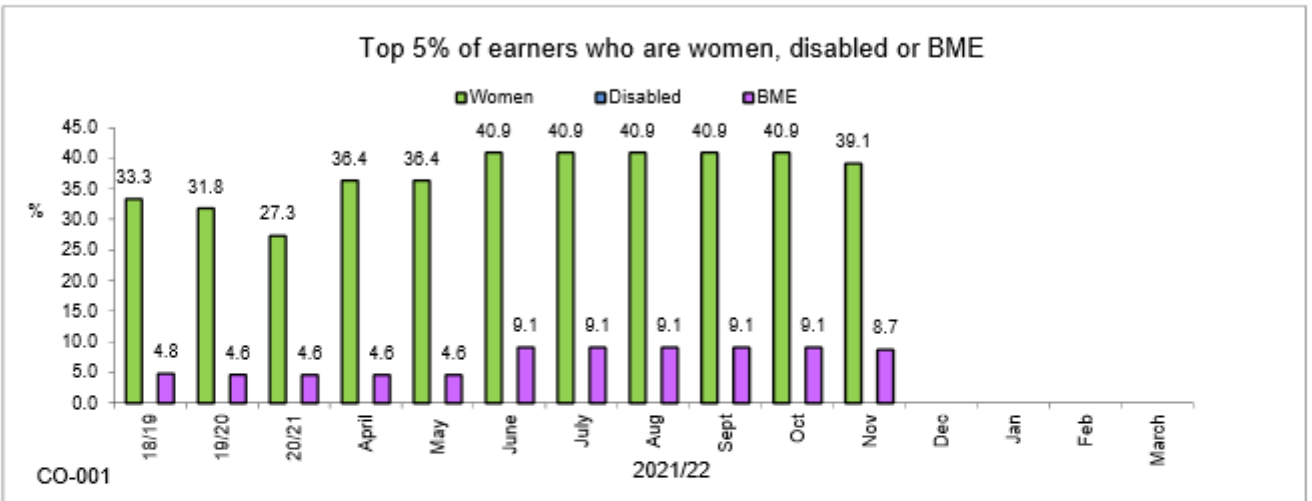
Annual Election Indicators	Desired Direction of Travel	2018	2019	2020	2021
EC-002: Percentage of Adult Population on the Electoral Register	↑	96	94.5	97.3	97.8
EC-003: Percentage of rising 18 year olds on the Electoral Register	↑	26	23.6	26.9	23.3
EC-004: Percentage of those on the Electoral Register who voted	↑	37.7	36.3	n/a	40
EC-005: Percentage of people who voted by post	n/a	41.3	33.8	n/a	33.5
EC-007: Percentage of clerical errors recorded at the last election	↓	0.0001	0.0001	n/a	0.013
Number of Postal Votes Issued (due after the election)	↑	n/a	n/a	n/a	14,443
Number of Postal Votes Received (due after the election)	↑	n/a	n/a	n/a	10,823
Percentage of Postal Votes Returned (due after the election)	↑	n/a	n/a	n/a	75%

Local elections scheduled for May 2020 were postponed until 2021 due to Covid-19 lockdown.

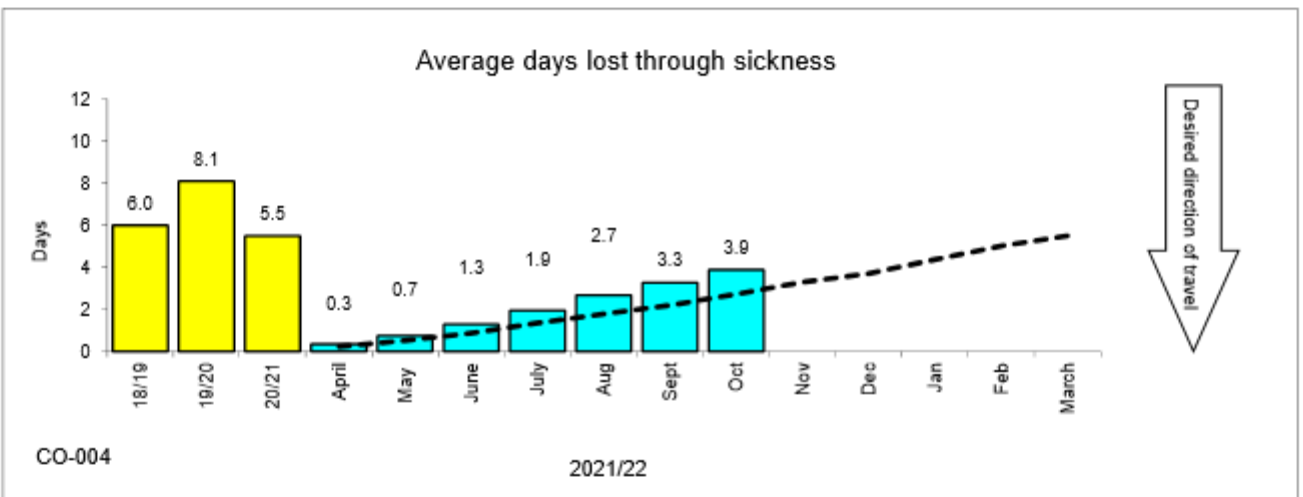


There will be no monthly updates to the Electoral Register published in October, November and December whilst the annual canvass is carried out.

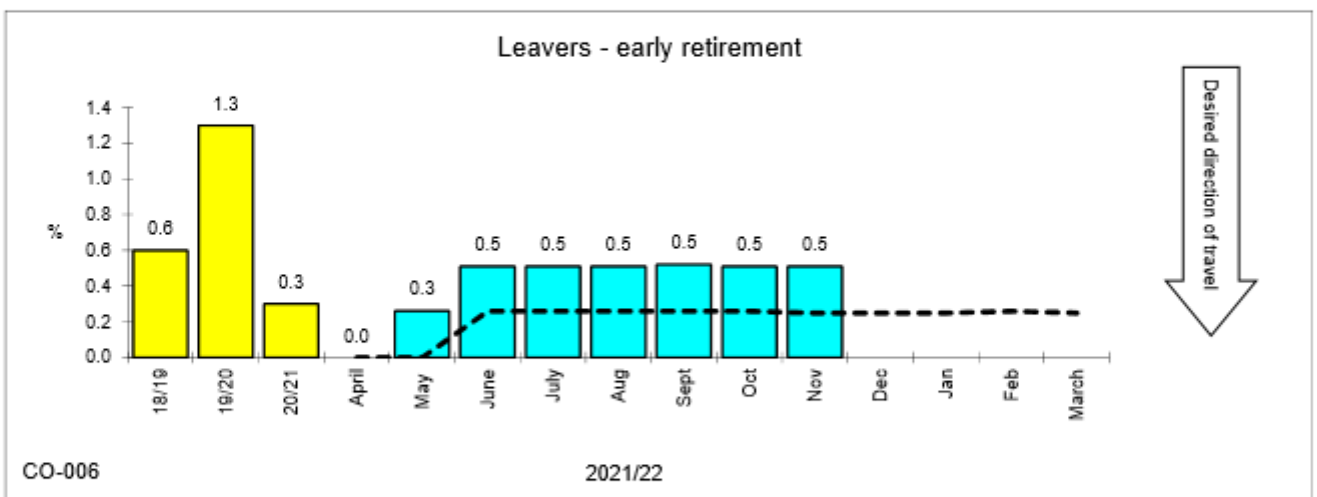
## HUMAN RESOURCES (Responsible Manager - Amanda Jeffrey)

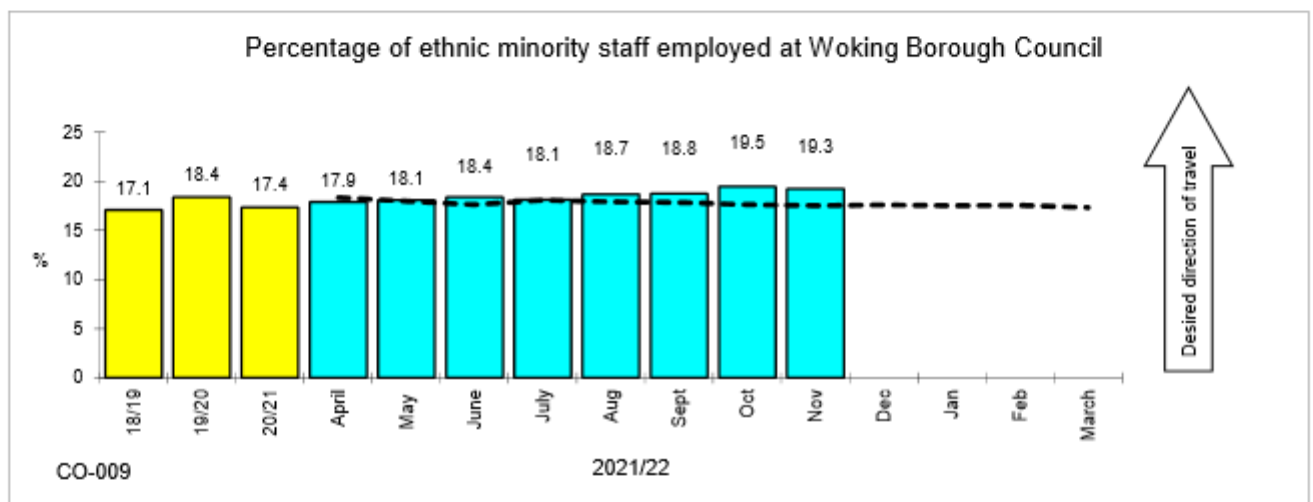
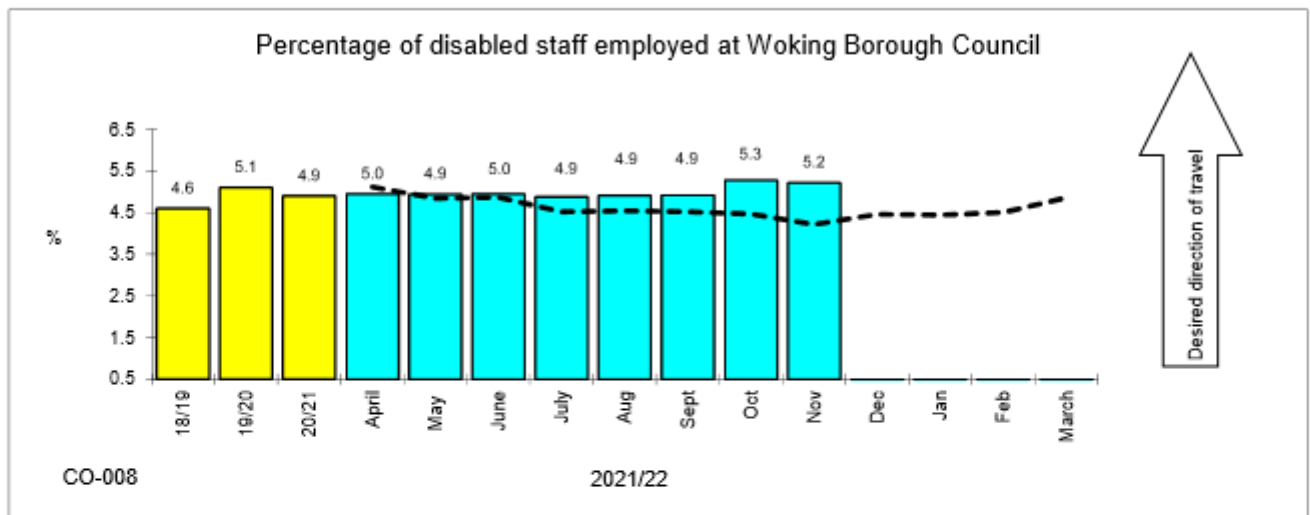


The number of employees included in the top 5% can differ, depending on the total number of employees, and if there are salary changes for top earners. This causes these figures to fluctuate, even if no one in the top 5% of earners leaves the organisation.



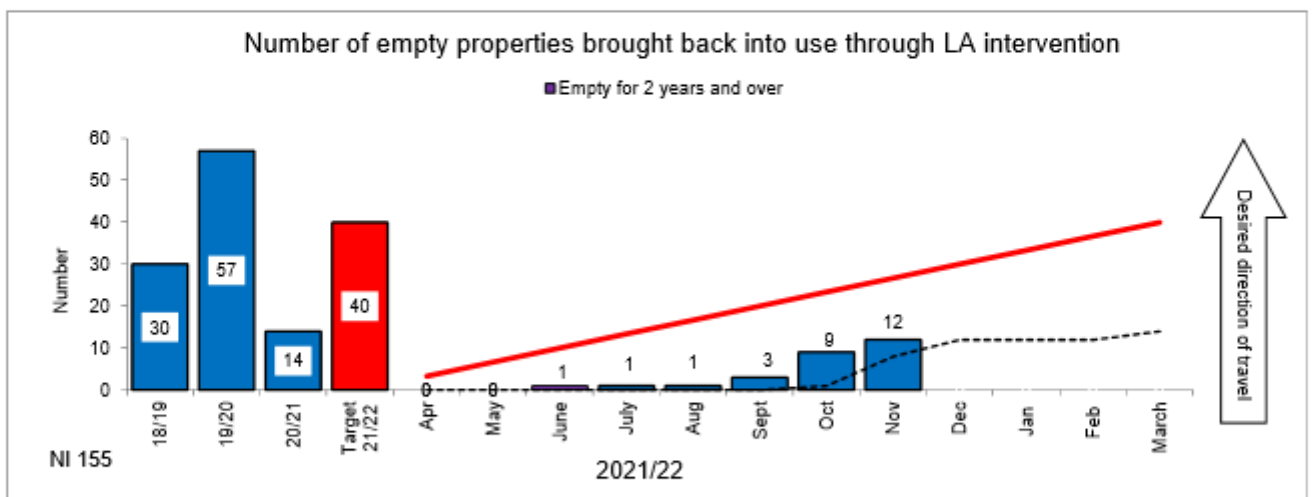
Excluding long term sickness to October = 1.6 days. There is a 1 month time lag on this indicator.





The % of economically active people from BME communities in Woking is 5.1% (source 2011 census).

### HOUSING (Responsible Manager - Louise Strongitharm)

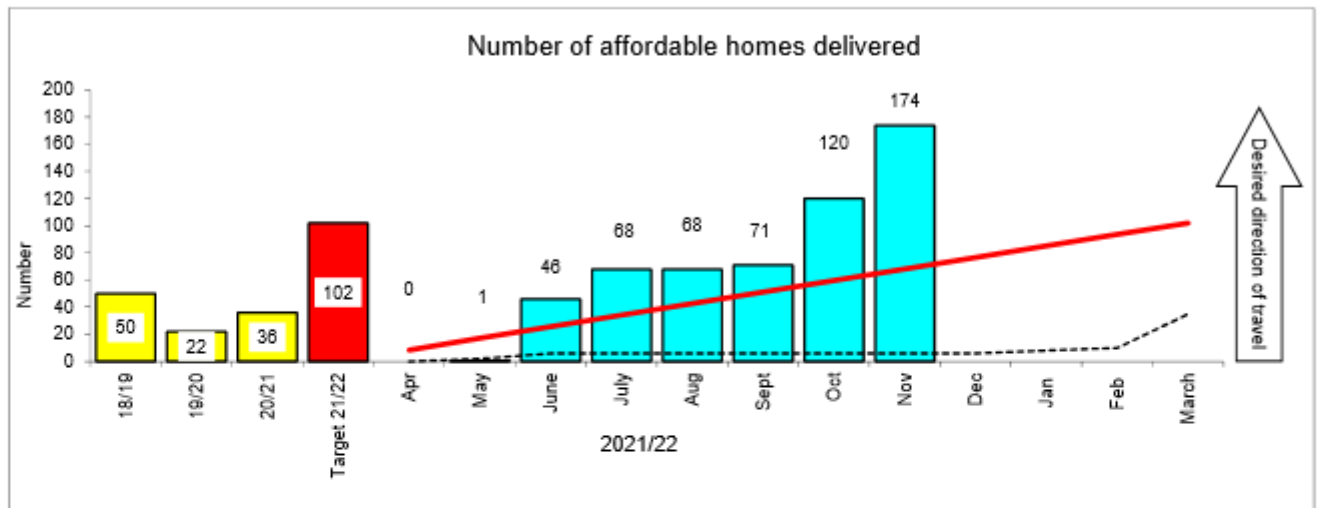


Annual Housing Management Indicators	Desired Direction of Travel	18/19	19/20	20/21	21/22
SO-071: Energy efficiency of Council owned homes- SAP rating (top quartile = 69)	↑	68.5	68.5	69.1	
NI-158: Percentage of non-decent Council homes	↓	0.1	0.1	2.9	

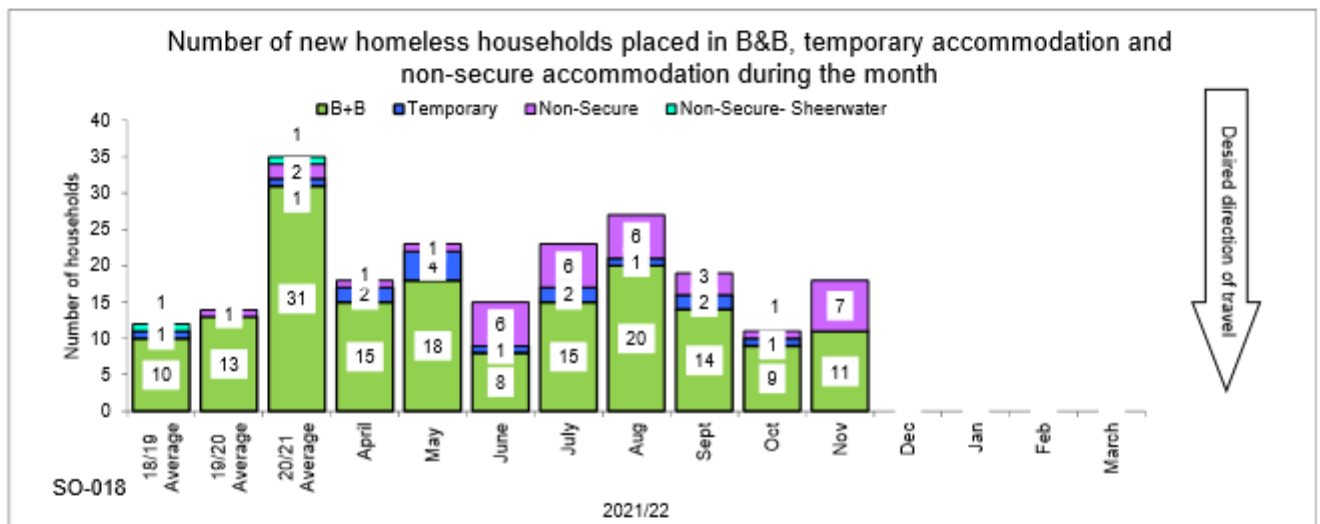
At present we have 77 properties showing as potentially non-decent out of a surveyed stock of 2644 properties. Extrapolated across the whole stock, this is 2.9% non-decency.

This is a jump on previous years, but is to be expected. Not only has the pandemic stopped us from running all of our works programmes, but we've also had a mass update of the stock condition data (this has brought property component due dates forward), so we can be very confident that we are accurately reporting a low non decency rate. 97% of the stock now has an up to date Stock Condition Survey and the final 3% are due for completion by the end of March 2022.

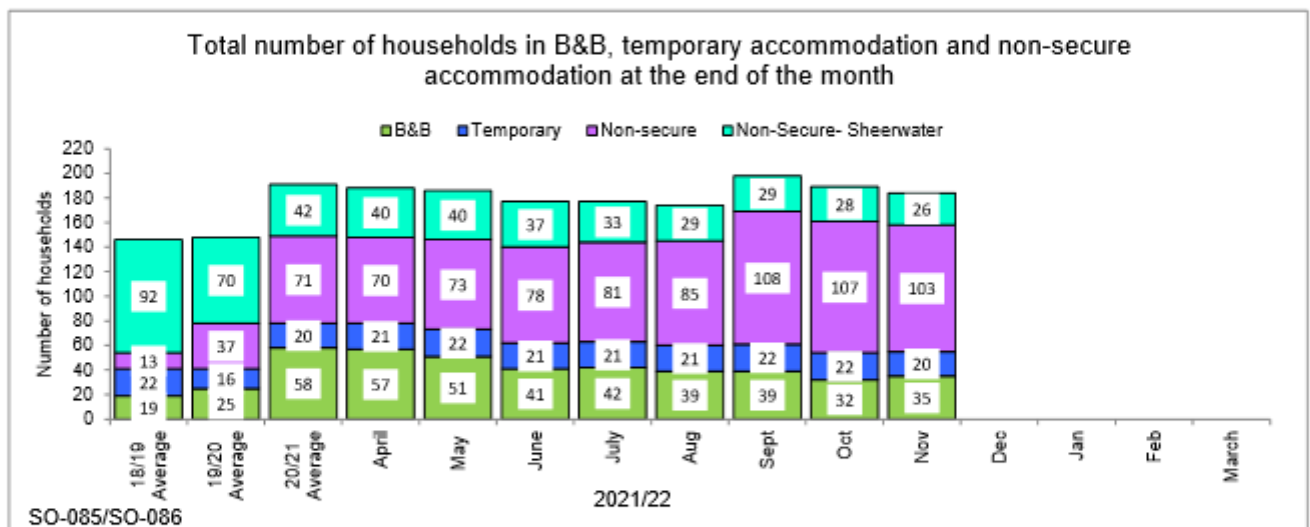
In terms of SAP, after completing 1,400 updated EPC's, the average SAP score of 69.1 which is similar to previous years. Due to the current lack of available funding to undertake energy efficiency works and decent homes works it is difficult to make improvements across both of these measures. We needed to invest now in EPC's; as without them you cannot apply for government funding to undertake energy efficiency works. Thanks to the investment in EPC's, we've been able to apply for and secure external energy efficiency funding through the LAD2 scheme. There is a time lag on receipt of these figures.



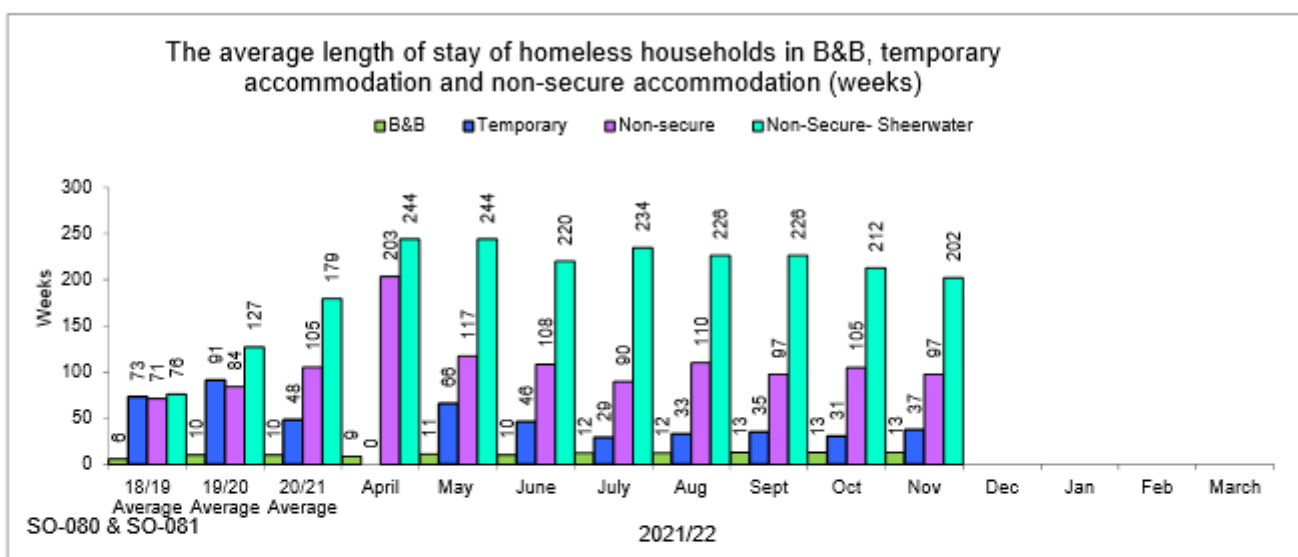
Figures for November: Social Rented: 0, Intermediate homes for rent: 0, Intermediate homes- shared ownership: 18, Affordable Rent: 36, Starter Homes: 0. Cumulative figures year to date: Social Rented: 48, Intermediate homes for rent: 0, Intermediate homes- shared ownership: 18, Affordable Rent: 108. Total for year to date: 174



The Sheerwater properties are being used pending the redevelopment of Sheerwater.



An increase in non-secure accommodation is displayed since September; as seventeen Private Sector Leasing properties had originally been used to prevent homelessness but are now considered to be temporary accommodation.



The Sheerwater properties are being used pending the redevelopment of Sheerwater.

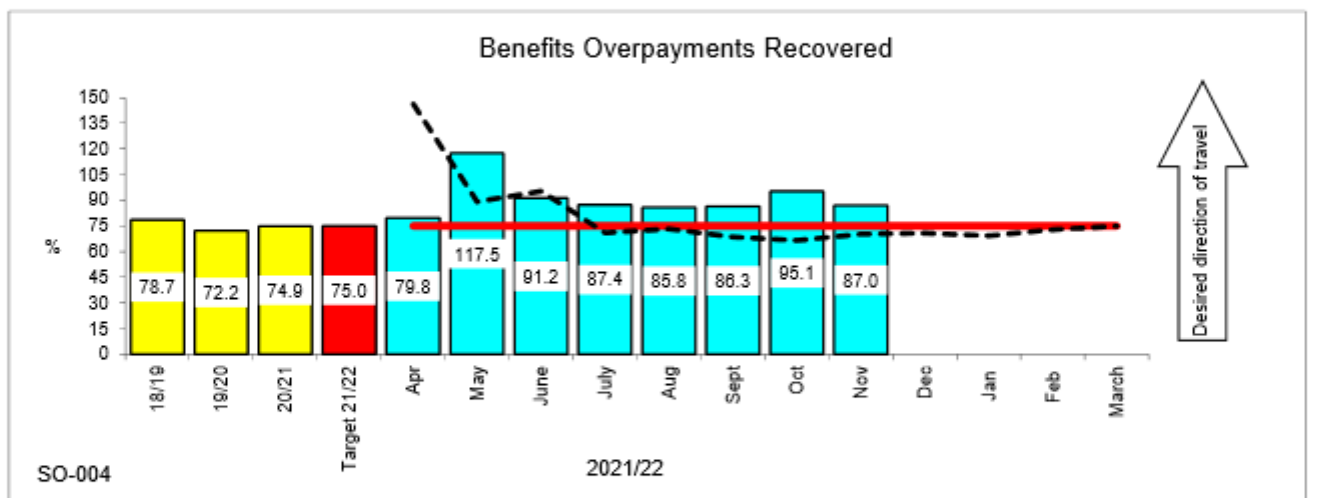
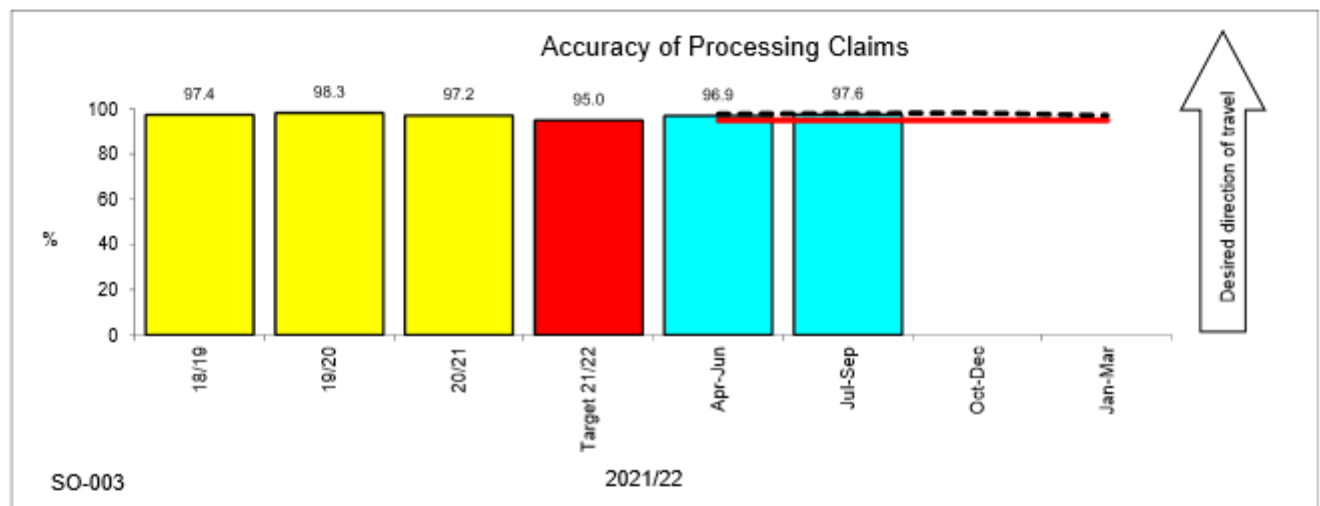
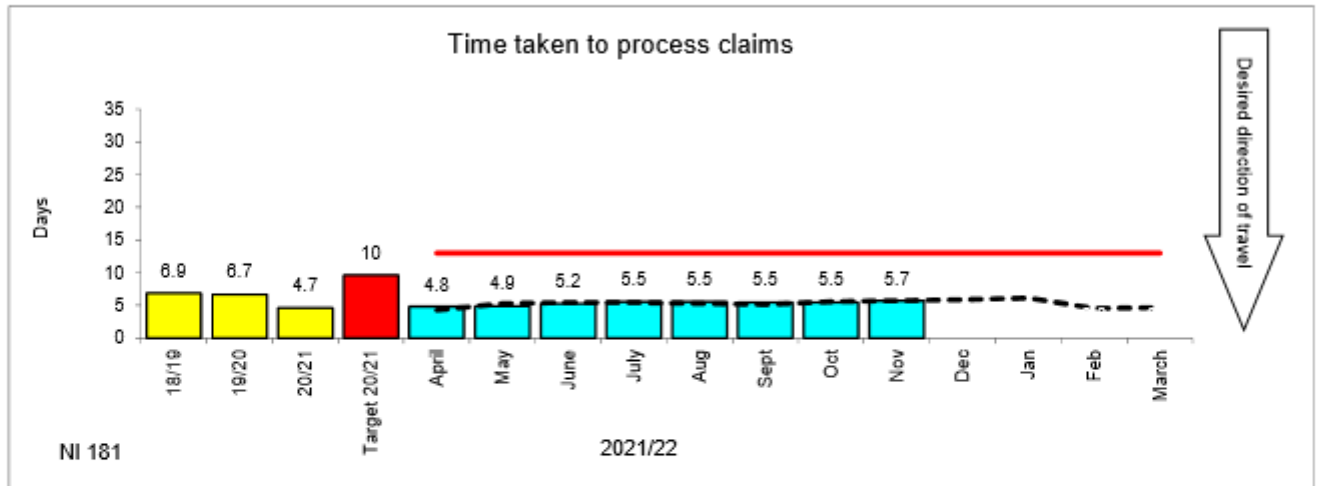
Annual Homelessness Indicators	Target	Desired Direction of Travel	18/19	19/20	20/21	21/22
SO-015: Number of rough sleepers	1 - 10	↓	11	11	1	
SO-082: The number of households prevented from becoming homeless	N/A	N/A	78	N/A	N/A	N/A

There are only two rough sleepers considered to be out. They have both been offered help but are currently refusing to engage - mostly due to severe mental health issues. The Rough Sleeper Team will continue to try to engage with them.

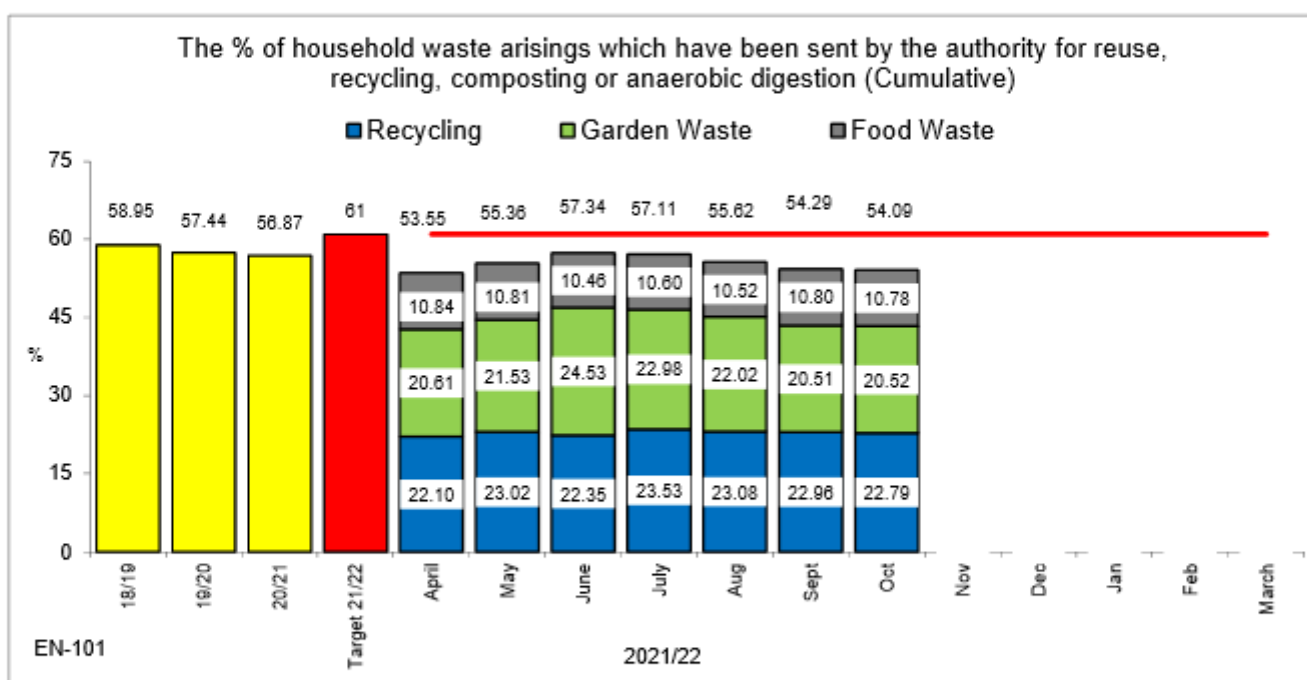
Quarterly New Vision Homes Indicators	Annual Target	20/21	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
IM1: Rental income (%)	98.90	95.06	86.68	91.31		
IM3: Average days void	21	30.13	35.22	31.65		
RR1: Emergency repairs (%)	98.75	99.84	98.68	99.14		
RR2: Urgent repairs (%)	97.75	97.61	99.01	98.77		
RR3: Routine repairs (%)	96.72	92.33	93.04	92.40		

Due to continued issues with void performance NVH has engaged with a second contractor to take on a number of the void properties – September saw a big improvement in the void performance following this decision with an average turnaround time of 23.21 days compared to 42.54 days in August. NVH will continue to monitor the situation and make use of the second contractor where necessary to keep performance at an acceptable level.

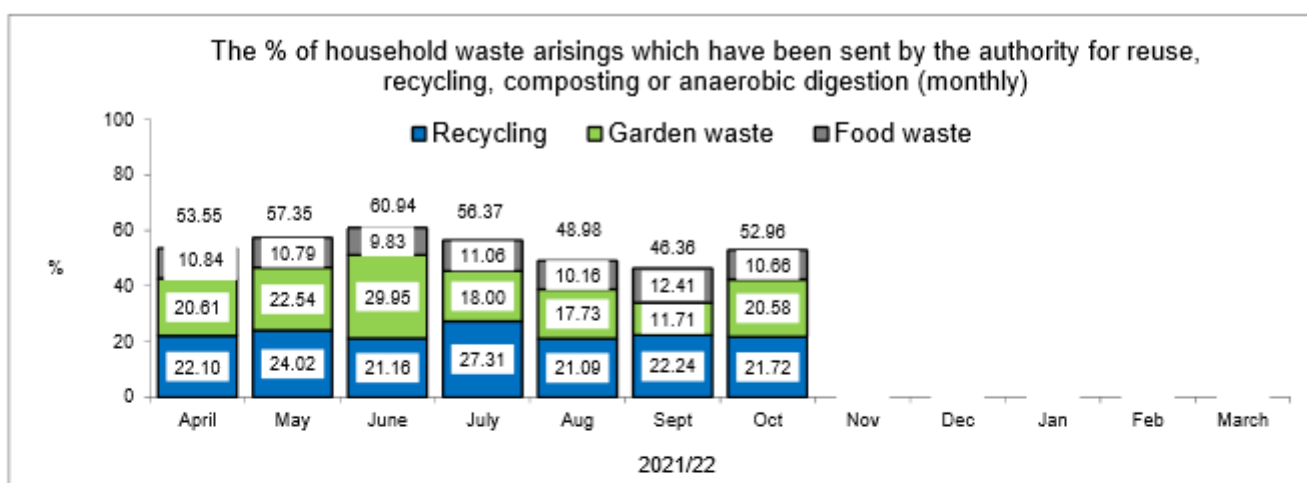
## HOUSING BENEFIT AND COUNCIL TAX (Responsible Manager - David Ripley)



## WASTE AND CLEANLINESS (Responsible Manager - Geoff McManus)



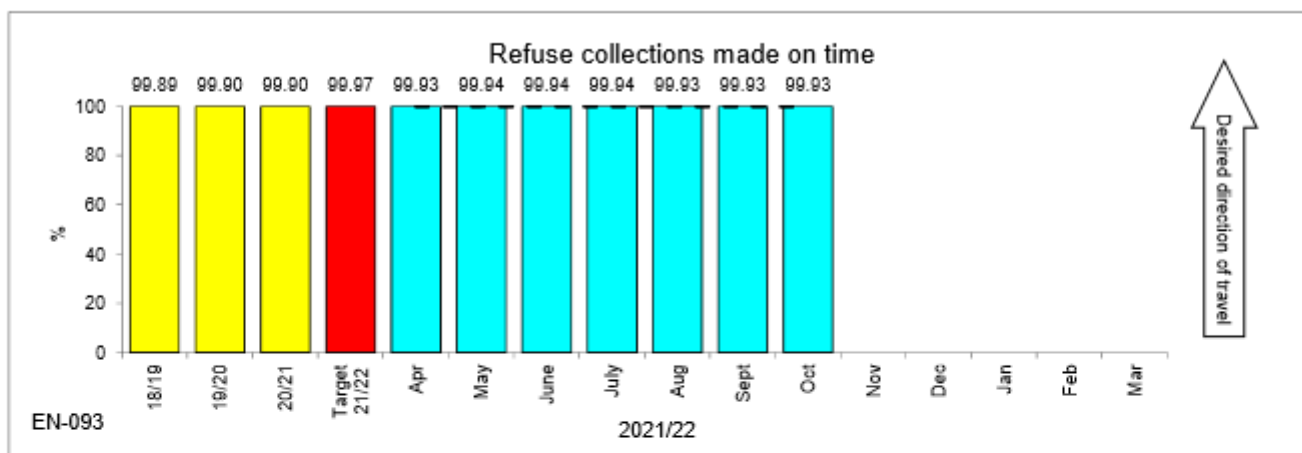
In October 2021 Green Waste experienced a noticeable increase in tonnage since the previous month. Food and Household Waste experienced a considerable decrease, whilst comingled material was steady. The October monthly recycling rate is 52.96% and the cumulative recycling rate (year to date) stands at 54.09%. There is a 5 week time lag on this indicator.



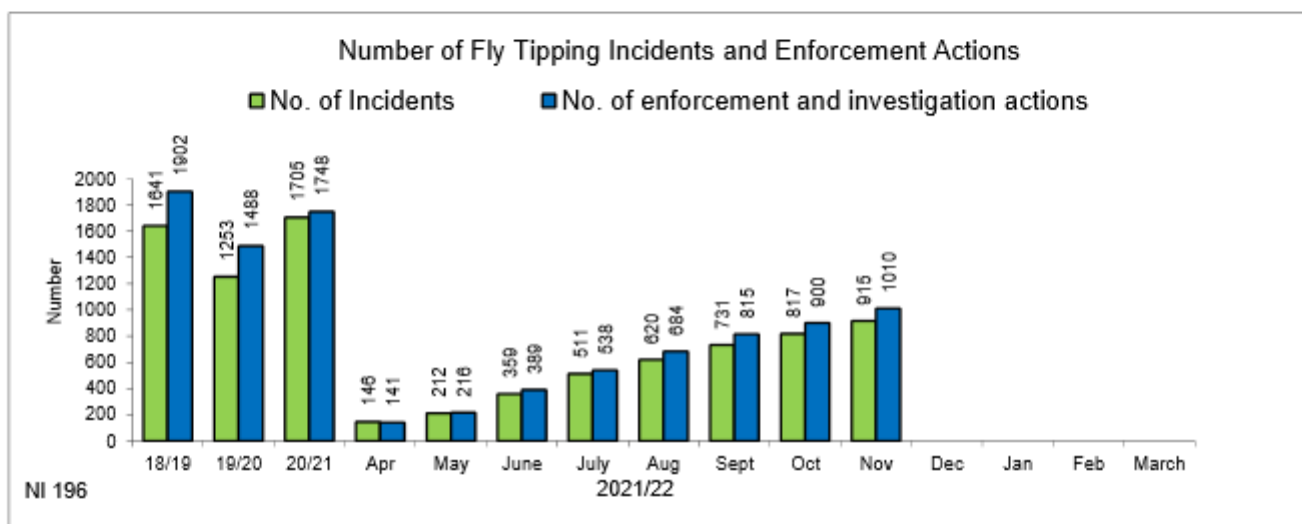
Due to the national HGV driver shortage, garden waste collections are operating at a reduced frequency. Garden waste tonnages contribute to the recycling rate, therefore a lower overall recycling rate is expected. There is a 5-week time lag on this indicator.

Quarterly Waste Indicators	Annual Target	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
NI-191: Residual household waste per household (kg)	350	99	200		

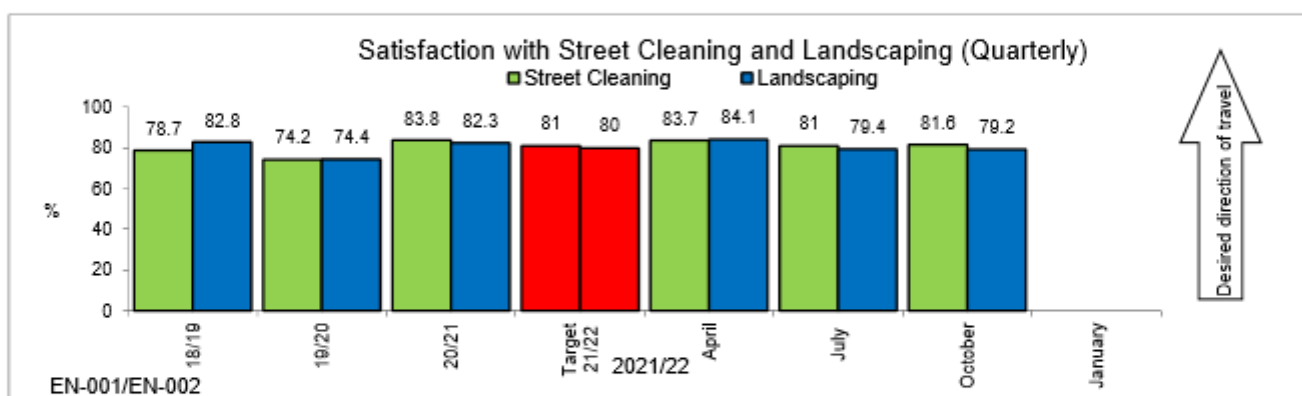
Figures provided quarterly. Population figure used = 42,953 . There is a 5 week time lag on this indicator.



Indicator EN-093 enables the Council to measure its contractors performance by recording the number of genuine missed waste and recycling containers reported by residents. There is a 5 week time lag on this indicator.

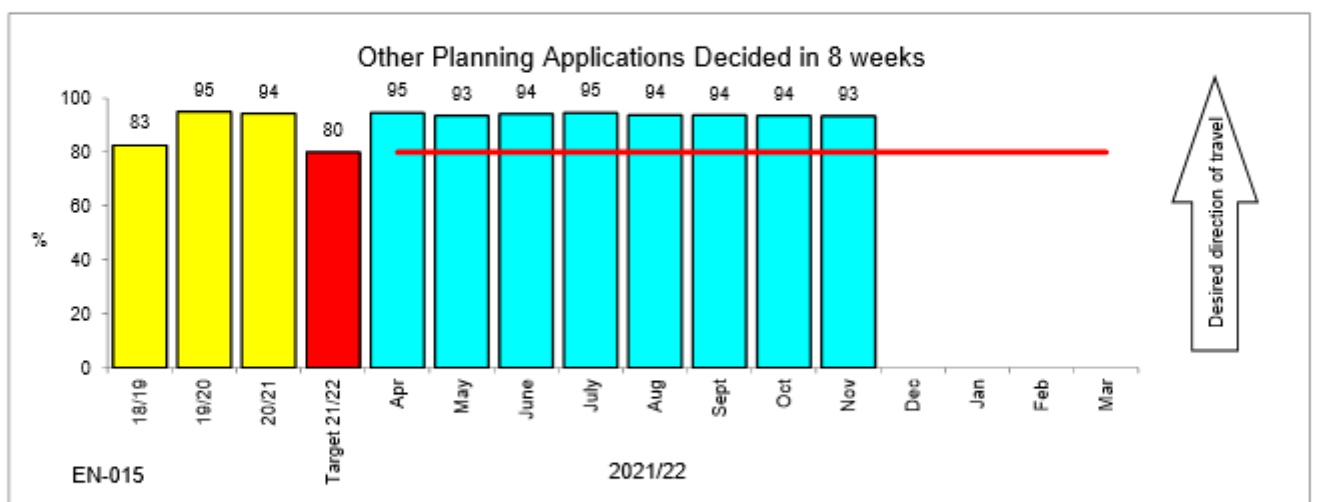
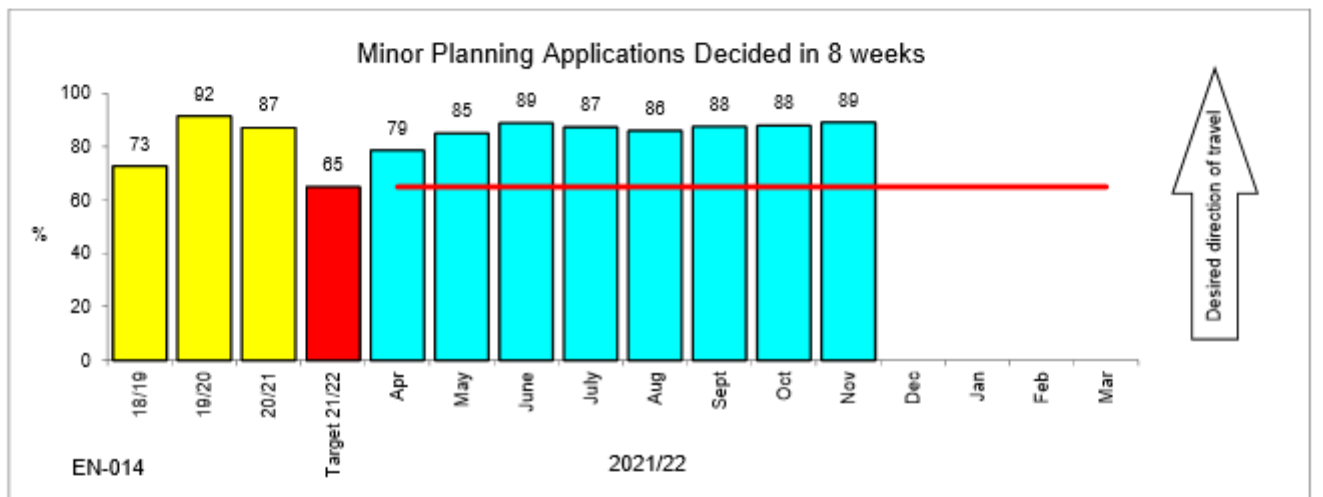
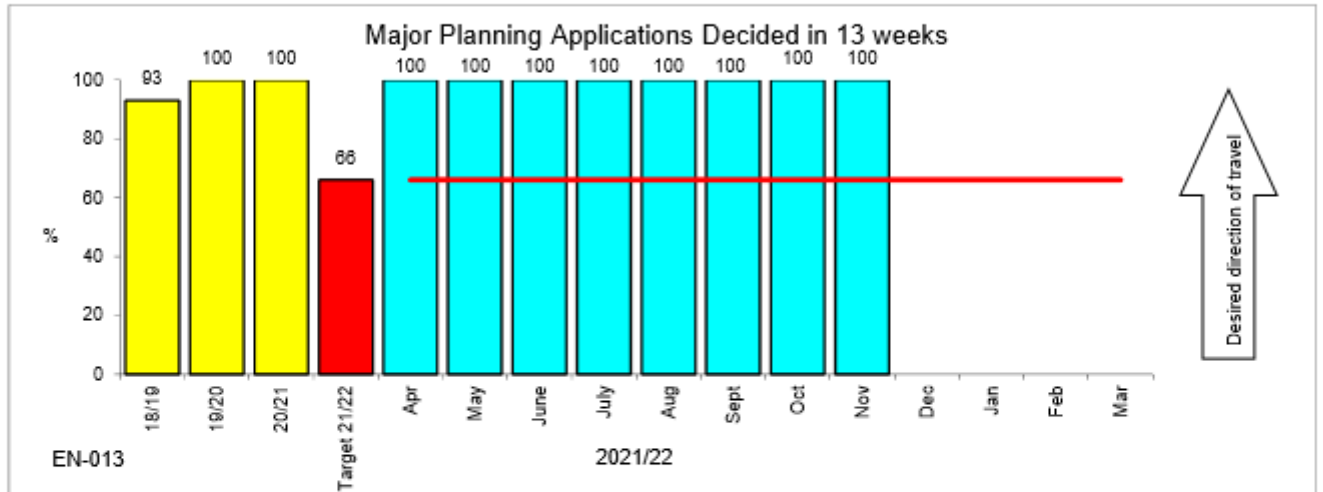


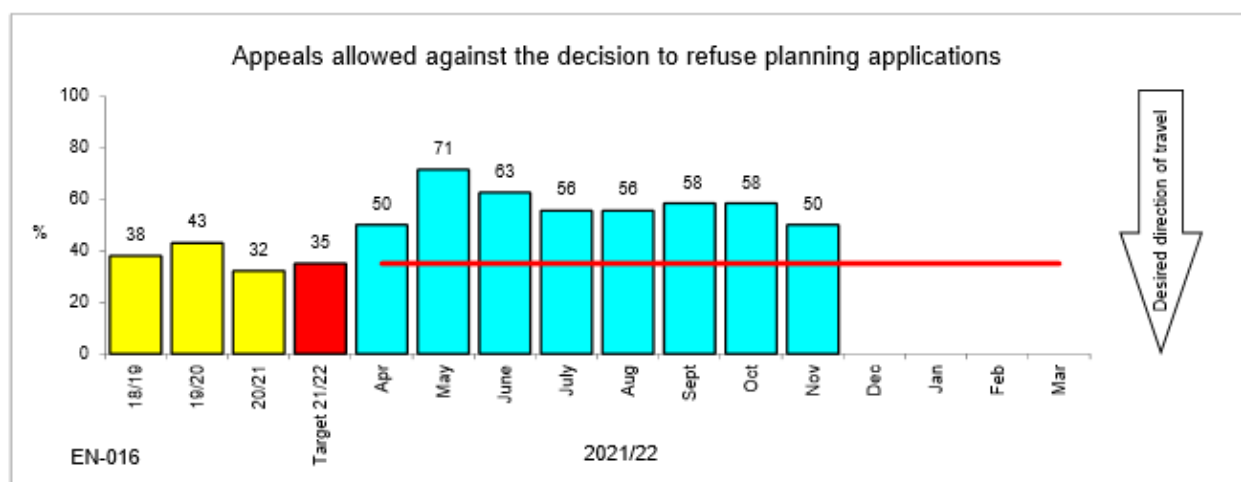
Please note that there can be more than one investigation action per fly tipping incident. This is why there are more investigation and enforcement actions than there are fly tipping incidents..



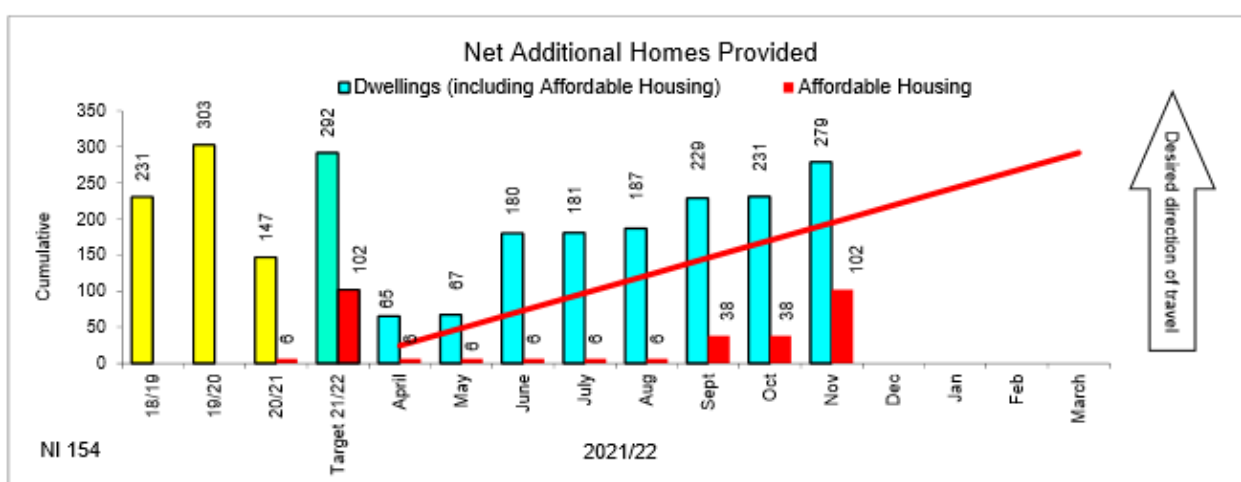
Satisfaction surveys are carried out through a telephone poll of 300 residents every quarter. There is a one month time lag on this figure.

**PLANNING (Responsible Manager - Thomas James)**





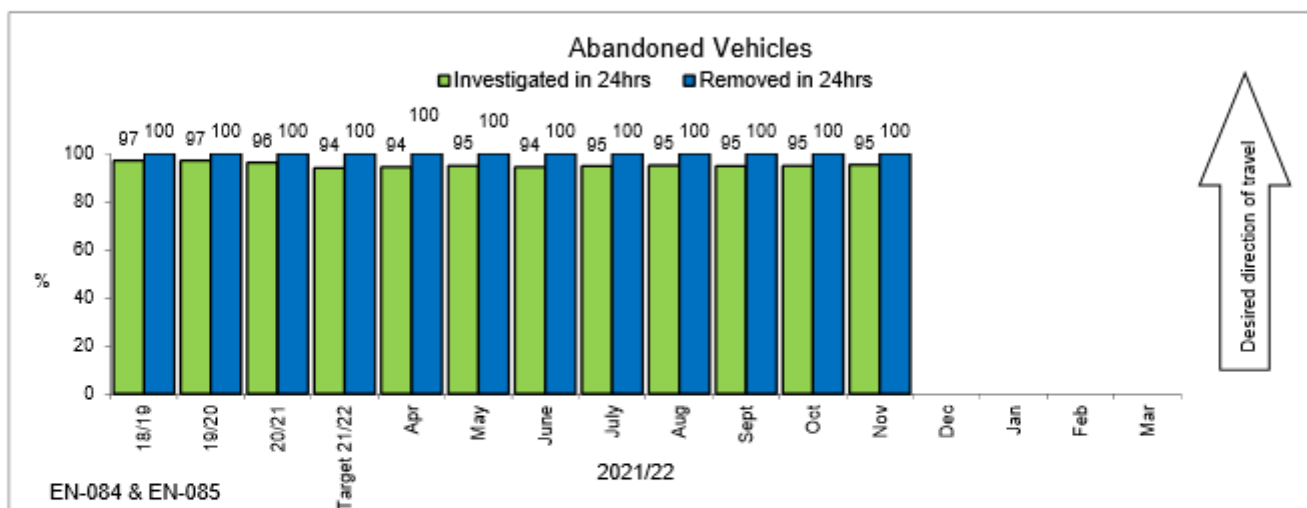
The percentage of appeals allowed against refused planning applications is above target and is being monitored to ascertain whether there are any trends in decision making. The number of appeals received are relatively low, so any single decision carries a reasonable percentage.



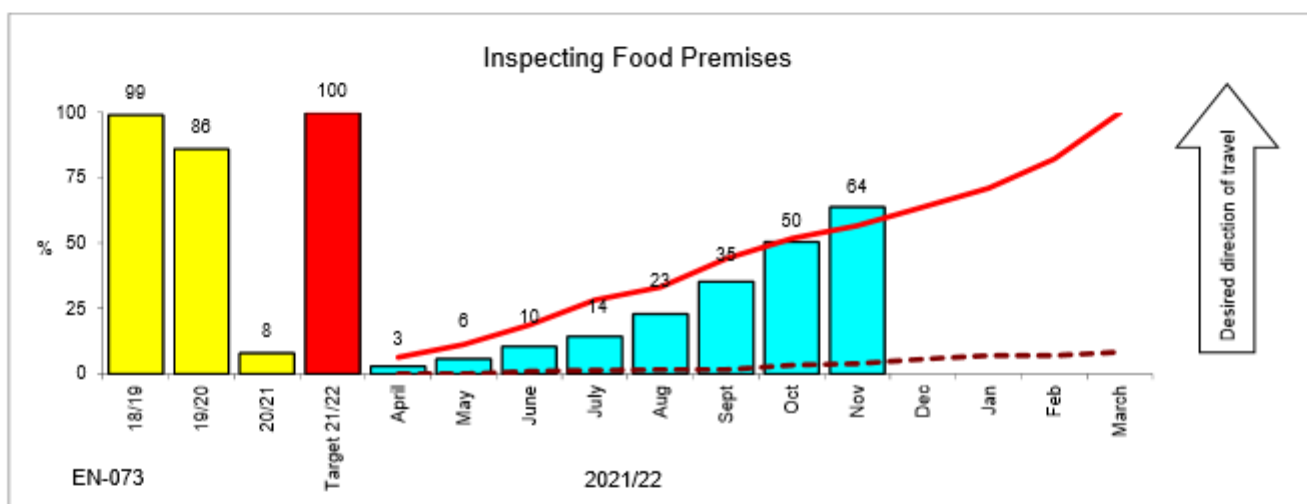
The total affordable housing of 102 equates to: 54 - Broadoaks and 48 - Hale End Court, Old Woking. The month of November includes some affordable homes which had previously not been recognised.

Total Residential Properties Completed				
Year	Residential Properties Target	Dwellings	Affordable Housing Target	Affordable Housing
2011/12	292	175	102	3
2012/13	292	273	102	0
2013/14	292	370	102	14
2014/15	292	66	102	8
2015/16	292	360	102	126
2016/17	292	399	102	173
2017/18	292	345	102	54
2018/19	292	231	102	37
2019/20	292	303	102	19
2020/21	292	147	102	6
2021/22	292	279	102	102
Cumulative Total	3212	2948	1122	542

## COMMUNITY SAFETY (Responsible Manager - Geoff McManus)



\*24 hours from the time that the vehicle can be legally removed. The table shows the cumulative percentage of vehicles visited and removed during the course of the year.



Targeted inspections are revised this year due to the FSA 'Recovery Plan' outlining priorities for high risk and newly registered inspections rather than the usual programme. 'Revised inspections due' will include adjustments for inspections brought forward due to public health risk, new registrations, inspections completed as a result of a re-rating request and businesses that have ceased trading.

Quarterly Environmental Health Indicators	Desired Direction of Travel	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Percentage of establishments with a food hygiene rating of 3 or better	↑	96%	95%		

Annual Environmental Health Indicator	Target	Desired Direction of Travel	2019/20	2020/21	2021/22
Satisfaction of business with Environmental Health	85%	↑	91%	Unavailable	

Business satisfaction, engagement and enforcement were much lower in 2021/22 due to the pandemic. Results are therefore recorded as 'Unavailable' as they would not be a true reflection in comparison to previous years.

# **FINANCIAL MANAGEMENT INFORMATION**

**November 2021**

**REVENUE BUDGET - MAJOR VARIATIONS AND RISK AREAS**  
**NOVEMBER 2021**

**Introduction**

The report that follows summarises the General Fund and Housing Revenue Account budget variations for 2021/22 based on information available at the end of November.

Set out below are explanatory notes for the major variations that have been identified.

**General Fund – Major Variations and Risk Areas**

The Council allowed a General Fund risk contingency of £250,000 in the Budget for 2021/22 and assumed a £9.5m use of reserves to meet service pressures and Covid related income losses. Budget monitoring to the end of November indicates a forecast reduction in this use of reserves of £2,146,677. The variations making up this underspend are reported below.

	Position to November £	Forecast Outturn 2021/22 £
<b><u>Impact of Covid on Income Budgets</u></b>		
a Car Parks Income	2,268,420	3,653,000
b Commercial Rents	1,293,333	1,940,000
c Leisure Management Fee	464,052	525,381 *
Sales, Fees & Charges compensation grant	-1,073,000	-1,073,000
Provision for Covid related income reductions in 2021/22 base budget	-4,409,344	-6,614,016
	<u>-1,456,539</u>	<u>-1,568,635</u>
<b><u>Direct Covid expenditure and funding</u></b>		
d Town Centre Leisure lease extension	550,000	550,000
e Taxis and Private Hire Vehicles	40,628	40,628 *
f Civic Events	-41,480	-41,480 *
g Mayors Car and Driver	-17,457	-17,457 *
c Freedom Leisure - operational support	62,114	62,114 *
General Support grant	-449,354	-449,354
Leisure Recovery Fund	-11,672	-11,672
Additional Restrictions Grant	-150,000	-150,000
New Burdens funding - Business support grants	-239,800	-239,800 *
	<u>-257,021</u>	<u>-257,021</u>
<b><u>Other Service Variations</u></b>		
h Legal Costs	32,832	50,000
i The Lightbox	26,000	26,000
j Planning Inquiry Costs	182,783	268,882
k Interest costs	-402,486	-500,000
l On-going pension costs	-11,890	-26,660
m Public liability claims	30,600	30,600
n Staff Training	45,740	70,000
o Development Management income	201,948	150,000
p Debit/Credit Card Charges	20,000	30,000 *
Unused Contingency net of Savings Target	-100,000	-150,000
Employee costs under staffing budget	-269,843	-269,843 *
	<u>-244,316</u>	<u>-321,021</u>
Forecast Underspend/Reduction in Use of Reserves at November 2021	<u>-1,957,875</u>	<u>-2,146,677</u>
Position at October 2021		-1,800,710

Items marked with a \* in the table and the following comments have changed this month. Further details of each of these variations are set out in the following section.

Covid related service expenditure in 2021/22 is assumed to be met through specific Covid grant funding and Contain Outbreak Management Fund (COMF). This position will be monitored and variations reported as the year progresses.

a Car Parks Income (Geoff McManus, Director of Neighbourhood Services)

The gradual lifting of Covid restrictions and impact of changes to behaviours has meant activity is still significantly reduced during 2021-22. The situation will continue to be closely monitored.

The government has extended the income compensation scheme for lost sales, fees and charges to 30 June 2021, which will fund 75% of the losses over an initial 5% reduction in income. The forecast income from this scheme is shown separately.

b Commercial Rents (Ian Tomes, Strategic Asset Manager)

The National Lockdowns and various levels of restrictions in force has resulted in a difficult trading environment for businesses within the Borough. A number of tenants in the Council's commercial properties have had difficulties in paying rent and service charges due during this period. Where possible arrangements have been made to recover amounts due over time. An assessment of the potential lost income through irrecoverable debt forecasts a variance to budget of approximately £1.94m in 2021/22.

c Leisure income \* (Steve May, Leisure Services Manager)

During the first 3 months of the year there was a need for the Council to provide operational support of some £62k as Covid restrictions affected the income generated from the facilities. The government extended the Sales, Fees and Charges compensation scheme until 30 June 2021, which will provide some compensation (reported separately) for the lost income during this period.

From July onwards this position has shown a considerable improvement, as a result of the successful relaunch of the service and alterations to programming. The contractual services being run at a loss by Freedom historically have been put on pause to allow the service to run more economically and reduce the requirement for WBC support.

The current forecast indicates that for the period from July to March no further operational support will be required and the contractor will be able to contribute some £170k towards the Management Fee, reducing the lost Management Fee for the year to £525k (the full year fee payable to the Council would have been £696k).

It should be noted that these forecasts were drawn up before the latest Covid restrictions were put in place in mid December, and so will need to be carefully monitored over the forthcoming months.

d Town Centre Leisure lease extension (Ian Tomes, Strategic Asset Manager)

Due to the Covid pandemic the Town Centre Leisure lease has been extended to October 2021 to accommodate the housing pods provision for rough sleepers. There have also been costs relating to the assignment of the footbridge licence costs, giving a projected total cost of £550,000 in 2021-22.

- e Taxis and Private Hire Vehicles (Joanne McIntosh, Director of Legal and Democratic Services)  
Activity levels for 2021/22 have been lower than forecast for Private Car Hire and Taxi Licences resulting in an overspend for the service.
- f Civic Events (Frank Jeffrey, Democratic Services Manager,)  
Costs relating to Civic Events such as Remembrance Sunday, Civic Service, Civic Reception, Freedom of Borough and Peace Garden Service have either been scaled down for 2021 or postponed until 2022 due to the Covid-19 pandemic
- g Mayors Car and Driver (Frank Jeffrey, Democratic Services Manager,)  
The Mayors duties have been limited due to the Covid-19 pandemic resulting in a saving on the costs associated to the Mayors car and driver.
- h Legal Costs (Joanne McIntosh, Director of Legal and Democratic Services)  
This overspend is in respect of legal costs associated with commercial properties that have been contracted out to external solicitors due to the volume of work.
- i Lightbox (Steve May, Leisure Services Manager)  
There is an overspend of £26,000 in 2021-22 due to contract inflation.
- j Planning Inquiry Costs (Joanne McIntosh, Director of Legal and Democratic Services)  
In May 2021 the Planning Inspectorate held an inquiry into the Woking Football Club Stadium and associated developments planning appeals. There will be a second planning inquiry in relation to a site in Goldsworth Road later in the year. The cost to the Council is forecast to be £268,882.
- k Interest Costs (Neil Haskell, Financial Services Manager)  
There has been a saving in year as short term borrowing, at lower interest rates, has been taken in advance of securing long term PWLB loans. As the long term loans have been taken during the year, this variance has reduced. Loans to group companies have been lower than budgeted resulting in a reduction in income received, however this is offset by a reduction in associated PWLB interest paid and slippage in other project costs.
- l On-going Pension Costs (Leigh Clarke, Director of Finance)  
On-going pension costs are £26,660 less than budgeted during 2021-22.
- m Public Liability Claims (Geoff McManus, Director of Neighbourhood Services)  
During 2021-22 there has been a number of public liability claims resulting in costs of £30,600 being the insurance excess payable by the council.
- n Staff and Member Training\* (Amanda Jeffrey, Human Resources Manager)  
The Council continues to work with an external organisation in undertaking a series of learning and development programmes for all managers. The aim has been to enhance the capability and resilience of our managers to ensure they have the ability to cope with the future challenges and changes to come. This development has built on the programmes already rolled out to the Senior Managers. The Council will continue to support all officers with learning opportunities to ensure knowledge and skill levels are fit for the future and will review future budgets.

- o Development Management (Thomas James, Development Manager)  
Despite a significant increase in the number of planning applications being received, these generally have involved the submission of householder and minor applications which attract lower fees. It is expected income will be £150K 'below budget' for the financial year as a result of not receiving planning applications for large scale developments particularly for residential, but fees will continually be monitored.
- p Debit and Credit Card charges \* (Neil Haskell, Financial Services Manager)  
Changes in charges and an increase in the number of transactions have resulted in an overspend against budget of circa £30k.

#### Housing Revenue Account (Louise Strongitharm, Director of Housing)

The 2021/22 Housing Revenue Account variations identified to the end of November 2021 are set out in the table below:-

	Position to November	Forecast Outturn 2021/22 £
Rent Recovery	0	80,000
Plant room repairs	149,132	156,804
Council Tax Voids	22,278	44,556
Employees saving in excess of staffing budget	-19,399	-19,399
Increase in HRA outturn	<u>152,011</u>	<u>261,961</u>

#### Rent Recovery

The overall arrears position for the HRA has remained fairly static and currently sits at approx. £797k. The collection rate is up significantly on the same period last year, but still down on pre-pandemic levels, due to many tenants struggling with the financial impact of Covid-19. Work continues in 2021/22 to ensure that those tenants receive advice and support in accessing Universal Credit. The number of tenants in receipt of Universal Credit continues to grow which is an additional challenge to rent collection due to the way the Universal Credit is paid (monthly in arrears). It is worth noting that with the embargoes on taking recovery action during 2020/21, the courts have a considerable backlog and have prioritised the most serious cases (i.e. significant ASB, substantial rent arrears of more than 1 year, etc.). Rental income is also affected by void properties within the Red Line of the Sheerwater Regeneration awaiting redevelopment. A bad debt provision for £200,000 has been budgeted for the year.

#### Plant room maintenance

Plant room maintenance expenditure is over the budget by £149,132. The cause of this is that the works scheduled for 2020-21 (communal boiler replacements) had to be deferred due to the pandemic. These works have been undertaken this year as they are still required.

#### Council Tax Voids

Longer void periods are leading to increased council tax voids on empty properties.

#### NVH Insourcing & final bill

The New Vision Homes contract will end on 31/03/2022. On 11th February 2021, Council resolved to bring the New Vision Homes contract services in house at the end of the contract term. As part of this process, the New Vision Homes contract will need to be Final Accounted. As there is no provision within the contract for interim final accounts, this will mean a Final Account for a 10 year ongoing project. Due to the varied nature of the contract and the 10 year term, there is uncertainty around the level of the Final Account payment. It is anticipated that the Final Account process will take from April to August 2022.

#### **Capital and Investment Programme decisions**

The Executive has delegated authority to approve new schemes up to £10 million in any year, subject to any individual project being not more than £5 million and the cost being contained within the Council's Authorised Borrowing Limit.

Fit for the Future external support	£500,000
Town Centre Masterplan	£100,000
Celebrate Woking 2022/23	£100,000
Greenfield School loan facility	£3,100,000

#### **Opportunity Purchases**

The Investment Programme includes an annual budget of £3,000,000 for opportunity purchases. There have been no acquisitions to date.

## SHEERWATER REGENERATION

In April 2017 the Council authorised the purchase of private properties by Thamesway Housing Ltd, financed by Thamesway Developments Ltd (TDL), as part of the Sheerwater regeneration scheme. The Sheerwater Community Charter also offered an Assisted Purchase scheme where the Council would acquire a stake in a new property (up to 33% or £100,000) to enable residents to move to an equivalent property, and the option of a mortgage of last resort. The following amounts have been advanced since the schemes opened in August 2017:

<u>Capital Expenditure</u>	<u>No of Properties</u>	
Assisted Purchases and acquisition of new houses	26	£3,159,785
Mortgages	12	£1,868,830
Properties acquired by THL using WBC loan finance:		
Completed Sales (expenditure incurred)	112	£39,232,211
Offers Accepted (committed expenditure)	8	£1,567,125
	120	£45,827,950

Further costs incurred to date which are to be reimbursed by the project are detailed below (the timing of the reimbursement will be dependent on the financial position of the project):

The Birch and Pines Lease Surrender & Demolition	£231,924
The Sheerwater Underwrite Agreement	£3,841,106
Purchase Of Dwellings Within The Redline and acquisition of new houses	£4,682,457
Home Loss & Disturbance Payments	£2,052,259
Infrastructure Investment	£2,128,901
Financial Modelling	£82,821
Southern Housing Group Property Purchase	£3,657,402
Greenoak Housing Association Purchase	£4,029,551
HRA Acquisitions	£354,533
	<u>£21,060,954</u>

### Loan Finance Approvals

The Sheerwater regeneration is to be funded by loan finance from the Council. In April 2017 the Council agreed that funding will be advanced at cost to the Council with a 1% arrangement fee. During 2017/18 the Executive approved £5m to be made available to Thamesway Developments Ltd (TDL) and on 5 April 2018 the Council approved a loan facility of £26m to enable TDL to construct the leisure and recreational facilities at the Bishop David Brown site. On the 4 April 2019 the Council approved a further short-term loan facility of £42m to TDL, on terms previously approved, to enable the first residential phase (Purple). The Council also approved that on completion of the Purple phase a 50 year loan facility of £48.4m be made available to Thamesway Housing Ltd at a margin of 0.5%. On 13 February 2020 the Council approved the loan finance for the delivery of the scheme as whole. As detailed in the Council report arrangement fees and margins were removed from the loan facilities for the scheme.

### Project Management\Revenue Expenditure

The following costs have been identified to be funded from the Sheerwater Regeneration reserve\WBC Resources:

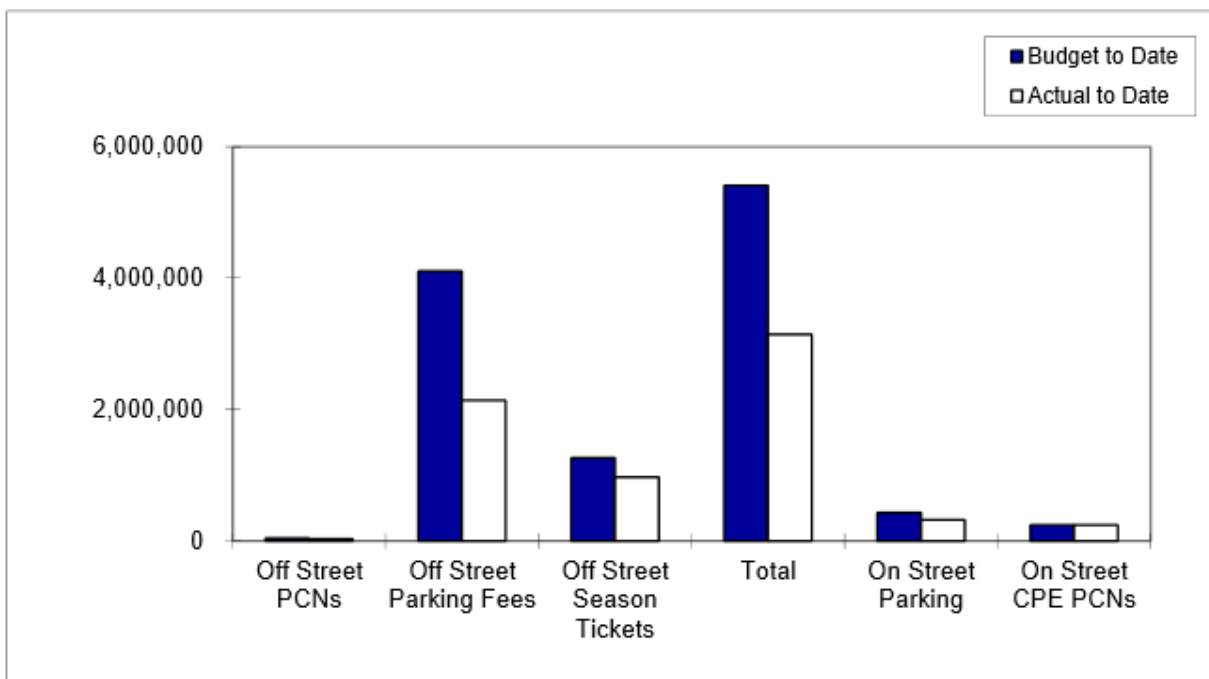
	<u>To Date</u>
Sheerwater Regeneration Staff Costs Not Charged To TDL	£976,205
Removal Costs	£99,921
Equalities Survey	£80,881
Miscellaneous Costs	£136,789
Securing Void Sheerwater Units	£36,719
Subsidy of Bishop David Brown School Legal Fees and Rent Loss	£176,738
Subsidy of Sheerwater GP Practice	£111,169
Total	<u>£1,618,420</u>

<u>Compulsory Purchase Order (CPO)</u>	<u>Income</u>	<u>Expenditure</u>
DCLG Estate Regeneration Grant	£285,000	
Committed legal advice for CPO process		£280,000



**CAR PARKS INCOME**  
**NOVEMBER 2021**

	Off Street PCNs	Off Street Parking Fees	Off Street Season Tickets	Total	On Street Parking	On Street CPE PCNs
Annual Budget	63,000	6,393,000	1,499,000	7,955,000	672,000	362,000
Budget to Date	42,000	4,104,000	1,267,000	5,413,000	432,000	241,000
Actual to Date	30,000	2,142,000	972,580	3,144,580	319,000	243,000
Variation to Date	-12,000 -29%	-1,962,000 -48%	-294,420 -23%	-2,268,420 -42%	-113,000 -26%	+2,000 +1%



The gradual lifting of Covid restrictions and impact of changes to behaviours has meant activity is still significantly reduced during 2021-22. The situation will continue to be closely monitored.

The government extended the income compensation scheme for lost sales, fees and charges to 30 June 2021, which will fund 75% of the losses over an initial 5% reduction in income. The forecast income from this scheme is shown separately.

Geoff McManus, Director of Neighbourhood Services

## **STRATEGIC PROPERTY INVESTMENTS**

	Rental Income			Financing Costs				Net budget benefit		
	Business Case	Current (Full Year)	Increase/(Decrease)	Business Case	Actual	Further Works	Increase/(Decrease)	Business Case	Increase/(Decrease)	Current Surplus/(Deficit)
<u>Property</u>	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cleary Court	278	132	-146	158	130	21	-7	120	-139	-19
Morris House	309	167	-142	187	170	128	111	122	-253	-131
6 Church Street West	728	795	67	451	425		-26	277	93	370
Orion Gate	1,377	1,388	11	483	464		-19	894	30	924
Dukes Court	4,364	4,889	525	2,763	2,622	33	-108	1,601	634	2,235
Red House	423	266	-157	236	224		-12	187	-145	42
CMS House Poole Rd	120	120	0	72	72		0	48	0	48
Victoria Gate	2,073	2,073	0	1,642	1,595		-47	431	47	478
Midas House	1,406	657	-749	950	923		-27	456	-722	-266
Albion House	1,569	1,487	-82	1,140	1,046		-94	429	12	441
Commercial Buildings	226	190	-36	150	128		-22	76	-14	62
1 Christchurch Way	615	646	31	360	367		7	255	24	279
Goldsworth Park Centre	912	938	26	711	681		-30	201	56	257
36-42 Commercial Way	134	134	0	82	59		-23	52	23	75
<b>TOTAL</b>	<b>14,534</b>	<b>13,882</b>	<b>-652</b>	<b>9,385</b>	<b>8,906</b>	<b>181</b>	<b>-298</b>	<b>5,149</b>	<b>-354</b>	<b>4,795</b>

These properties have been acquired to support the economic sustainability and employment space in Woking. Based on November, the above properties will provide a net benefit to the Council of circa £4,795,000 per annum. The reasons for the variations from the business case projections are on the next page.

Ian Tomes, Strategic Asset Manager

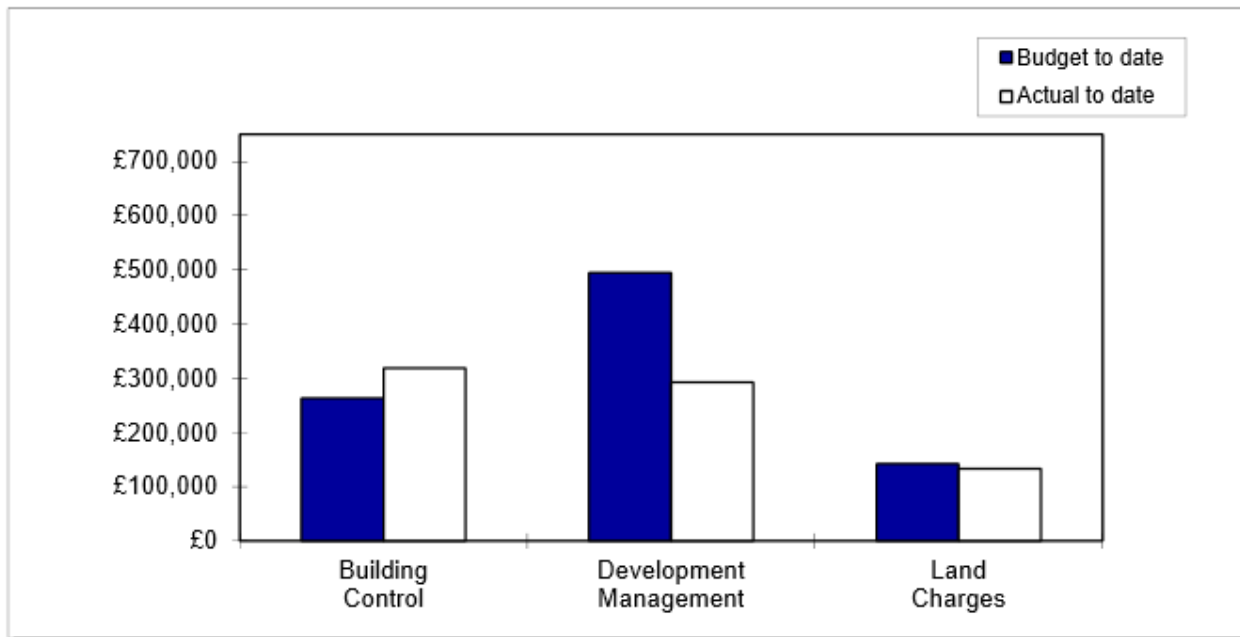
## STRATEGIC PROPERTY INVESTMENTS

<u>Property</u>	
Cleary Court	Cleary Court currently has 2 office suites and 1 shop unit vacant.
Morris House	The rent shortfall is due to the vacant ground floor retail units which have been empty since acquisition
6 Church Street West	There is a full repairing and insuring lease now in place with the Department of Work and Pensions (DWP) for the whole building paying £795,000 per annum effective December 2020.
Orion Gate	Orion Gate is fully let.
Dukes Court	Vacant space now amounts to some 27,000fts2 in units B4, CGrnd, C1, C3, C6, C7, D1 and Chertsey House
Red House	Red House is fully let.
CMS House Poole Rd	CMS House is fully let.
Victoria Gate	Victoria Gate is fully let.
Midas House	Midas House was acquired on 31 January 2019. Part of the 1st floor, 2nd floor and 3 floor and 1 shop unit are vacant.
Albion House	Albion House was acquired on 29 March 2019. There is currently 1 void unit.
Commercial Buildings	63, 65, 67, 69, 71, 73 and 75 Commercial Way were acquired on 2 October 2019. Number 67 became vacant on 8 May 2020 and was re-let in March 2021 on a new 5 year term at a market rent.
1 Christchurch Way	1 Christchurch Way was acquired on 9 November 2019 and is fully let.
Goldworth Park Centre	The Goldsworth Park Centre was acquired on 9 April 2020 and is fully let.
36-42 Commercial Way	36, 38, 40 and 42 Commercial Way was acquired on 11 November 2020 and is fully let.

Ian Tomes, Strategic Asset Manager

**OTHER FEES AND CHARGES**  
**NOVEMBER 2021**

	Building Control	Development Management	Land Charges
Budget to date	263,324	494,344	142,146
Actual to date	318,687	292,396	133,270
Variation to Date	+55,363 +21%	-201,948 -41%	-8,876 -6%



**Building Control** (David Edwards, Chief Building Control Surveyor)

Confidence is returning in the domestic construction market. Additionally two major developments have boosted building control income, but it remains to be seen if this recovery lasts through the winter.

**Development Management** (Thomas James, Development Manager)

Despite a significant increase in the number of planning applications being received, these generally have involved the submission of householder and minor applications which attract lower fees. It is expected income will be £150K 'below budget' for the financial year as a result of not receiving planning applications for large scale developments particularly for residential, but fees will continually be monitored.

**Land Charges** (David Ripley, Revenue & Benefits Manager)

Prices have been set to reflect the cost neutral requirement of Land Charges fees and income.

**EMPLOYEE COSTS**  
**NOVEMBER 2021**

	Original Budget 2021/22 £	Variations £	Latest Budget 2021/22 £	Budget to NOVEMBER £	Actual Expenditure to NOVEMBER £	Variation from Budget to NOVEMBER £
US - Corporate Leadership Team	914,815	0	914,815	609,877	679,566	69,689
US - Human Resources	412,712	0	412,712	275,141	330,350	55,209
US - Revs, Benefits & Customers Services	1,799,947	0	1,799,947	1,199,965	1,176,210	-23,755
US - Financial Services	711,199	0	711,199	474,133	496,777	22,644
US - ICT and Business Improvement	1,247,294	0	1,247,294	831,529	730,252	-101,277
US - Legal & Democratic Services	1,446,745	0	1,446,745	964,496	911,524	-52,972
PLACE - Neighbourhood Services	2,690,081	0	2,690,081	1,793,386	1,671,584	-121,802
PLACE - Planning Services	1,730,822	0	1,730,822	1,153,881	1,271,732	117,851
PLACE - Estate Management	466,571	0	466,571	311,046	314,300	3,254
PLACE - Building Services	887,861	0	887,861	591,907	567,704	-24,203
PLACE - Business & Community Engagemer	169,625	0	169,625	113,083	116,277	3,194
PEOPLE - Housing Services	1,864,215	0	1,864,215	1,242,810	1,305,555	62,745
PEOPLE - Community Services	4,515,989	0	4,515,989	3,010,660	2,987,340	-23,320
Salary budget	<b>18,857,875</b>	<b>0</b>	<b>18,857,875</b>	<b>12,571,914</b>	<b>12,559,171</b>	<b>-12,743</b>
Contribution towards costs	-3,267,877	0	-3,267,877	-2,178,585	-2,455,084	-276,499
	<b>15,590,000</b>	<b>0</b>	<b>15,590,000</b>	<b>10,393,329</b>	<b>10,104,087</b>	<b>-289,242</b>

**Notes**

1. At its meeting on the 4 February 2021 the Executive agreed that the staffing budget for the year would be limited to £15.590m and an annual average number of staff for the year of 340 FTE. CLT will manage the staffing budget flexibly within these two parameters.

2. The above figures exclude costs of £104,568 on redundancy payments, which will be met from the management of change budget. The amount is split as follows:

General Fund	80,100
Housing Revenue Account	24,468
	<u>104,568</u>

3. Contributions towards costs reflect costs included in main table for which we receive some external funding.

4. The variation above is split between the General Fund and Housing Revenue Account as follows:

General Fund	-269,843
Housing Revenue Account	-19,399
	<u>-289,242</u>

**EMPLOYEE NUMBERS**  
**As at November 2021**

Business Area	Employee Numbers for Full time, Part time, Agency cover and Casual				
	Full Time	Part Time	Agency Cover	Casual Staff	Total FTEs
US - Corporate Leadership Team (J.Fisher)	6	1	0.00		6.8
US - Human Resources (J.Fisher)	7	3	0.00		8.9
US - Revs, Bens & Customer Services (L.Clarke)	32	12	5.00		44.1
US - Financial Services (L.Clarke)	14	2	1.00		16.3
US - IT & Commercial Unit (J.Fisher)	18	1	0.00		18.5
US - Legal & Democratic Services (J.McIntosh)	26	3	0.00		28.1
PLACE - Neighbourhood Services (G.McManus)	26	7	0.00		30.0
PLACE - Planning Services (G.Framalico)	29	6	3.81		37.3
PLACE - Estate Management (G.Framalico)	5	1	1.94	2	8.0
PLACE - Building Services (G.Framalico)	11	2	0.00		12.4
PLACE - Business Liaison (G.Framalico)	3	2	0.00		4.0
PEOPLE - Housing Services (L.Strongitham)	22	7	0.00		27.1
PEOPLE - Community Services (L.Strongitham)	52	55	1.14	4	83.8
Additional FTE to account for partially funded posts					7.6
<b>Grand totals</b>	<b>251</b>	<b>102</b>	<b>12.89</b>	<b>6</b>	<b>333.0</b>

The staffing budget is managed flexibly within a total sum of £15,590,000 and an average annual FTE of 340.

Month	Total FTEs
April 2021	317.5
May 2021	317.8
June 2021	317.2
July 2021	324.6
August 2021	319.3
September 2021	321.8
October 2021	327.7
November 2021	333.0
December 2021	
January 2022	
February 2022	
March 2022	
<b>Average for the year to date</b>	<b>322.4</b>

(Average for previous year: 2021-2022 = 323.2)

<b>Memorandum</b>					
Number of externally funded posts (excluded from count above)	63	20	2	3	

**The funded posts are:**

**1.On-street parking**

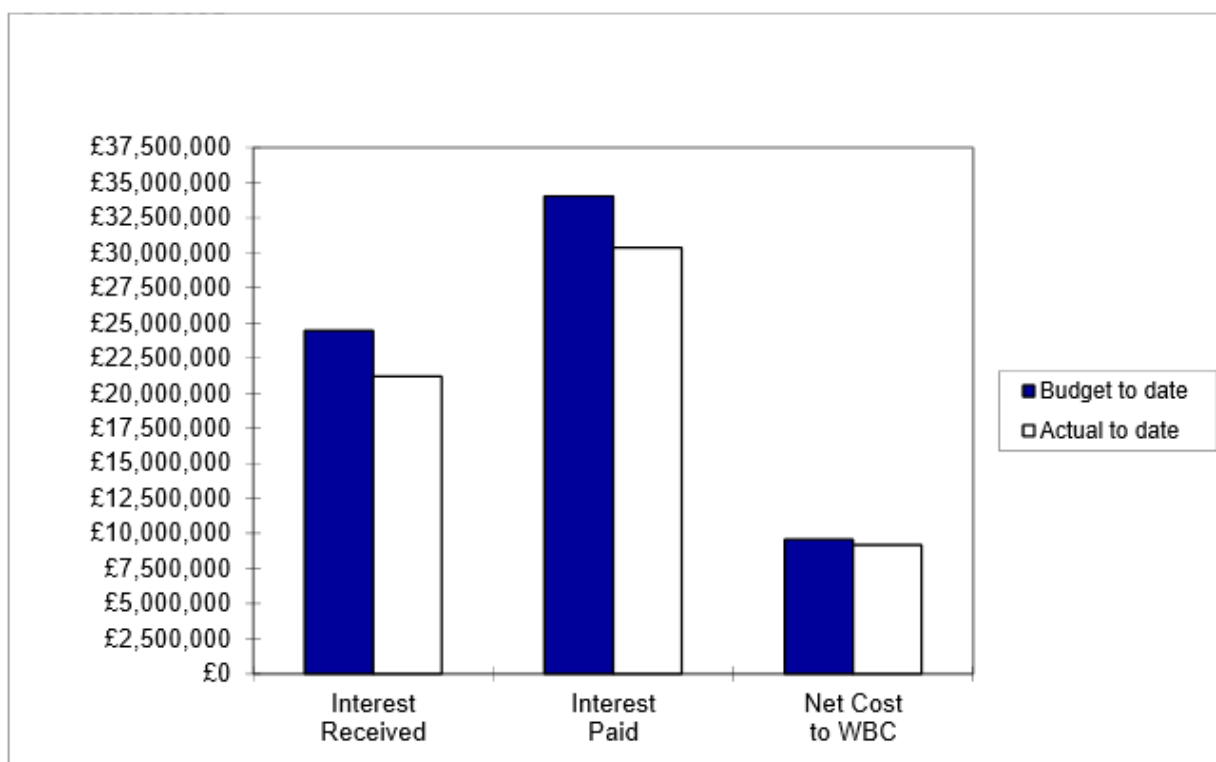
TTR080: Parking Services Manager
OSP020: Operations Manager (On-Street)
AOM010: Assistant Operations Manager
PARK02: Parking Officer(Notice Processing)
PARK12: Senior Parking Officer
PARK13: Notice Processing Officer
PARK06: Assistant Technician
BLE001: Bus Lane Enforcement Officer
CIV038: Civil Enforcement Officer
CIV021: Civil Enforcement Officer
CIV022: Civil Enforcement Officer
CIV023: Civil Enforcement Officer
CIV024: Civil Enforcement Officer
CIV025: Civil Enforcement Officer
CIV026: Civil Enforcement Officer
CIV027: Civil Enforcement Officer
CIV028: Civil Enforcement Officer
CIV029: Civil Enforcement Officer
CIV030: Civil Enforcement Officer
CIV031: Civil Enforcement Officer

CIV032: Civil Enforcement Officer
CIV033: Civil Enforcement Officer
CIV034: Civil Enforcement Officer
DAL088: Senior Parking Administrator
PARK07: Parking Services Administration Officer
PARK09: Voucher Parking Officer

<b>2. Other</b>
SBS165: Building Surveyor
PFI010: PFI Project Manager
ENG001: Town Centre Engineer
ENG002: Town Centre Engineering Officer
ENG003: Principal Engineer
SAM010: Strategic Asset Manager
SBS020: Building Services Manager
SBS024: Senior Building Services Engineer
CHR025: Senior Building Surveyor
ECS082: Marketing Communications Officer
RSC300: Resident Engagement Officer
RSC100: Resident Engagement Officer
RSC400: Resident Engagement Officer
RSC200: Resident Engagement Team Leader
SRB050: Handyperson
SRB055: Handyperson
SRB060: Handyperson
SRB075: Handyperson
SRB065: Handyperson

**INTEREST RECEIPTS AND PAYMENTS**  
**NOVEMBER 2021**

	Interest Received	Interest Paid	Net Cost to WBC
2021/22 Estimate	<u>36,712,374</u>	<u>51,078,666</u>	<u>14,366,292</u>
Budget to date	24,474,916	34,052,444	9,577,528
Actual to date	21,188,787	30,363,829	9,175,042
Variation to Date	-3,286,129 -13%	-3,688,615 -11%	-402,486 -4%



Loans to group companies and Victoria Square have been lower than budgeted resulting in an adverse variance in interest received, however, this variance has been offset by borrowing being lower than forecast and short term borrowing has been at lower interest rates than was assumed in the budget. Long term borrowing has been taken during the year to take advantage of low interest rates.

Neil Haskell, Financial Services Manager

**CAPITAL RECEIPTS**  
**NOVEMBER 2021**

<b><u>GENERAL FUND</u></b>		
<b><u>DETAILS OF RECEIPT</u></b>	<b><u>ESTIMATED RECEIPTS (full year) £</u></b>	<b><u>ACTUAL RECEIPTS (to date) £</u></b>
<u>Land Sales</u>		
TOTAL RECEIPTS 2021/22	<u>0</u>	<u>0</u>

<b><u>HOUSING</u></b>		
<b><u>DETAILS OF RECEIPT</u></b>	<b><u>ESTIMATED RECEIPTS (full year) £</u></b>	<b><u>ACTUAL RECEIPTS (to date) £</u></b>
Right To Buy Sales *	3,330,000	2,194,600
Land Sales (including target disposals)		
Equity Share Sale		0
Repayment of Discount		0
TOTAL RECEIPTS 2021/22	<u>3,330,000</u>	<u>2,194,600</u>
Receipt retained by WBC	723,191	243,082
Treasury Share of receipt	535,801	267,901
Earmarked for replacement housing	<u>2,071,008</u>	<u>1,683,617</u>
	<u>3,330,000</u>	<u>2,194,600</u>

\* 12 properties were sold under the Right To Buy to the end of November, at a discounted price of £182,883 compared with a forecast of 15 for the year @ £222,000 each.

The treasury share of receipt and earmarked for replacement housing figures are based on last year's instruction while awaiting new arrangement from DLUHC.

**SAVINGS ACHIEVED**  
**NOVEMBER 2021**

<u>GENERAL FUND</u>	2021/22	Effect in
	£	2022/23
<u>Savings achieved to date:</u>		£
No savings have been specifically identified against the target	0	0
Total Savings achieved at 30 November 2021	<u>0</u>	<u>0</u>
Savings Target *	100,000	
Savings to be achieved at 30 November 2021	<u>100,000</u>	

**\* GENERAL FUND SAVINGS REQUIREMENT**

The General Fund budget set in February 2021 included a savings target of £100,000 consistent with previous years. However, the budget also forecast that the Council would need to use reserves to mitigate Covid specific income losses and some underlying pressures in 2021/22. The Medium Term Financial Strategy (MTFS) report approved by Council in April 2021, and updated in July 2021, included an additional savings target of £1m for 2021/22 to reduce the use of reserves. A further update to the MTFS and proposed approach to achieving savings, was reported to the Executive in October 2021 with detailed savings proposal included in the draft budget report in November.

**HOUSING REVENUE ACCOUNT**

Following the outsource of the housing management services there is little opportunity to achieve further efficiency savings due to the nature of the HRA under the new arrangements. Therefore, no savings target was set for 2021/22.

**30/11/21: COMMUNITY INFRASTRUCTURE (CIL)**

**FUNDING AVAILABLE BY AREA**

<b>Area</b>	<b>Funding Receipts (£)</b>	<b>Funding Commitments yet to be Paid (£)</b>	<b>Money Paid (£)</b>	<b>Available Funding (Receipts less Commitments less Money Paid) (£)</b>
Brookwood Neighbourhood Area	7,239.35	-	-	7,239.35
Byfleet and West Byfleet Ward	11,970.03	8,301.16	-	3,668.87
Canalside Ward	228,142.64	27,916.00	-	200,226.64
Goldsworth Park Ward	8,765.50	6,897.56	-	1,867.94
Heathlands Ward	19,786.68	-	-	19,786.68
Hoe Valley Ward	34,387.74	-	-	34,387.74
Hook Heath Neighbourhood Area	53,231.80	£15,000.00	-	38,231.80
Horsell Ward	48,500.47	-	-	48,500.47
Knaphill Ward	23,778.08	£2,000.00	720.74	21,057.34
Mount Hermon Ward	169,973.80	-	-	169,973.80
Pyrford Neighbourhood Area	28,246.98	-	14,000.00	14,246.98
Pyrford Ward	5,860.82	-	-	5,860.82
Pyrford Ward within West Byfleet Neighbourhood Area	2,630.77	-	-	2,630.77
St Johns Ward	17,283.72	-	5,632.36	11,651.36
West Byfleet Neighbourhood Area	855,240.01	£10,736.08	1,594.68	842,909.25
<b>Total</b>	<b>1,515,038.41</b>	<b>£70,850.80</b>	<b>21,947.78</b>	<b>1,422,239.83</b>

CIL is a charge levied on new developments to contribute towards infrastructure delivery. A proportion of the money received from this charge is allocated to Wards or Neighbourhood Areas where the development occurred, to be used for local community projects. Ward Councillors can apply for this funding and work with providers and resident groups to deliver identified community projects. The above table sets out the proportion of the CIL income that has been earmarked for the various Wards and Neighbourhood Areas to date.

**TREASURY MANAGEMENT  
INFORMATION**

**November 2021**

**SUMMARY OF EXTERNAL COMMITMENTS**  
[detailed schedules overleaf]

At 31 October 2021 £'000		At 30 November 2021 £'000	%
	<b>External Borrowing Outstanding</b>		
1,773,031	Long-term borrowing <sup>(1)</sup>	1,763,734	97.0
	Short-term borrowing (less than 12 months)		
0	- Three months or more	55,000	3.0
65,000	- Less than three months	0	0.0
0	- Mayoral Charities (including Hospice)	2	0.0
<b>1,838,031</b>	<b>Total Borrowing</b>	<b>1,818,736</b>	<b>100.0</b>
	<b>External Deposits</b>		
0	Long-term Deposits	0	0
	Short-term Deposits		
57,000	- invested by WBC Treasury <sup>(2)</sup>	22,000	83.8
8,384	- on call with Lloyds	4,255	16.2
<b>65,384</b>	<b>Total External Deposits</b>	<b>26,255</b>	<b>100.0</b>
	<b>Long-term Investments in Group Companies/Joint Ventures <sup>(3)</sup></b>		
15,815	- Thameswey Energy Limited (TEL)	15,815	n/a *
260,779	- Thameswey Housing Limited (THL)	284,487	n/a *
83,342	- Thameswey Housing Limited (Sheerwater)	84,602	n/a *
47,250	- Thameswey Developments Limited (for THL)	26,353	n/a *
5,000	- Thameswey Developments Limited (Sheerwater)	5,000	n/a *
10,800	- Thameswey Developments (Sheerwater Leisure Centre)	10,800	n/a *
28,005	- Thameswey Developments Limited (for TEL)	28,005	n/a *
34,425	- Thameswey Central Milton Keynes Ltd	34,425	n/a *
906	- Thameswey Solar Ltd	906	n/a *
1,665	- Rutland (Woking) Ltd	1,665	n/a *
605,061	- Victoria Square Woking Ltd	616,685	n/a *
1,500	- Kingfield Community Sports Centre Limited	1,500	n/a *
<b>1,094,549</b>		<b>1,110,243</b>	
	<b>Long-term Loans to External Organisations</b>		
6,350	- Peacocks Centre	6,350	n/a *
101	- A & B Menswear	101	n/a *
75	- Woking Football Club	75	n/a *
1,673	- Freedom Leisure	1,673	n/a *
6,400	- Greenfield School	8,976	n/a *
1,417	- Wolsey Place	1,417	n/a *
<b>16,016</b>		<b>18,592</b>	
	<b>Share Capitalisations</b>		
31,193	- Thameswey Limited	31,193	n/a *
6,000	- Woking Necropolis and Mausoleum Ltd	6,000	n/a *
1	- Woking Town Centre Management	1	n/a *
14	- Victoria Square Woking Ltd	14	n/a *
50	- Municipal Bonds Agency	50	n/a *
50	- SurreySave Credit Union	50	n/a *
500	- Kingfield Community Sports Centre Limited	500	n/a *
<b>37,808</b>		<b>37,808</b>	

(1) £132,796k of the long term borrowing is Housing Revenue Account, with £98,006k of this relating to the Housing Self Financing settlement. The remainder of the borrowing relates to the General Fund.

(2) WBC Treasury utilises AAA rated Money Market Funds operated by Deutsche Bank Advisors, Ignis Asset Management and Federated Hermes Cash Management Fund to manage day to day cash flow.

(3) These investments are used to provide operational assets within the group companies, and consequently fall outside the liquidity measure within the Council's approved Investment Strategy i.e. that a minimum of 65% of investments should mature within 12 months of placing an investment.

## Long Term Loans

### Public Works Loans Board

Reference	Counter Party Name	Start date	Maturity date	Interest Rate	Loan Type	Principal £m
176519	PWLB	27/03/2020	27/03/2021	1.88 Fixed	Maturity	0.0
505504	PWLB	16/11/2016	16/11/2021	1.58 Fixed	Maturity	0.0
496087	PWLB	13/10/2009	13/10/2024	3.91 Fixed	Maturity	4.0
499430	PWLB	12/03/2012	12/03/2025	3.59 Fixed	Maturity	5.0
506421	PWLB	27/09/2017	31/08/2025	1.95 Fixed	Maturity	8.0
501617	PWLB	05/10/2012	05/10/2026	2.18 Fixed	Annuity	0.9
495369	PWLB	17/03/2009	10/03/2027	3.78 Fixed	Maturity	3.0
489099	PWLB	04/10/2004	04/10/2030	4.75 Fixed	Maturity	5.0
489100	PWLB	04/10/2004	04/10/2031	4.75 Fixed	Maturity	5.0
489952	PWLB	20/05/2005	16/05/2033	4.45 Fixed	Maturity	5.0
503002	PWLB	24/04/2014	24/04/2034	3.69 Fixed	Annuity	1.1
488996	PWLB	26/08/2004	26/08/2034	4.85 Fixed	Maturity	5.0
497990	PWLB	28/09/2010	28/09/2034	4.06 Fixed	Maturity	5.0
489911	PWLB	16/05/2005	16/05/2035	4.55 Fixed	Maturity	5.0
502015	PWLB	22/03/2013	22/03/2037	3.90 Fixed	Maturity	5.0
494140	PWLB	10/12/2007	10/12/2037	4.49 Fixed	Maturity	3.0
501718	PWLB	13/11/2012	13/05/2038	3.78 Fixed	Maturity	5.0
496255	PWLB	01/12/2009	01/12/2039	4.22 Fixed	Maturity	3.0
502580	PWLB	04/10/2013	04/10/2040	4.26 Fixed	Maturity	5.0
494241	PWLB	09/01/2008	10/12/2042	4.39 Fixed	Maturity	3.0
496164	PWLB	04/11/2009	02/11/2049	4.29 Fixed	Maturity	3.0
496526	PWLB	21/01/2010	21/01/2053	4.48 Fixed	Maturity	4.0
494807	PWLB	10/09/2008	10/09/2053	4.41 Fixed	Maturity	3.0
496700	PWLB	19/02/2010	19/09/2053	4.67 Fixed	Maturity	10.0
496599	PWLB	01/02/2010	01/08/2054	4.44 Fixed	Maturity	5.0
496701	PWLB	19/02/2010	19/01/2055	4.67 Fixed	Maturity	10.0
490975	PWLB	10/01/2006	10/01/2056	3.95 Fixed	Maturity	3.0
501032	PWLB	28/03/2012	01/09/2056	3.50 Fixed	Maturity	10.0
492382	PWLB	02/11/2006	02/11/2056	4.05 Fixed	Maturity	6.0
496702	PWLB	19/02/2010	19/10/2057	4.67 Fixed	Maturity	10.0
494733	PWLB	15/08/2008	15/02/2058	4.39 Fixed	Maturity	3.0
494420	PWLB	07/03/2008	07/03/2058	4.41 Fixed	Maturity	3.0
494702	PWLB	04/08/2008	04/08/2058	4.46 Fixed	Maturity	5.0
501025	PWLB	28/03/2012	02/09/2058	3.50 Fixed	Maturity	10.0
496703	PWLB	19/02/2010	19/01/2059	4.67 Fixed	Maturity	10.0
501029	PWLB	28/03/2012	03/03/2059	3.50 Fixed	Maturity	10.0
496600	PWLB	01/02/2010	01/08/2059	4.43 Fixed	Maturity	5.0
501028	PWLB	28/03/2012	01/09/2059	3.50 Fixed	Maturity	10.0
496704	PWLB	19/02/2010	19/10/2059	4.67 Fixed	Maturity	8.0
496257	PWLB	01/12/2009	01/12/2059	4.21 Fixed	Maturity	4.0
496525	PWLB	21/01/2010	21/01/2060	4.46 Fixed	Maturity	4.0
501027	PWLB	28/03/2012	01/03/2060	3.49 Fixed	Maturity	10.0
501024	PWLB	28/03/2012	01/09/2060	3.49 Fixed	Maturity	10.0
497889	PWLB	10/09/2010	10/09/2060	4.04 Fixed	Maturity	5.0
501030	PWLB	28/03/2012	01/03/2061	3.49 Fixed	Maturity	10.0
501026	PWLB	28/03/2012	01/09/2061	3.48 Fixed	Maturity	10.0
499282	PWLB	28/12/2011	22/12/2061	4.11 Fixed	Maturity	5.0
499322	PWLB	20/01/2012	20/01/2062	3.99 Fixed	Maturity	5.0
501031	PWLB	28/03/2012	01/03/2062	3.48 Fixed	Maturity	18.0
503577	PWLB	18/12/2014	18/07/2062	3.22 Fixed	Maturity	3.0
503547	PWLB	15/12/2014	15/12/2062	3.36 Fixed	Maturity	3.0
503658	PWLB	20/01/2015	20/03/2063	2.99 Fixed	Maturity	2.0
503523	PWLB	02/12/2014	02/05/2063	3.45 Fixed	Maturity	3.0
502654	PWLB	04/11/2013	04/11/2063	4.20 Fixed	Maturity	5.0
503517	PWLB	01/12/2014	01/05/2064	3.49 Fixed	Maturity	5.0
504415	PWLB	19/10/2015	19/10/2064	3.25 Fixed	Maturity	9.5
503472	PWLB	20/11/2014	20/11/2064	3.66 Fixed	Maturity	5.0
503499	PWLB	27/11/2014	27/11/2064	3.58 Fixed	Maturity	6.0
504660	PWLB	11/02/2016	11/02/2065	2.92 Fixed	Maturity	3.0
506120	PWLB	09/06/2017	09/06/2065	2.28 Fixed	Maturity	4.5
504298	PWLB	12/08/2015	12/08/2065	3.16 Fixed	Maturity	2.0
504387	PWLB	28/09/2015	28/09/2065	3.18 Fixed	Maturity	5.0
504478	PWLB	18/11/2015	18/11/2065	3.33 Fixed	Maturity	2.0
504531	PWLB	08/12/2015	08/12/2065	3.21 Fixed	Maturity	2.0
504597	PWLB	19/01/2016	19/01/2066	3.13 Fixed	Maturity	2.5
505119	PWLB	20/06/2016	20/04/2066	2.50 Fixed	Maturity	10.0

## Long Term Loans

Reference	Counter Party Name	Start date	Maturity date	Interest Rate	Loan Type	Principal £m
505091	PWLB	17/06/2016	17/06/2066	2.57 Fixed	Maturity	10.0
505186	PWLB	30/06/2016	30/06/2066	2.42 Fixed	Maturity	3.0
505365	PWLB	21/09/2016	21/09/2066	2.23 Fixed	Maturity	4.0
505499	PWLB	10/11/2016	10/11/2066	2.47 Fixed	Maturity	8.0
505518	PWLB	30/11/2016	30/11/2066	2.61 Fixed	Maturity	9.0
505724	PWLB	13/02/2017	11/02/2067	2.74 Fixed	Annuity	11.5
505767	PWLB	28/02/2017	28/02/2067	2.68 Fixed	Annuity	19.1
505783	PWLB	02/03/2017	02/03/2067	2.64 Fixed	Annuity	9.5
505922	PWLB	27/03/2017	27/03/2067	2.37 Fixed	Maturity	5.0
506000	PWLB	19/04/2017	19/04/2067	2.50 Fixed	Annuity	4.8
506121	PWLB	09/06/2017	09/06/2067	2.52 Fixed	Annuity	4.8
506306	PWLB	31/08/2017	31/08/2067	2.52 Fixed	Annuity	47.9
506347	PWLB	12/09/2017	12/09/2067	2.50 Fixed	Annuity	9.6
506555	PWLB	07/11/2017	07/11/2067	2.67 Fixed	Annuity	19.2
506564	PWLB	09/11/2017	09/11/2067	2.66 Fixed	Annuity	28.8
506569	PWLB	10/11/2017	10/11/2067	2.63 Fixed	Annuity	19.2
506658	PWLB	23/11/2017	23/11/2067	2.65 Fixed	Annuity	9.6
506730	PWLB	13/12/2017	13/12/2067	2.64 Fixed	Annuity	9.6
506752	PWLB	19/12/2017	19/12/2067	2.30 Fixed	Maturity	10.0
506980	PWLB	02/03/2018	02/03/2068	2.73 Fixed	Annuity	9.7
507084	PWLB	19/03/2018	19/03/2068	2.63 Fixed	Annuity	9.6
507090	PWLB	20/03/2018	20/03/2068	2.61 Fixed	Annuity	9.6
507135	PWLB	26/03/2018	26/03/2068	2.56 Fixed	Annuity	14.5
507136	PWLB	26/03/2018	26/03/2068	2.56 Fixed	Annuity	7.7
507182	PWLB	29/03/2018	29/03/2068	2.54 Fixed	Annuity	9.6
507445	PWLB	31/05/2018	31/05/2068	2.49 Fixed	Annuity	9.6
507623	PWLB	27/07/2018	27/07/2068	2.53 Fixed	Annuity	9.7
507925	PWLB	19/10/2018	19/10/2068	2.68 Fixed	Maturity	6.0
508038	PWLB	14/11/2018	14/11/2068	2.72 Fixed	Annuity	9.7
508052	PWLB	19/11/2018	19/11/2068	2.78 Fixed	Annuity	9.7
508146	PWLB	07/12/2018	07/12/2068	2.75 Fixed	Annuity	58.5
508180	PWLB	11/12/2018	11/12/2068	2.66 Fixed	Annuity	19.5
508231	PWLB	13/12/2018	13/12/2068	2.55 Fixed	Annuity	39.0
508432	PWLB	31/01/2019	31/01/2069	2.56 Fixed	Annuity	9.6
508481	PWLB	11/02/2019	11/02/2069	2.52 Fixed	Annuity	77.9
508610	PWLB	27/02/2019	27/02/2069	2.39 Fixed	Annuity	7.0
508842	PWLB	19/03/2019	19/03/2069	2.55 Fixed	Annuity	19.6
508850	PWLB	20/03/2019	20/03/2069	2.53 Fixed	Annuity	19.5
508869	PWLB	22/03/2019	22/03/2069	2.49 Fixed	Annuity	29.2
508916	PWLB	25/03/2019	25/03/2069	2.39 Fixed	Annuity	48.7
508947	PWLB	26/03/2019	26/03/2069	2.37 Fixed	Annuity	19.5
509003	PWLB	28/03/2019	28/03/2069	2.31 Fixed	Annuity	19.5
509473	PWLB	05/07/2019	05/07/2069	2.15 Fixed	Annuity	19.5
509557	PWLB	26/07/2019	26/07/2069	2.16 Fixed	Annuity	19.5
509591	PWLB	06/08/2019	06/08/2069	2.09 Fixed	Annuity	19.5
509644	PWLB	09/08/2019	09/08/2069	1.93 Fixed	Annuity	19.5
509739	PWLB	20/08/2019	20/08/2069	1.77 Fixed	Annuity	9.7
509874	PWLB	05/09/2019	05/09/2069	1.74 Fixed	Annuity	9.7
116151	PWLB	25/09/2019	25/09/2069	1.82 Fixed	Annuity	9.7
116631	PWLB	26/09/2019	26/09/2069	1.80 Fixed	Annuity	9.7
141733	PWLB	11/12/2019	11/12/2069	3.08 Fixed	Annuity	19.7
156094	PWLB	30/01/2020	30/01/2070	2.85 Fixed	Annuity	19.7
186269	PWLB	16/04/2020	16/04/2070	2.48 Fixed	Annuity	19.7
197955	PWLB	12/05/2020	12/05/2070	2.43 Fixed	Annuity	19.7
292072	PWLB	18/01/2021	18/01/2071	1.71 Fixed	Annuity	9.9
294068	PWLB	21/01/2021	21/01/2071	1.71 Fixed	Annuity	19.9
297978	PWLB	29/01/2021	29/01/2071	1.68 Fixed	Annuity	19.9
304476	PWLB	15/02/2021	15/02/2071	1.87 Fixed	Annuity	14.9
311952	PWLB	02/03/2021	02/03/2071	2.15 Fixed	Annuity	44.7
313114	PWLB	04/03/2021	04/03/2071	2.15 Fixed	Annuity	19.9
323859	PWLB	25/03/2021	25/03/2071	2.13 Fixed	Annuity	9.9
324395	PWLB	26/03/2021	26/03/1971	2.09 Fixed	Annuity	14.9
337369	PWLB	21/04/2021	21/04/2071	2.11 Fixed	Annuity	9.9
353644	PWLB	24/05/2021	24/05/2071	2.23 Fixed	Annuity	19.9
362679	PWLB	14/06/2021	14/06/2071	2.09 Fixed	Annuity	25.0
363703	PWLB	16/06/2021	16/06/2071	2.07 Fixed	Annuity	10.0
365996	PWLB	23/06/2021	23/06/2071	2.02 Fixed	Annuity	20.0
368894	PWLB	01/07/2021	01/07/2071	2.05 Fixed	Annuity	20.0

### Long Term Loans

370826	PWLB	06/07/2021	06/07/2071	2.04	Fixed	Annuity	20.0
372808	PWLB	09/07/2021	09/07/2071	1.98	Fixed	Annuity	20.0
374078	PWLB	13/07/2021	13/07/2071	1.98	Fixed	Annuity	20.0
376376	PWLB	19/07/2021	19/07/2071	1.90	Fixed	Annuity	20.0
378261	PWLB	22/07/2021	22/07/2071	1.82	Fixed	Annuity	20.0
380895	PWLB	28/07/2021	28/07/2071	1.80	Fixed	Annuity	30.0
389042	PWLB	12/08/2021	12/08/2071	1.75	Fixed	Annuity	30.0
410896	PWLB	30/09/2021	30/09/2071	1.94	Fixed	Annuity	20.0
431831	PWLB	04/11/2021	04/11/2071	1.91	Fixed	Annuity	20.0 *

\* New loans taken during this period.

Average interest rate 2.63

1,727.7

## Long Term Loans

### Market Loans

Reference	Counter Party Name	Start date	Maturity date	Interest Rate	Loan Type	Principal
253	Cornwall Council	03/01/2017	04/01/2022	1.30 Fixed	Maturity	6.0
291/296	Barclays Bank plc	31/07/2006	31/07/2076	4.75 Fixed	Maturity	5.0 **
292/295	Barclays Bank plc	31/07/2006	31/07/2076	4.75 Fixed	Maturity	5.0 **
299	Barclays Bank plc	05/04/2007	05/04/2077	3.95 Fixed	Maturity	5.0 **

No new loans taken during this period.

Average interest rate 3.57

21.0

\*\* These loans were previously classified as LOBO (Lender Option Borrower Option) loans. Barclays notified the Council that it had permanently waived its rights under the lender's option of the LOBO feature of the loans to change the interest rate in the future. As a result, the loans effectively became fixed rate loans at their current interest rates with their stated maturities and no risk that the rates will be changed in the future. This change was effective from 28th June 2016.

### Lender Option Borrower Option (LOBO) Loan Debt

£15m of the Council's long term borrowing is in the form of loans called LOBOs. These loans have a 'step up' date after which the lender has the option of asking for the interest rate to be increased at specific intervals ('call periods'). Should the lender request a rate increase, the Council has the option of repaying the loan and seeking an alternative source of finance. Some LOBOs have an interest rate increase pre-agreed at the 'step up' date at which the borrower does not have the option to repay. The new rate is referred to as the 'back-end rate'.

Reference	Counter Party Name	Start date	Maturity date	Initial rate	Next Step up date	Back-end rate	Effective rate	Call Period	Principal £m
293	Danske Bank*	05/04/2005	05/04/2055	3.90	05/04/2023	4.75	n/a	6 years	5.0
294/297	Dexia Public Finance Bank*	06/10/2006	06/10/2076	3.89	08/04/2023	4.75	n/a	2 years	5.0
298	Dexia Public Finance Bank	22/11/2006	22/11/2076	3.95	22/11/2026	3.95	n/a	1 years	5.0

\*LOBO has stepped up to back-end rate.

Average prevailing interest rate 4.48

15.0

### **Total Long Term Loans**

Average prevailing interest rate 2.66

**1,763.7**

### **PRUDENTIAL INDICATORS**

Section 1 of the Local Government Act 2003, requires the Council to determine, before the beginning of each financial year, the Council's treasury Prudential Indicators.

On 11 February 2021, the Council determined the following limits for 2021/22:

Operational Boundary for External Debt	£2,149,389,000
<i>Current External Debt as a percentage of Operational Boundary *</i>	85.77%
Authorised Limit for External Debt	£2,159,389,000
<i>Current External Debt as a percentage of Authorised Limit *</i>	85.38%

\* The value relating to the estimated PFI liability at 30 November 2021 which is classed as a credit arrangement and comes within the scope of the prudential indicators is: £24,878,000

## Deals Outstanding at 30 November 2021

### Internally managed deposits

Deal Ref	Counter Party Name	Start	Dates Maturity	Interest Rate	Principal
2739	DEUTSCHE ASSET & WEALTH MANA	N/A	CALL	0.000	2,000,000.00
2750	FEDERATED HERMES CASH MANAGEMENT FUND	N/A	CALL	0.011	20,000,000.00
					22,000,000.00

### Deposits placed on the advice of Tradition UK

Deal Ref	Counter Party Name	Start	Dates Maturity	Interest Rate	Principal
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No applicable deals

### Temporary Loans

Deal Ref	Counter Party	Start	Dates Maturity	Interest Rate	Principal
3470	BATH AND NORTH EAST SOMERSET COUNCIL	15/11/2021	14/11/2022	0.30	5,000,000.00
3471	OXFORDSHIRE COUNTY COUNCL	15/11/2021	24/10/2022	0.35	5,000,000.00
3472	CAMBRIDGESHIRE & PETERBOROUGH COMBINED AUTH.	17/11/2021	16/11/2022	0.40	10,000,000.00
3473	SOMERSET COUNTY COUNCIL	22/11/2021	21/11/2022	0.40	10,000,000.00
3474	BARNSELY METROPOLITAN BOROUGH COUNCIL	22/11/2021	21/11/2022	0.30	5,000,000.00
3475	HAMPSHIRE COUNTY COUNCIL	22/11/2021	21/11/2022	0.30	10,000,000.00
3476	NORTH NORTHAMPTONSHIRE COUNCIL	16/11/2021	15/11/2022	0.30	10,000,000.00
					55,000,000.00

## New Deals taken between 1 November 2021 and 30 November 2021

### Internally managed deposits

Deal Ref	Counter Party Name	Start	Dates Maturity	Interest Rate	Principal
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**No applicable deals**

### Temporary Loans

Deal Ref	Counter Party Name	Start	Dates Maturity	Interest Rate	Principal
3470	BATH AND NORTH EAST SOMERSET C	15/11/2021	14/11/2022	0.300	5,000,000.00
3471	OXFORDSHIRE COUNTY COUNCIL	15/11/2021	24/10/2022	0.350	5,000,000.00
3472	CAMBRIDGESHIRE & PETERBOR. COM	17/11/2021	16/11/2022	0.400	10,000,000.00
3473	SOMERSET COUNTY COUNCIL	22/11/2021	21/11/2022	0.400	10,000,000.00
3474	BARNSELY METROPOLITAN BOROUGH	22/11/2021	21/11/2022	0.300	5,000,000.00
3475	HAMPSHIRE COUNTY COUNCIL	22/11/2021	21/11/2022	0.300	10,000,000.00
3476	NORTH NORTHAMPTONSHIRE COUNCIL	16/11/2021	15/11/2022	0.300	10,000,000.00
					<u>55,000,000.00</u>

### Long Term Loans

Deal Ref	Counter Party Name	Start	Dates Maturity	Interest Rate	Principal
431831	PUBLIC WORKS LOAN BOARD	04/11/2021	04/11/2071	1.910	20,000,000.00
					<u>20,000,000.00</u>

**THAMESWEY GROUP  
INFORMATION**

**November 2021**

### THAMESWEY GROUP

Thameswey Ltd (TL) is a 100% subsidiary of Woking Borough Council. It is a holding company and has set up a number of subsidiary Companies specialising in low carbon energy generation, housing at intermediate rental, sustainable house building, property development and support services.

The group is made up of the following companies: unless otherwise stated they are 100% subsidiaries of Thameswey Ltd:

Name	Abbr.	Description
Thameswey Central Milton Keynes Ltd	TCMK	100% subsidiary of TEL providing low carbon energy generation in Milton Keynes
Thameswey Developments Ltd	TDL	Property Development on behalf of WBC
Thameswey Energy Ltd	TEL	Low carbon energy generation in Woking
Thameswey Housing Ltd	THL	Provides housing in the Borough. The majority of the housing is provided at intermediate rental
Thameswey Guest Houses Ltd	TGHL	100% Subsidiary of THL. Company began trading on 01/09/2014.
Thameswey Maintenance Services Ltd	TMSL	Operation & maintenance of Thameswey energy stations and ad hoc work for other customers
Thameswey Solar Ltd	TSL	Operates PV panels throughout the Borough
Thameswey Sustainable Communities Ltd	TSCL	Sustainable Energy Consultancy and also runs the Action Surrey project
Rutland (Woking) Ltd	RWL	50% Joint Venture between TDL and Rutland Properties
Rutland Woking (Carthouse Lane) Ltd	RWCL	50% Joint Venture between TDL and Rutland Properties, developed land on Carthouse Lane, Woking
Rutland Woking (Residential) Ltd	RWRL	75% subsidiary of the Thameswey Group via 50% held by THL and 25% by TDL.

*For further information please see our website: [www.thamesweygroup.co.uk](http://www.thamesweygroup.co.uk)*

*For information on reducing energy consumption in homes, schools and businesses please see: [www.actionsurrey.org](http://www.actionsurrey.org)*

*For information on the solar PV installations please visit our website [www.thamesweysolar.co.uk](http://www.thamesweysolar.co.uk)*

**THAMESWEY GROUP**  
**EMPLOYEE NUMBERS**  
**As at 31 October 2021**

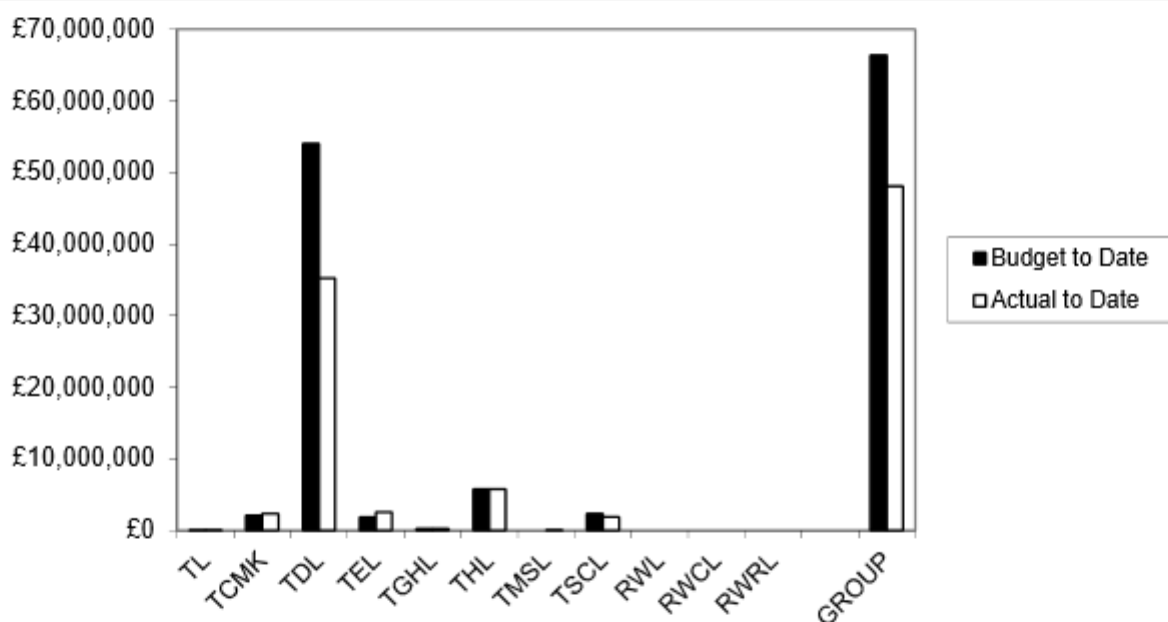
Service Unit	Employee Numbers for Full Time, Part Time, Agency Cover & Casual					
	Full Time	Part Time at FTE	Apprentice	Agency Cover	Casual Staff	Total FTEs
Thamesway Sustainable Communities Ltd	52	0.7	0	0	0	52.7
GROUP	52.0	0.7	0.0	0.0	0.0	52.7

Month	Total FTEs
April	53.7
May	52.7
June	51.7
July	50.7
August	50.7
September	51.7
October	52.7
November	
December	
January	
February	
March	
Average for the year to date	52.0

No other Thamesway Group companies have employees.

**THAMESWEY GROUP**  
**SALES INCOME**  
**October 2021**

Company	Budget to Date £	Actual to Date £	Variance to Date £	Notes
TSL	0	0	0	
TL	34,917	43,093	8,176	
TCMK	2,073,556	2,352,170	278,614	
TDL	54,037,799	35,194,447	(18,843,352)	2
TEL	1,849,267	2,564,961	715,694	
TGHL	239,202	225,090	(14,112)	
THL	5,785,795	5,793,233	7,438	
TMSL	0	27,816	27,816	
TSCL	2,333,776	1,870,118	(463,658)	1
RWL				
RWCL				
RWRL				
GROUP	66,354,311	48,070,928	(18,283,384)	



There is a one month time lag on this report.

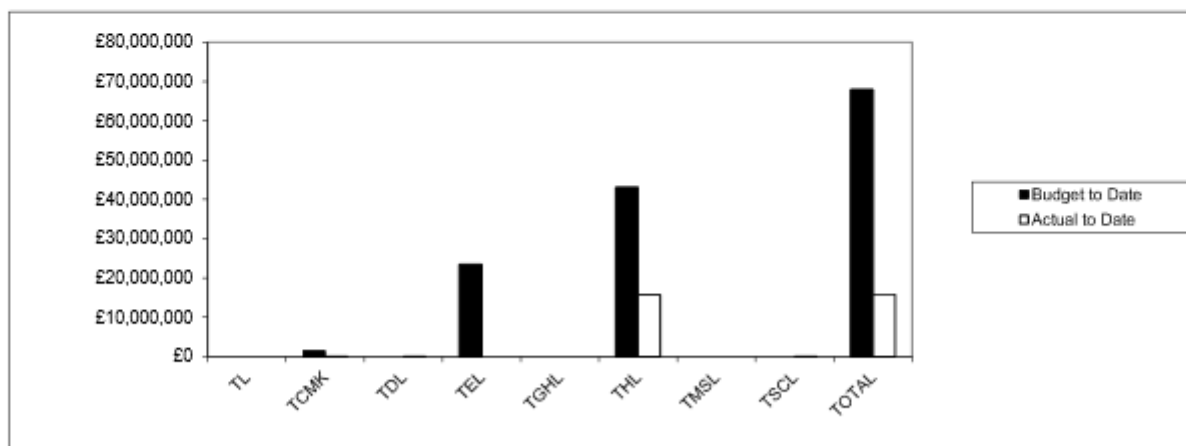
ALL FIGURES SUBJECT TO YEAR END ADJUSTMENTS

**Notes**

1. Year to date audit adjustment for Green Homes project, and staff vacancies relating to Sheerwater project team.
2. Project completion timing variances

**THAMESWEY GROUP**  
**CAPITAL EXPENDITURE**  
**October 2021**

Company	Budget to Date £	Actual to Date £	Variance to Date £	Note
TSL	0	0	0	
TL	0	0	0	
TCMK	1,433,000	36,292	(1,396,708)	3
TDL	0	41,988	41,988	
TEL	23,443,904	0	(23,443,904)	4
TGHL	0	0	0	
THL	43,108,410	15,802,976	(27,305,434)	2
TMSL	0	0	0	
TSCL	0	38,422	38,422	
<b>TOTAL</b>	<b>67,985,314</b>	<b>15,919,676</b>	<b>(52,065,638)</b>	<b>1</b>



There is a one month time lag on this report.

**NOTES**

1. Capital expenditure is recognised upon completion of the project. Until that point, it is held as work in progress.

2. THL: Capital Expenditure:	£
PEX Software	32,512
2 Bonsey Close	418,800
27 St Michaels Rd	231,379
28 Albert Drive	375,000
6 Raynes Close	446,050
9 Marston Road	336,279
Middle Walk	13,559,371
Renovations	403,585
	<hr/>
	<b>15,802,976</b>
	0

Please note that Sheerwater properties are recognised quarterly

3. TCMK: Timing variances for asset purchase

4. TEL: Budgeted Capex relates to Poole Road. The project has not yet completed.

**THAMESWEY GROUP**  
**NEW LOANS**  
**October 2021**

Company	Project	Lender	Start Date	Maturity Date	Interest Rate %	Principal (£M)	Loan Ref
THL	Sheerwater Purple	WBC	22-Apr-21	22-Apr-71	1.93%	1.00	15532
THL	Middle Walk	WBC	13-May-21	13-May-71	3.48%	1.05	10132
THL	Sheerwater Purple	WBC	20-May-21	20-May-71	2.03%	1.00	15534
THL	Sheerwater Red	WBC	20-May-21	31-Mar-23	0.90%	1.50	15535
THL	Sheerwater Copper	WBC	20-May-21	31-Mar-23	0.90%	0.25	15536
TDL	Sheerwater Leisure Centre	WBC	01-Jun-21	31-Mar-23	0.85%	1.60	15257
TDL	Sheerwater Leisure Centre	WBC	01-Jun-21	31-Mar-23	0.85%	1.10	15258
THL	Harrington Place (Commercial Space)	WBC	08-Jun-21	08-Jun-71	3.50%	1.26	10133
THL	Comerstone (Elizabeth House)	WBC	17-Jun-21	17-Jun-71	3.42%	0.75	10134
TDL for TEL	Poole Road	WBC	17-Jun-21	17-Jun-71	2.92%	0.79	14771
THL	Sheerwater	WBC	17-Jun-21	17-Jun-71	1.92%	2.31	15537
THL	Sheerwater Purple	WBC	17-Jun-21	17-Jun-71	1.92%	3.39	15538
THL		WBC	28-Jun-21	28-Jun-71	3.42%	1.06	10135
TCMK		WBC	28-Jun-21	28-Jun-46	3.88%	0.75	11076
TEL	Poole Road	WBC	07-Jul-21	07-Jul-71	3.04%	2.00	12005
TEL	Poole Road	WBC	07-Jul-21	08-Oct-21	1.82%	3.00	12006
THL	Sheerwater	WBC	15-Jul-21	15-Jul-71	2.57%	1.54	10136
THL		WBC	15-Jul-21	15-Jul-71	3.48%	3.00	10137
THL		WBC	21-Jul-21	21-Jul-71	3.42%	2.18	10138
TDL	Sheerwater Leisure Centre	WBC	06-Aug-21	06-Aug-29	1.01%	1.00	15259
TCMK		WBC	17-Aug-21	17-Aug-46	3.63%	0.14	11077
THL	Comerstone / Knaphill Library / Middle Walk	WBC	24-Sep-21	24-Sep-71	3.44%	2.33	10139
THL	Sheerwater: Copper & Red	WBC	24-Sep-21	24-Sep-71	1.94%	1.03	15539
THL		WBC	29-Sep-21	29-Sep-71	3.58%	2.58	10140
TCMK		WBC	29-Sep-21	29-Sep-46	3.91%	0.61	11078
TCMK		WBC	13-Oct-21	13-Oct-46	4.11%	0.15	11079
TEL	Poole Road	WBC	08-Oct-21	08-Oct-71	2.98%	1.00	12007
THL	Knaphill Library 2 (KL2)	WBC	26-Oct-21	26-Oct-71	3.75%	0.21	10141
THL	Middle Walk	WBC	26-Oct-21	26-Oct-71	3.75%	0.72	10142
THL	Sheerwater Copper	WBC	26-Oct-21	26-Oct-71	2.25%	0.38	15540
THL	Sheerwater Red	WBC	26-Oct-21	26-Oct-71	2.25%	1.76	15541

41.43

Company	Loan balances as at March-21	New Loans Apr-21 to Mar-22	Less Repayments in period	Net Balance of Loans
	£m	£m	£m	£m
TL				
TCMK	33.39	1.65	0.62	34.42
TDL	89.27	4.49	2.71	91.05
TEL	14.12	6.00	4.39	15.73
TGHL				
THL	314.84	29.29	0.02	344.12
TMSL				
TSL	0.99			0.99
TSCL				
RWL	1.67			1.67
RWCL				
RWRL				
GROUP	454.28	41.43	7.73	487.99

There is a one month time lag on this report.

Note that the Green Book figures exclude inter company loans.

**THAMESWEY GROUP**  
**INTEREST PAYMENTS**  
October 2021

Company	Budget to Date	Actual to Date	Net Financing Cost/(Adverse)	Note
	£	£	£	
TSL	-	-	-	
TL	-	-	-	
TCMK	1,205,043	1,121,415	83,628	
TDL	201,978	199,519	2,459	
TEL	877,385	451,782	425,603	
TGHL	-	-	-	
THL	6,407,029	6,741,526	(334,497)	
TMSL	-	-	-	
TSCL	-	-	-	
RWL				
RWCL				
RWRL				
GROUP	8,691,435	8,514,242	177,193	



Interest related to projects under development/construction will be capitalised in the accounts.

*Note that the Green Book figures exclude inter company loans.*

TDL loan interest relates to Coblands Nursery & Cornerstone property purchases in 2016

**There is a one month time lag on this report.**



## OVERVIEW AND SCRUTINY COMMITTEE – 21 FEBRUARY 2022

### FINANCE TASK GROUP UPDATE

#### Executive Summary

The Finance Task Group met on 27 January 2022. Set out below is the report from the Chairman of the task group.

#### Matters Arising

The external audit of the 2019/20 accounts is still ongoing and there is still a fair amount to do including a discussion of strategic issues. An update will be given to the next Standards and Audit meeting in early March. The audit of the 2020/2021 accounts should commence shortly after the completion of the 2019/20 audit.

There is no significant change in respect of the recovery of commercial rents since the last meeting. These are still in line with forecast.

The analysis of long term loans to external organisations will be discussed at the next Task Group meeting in March.

#### Review of General Fund report, Investment Programme and Capital, Investment and Treasury Management Strategies

The Task Group was presented with draft versions of these papers and there were a number of key issues highlighted:

- It was noted that the Government Funding settlement was only for one year and is similar to last year
  - There may be possible changes to Minimum Revenue Provision rules which could impact Woking and also further changes to borrowing requirements in order to access Public Works Loan Board funding.
  - An increase in staffing costs for the next year was discussed as being due to the in-sourcing of housing management from New Vision Homes.
  - The borrowing in respect of Thameswey will be reviewed as part of the upcoming strategic review of the Thameswey Group
  - The proposed Covid provision for 2022/23 will be significantly less than the previous year with £1.3m in respect of car parking income and £0.5m for irrecoverable commercial rents.
  - There was no update so far on car parking income over the Christmas period and the possible impact from the Omicron variant.
  - A significant increase in energy prices has been built into the budget as advised by Thameswey.

The Council Tax increase proposed as is 2% or £5 per annum for a Band D property. There is planned reduction in use of reserves from £8m to £4m for 2022/23 as compared to the prior year. The update of Investment Programme was discussed and in particular the proposed split between approved projects, pipeline projects and cancelled projects.

The Comprehensive Statement prepared by EY was discussed in the context of the above papers and following the January Overview and Scrutiny meeting. In particular the issue of cashflows for the operating companies was discussed.

#### Victoria Square update

The latest developments regarding this project were discussed and In light of the these changes the updated financial model will be presented at March meeting

#### **Quarterly report of irrecoverable debt**

The write-offs were noted and no issues raised.

#### **Recommendations**

The Committee is requested to:

**RESOLVE** that the report be noted.

The Committee has the authority to determine the recommendation(s) set out above.

**Background Papers:** None.

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