



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, 5 June 2023 at 7.00 pm in the Council Chamber, Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL.

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). 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 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.
- 3 Minutes (Pages 5 - 16)
To approve the minutes of the meetings of the Committee held on 20 March 2023 and 22 May 2023 as published.
- 4 Matters Arising from the Previous Minutes OSC23-023 (Pages 17 - 30)
To review any outstanding items from the previous minutes.
- 5 Urgent Business
To consider any business that the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.

Matters for Determination

- 6 Work Programme OSC23-022 (Pages 31 - 46)
Reporting Person: Councillor Josh Brown
- 7 Work Programme Setting for 2023-24 OSC23-024 (Pages 47 - 48)
Reporting Person: Councillor Josh Brown

Matters for Scrutiny

- 8 Overview and Scrutiny Communications Plan Update OSC23-025 (Pages 49 - 50)
Reporting Person: Toby Nash

Performance Management

- 9 Performance and Financial Monitoring Information
To consider the current publication of the Performance & Financial Monitoring Information.
Reporting Person: Councillor Josh Brown

Working Group Updates

- 10 Economic Development Working Group Update OSC23-026 (Pages 51 - 52)
To receive an update from the Economic Development Working Group following its meeting on 22 March 2023.
- 11 Finance Working Group Update OSC23-027 (Pages 53 - 54)
To receive an update from the Finance Working Group following its meeting on 15 March 2023.
- 12 Housing Working Group Update OSC23-028 (Pages 55 - 56)
To receive an update from the Housing Working Group following its meeting on 14 March 2023.

AGENDA ENDS

Date Published - 26 May 2023

For further information regarding this agenda and arrangements for the meeting, please contact Toby Nash, Scrutiny & Democratic Services Officer, Ext 3056, Email toby.nash@woking.gov.uk



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MINUTES
OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE

held on 20 March 2023

Present:

Cllr A Azad (Chairman)
Cllr J R Sanderson (Vice-Chair)

Cllr H Akberali	Cllr A Caulfield
Cllr K M Davis	Cllr C S Kemp
Cllr A Kirby	Cllr R N Leach
Cllr J P Morley	Cllr M I Raja

Also Present: Councillors J Brown and E Nicholson.

1. APOLOGIES FOR ABSENCE

No apologies for absence were received.

2. MINUTES

RESOLVED That

the minutes of the meeting of the Committee held on Monday, 20 February 2022 be approved and signed as a true and correct record.

3. MATTERS ARISING FROM THE PREVIOUS MINUTES OSC23-015

The Vice-Chairman introduced the report on matters raised at previous meetings of the Committee, drawing the Committee's attention to actions undertaken subsequently.

Subsequent to publication of the agenda, Affinity Water had provided an apology for not attending the meeting in February and offered to attend a future meeting.

RESOLVED That

the report be noted.

4. URGENT BUSINESS

There was no urgent business to discuss.

5. DECLARATIONS OF INTEREST

No Declarations of Interest were made.

6. ENTERPRISE M3

The Committee welcomed Stephen Martin, Joint Managing Director of Enterprise M3, to the meeting.

Stephen Martin provided Members with a presentation covering the activities that Enterprise M3 Local Enterprise Partnership (LEP) had carried out over the past year both in the Borough and the wider region. A total of £726 million had been injected into the region over the past ten years.

The LEP had contributed significant funding to transport infrastructure in the Borough in previous years. However, with the introduction of the Levelling Up Fund and UK Shared Prosperity Fund, the LEP had not provided such funding recently. The LEP regularly liaised with Woking Borough Council departments to ensure the work of the Growth Hub dovetailed with that of the Council's Woking Works Initiative. The Growth Hub had provided one to one support to thirty Woking businesses over the previous several years. Part of work of the Growth Hub provided specialist advice for businesses on how to reduce their carbon footprint and taking advantage of opportunities in the low carbon sector.

Enterprise M3 continued to provide loans and equity investments to small businesses with high growth potential that otherwise struggled to access conventional funding from the commercial sector. Following a question from a Member of the Committee, Stephen Martin confirmed that the loans were typically for a period of two or three years.

Stephen Martin provided a summary of several sectors that the LEP was focused on for the next several years. Members were particularly interested in how Woking could foster those sectors including the environmental and digital sectors. These aligned with priorities of both the Council and Enterprise M3.

Enterprise M3 had recently formed a 'Jet Zero' cluster. As it had only recently formed there were no timescales attached and Stephen Martin was focused on allowing it to foster naturally.

The LEP had provided significant support to the videogames industry, focused primarily in Guildford. Stephen Martin undertook to confirm if any Woking videogames companies had benefitted from the support of Enterprise M3 outside of the meeting.

Another Local Authority had approached Enterprise M3 to develop a strategy for targeting the rural economy. Both Members and Stephen Martin were keen to see such a strategy expand to include Woking Borough.

Stephen Martin encouraged Members and the Council to contact Enterprise M3 for all sectors identified as potential to grow in the Borough.

The Committee was pleased by the focus placed on supporting youth with the creation of several initiatives by Enterprise M3. One scheme connected employers and schools as well as provided schools with professional contacts that helped ensure the careers provision matched the careers market. Enterprise M3 continued to provide support for teachers to understand the careers opportunity for pupils and students in the Green sector. A separate fund had been created that supported further education institutions to promote provision of relevant skills needed in the Green sector.

The LEP had organised a careers fair that connected pupils and students with industry professionals and promoted multiple avenues of further education.

In conjunction with Surrey Chambers of Commerce, Enterprise M3 was developing a local skills development plan to map a set of actions to encourage relevant post-sixteen technical skills that met the needs of the local economy. The Plan was a Department for Education initiative.

The LEP continued to run a skills advisory panel to connect industry with skills providers with an aim to make skills provision more reactive to market needs. The advisory panel considered all sectors but keen focus was on areas where a lack of skills had been identified.

The LEP was working with local authorities to construct a fibre spine between Basingstoke and Guildford that would increase the connectivity of businesses along the route. Members were disappointed that Woking would not benefit from the fibre spine and were keen for the Council and Enterprise M3 to discuss introducing a similar scheme into the Borough. Stephen Martin agreed to hold discussions with the Council to scope such an infrastructure project.

During the recent Government budget it was announced that the work of Local Enterprise Partnerships was being considered for absorption into local authorities and a consultation questionnaire had been circulated to LEPs and local authorities. Nevertheless, Stephen Martin confirmed that this would have no impact on the work of Enterprise M3 for the 2023-24 year. Members were keen to know if Enterprise M3 could become an independent company should funding from Central Government be withdrawn. Due to the recency of the announcement Stephen Martin was not in a position to answer the question. Stephen Martin confirmed that Enterprise M3 wanted to make any such decisions in consultation with local authorities.

Following a question from a Member on support for businesses based in homes, Stephen Martin agreed to provide more information from the Growth Hub outside of the meeting.

Stephen Martin confirmed that the Leadership Panel, by which representatives of local authorities met with Enterprise M3, continued to be held regularly.

Councillor Azad and all Members of the Committee thanked Stephen Martin for attending the meeting.

7. SAFER WOKING PARTNERSHIP - COMMUNITY SAFETY PLAN OSC23-018

The Committee welcomed Inspector Nell Rodriguez, Borough Commander of Surrey Police, and Camilla Edmiston, Community Safety Officer.

Camilla Edmiston provided a summary of the report for Members. It was a statutory requirement for the Community Safety Plan to be reported yearly.

The Community Safety Task Group received a quarterly report covering progress on the Community Safety Plan. The Woking Joint Committee was due to end and future updates would be given to the Safer Woking Partnership Group, once it was set up.

Statutory Guidance covering serious violence duty was introduced by Central Government at the end of 2022. The Police Commissioner and Surrey County Council had produced

related guidance and all was being incorporated into the Community Safety Plan. A new county-wide strategy focusing on violence against women and girls had been released and this was being actively developed into the Community Safety Plan.

A community safety consultation was held in January and February 2023 which showed an increase in confidence from residents in the handling of crime and anti-social behaviour by the local police force compared with 2021.

Woking had recently been deemed one of the safest places in the Country and Members thanked Surrey Police, Community Safety team and partners for their continued work.

The Committee discussed anti-social behaviour and the difficulty in defining it. Legislation defined anti-social behaviour as causing harassment, alarm, or distress, which was a very broad scope within which to work. The nature of anti-social behaviour was cross-cutting between organisations and formed part of discussions at regular inter-agency meetings held. It was not always appropriate to report anti-social behaviour to the Police as many enforcement powers were held by the Local Authority. Both Camilla Edmiston and Inspector Rodriguez asked Members to reinforce to residents to report anti-social behaviour. Although it was not always appropriate or possible to take action against an individual incident, repeated incidents could be used against offenders.

Following a question, Camilla Edmiston urged Members to contact Officers in Housing if they were concerned that anti-social behaviour in Council-resident properties was not being addressed.

Members were encouraged to contact the Community Safety team if uncertain whether a matter reported to them was considered anti-social behaviour.

The Borough experienced relatively lower levels of county-lines crime compared with neighbouring districts and boroughs. Inspector Rodriguez confirmed that the Police continued to work in conjunction with British Transport Police on county-lines.

Councillor Azad reminded Members that it was necessary, as public figures, for Councillors to urge residents to report any incidents to the correct authority. If residents were concerned they could be identified, Crime Stoppers provided an anonymous way to report incidents.

[Post-meeting Note: The number for Crime Stoppers is 0800 555 111]

Inspector Rodriguez emphasised that, due to well publicised resource issues within the Police, coupled with the changed nature of crimes from previous generations, foot patrol was not always the most effective use of Police Officer time. Similarly, following concerns raised by several Councillors, Inspector Rodriguez explained that, though an immediate response was often desired from residents when a crime was reported, in actuality it was not always the most effective method to deal with an issue and there was greater value in crime prevention, in understanding and resolving the sources of the crime. It was particularly less effective to attend where a succession of lower-level crimes was occurring. A rapid response was always prioritised where people were deemed to be in danger. Surrey Police used a matrix to assess threat, harm, and risk to prioritise attendance.

Transparency regarding work undertaken by Police Officers, and managing the expectations of residents, was a key issue for the Police at a national scale. The Borough

Commander was in the process of identifying specific needs of each Ward to improve effectiveness of the Police and crime prevention.

Members were pleased to hear that the Police were engaging directly with young people and schools.

Councillor Brown, in attendance at the meeting, was invited to contribute by Councillor Azad. Councillor Brown wished to understand what criteria gave rise to the installation of CCTV and whether Byfleet village would be considered an appropriate place for installation of CCTV. Although the Borough did possess CCTV cameras, the Borough Commander explained that the footage from cameras did not always meet the evidentiary threshold to be used in a case as identification of individuals was required. Additionally, Camilla Edmiston explained that the installation of CCTV was both expensive and frequently not always the most effective tool. Although CCTV was sometimes useful at capturing the crime being committed or those that have committed a crime, it was generally more effective to devote resources to preventing the crime occurring.

An approach to preventing crime that had previously seen success was 'design out crime' whereby an area was inspected to identify what infrastructure could be installed or changes made to an environment to prevent a crime occurring.

Inspector Rodriguez and Camilla Edmiston invited Members to meet with them outside of the meeting to discuss any concerns.

Councillor Azad and the whole Committee thanked Inspector Rodriguez and Camilla Edmiston for their time and presentation.

RESOLVED That

the Safer Woking Partnership Plan 2023-26 be noted.

8. NOISE COMPLAINTS UPDATE OSC23-017

Councillor Azad provided a summary of the report for the benefit of Members.

Councillor Davis suggested that the report was redundant and should be considered for inclusion in the Annual Review of Complaints Received. Joanne McIntosh, Director of Legal and Democratic Services, agreed to consider the change.

RESOLVED That

the report be noted.

9. OVERVIEW OF COMPLAINTS RECEIVED ANNUAL REPORT OSC23-010

Councillor Azad invited Members to raise any queries on the report to Joanne McIntosh, Director of Legal and Democratic Services.

A category for Legal Services had been included in the complaints summary, an addition from previous editions of the report. The inclusion reflected the team responsible for handling Subject Access Requests and Freedom of Information requests complaints.

Members noted that there was no summary of complaints from Joint Waste Solutions.

[Post-meeting Note: Due to an ICT issue, Woking Borough Council was unable to receive the summary of Amey's, Joint Waste Solutions' contractor, complaints received. For convenience, the summary has been included with the minutes].

Joanne McIntosh considered it necessary for housing service complaints to be kept separate due to their nature and different timescales.

Councillor Davis shared concern over the Housing-related complaints that involved gas. The Councillor requested that the Council be confident these did not constitute a material risk of harm to the resident from the perspective of gas safety.

Joanne McIntosh agreed to work with Louise Strongitharm, Strategic Director of Communities, to identify the nature of housing complaints connected to gas.

Officers recognised that some residents preferred to use the formal, corporate complaints procedure as captured in the Report. Other residents equally preferred registering complaints directly with the service.

RESOLVED That
the report be noted.

10. OVERVIEW AND SCRUTINY COMMITTEE COMMUNICATIONS PLAN OSC23-016

The Committee welcomed the Report and were pleased that the previous recommendation to publicise the work of the Committee was being acted upon.

Councillor Kirby suggested that all items brought to the Committee should be categorised for the benefit of residents. The proposal was accepted by Members.

RESOLVED That

- (i) the recommendations in the report, namely to create a webpage on the Council website and utilise digital communications to inform residents of the activities of the Committee, be agreed;
- (ii) Officers be instructed to proceed with the work in time for the new Municipal Year; and
- (iii) items scrutinised by the Committee be included on the webpage and include themed topics.

11. ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE: 2022-23 OSC23-019

Members recognised the breadth of work undertaken by the Committee in the current Municipal Year. Due to the diverse remit of the Overview and Scrutiny Committee, it could be difficult to communicate with residents the functions of the Committee. The report provided a practical demonstration of the work of overview and scrutiny.

The Committee agreed that the report should be included on the Overview and Scrutiny Committee webpage, once created.

[Post-meeting note: No summary of the work of the Housing Task Group for the year was provided.]

RESOLVED That

- (i) the report be agreed; and
- (ii) the report be submitted to the next meeting of the Council.

12. REVIEW OF UPDATED TERMS OF REFERENCE OSC23-020

Councillor Azad provided a summary of the report for Members.

Councillor Davis noted that two of the four Working Groups that reported to the Overview and Scrutiny Committee included a clause requiring the Chairperson to be a Member of the opposition party; the other two made no reference. It was the Councillor's view that the provision should be uniform. Following discussion, the Committee agreed to the proposal that the provision mandating an opposition party member be chairperson should be stripped from all terms of reference, save where required in the Constitution.

RESOLVED That

the comments of the Committee be referred to the Executive.

13. RECOMMENDATIONS TO THE EXECUTIVE FOLLOWING WEACT PRESENTATION OSC23-021

The Committee reviewed the Executive Summary of the WEAct presentation report:

“Following the presentation made by representatives of WEAct at the meeting of the Committee held on 20 February 2023, Members agreed to provide recommendations to the Executive in support of Climate Change action to be taken, accelerated, or otherwise furthered by the Council. During the evening the Committee and WEAct discussed WEAct's recommendations: the Council strengthens the Climate Emergency Action Plan to reflect the recommendations of the Anthesis carbon footprint assessment; officers consider the feasibility of joining the UK100 network of councils (giving due consideration for the financial and resource implications); the Council continues to be a 'High Ambition' council on climate action; further support on embedding the Council's net zero ambition across the organisation; and the Council continues its leadership role in encouraging community climate action.”

The Committee agreed that several specified proposals arising from discussions with WEAct at the February meeting of the Overview and Scrutiny Committee should be submitted as a recommendation to the Executive.

RECOMMENDED TO THE EXECUTIVE That

the proposals for action in the report's Executive Summary be referred to the Greener Woking Working Group for consideration.

14. WORK PROGRAMME OSC23-014

The Chairman introduced the report on the updated Work Programme, drawing the Committee's attention to the key changes since the document had last been received.

Members again agreed to offer Affinity Water the opportunity to attend a meeting of the Overview and Scrutiny Committee.

A suggested addition to the Work Programme, included at a previous meeting of the Committee, was to invite Thames Water to another meeting. Members agreed a timescale in principle for the end of the 2023-24 Municipal Year, once renovations had progressed at local sewage treatment works.

A request was made for the Committee to consider the Master Plan that had received resident feedback. Giorgio Framalico, Strategic Director of Place, agreed to discuss with Members outside of the meeting to identify specific strands of the Master Plan that would benefit from scrutiny by the Committee.

Councillor Kirby, Chairman of the Housing Infrastructure Fund Housing Outputs Task Group, which had remained on hiatus through the 2022-23 Municipal Year, enquired whether its remaining work could be added to the remit of the Local Development Framework Working Group. Councillor Kemp, Chairman of the Housing Infrastructure Fund Task Group, informed the Committee that the Group had not met recently as the HIF process was under review nationally, thus impacting any remaining work of the HIF Housing Outputs Task Group.

It was requested whether the Committee could receive an update from the South East Coast Ambulance Service and Surrey Fire and Rescue Service at a future meeting.

The Work Programme contained a minor inconsistency. The Council was to consider that the names of several Groups be changed from Task Group to Working Group. As such, the Work Programme should reflect such change.

RESOLVED That

the Work Programme be noted.

15. PERFORMANCE AND FINANCIAL MONITORING INFORMATION

The Members of the Committee were invited to raise any points in respect of the recently published Performance & Financial Monitoring Information.

Councillor Kirby registered scepticism of the reported refuse collections, 99.2%, which had not changed for several months. It was the Councillor's view, formed in part by Joint Waste Solutions not providing complaints data for the Annual Review of Complaints Received report, that the work of the Committee was being hobbled in attempting to scrutinise refuse collection.

Councillor Sanderson was pleased that fly-tipping continued to trend below that reported in the previous year.

RESOLVED That

the Performance and Financial Monitoring Information (December 2022) be noted.

The meeting commenced at 7.00 pm and ended at 9.25 pm.

Chairman: _____

Date: _____

MINUTES
OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE

held on 22 May 2023
Present:

Councillor M I Raja, The Mayor (Presiding)

Cllr H Akberali	Cllr J Brown
Cllr A Caulfield	Cllr K Davis
Cllr A Javaid	Cllr A Kirby
Cllr R Leach	Cllr J Morley
Cllr L Rice	Cllr M Sullivan

1. ELECTION OF CHAIRMAN 2023/24.

Councillor Morley moved and Councillor Javaid seconded the election of Councillor Brown as Chairman of the Committee.

RESOLVED

That Councillor Brown be elected Chairman of the Overview and Scrutiny Committee for the ensuing year.

2. ELECTION OF VICE-CHAIRMAN 2023/24.

Councillor Davis moved and Councillor Leach seconded the election of Councillor Kirby as Vice-Chairman of the Committee.

RESOLVED

That Councillor Kirby be elected Vice-Chairman of the Overview and Scrutiny Committee for the ensuing year.

3. WORKING GROUPS 2023/24.

RESOLVED

That Councillors be appointed to the following Working Groups as detailed below:-

Economic Development Working Group (7)	Cllr Barker Cllr Davis Cllr Javaid Cllr Morley	Cllr Mukherjee Cllr Oades Cllr Roberts
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Finance Working Group (7)	Cllr Akberali Cllr Aziz Cllr Davis Cllr Kirby	Cllr Oades Cllr Rice Cllr Roberts
Housing Infrastructure Fund (HIF) Working Group (7)	Cllr Akberali Cllr Dorsett Cllr Forster Cllr Kirby	Cllr Johnson Cllr Lyons Cllr Nicholson
Housing Working Group (7)	Cllr Aziz Cllr Boote Cllr Cosnahan Cllr Dorsett	Cllr Johnson Cllr Lyons Cllr Sullivan

The meeting commenced at 7.52 pm
and ended at 7.54 pm

Chairman: _____

Date: _____

OVERVIEW AND SCRUTINY COMMITTEE – 5 JUNE 2023

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 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 10 July 2023.

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 Josh Brown
CllrJosh.Brown@woking.gov.uk

Date Published: 26 May 2023

Matters Arising from the Previous Minutes

Update on Actions Arising from the Overview and Scrutiny Committee held on 20 March 2023.

Minute 3		Matters Arising from the Previous Minutes
3.1	Action	<i>From Minute 8 of the meeting held on 23 January 2023 – Joint Waste Solutions Performance Review, Forward Plan and Interim Strategy.</i> JWS to clarify the procedures for ‘missed bin’ reporting. This will use common ‘missed bin’ scenarios to outline the customer journey for reporting, any exceptions, feedback & resolution processes.
	Progress	A response is attached as Appendix 1.
	Responsible Person	Mark Tabner
	Status	Completed
3.2	Action	<i>From Minute 8 of the meeting held on 23 January 2023 – Joint Waste Solutions Performance Review, Forward Plan and Interim Strategy.</i> JWS to clarify the formula for calculating the Green Book indicator - number of missed bins per 100,000 collections and explain which incidents are included or excluded from the calculation.
	Progress	A response is attached as Appendix 1.
	Responsible Person	Mark Tabner
	Status	Completed
3.3	Action	<i>From Minute 6 of the meeting held on 20 February 2023 – Affinity Water – Water Resources Management Plan.</i> Re-invite Affinity Water as they did not attend either the meeting held on 23 January or that held on 20 February.
	Progress	Affinity Water have stated they would be able to attend remotely only.
	Responsible Person	Toby Nash
	Status	Completed

Matters Arising from the Previous Minutes

Minute 6		Enterprise M3 Presentation
6.1	Action	Stephen Martin agreed to provide information on any Woking Borough videogame companies that may have been supported by Enterprise M3.
	Progress	From Enterprise M3: "Yes, we have engaged at least one Woking-based company – Liquid Crimson – who have been very involved in the Guildford Games Festival. Our understanding, however, is that there is only a small number of games studios in Woking."
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.2	Action	Stephen Martin agreed to discuss with the Council any support that could be provided to rural sector businesses where identified.
	Progress	The Borough is considered an urban area and therefore not eligible for rural grants from the Government.
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.3	Action	Stephen Martin agreed to discuss with the Council the potential to develop a fibre spine in the Borough.
	Progress	Stephen Martin has agreed to hold discussions with the Council.
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed
6.4	Action	Stephen Martin agreed to provide information on work by the Growth Hub in supporting home-based businesses.
	Progress	From Enterprise M3: "Yes, our Growth Hub has supported several companies that operate from home. This does not affect their eligibility for the Growth Hub service. Eligibility criteria include being a Limited Company or an LLP, and having a turnover in excess of £150k."
	Responsible Person	Chris Norrington / Stephen Martin
	Status	Completed

Matters Arising from the Previous Minutes

Minute 8		Noise Complaints Update
8.1	Action	For Officers to consider the purpose of the report going forward and if it could be included in the Overview of Complaints Received Annual Report.
	Progress	On review, Officers determined that noise complaints would not be best served being included in the report, but that inclusion in the Performance Indicators may be more appropriate.
	Responsible Person	Gareth John / Emma Bourne
	Status	Completed

Minute 9		Overview of Complaints Received Annual Report
9.1	Action	Members were concerned what the nature of gas-related complaints was as reported in the Report and requested that it be confirmed there was no risk of harm to residents.
	Progress	Officers have confirmed that no gas-related complaints were in reference to compliance, but responsive repairs. At all times compliance, ensuring that gas equipment was inspected yearly, remained high. The complaints were almost exclusively restricted to the last four months of the New Vision Homes contract.
	Responsible Person	Monitoring Officer / Louise Strongitharm
	Status	Completed

Minute 11		Annual Report of the Overview and Scrutiny Committee
11.1	Action	Include the report on the webpage of the Overview and Scrutiny Committee once created.
	Progress	The report will be included on the webpage.
	Responsible Person	Toby Nash / Marketing and Communications
	Status	Completed

Matters Arising from the Previous Minutes

Minute 14		Work Programme
14.1	Action	Members to consider with the Acting Strategic Director of Place if any part of the Master Plan should be scrutinised by the Committee.
	Progress	Officers are considering the approach to the Master Plan and will feed back to Members at later date.
	Responsible Person	Beverley Kuchar
	Status	Completed
14.2	Action	To consider if any remaining work of the Housing Infrastructure Fund Housing Outputs Task Group could be included in a future meeting of the Local Development Framework Working Group.
	Progress	The Housing Infrastructure Fund Housing Outputs Task Group has been closed by Council at its meeting on 22 May 2023. Any work connected to the Task Group shall be picked up by another appropriate group.
	Responsible Person	Beverley Kuchar
	Status	Completed
14.3	Action	To consider as an item for the Work Programme, inviting South East Coast Ambulance Service and Surrey Fire and Rescue to provide updates to the Committee.
	Progress	Officers will consult with the new Committee membership to determine the areas of scrutiny.
	Responsible Person	The Committee / Beverley Kuchar / Mark Tabner
	Status	Ongoing



Missed bin document

Woking

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Missed bin document

This document of guidance and information has been put together to explain how missed bins are and can be reported across Woking.

This document also details how missed bin data is captured and calculated and how performance is measured against relevant KPI metrics and targets, with penalty deductions applied to the collection contractor, Amey where necessary.

The document has been divided with sub-headings for ease of reading.

Please note the following points whilst reading this document:

- Residents can report missed bins in Woking via the Joint Waste Solutions website [here](#).
- If a Woking resident wishes to log a missed collection by telephone, they can do so by calling the Amey contact centre on 03332 340978.

1. Whitespace

Whitespace are the provider of the waste management software that is used by Amey to manage the services, and report and record all waste related enquiries across the joint contract area including missed bins. The software is also used on the in-cab devices used by Amey crews. These are used to assign or reallocate work to crews, and for the crew to record any issues encountered in carrying out the services.

The contract for the reporting software is held directly between Amey and Whitespace.

2. Missed bin definitions

2.1 General definition for a missed bin

To most residents, a missed bin could likely be defined as “A bin that was not emptied on the day it was due for collection”.

2.2 Contractual definition of a missed bin:

In the specification of the contract, a missed bin is defined as:

Missed Collection: “Any scheduled collection of the contents of one or more Container (other than an Assisted Collection or a Bulky Waste collection) not made by the Service Provider when the relevant Collection Vehicle passes the relevant household or other relevant premises and where the Service User had correctly presented the correct Container(s)”.

3. In-cab devices and crew reporting responsibilities

As the crews work their way through the daily round, they are expected to update the devices as they go, closing the roads down as 'complete' as the bins are emptied. By doing so, the depot management team are able to monitor round completion and reallocate work as/when required.

As part of the collection crews responsibilities, they are also required to record any site specific issues via the in-cab where a bin cannot be successfully emptied. Issues logged by the collection operatives at property level are referred to as 'exceptions'.

The exceptions that can be logged on the in-cab devices are:

- Not presented
- Contaminated (with a list of specific items also available under this category)
- Wrong bin presented for collection
- Compacted bin
- Frozen bin
- Blocked access
- Bin too heavy
- Damaged bin
- Excess waste
- Unauthorised container

If a collection operative logs an exception against a bin on the in-cab, they must also attach an educational tag to the bin. This explains to the resident why the bin could not be emptied. The resident is directed to the JWS website or the Amey contact centre for more information. Of course, where a bin is not presented for collection, the crew are unable to attach a tag.

For blocked access reports, the collection operatives have postcards which should be placed on the windscreen if there is a vehicle that has blocked their access, informing the owner and aiming to prevent repeat incidents.

Where blocked access is reported, Amey have a contractual obligation to return to the impacted roads daily (or once the access is restored if for example linked to roadworks), until the collections are successfully completed.

4. Reporting of missed bins

Due to the quantity of bins that Amey collect each day, it is possible for a bin to be missed by mistake and provided that no exceptions have been logged against a property, residents can report missed bins [online](#) and by calling the Amey contact centre on 03332 340978.

When a report is made (online or by the call centre agent completing the form) the following checks are made in the system:

- Has the road been marked as completed by the crew
- If not, is it after 4pm (the system assumes all rounds should be completed by this time if not already closed)
- Is the report being made up to two working days after the normal collection day
- Have the crew reported a reason why the bin could not be emptied (an "exception")
- Is there already a report for this collection logged on the system

Where the report meets the above criteria it will be logged and a job created to be assigned to a crew to return and empty the bin.

Missed collections reported by 12 noon should be returned to by Amey on the same day and missed collections reported after 12 noon, should be returned to the following day.

If an exception is reported the form provides information explaining that the missed collection cannot be logged:

Please select the missed collection(s) below.

Wednesday 15/02/2023 Food Waste Collection Service Food outdoor bin (23L)

**A missed collection report cannot be raised against this property for this service because of the following issue:
Not Presented.**

Has the whole road been missed?

You MUST select an item in order to continue. If there are no selectable items please choose another option from the menu

[Continue](#)

- [View Request History](#)
- [Request a clinical waste collection](#)
- [Order new or replacement recycling or food bin](#)
- [Report a missed rubbish waste collection](#)
- [Request a sharps collection](#)
- [Order replacement garden bin](#)
- [Report a missed recycling waste collection](#)
- [Report a missed clinical waste collection](#)
- [Report bin damaged by crew](#)
- [Report a missed garden waste collection](#)
- [Report a missed clinical sharps collection](#)
- [Request removal of bin\(s\)](#)
- [Report a missed food waste collection](#)
- [Request help with your bins](#)

When completing the form it is also possible to confirm if the whole road was missed, while this does not automatically create missed collections for all properties, it flags to the returning crew that the whole road needs to be checked and all bins emptied.

Please select the missed collection(s) below.

Wednesday 15/02/2023 Textiles and Small WEEE Rubbish - Standard (240L)

Wednesday 15/02/2023 Domestic Waste Collection Service Rubbish - Standard (240L)

Has the whole road been missed?

You MUST select an item in order to continue. If there are no selectable items please choose another option from the menu

[Continue](#)

If you cannot select an item, we are unable to complete your request. For further help please read our [guide to collections](#).

- [View Request History](#)
- [Request a clinical waste collection](#)
- [Order new or replacement recycling or food bin](#)
- [Report a missed rubbish waste collection](#)
- [Request a sharps collection](#)
- [Order replacement garden bin](#)
- [Report a missed recycling waste collection](#)
- [Report a missed clinical waste collection](#)
- [Report bin damaged by crew](#)
- [Report a missed garden waste collection](#)
- [Report a missed clinical sharps collection](#)
- [Request removal of bin\(s\)](#)
- [Report a missed food waste collection](#)
- [Request help with your bins](#)

A summary of this reporting process is included in Appendix 1.

5. Non completion of rounds and how this impacts missed bins

If, due to operational reasons a round does not complete, Amey are obliged to inform the local JWS teams of the uncompleted roads by email at the end of the collection day. The list of roads is then shared with the JWS communications team and senior colleagues at Woking Borough Council. The Woking service update page on the JWS website is also updated to provide details of any non-completed roads. The Woking service update page is available [here](#).

In these instances, Amey will be obliged to 'force close' the round as complete, to allow residents to report a missed collection. Even if this action is not completed the system should allow a missed bin to be reported after 4pm.

Amey are then obliged to complete any unfinished rounds the following day, prior to starting the next days scheduled work.

6. Missed bin KPI's and calculations

Amey's performance is measured against a suite of agreed KPI's, 1 – 5 of which relate to missed bins. These KPI's and there targets are summarised in the below table:

KPI	Target/threshold
KPI 1 – Missed Collection	<80/ 100,000
KPI 2 – Missed Assisted Collections	0
KPI 3 – Missed Collections Not Rectified	0
KPI 4 – Repeat Missed Collections	0
KPI 5 – Repeat Missed Assisted Collection	0

A financial deduction is applied to Amey for each instance/failure above the KPI target/threshold.

KPI 1 is measured on a 'missed bins per 100,000 collections completed' basis and is the agreed missed bin metric used across the Joint Contract areas.

A financial penalty would be applied for each and any failure above this threshold.

The JWS team share performance data with Woking Borough Council on a monthly basis, via the 'green book'. The number of missed bins per 100,000 is reported as part of this. The process for achieving this figure is:

- Raw missed bin data is collated by Amey and provided to JWS.
- Upon receiving this information, JWS review and validate the data, ensuring all valid missed bins reported in the period are included.
- The total number of missed bin incidences reported across Woking for the month is confirmed.
- JWS then use the below calculation to convert the total missed bin number into the per 100,000 figure:

$$\frac{\text{Number of genuine missed bins reported}}{\text{Number of collections per month for all 5 waste streams*}} \times 100,000$$

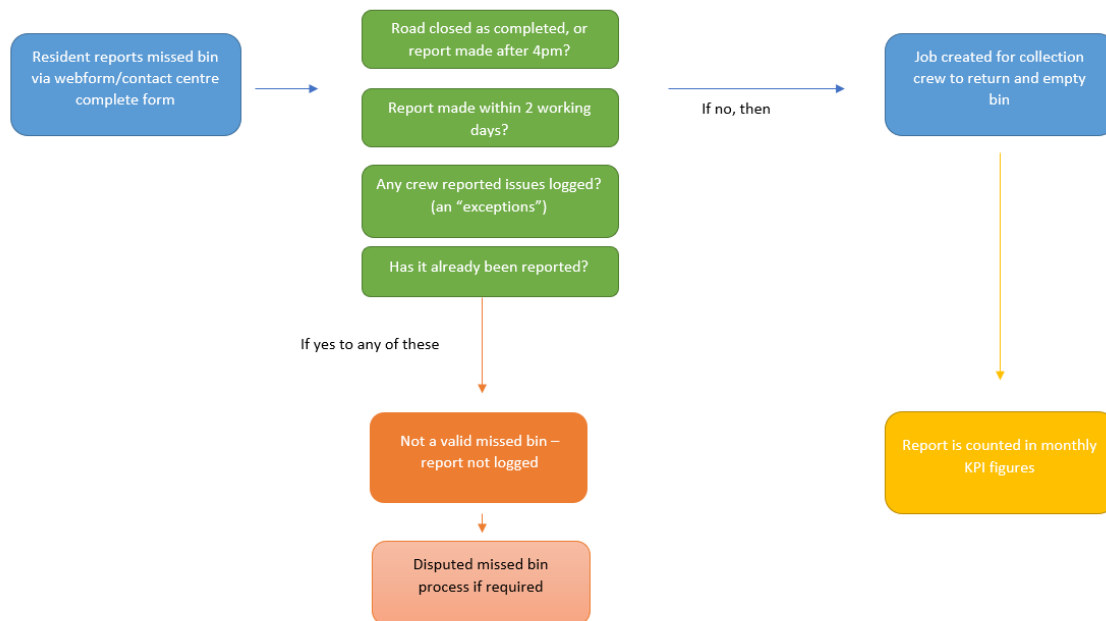
*There are ~44,500 households in the Woking Borough. Each month, there are around:

- 199,775 recycling & refuse collections.
- 192,724 food waste collections.
- 192,677 textiles and small appliance collections.
- 29,276 garden waste collections.

Version control

Version	Author	Date	Changes	Distribution
V1.0	Sarah Beck	16/02/2023	N/A	Shared with WBC by email on 16/02/2023.
V1.1	Sarah Beck	06/04/2023	N/A	Shared with WBC by email on 06/04/2023.

Appendix 1 Missed bin reporting process diagram





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.
- Scrutiny Review Topics proposed by Members of the Council for inclusion on the Work Programme.
- Topics identified for pre-decision scrutiny.
- The draft forward programme of work for the Executive.
- Details of the current Task and Working 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 work, topics 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	
Chairman: Councillor Josh Brown	
Vice-Chairman: Councillor Adam Kirby	
Councillor H Akberali	Councillor A Caulfield
Councillor K Davis	Councillor A Javaid
Councillor R Leach	Councillor J Morley
Councillor L Rice	Councillor M Sullivan
2023/24 Committee Dates	
05 June 2023	10 July 2023
11 September 2023	16 October 2023
20 November 2023	22 January 2024
19 February 2024	18 March 2024

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: Councillor Josh Brown
Email: CllrJosh.Brown@woking.gov.uk

Contact Person: Toby Nash, Scrutiny and Democratic Services Officer
Email: toby.nash@woking.gov.uk, Extn: 3056

Date Published: 26 May 2023

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
Biannual Overview of Complaints Report	Chairman and Vice-Chairman	Following the meeting of the Committee on 21 February 2022 it was expressed by Members that the possibility of having this report appear at the Committee twice a year, as opposed to once a year would be beneficial.
Update on Company Governance Structure	Leader	The Committee would receive a report on the progress made to Company Governance Structure once sufficient progress had been made.
Review of Company Governance Structure	Chairman & Vice-Chairman	To be reviewed one year after the structure is in place.
Invite Thames Water	Overview and Scrutiny Committee	Following the meeting of the Committee on 23 January 2023 it was suggested that Thames Water be invited to attend a future meeting of the OSC once improvements to local treatment works had been completed.
Invite Affinity Water	Chairman	To reinvite Affinity Water following their agreement to attend first the January and then February meeting.
Community Grants Update	Strategic Director of Place	Following the changes to the handling of Community Grants, it is proposed that the Committee receive an update on how the process is working. It is proposed that this be received at approximately the September or October meeting.
Member Training Update	Overview and Scrutiny Committee	For Committee to receive a report on the Member training programme, its effectiveness and for the Committee to consider how it can be strengthened going forwards.

The Work Programme 2023/24

Overview and Scrutiny Committee Meeting – 10 July 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	Councillor Brown

2 – Matters for Consideration

2.1 Work Programme. To receive the updated Work Programme.

Consultation	Background Documents	Contact Person/Team
None	None	Councillor Brown

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 11 September 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	Councillor Brown

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	Councillor Brown

2.2 Noise Complaints Update. For the Committee to receive the regular, six-monthly Noise Complaints Update.

Consultation	Background Documents	Contact Person/Team
None	None	Emma Bourne

2.3 Freedom Leisure Annual Review. For the Committee to receive the annual performance review and survey.

Consultation	Background Documents	Contact Person/Team
None	None	Steve May

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 16 October 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	Councillor Brown

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	Councillor Brown

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 20 November 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	Councillor Brown

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	Councillor Brown

2.2 Celebrate Woking, For the Committee to receive a review of the year and receive the forward plan.

Consultation	Background Documents	Contact Person/Team
None	None	Riëtte Thomas

2.3 Treasury Management Mid-Year Review.

Consultation	Background Documents	Contact Person/Team
None	None	Section 151 Officer

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 22 January 2024

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	Councillor Brown

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	Councillor Brown

2.2 Joint Waste Management Performance Review.

Consultation	Background Documents	Contact Person/Team
None	None	Neighbourhood Services

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 19 February 2024

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	Councillor Brown

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	Councillor Brown

2.2 Freedom of Information Requests Annual Report.

Consultation	Background Documents	Contact Person/Team
None	None	Monitoring Officer

2.3 Annual Review of Complaints.

Consultation	Background Documents	Contact Person/Team
None	None	Monitoring Officer

2.4 Enterprise M3. To receive a review of the work of the Local Enterprise Partnership.

Consultation	Background Documents	Contact Person/Team
None	None	Strategic Director of Place

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working Group

Overview and Scrutiny Committee Meeting – 18 March 2024

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	Councillor Brown

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	Councillor Brown

2.2 Annual Update on Climate Change.

Consultation	Background Documents	Contact Person/Team
None	None	Green Infrastructure Team

2.3 Annual Report of the Overview and Scrutiny Committee.

Consultation	Background Documents	Contact Person/Team
None	None	Councillor Brown

2.4 Safer Working 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 Working Partnership Plan would be brought forward annually for scrutiny.

Consultation	Background Documents	Contact Person/Team
None	None	Community Safety Team

3 – Working Group Updates

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

Consultation	Background Documents	Contact Person/Team
None	None	Chair of each Working 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 – 15 June 2023

Matters for Consideration

- | | |
|----|--|
| 1) | Notice of Motion – Cllr E Nicholson – Retrospective Surface Water Action |
| 2) | Notice of Motion – Cllr K Davis – Digital Spine Connection |
| 3) | 2022-23 Woking For All Outturn Report on Performance |
| 4) | Woking Voluntary Sector Annual Report |
| 5) | Risk Management and Business Continuity Annual Report |
| 6) | Write-off of Irrecoverable Debt |
| 7) | Performance and Financial Monitoring Information |
| 8) | Monitoring Reports - Projects |

Executive – 13 July 2023

Matters for Consideration

- 1) Medium Term Financial Strategy (MTFS)
- 2) 2023-24 to 2026-27 Working For All Refresh
- 3) Sheerwater Regeneration
- 4) Housing Revenue Account (HRA) Recovery Plan
- 5) Public Realm Usage Policy
- 6) Financial Monitoring Report
- 7) Treasury Management Annual Report 2022-23
- 8) CIL – Application for Funding – West Byfleet Rec Tennis Court Enhancement
- 9) Equalities Annual Report 2023 including Pay Gap Report

Executive – 14 September 2023

Matters for Consideration

- 1) Performance and Financial Monitoring Information
- 2) Monitoring Reports - Projects

Executive – 5 October 2023

Matters for Consideration

- 1) Climate Change Strategy
- 2) Review of the Core Strategy
- 3) Confidentiality Protocol Annual Report

Executive – 16 November 2023

Matters for Consideration

- 1) ThamesWey Business Plan
- 2) Draft Medium Term Financial Strategy (MTFS) and General Fund Budget 2024-25
- 3) Draft Housing Revenue Account Budget Update 2024-25
- 4) Draft Investment Programme 2023-24 to 2027-28
- 5) Performance and Financial Monitoring Information

Executive – 18 January 2024

Matters for Consideration

- 1) Monitoring Reports - Projects

Executive – 1 February 2024

Matters for Consideration

- 1) Medium Term Financial Strategy (MTFS), General Fund, Service Plans, Budgets and Prudential Indicators 2024-25
- 2) Housing Revenue Account Budgets 2024-25
- 3) Investment Programme 2023-24 to 2027-28
- 4) Capital, Investment and Treasury Management Strategies
- 5) Performance and Financial Monitoring Information

Executive – 21 March 2024

Matters for Consideration

- 1) Regulation of Investigatory Powers Act 2000 – Annual Monitoring Report
 - 2) Write off of Irrecoverable Debt
-

Current Working and Task Groups Responsible to the Committee

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

Economic Development Working Group	
Remit:	<p>The Economic Development Working 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 Working Group will be expected to gain the views of Councillors/ Officers/ other representatives with a view to reporting those views to the Working Group.</p> <p>Members of the Working Group may also be charged with specific areas to research and report back on to the Working Group.</p> <p>Members of the Working Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p>
Membership:	Councillors Barker, Davis, Javaid, Morley, Mukherjee, Oades, Roberts.
Resources:	Officer and Councillor time.
Date Established:	11.03.09

Finance Working Group	
Remit:	<p>The Working Group has been established as a Standing Working Group to review financial issues as identified either by itself or the Overview and Scrutiny Committee. The Working 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 Working 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 Working Group meeting.</p>
Membership:	Councillors Akberali, Aziz, Davis, Kirby, Oades, Rice, Roberts.
Resources:	Officer and Councillor time.
Date Established:	25.05.06

HIF Working Group	
Remit:	<p>The HIF Working Group has been established following the decision on 23 May 2022 to taking on the responsibilities of the Aggregates Site Working Group and the HIF Oversight Panel.</p> <p>The Working 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.</p> <p>Members of the Working 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 Working Group.</p> <p>Members of the Working Group may also be charged with specific areas to research and report back on to the Working Group.</p> <p>Working Group Members may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p>
Membership:	Councillors Akberali, Boote, Cosnahan, Dorsett, Johnson, Lyons, Sullivan.
Resources:	Officer and Councillor time.
Date Established:	23.05.22

Housing Working Group	
Remit:	<p>The Housing Working 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.</p> <p>Members of the Working 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 Working Group.</p> <p>Members of the Working Group may also be charged with specific areas to research and report back on to the Working Group.</p> <p>Working Group Members may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.</p>
Membership:	Councillors Aziz, Boote, Cosnahan, Dorsett, Johnson, Lyons, Sullivan.
Resources:	Officer and Councillor time.
Date Established:	25.05.06

OVERVIEW & SCRUTINY COMMITTEE – 5 JUNE 2023

WORK PROGRAMME SETTING

Executive Summary

The Overview and Scrutiny Committee reviews a variety of topics throughout the Municipal Year, both on Council functions and areas that affect, or have potential to impact those that live, work or study in the Borough.

Several standing items have already been pre-populated on the Work Programme for the coming year. However, Members may wish to review the necessity of each item and its proposed date.

To ensure that both Members and Officers are given sufficient time to research and prepare topics it is proposed that a provisional Work Programme of both regular and individual topics be scoped out at the first meeting of the Committee.

It is necessary to ensure that there is sufficient capacity in future meetings of the Committee for topics that may arise through the year.

The Committee may decide to create one or more temporary Task Groups of several Councillors, Officers and key stakeholders to investigate significant topics for two to three meetings and report back to the Committee on their findings.

Recommendations

The Committee is requested to:

RESOLVE That

- (i) Officers be directed to fill the Committee Work Programme for the coming year with the proposed topics along suitable timescales;
- (ii) Officers review the feasibility of any significant items proposed for scrutiny or review and report back on if and when the Committee could receive those items; and
- (iii) if so agreed, direct Officers to produce Terms of Reference for such Task Groups as agreed to be set up and submit them for approval by the Committee at a subsequent meeting.

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

Background Papers:	None.
Reporting Person:	Cllr Josh Brown Email: CllrJosh.Brown@woking.gov.uk
Contact Person:	Toby Nash, Scrutiny and Democratic Services Officer Email: toby.nash@woking.gov.uk, Extn: 3056
Date Published:	26 May 2023

OVERVIEW & SCRUTINY COMMITTEE – 5 JUNE 2023

O&S COMMUNICATIONS PLAN UPDATE

Executive Summary

The webpage and contents have been designed and will be made live in due course. The text of the webpage may be viewed below:

[“Purpose of the Committee](#)

The Overview and Scrutiny Committee is part of the mechanism by which the Council’s decisions are monitored and publicly reviewed by elected Members not involved in decision-making. It is an essential aspect of the democratic process and effective functioning of the Council.

The Committee performs its role across three aspects:

- Holding the Executive to account
 - Review of Council performance.
 - Questioning the Leader, the Executive and Portfolio Holders on issues, strategies, and decisions that they may take.
 - Use of ‘call-in’ which allows the Committee to review recently made decisions taken by the Leader, the Executive, Portfolio Holders, or Officers under Delegated Authority.
- Policy review and development:
 - As policies and strategies are developed, the Committee can review their direction and how they will impact and benefit the Borough.
 - The Committee may also choose to review already active policies to consider their effectiveness.
- Involving those that live, work or study in the Borough:
 - Members consider issues that may impact those in the Borough.
 - The Committee will consider suggestions for review from those that live, work or study in the Borough.
 - The Committee will seek to ensure that the Council and its partners are providing the services and standards expected by local people.
 - A group of Councillors may submit a ‘Call for Action’ to the Overview and Scrutiny Committee to review significant issues affecting areas or the Borough as a whole. The Call for Action must meet certain criteria, which may be viewed in the Council’s Constitution.

[Work of the Committee](#)

The Committee scrutinises many varied topics throughout the year. A summary of the work of the Committee during the 2022-23 may be viewed here.

The Work Programme, that sets out the upcoming topics at meetings, may be viewed here.

[How to Get involved](#)

Members of the public may watch meetings of the Committee in person or online. Those that live, work or study in the Borough may also submit Scrutiny Topic Review Selection Requests to the Chair of the Overview and Scrutiny Committee to consider.

If you would like to submit a Scrutiny Topic Request please email Toby Nash at member.services@woking.gov.uk

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.
- Reporting Person:** Toby Nash, Scrutiny & Democratic Services Officer
Email: toby.nash@woking.gov.uk, Extn: 3056
- Contact Person:** Toby Nash, Scrutiny & Democratic Services Officer
Email: toby.nash@woking.gov.uk, Extn: 3056
- Date Published:** 26 May 2023

OVERVIEW & SCRUTINY COMMITTEE – 5 JUNE 2023

ECONOMIC DEVELOPMENT WORKING GROUP UPDATE – 22 MARCH 2023

Executive Summary

The Group met for the final meeting of the Municipal Year.

Chris Norrington, Business Liaison Manager provided an update on the Council's Economic Development Action Plan for the previous quarter and Members discussed the successes and difficulties that had been experienced by businesses in that time. The recent sale of the Peacocks Centre was considered by Members and how this would complement the Council's work.

Members considered the Borough's business sector strengths and how they could be further fostered to aid growth across the Borough.

A review of the business-focused events that had been organised by the Council was provided and their impact and benefit for businesses recognised.

The Woking International Trade Forum had grown considerably since its inception earlier in the year and it was hoped would be providing new regions to export business.

Members discussed items that had been tabled at the March meeting of the Overview and Scrutiny Committee, relevant to the Group and its mandate. The impact of the Government's announcement regarding Local Enterprise Partnerships potentially being shuttered was considered. Additionally, the network spine, as reported at the March Committee meeting by Enterprise M3 was focused on.

A piece of work engaging with Italia Conti students had recently been completed and the Council was digesting the results. Members were keen to approach how students could be supported and welcomed further into the town and how the Council could support growth of sectors that were directed at the demographic.

Members celebrated the recent national publication that had placed Woking second on the UK Vitality Index.

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.
Reporting Person:	Toby Nash, Scrutiny and Democratic Services Officer Email: toby.nash@woking.gov.uk, Extn: 3056
Contact Person:	Toby Nash, Scrutiny and Democratic Services Officer Email: toby.nash@woking.gov.uk, Extn: 3056
Date Published:	26 May 2023

OVERVIEW & SCRUTINY COMMITTEE – 5 JUNE 2023

FINANCE WORKING GROUP UPDATE – 15 MARCH 2023

Executive Summary

The Finance Working Group held its final meeting of the 2022/23 Municipal Year on 15 March 2023. The agenda listed the following items: an update on the Council's Medium Term Financial Strategy (MTFS), Debtor Write-offs for October to December 2022, and the Work Programme for the year ahead.

The main item for consideration was a verbal update on the MTFS report due to be received by the Executive the following week, which would detail the conditions under which the Annual Budget had been set, along with a timetable for the MTFS over the coming months. The report would also set out the Ten Principles for the work, based on the seven areas highlighted in the February Council report, of which some were interlinked. The Group noted that the agreed Budget for the 2023/24 financial year had included the use of £8m reserves to set a balanced budget, and that there was a significant shortfall for 2024/25 which officers were working to address. It was noted that the subsequent version of the MTFS was due to be received by the Executive and Council in July.

An update was received on the Council's External Audit for 2019/20 which had not yet been signed off, with meetings taking place between Council officers and the Auditor, BDO. Updates on the Audit were being received at each meeting of the Standards and Audit Committee.

The Group noted that future updates on Victoria Square would be received by the Shareholder Advisory Group instead of the Finance Working Group.

The next meeting of the Working Group was scheduled to take place on 5 July 2023.

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.
Reporting Person:	Toby Nash, Scrutiny and Democratic Services Officer Email: toby.nash@woking.gov.uk, Extn: 3056
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OVERVIEW & SCRUTINY COMMITTEE – 5 JUNE 2023

HOUSING WORKING GROUP UPDATE – 14 MARCH 2023

Executive Summary

The Housing Working Group met for the final meeting of the Municipal Year on 14 March 2023.

All Members had been invited to attend for the first item of ordinary business, the Housing Improvement Plan and Councillor Aziz welcomed several additional Members to the meeting.

Officers provided a presentation on the status of Housing Services, including the housing stock, the various teams, a history of how the service had been run over the past decade, and the continued mobilisation of contracts that were introduced when the service was brought back in-house. Officers then provided Members with plans of how the service was being reviewed and improvements made across the whole of Housing Services. Members appreciated the detail of the presentation and plans and were pleased that steps were already being taken to make improvements.

The Group was pleased that many of the issues that had occurred at the beginning of the mobilisation of new contracts had been addressed and that residents had reported notable good service experienced.

Members discussed how Officers and the Council as a whole approached supporting residents with rent arrears and were pleased that a comprehensive but supportive and pastoral approach was being taken.

Officers updated Members on the provision of affordable housing in the Borough.

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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