



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, 27 November 2017 at 7.00 pm in the Council Chamber - Civic Offices.

The agenda for the meeting is set out below.

RAY MORGAN
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

Part I - Press and Public Present

1 Minutes (Pages 3 - 6)

To approve the minutes of the meeting of the Committee held on 24 July 2017 as published.

2 Urgent Business

To consider any business that the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.

3 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.

Matter for Determination

4 Work Programme

For the Committee to receive the Work Programme.

Reporting person: Cllr I Johnson

Presentations

5 Celebrate Woking 2017 Review and Proposals for 2018/2019

Reporting Person: Riette Thomas

Matters for Scrutiny

6 Overview of Complaints Received -Biannual Update (Pages 7 - 20)

Reporting Person: Joanne McIntosh

7 Protocols and Business Plans of the Thameswey Group of Companies (Pages 21 - 48)

Reporting Person: Councillor I Johnson

8 Treasury Management Mid-Year Review 2017-18 (Pages 49 - 56)

Reporting Person: Julie Rowling

Task Group Updates

9 Housing Task Group Update (Pages 57 - 58)

Reporting Person: Councillor I Johnson

10 Economic Development Task Group Update (Pages 59 - 60)

Reporting Person: Councillor I Johnson

11 Finance Task Group Update (Pages 61 - 64)

Reporting Person: Councillor G Chrystie

12 Health and Wellbeing Task Group Update (Pages 65 - 82)

Reporting Person: Councillor B Hunwicks

Performance Management

13 Performance and Financial Monitoring Information

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

Reporting person: Cllr I Johnson

AGENDA ENDS

Date Published - 15 November 2017

For further information regarding this agenda and arrangements for the meeting, please contact Beth Hayllor, Democratic Services Support Officer, by telephone: 01483 743056 or by email: beth.hayllor@woking.gov.uk



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MINUTES
OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE

held on 18 September 2017

Present:

	Cllr I Johnson (Chairman)	
	Cllr K M Davis (Vice-Chairman)	
Cllr Mrs H J Addison		Cllr G G Chrystie
Cllr A-M Barker		Cllr J Kingsbury
Cllr J E Bond		Cllr R Mohammed
	Cllr C Rana	

Absent: Councillor M I Raja

Also Present: Councillor C Kemp; Sue Barham, Strategic Director; Neil Coles, Housing Standards Manager and John Scott, Environmental Projects Manager for Thamesway Sustainable Communities Limited.

1. MINUTES

RESOLVED

That the minutes of the meeting of the Committee held on Monday, 24 July 2017 be approved and signed as a true and correct record.

2. URGENT BUSINESS

There was no urgent business to discuss.

3. DECLARATIONS OF INTEREST

In accordance with the Members' Code of Conduct, Councillor J Kingsbury declared a non-pecuniary interest in minute item 4 – Action Surrey Presentation arising from his position as a Councillor Director of the Thamesway Group. The interest was such that speaking and voting was permissible.

In accordance with the Members' Code of Conduct, Councillor J Kingsbury declared a non-pecuniary interest in minute item 6 – Scrutiny Review of Recommendations of the Executive from his role as a landlord to a property outside of the Borough. The interest was such that speaking and voting were permissible.

In accordance with the Members' Code of Conduct, Councillor R Mohammed declared a non-pecuniary interest in minute item 6 – Scrutiny Review of Recommendations of the Executive from his role as a landlord to a property outside of the area affected by the Selective Licensing designation area of Canalside Ward but within the Borough. The interest was such that speaking and voting were permissible.

In accordance with the Officer Procedure Rules, Sue Barham declared a non-pecuniary interest in minute item 4 – Action Surrey Presentation, arising from her position as a Director of the Thamesway Group of Companies. The interest was such that speaking was permissible.

Councillor C Kemp declared a non-pecuniary interest in minute item 4 – Action Surrey Presentation, arising from his position as a Councillor Director of the Thameswey Group. The interest was such that speaking and voting were permissible.

4. ACTION SURREY PRESENTATION

John Scott, Environmental Projects Manager for Thameswey Sustainable Communities Ltd (TSCL) presented information on the Action Surrey project, outlining the project's aims, initiatives and achievements. John Scott explained that there needed to be around 8 times more investment into energy efficiency schemes by companies to be able to deliver the national climate change targets. It was noted that several areas within the Borough had a higher than average level of fuel poverty because of older housing stock and a higher percentage of lower income families.

There would be an estimated £1.6m saved for Woking residents over the future lifetime of the measures put in place so far, with a total of £5.2m invested in Surrey through Action Surrey installations. Action Surrey aimed to raise awareness of energy efficiency schemes and grants available to families and Small and Medium-sized Enterprises (**SMEs**) within the area and that more work with local SMEs was being looked into in partnership with Woking Works and Woking Chamber of Commerce. So far, Action Surrey had worked with Harvey Water Softeners and several other SMEs to recommend improvements including LED lighting, heating upgrades and renewable energy technology.

The Chairman thanked John Scott for the presentation and asked for further clarity on marketing strategies to residents and the other local authorities taking part in the scheme. The scheme relied more upon referrals from Adult Social Care and local authorities to ensure that fuel poor households were prioritised, though all residents were welcome to ask for advice. Action Surrey received a fee from installers for referrals, with the income put towards further marketing, administration and top-up grants for residents in need. Individuals were given a list of approved installers from which to choose the most suitable option for their circumstances. This process also ensured that the companies remained competitive in price and service. Runnymede Borough Council had dropped out in 2016 but that Action Surrey was still able to maintain a consistent number of completed installations, despite covering a slightly smaller geographical area and receiving less grant support.

The Committee discussed Action Surrey in relation to wider energy efficiency related schemes and the termination of British Gas' in-house energy efficiency programme.

Councillor Davis advised that the Action Surrey project regularly reported to the Climate Change Working Group and encouraged Members to promote the services available and encourage small businesses to contact the organisation.

RESOLVE That the Action Surrey presentation be received.

5. WORK PROGRAMME

The Chairman reported that the Energy Innovation and South West Trains items had been deferred from November, as representatives from Thameswey were in a busy period and the new South West Rail franchisee, MTR, was currently busy with the handover and upgrades to Waterloo.

Regarding the Health and Wellbeing/Independent Living item on the Work Programme for 27 November 2017, the Chairman stated that the minutes of the most recent Health and

Wellbeing Task Group would be discussed with the Portfolio Holder outside of the meeting. In respect of the Woking 2050 and Climate Change Agenda item on the agenda for 22 January 2018, it was noted that the Portfolio Holder for Climate Change and the Woking 2050 Strategy would not be able to attend the meeting of the Committee. It was therefore agreed to move the item to 26 February instead.

The Committee discussed the Parking Standards item on the Forward Plan of the Executive. It was reported that the Forward Plan had been republished on 13 September 2017 and the item had been moved to the Executive meeting on 23 November to ensure the LDF Working Group could feed into the consultation.

RESOLVED that the changes to the work programme be noted.

6. SCRUTINY REVIEW OF RECOMMENDATIONS OF THE EXECUTIVE

Private Rented Sector Access Scheme Policy

Councillor Kemp introduced the Policy, highlighting the need to incentivise Landlords working with the Council due to rising private sector rents, the introduction of the new Homelessness Reduction Act and the expected rise in homelessness. He explained that individuals identified as homeless seeking accommodation were moved to temporary accommodation in Bed and Breakfast establishments. However prolonged periods in such accommodation could have detrimental impacts on the physical and mental health of individuals. Under the proposed policy, homeless individuals would have access to viable permanent private sector accommodation. Additional funding available during the introduction of the new Homelessness Reduction Act would be used to initiate the scheme.

The Committee discussed the current bond scheme, the changes between the current scheme and the new, the incentives offered, the current housing benefit allowance, whether the scheme would be viable for growing families and the feedback from Landlords using the Council's existing schemes.

It was noted that of the 217 households currently using the bond scheme, only 15 were recorded as being homeless. The new scheme would prioritise homeless individuals and there were also more incentives for the landlords, including rent in advance, a cash deposit and a £2,000 cash incentive. The scheme could be used to meet the rent shortfall of tenants going onto housing benefit, applications for which can take up to eight weeks to process. The cash incentive was also intended as a contribution towards covering the difference between the Local Housing Allowance and the market rent. It was reported that other local authorities had already put similar schemes in place and, overall, landlords had responded favourably.

Licensing Private Rented Accommodation – proposal to make a selective licensing policy in Canalside Ward

Councillor Kemp introduced the Selective Licensing Proposal and stated that the only current licence the Council utilised was the HMO licence. He added that the Selective Licensing Scheme was very similar to the HMO licence, except specific to smaller homes that were exempt from the HMO licence criteria and in a specific area. The national legislation on applying such criteria was very strict and Canalside had been selected in view of the high proportion of rented properties and the lower standards of living in the Borough. The public had reacted favourably to the policy and landlords had agreed that some form of policy was necessary.

The Committee discussed the safety precautions put in place for the tenants, including ensuring that unlicensed landlords were unable to evict tenants and that tenants of unlicensed landlords would be able to go to a tribunal to obtain up to a year's rent compensation. The Committee also discussed the £560 per property fee and the extra five staff needed to carry out the inspections and administrate the policy. There were concerns that the £560 fee would be passed on to the tenants to pay, which would increase rents by £46 a month. Neil Coles added that the cost may be passed on to tenants but that the housing stock in the area would definitely improve. The Committee also discussed improving the current social housing stock. The Committee requested that Officers look at the proposed cost of the scheme including staff resources and fees and add any further suggestions to the report for Council. OSC17-018

RESOLVE That Officers look at the proposed costs of the Selective Licensing Policy and include suggested alternatives in the report to Council.

RECOMMENDED TO THE COUNCIL

That (i) the Council support the Private Rented Sector Access Scheme Policy; and

(ii) the Council support the Selective Licensing Policy.

7. TASK GROUP UPDATES

The tabled overview of the Task Group updates were received and the Chairman directed Members to direct any questions to either himself or Councillor Chrystie.

8. PERFORMANCE AND FINANCIAL MONITORING INFORMATION

Councillor Barker queried the figures given for off-street parking fees and Wolsey Place rents where the accounts were below budget. It was agreed that a response to the questions would be circulated to Members in due course.

The meeting commenced at 7:00 pm
and ended at 10:00 pm

Chairman: _____

Date: _____



WOKING BOROUGH COUNCIL

Overview and Scrutiny

Work Programme

CIVIC OFFICES
GLOUCESTER SQUARE
WOKING GU21 6YL
01483 755855
www.woking.gov.uk

INTRODUCTION TO WOKING BOROUGH COUNCIL'S 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 is published in five sections as follows:-

- Section A – Details items for consideration at future meetings of the Overview and Scrutiny Committee.
- Section B – Outlines the proposed topics for future review by Woking Borough Council.
- Section C – Provides the latest version of the Council's Forward Plan, showing all changes to the Forward Plan since last considered by the Committee. Key decisions to be taken by the Executive are identified by an asterisk in the left hand column.
- Section D – Sets out the topics identified for pre-decision scrutiny.
- Section E – Lists the current Task Groups, including Membership details, resource implications and purpose of the reviews.

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 published reports (with the exception of confidential information) can be viewed at the Civic Offices, or are available on the Council Web site (www.woking.gov.uk). A notice setting out the outcome of the meeting will be available following the relevant meeting. For further details contact Members Services on 01483 743863 or e-mail memberservices@woking.gov.uk.

Chairman

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Section B – Proposed Review Topics	No topic suggestions received
Section C – Annual Forward Plan	9
Section D – Pre-Decision Scrutiny	No items proposed
Section E – Current Task Groups	23

The Committee

Chairman: Councillor I Johnson

Vice-Chairman: Councillor K Davis

Councillor H J Addison

Councillor J Kingsbury

Councillor A-M Barker

Councillor R Mohammed

Councillor J Bond

Councillor M I Raja

Councillor G G Chrystie

Councillor C Rana

Officers

Corporate Management Group

Chief Executive:

Ray Morgan

Deputy Chief Executive:

Douglas Spinks

Strategic Director

Sue Barham

**Head of Democratic & Legal Services/
Monitoring Officer**

Peter Bryant

Chief Finance Officer

Leigh Clarke

Section A

Committee's Approved Activity Plan Matters For Future Consideration

Overview and Scrutiny Committee Meeting – 22 January 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Work Programme – For the Committee to receive the updated Work Programme.	None	None	Beth Hayllor
Performance & Financial Monitoring Information – For the Committee to consider the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Update on Basingstoke Canal Proposals	Portfolio Holders	Review of Basingstoke Canal Presentation Slides (Overview and Scrutiny Committee 27/02/17); Overview and Scrutiny Committee Meeting Minutes, 27 February 2017.	Cllr I Johnson and Cllr K Davis
Update on Raynes Close	Portfolio Holders	Thameswey group – Rayne's Close Development Final Report, Overview and Scrutiny Committee 24 July 2017 ; Final Report OSC17-017 Lessons learnt from the Rayne's Close Development 24 July 2017, Overview and Scrutiny Committee 27 July 2017 and the Overview and Scrutiny Committee Meeting minutes 24 July 2017.	Cllr I Johnson

Overview and Scrutiny Committee Meeting – 26 February 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Work Programme – For the Committee to receive the updated Work Programme.	None	None	Beth Hayllor
Performance & Financial Monitoring Information – For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Working 2050 and Climate Change Agenda Update	Portfolio Holder	None	Cllr I Johnson
Air Quality Monitoring and Management	Portfolio Holder	None	Cllr I Johnson

Overview and Scrutiny Committee Meeting – 26 March 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Work Programme – For the Committee to receive the updated Work Programme.	None	None	Beth Hayllor
Performance & Financial Monitoring Information – For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Preparations for Brexit	To be confirmed	To be confirmed	Cllr K Davis
Countryside Access	To be confirmed	To be confirmed	Cllr I Johnson
Affordable Housing Proposal	To be confirmed	To be confirmed	Cllr I Johnson/ Ray Morgan

Section C

Latest Version of the Annual Forward Plan

The Forward Plan gives an indication of the decision to be taken by the Executive. Published monthly, the Forward Plan has traditionally given an indication of the decisions to be taken over the following four months. Whilst still published monthly, the Forward Plan in this work programme will show the decisions to be taken over the coming twelve months.

23 November 2017

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
Page 7*	Thamesway Business Plans 2018	To consider the Company Business Plan and recommend thereon to Council.	Leader of the Council.	Previous Thamesway Business Plans and Statutory Accounts and Reports.	Leigh Clarke
*	Woking Gateway	To recommend to Council the appointment of a developer for the Woking Gateway Scheme - Chapel Street to Sparrow Park.	Portfolio Holder.	None.	Douglas Spinks
*	Leisure Management Contract - Extension and Variations	To agree to extend the Leisure Management Contract and incorporate variations to the Contract (for investment and addition of Hoe Valley Leisure facilities).	Greenwich Leisure Limited, Freedom Leisure Limited, Leisure Partnership Board, Portfolio Holder.	Invitation Document for Contract Extension and Variations - dated 8 August 2017.	Sue Barham

*	Review of Fees and Charges 2018-19	To recommend to Council that the discretionary Fees and Charges for 2018-19 be approved.	Portfolio Holder, service users where appropriate.	None.	Leigh Clarke
	Update of Financial Regulations	To update the Council's Financial Regulations.	Portfolio Holder.	None.	Leigh Clarke
	Update of Contract Standing Orders	To update the Council's Contract Standing Orders.	Portfolio Holder.	None.	Peter Bryant
	Calendar of Meetings 2018-19	To recommend to Council the Calendar of Meetings for 2018-19.	Portfolio Holder.	None.	Ray Morgan
	Draft General Fund Budget 2018-19	To receive the draft General Fund 2018-19 for the purpose of finalising proposals for service budgets and Council Tax.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
Page 18	Draft Housing Revenue Account Budget Update 2018-19	To receive the draft Housing Revenue Account estimates 2018-19 for the purposes of finalising proposals for service.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
*	Draft Investment Programme 2017-18 to 2020-21	To receive the draft Investment Programme.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
*	Potential Housing Sites	To consider proposed small site developments across Woking.	Portfolio Holder, NVH, Pinnacle.	None.	Corporate Management Group
	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan

*	Victoria Square Update	<p>To consider an update on the Victoria Square Development and recommend accordingly to Council.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Leader of the Council.	None.	Ray Morgan
* Page 19	Woking Gateway	<p>To recommend to Council the appointment of a developer for the Woking Gateway Scheme - Chapel Street to Sparrow Park.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Portfolio Holder.	None.	Douglas Spinks

*	Leisure Management Contract - Extension and Variations	<p>To award Extension to Contract and Variations - to include Investments and Hoe Valley Leisure Facilities.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Greenwich Leisure Limited, Freedom Leisure Limited, Leisure Partnership Board, Portfolio Holder.	Invitation Document for Extension and Variations - Financial Schedule Returns.	Sue Barham
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Special Grants Executive - 14 December 2017

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
	Applications for Financial Assistance 2018-19	To receive the annual report on the community grants programme.	Portfolio Holder Relevant Service Areas Council appointed representatives on the relevant groups.	None	Ray Morgan
* Page 21 *	Age Concern Woking - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Barnsbury Primary School PTA - Application for Financial Assistance	To determine the grant application	Portfolio Holder Internal Officers	Application form	Ray Morgan
*	Boom Credit Union - Application for Financial Assistance	To determine the grant application	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Browns Community Services CIC - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form.	Ray Morgan
*	Byfleet Methodist Church - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Byfleet Village Football Club - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Challengers - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan

	Chobham Rugby Football Club - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application.	Ray Morgan
*	Citizens Advice Woking - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Community Advice Forum - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form	Ray Morgan
	Coram Life Education - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application Form.	Ray Morgan
*	Crossroads Care Surrey - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application Form.	Ray Morgan
Page 22	Cruse Bereavement Care - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Family Voice Surrey - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Fox Corner Community Conservation Area Association - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Friends of the Elderly - Application for Financial Assistance	To determine the grant application.	Portfolio Holder. Internal Officers.	Application Form.	Ray Morgan
	GASP Motor Project - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Goldsworth Park Rangers Football Club - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan

	Home-Start Runnymede and Woking - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Horsell Bowling Club - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Lakeview Community Action Group - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Let's Read Ltd - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Maybury and Sheerwater Community Trust - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form	Ray Morgan
Page 23	Outline - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form	Ray Morgan
	Peer Productions - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Pyrford and Wisley Flower Show and Fete - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form.	Ray Morgan
*	Relate West Surrey - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form.	Ray Morgan
	St Mary of Bethany Church - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form.	Ray Morgan
	Sight for Surrey - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application form	Ray Morgan
	Surrey Care Trust - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application Form.	Ray Morgan

	Surrey Welfare Rights - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant Application	Ray Morgan
	Surrey Youth Focus - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	TALK - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	The Club at Old Woking - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	The Counselling Partnership - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
Page 24	The Eikon Charity - Application for Financial Assistance	To determine the grant application.	Portfolio Holder Internal Officers	Application Form.	Ray Morgan
*	The Lightbox - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	The Lighthouse - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	The Maybury Centre - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	The Therapy Garden - Application for Financial Support	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Victim Support - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	We Shine - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan

	West Byfleet Neighbourhood Forum - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Westfield Football Club - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Westfield and District Cricket and Sports Club - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	West Surrey Mediation Service - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Woking Hospice - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
* Page 25	Woking and Weybridge Branch of Parkinson's UK - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking Community Furniture Project - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Woking Community Transport (Bustler Service) - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking Community Transport (Town Centre Buggy) - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking District Scouts - Application for Financial Support	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking District Scouts (Handicamp) - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Woking Mental Health Centre (Cornerstone) - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan

	Woking Mind - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking People of Faith - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
*	Woking ShopMobility - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking Street Angels - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Woking Talking Newspapers - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
* page *26	York Road Project - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan
	Your Sanctuary - Application for Financial Assistance	Determine the grant application.	Portfolio Holder Internal Officers	Grant application	Ray Morgan

18 January 2018

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
Page 27	Parking Standards Supplementary Planning Document (SPD)	To note the analysis of various responses to the consultation on the Parking Standards and to recommend to Council the adoption of the Parking Standards SPD for the purposes of managing development across the Borough.	Portfolio Holder, Local Development Framework Working Group.	Woking Core Strategy. National Planning Policy Framework. Parking Standards Supplementary Planning Document (SPD) – July 2006.	Douglas Spinks
Page 27	Self-build and Custom Housebuilding Guidance Note	To note the analysis of the various responses to the consultation on the Self-build and Custom Housebuilding Guidance Note and to recommend to Council to adopt the Guidance Note to provide advice to those who wish to acquire serviced plots for self build and custom housebuilding.	Portfolio Holder, Local Development Framework Working Group.	<ol style="list-style-type: none"> 1. Self-build and Custom Housebuilding Act (2015) 2. Self-build and Custom Housebuilding (Register) Regulations 2016 3. Housing and Planning Act 2016 4. Development Management Policies Development Plan Document (DPD) 	Douglas Spinks

*	Hoe Valley Flood Alleviation and Environmental Enhancement Scheme	Authorisation to release remaining funds to allow scheme to be constructed.	Portfolio Holder.	None.	Douglas Spinks
	Parking for the Faith Community and Community Groups	To review the Council's policy statement for parking charges for the faith community.	As identified in the review of the Equality Impact Assessment (EqIA) being undertaken, Portfolio Holder.	Equality Impact Assessment (EqIA).	Peter Bryant
	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan
Page 28	Contaminated Land Strategy Review Report and Future Funding	<p>To receive the Contaminated Land Strategy Review Report and the requirements for future funding of desk top studies and site investigations.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Portfolio Holder.	None.	Ian Tomes

1 February 2018

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
*	General Fund, Service Plans, Budgets and Prudential Indicators 2018-19	To recommend to Council the General Fund, Service Plans, Budgets and Prudential Indicators for 2018-19.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
*	Housing Revenue Account Budgets 2018-19	To recommend to Council the Housing Revenue Account Budgets for 2018-19.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
Page 20*	Investment Programme 2017-18 to 2020-21	To recommend to Council the full review of the Investment Programme and priorities.	Portfolio Holder, Business Managers, Finance Task Group.	None.	Leigh Clarke
20*	Treasury Management Strategy and Prudential Indicators 2018-19	To recommend to Council the Treasury Management Strategy for 2018-19.	Portfolio Holder.	None.	Leigh Clarke
	Homelessness Reduction Act - Implications arising from its implementation	To seek approval to new and amendment of existing Policies and Practices as maybe necessary to enable the Homelessness Reduction Act 2017 to be implemented successfully.	Housing Task Group, Portfolio Holder and colleagues.	Homelessness Reduction Act 2017, DCLG - Homelessness Code of Guidance for Local Authorities.	Sue Barham
	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan

	Monitoring Reports - Projects	To provide quarterly reports on the progress of projects in the interests of financial prudence and corporate governance.	Portfolio Holder.	None.	Ray Morgan
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Section E

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.

Task Group	Topic	Membership	Resources	Date Established	Anticipated Completion Date
Economic Regeneration Task Group	To identify and seek the implementation of measures to mitigate the impact of the economic downturn on the residents, community organisations and businesses in the Borough of Woking.	Councillors Addison, Ali, Barker, Chrystie, Hussain, Johnson and Kingsbury.	Officer and Councillor time.	11 March 2009	
Standing Finance Task Group	To review Financial issues as and when identified by the Committee. Financial Performance of the Council Management and Administration of Accounts procurement Strategy, Pension fund, Financial Strategy.	Councillors Bond, Chrystie, Davis, Hughes, Morales, Pengelly and Rana.	Officer and Councillor time.	25 May 2006	Ongoing
Standing Housing Task Group	To review Housing issues as and when identified by the Committee. Housing Strategy Housing Business Plan Housing Service Plans Housing Revenue Account Housing Conditions Housing Needs Private Sector Housing Home Improvement Agency Housing and Council Tax Benefits Monitor and review the progress of the PFI Scheme	Councillors Addison, Aziz, Barker, Bridgeman, Harlow, Johnson and Mohammad.	Officer and Councillor time.	25 May 2006	Ongoing

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

OVERVIEW OF COMPLAINTS RECEIVED - BIENNIAL UPDATE

Summary

The 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 how complaints are dealt with, and gives brief details of those received since 1 April 2017.

Recommendations

Background Papers:

Council's Complaints Procedure
Sustainability Impact Assessment
Equalities Impact Assessment

Reporting Person:

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Contact Person:

Joanne McIntosh, Legal Services Manager
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Date Published:

17 November 2017

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/council/about/customercarestandards/comments>

- 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 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.

- 2.4 The intention is that investigations into complaints are completed within fifteen working days 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.

- 2.5 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. Her decision should be made within fifteen working days 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 Management Group. The decision of the CMG member will be final, and should be made within fifteen working days of the complaint being allocated to him/her.

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

- 2.7 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 in paragraph 2.5 above).

- 2.8 Under the Council's Constitution, the following arrangements exist for dealing with decisions of the Local Government Ombudsman and Housing Ombudsman:-

Overview of Complaints Received - Biannual Update

- (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 since 1 April 2017

3.1 The following complaints have been received

Ref Number	Department	Summary of Complaint	Request for Review?	Review Allowed
267-2017	Revenue and Benefits	Dispute business rates bill.		
268-2017	Planning	Handling of planning application.	Yes	No
269-2017	Planning/Env Health	Sewage drainage at traveller's site.		
270-2017	Housing	Has been housed unsuitably in B&B for 6 weeks and inconsistent info from housing staff.		
271-2017	Parking	Incorrectly Issued ticket.		
272-2017	Planning	Outcome and handling of planning application.		
273-2017	Parking	Number of suitable parking spaces for motorcycles in town centre.		
274-2017	Customer Services	Member of staff being rude and offensive when customer trying to pay council tax.		
275-2017	Environmental Health	Civil Enforcement Officer giving fine for smoking without sufficient warning being given and being rude.		
278-2017	NVH	Accessing ASB Information on Website.		
279-2017	Neighbourhood Services	Issues with Tree outside of house.		
280-2017	Planning	Outcome and handling of planning application.		
282-2017	Legal	Complaint regarding handling of postal vote application.		
283-2017	Legal	Complaint regarding time frame for oversea postal vote.		
284-2017	Planning	Outcome and handling of planning application.		
285-2017	Green Spaces	Complaint regarding burn to child from Woking Park slide.		
286-2017	Neighbourhood Services	Complaint regarding overgrown trees and hedges.		

Overview of Complaints Received - Biannual Update

287-2017	Neighbourhood Services	Complaint regarding glass in the road after bin collection.		
288-2017	Woking Pool in the Park	Complaint regarding Woking Pool in the Park.		
289-2017	Neighbourhood Services	Complaint regarding glass in the road after bin collection.		
290-2017	Referred to Deputy Monitoring Officer by NVH	Stage two complaint re anti social officer.	Yes	No
291-2017	IT	Complaint regarding display of information to residents.		
276-2017	Planning	Outcome and handling of planning application.	Yes	No
292-2017	Neighbourhood Services	Complaint re mess left after bin collection.		
293-2017	NVH & Housing Benefit	Complaint re communication between NVH, Benefits and Customer.		
294-2017	Neighbourhood Services	Complaint re Non Collection of Garden Refuse Bin and clearing of vegetation.		
241-2017	Parking	Complaint re PCN and not changing address.		
243-2017	Legal	Breach of data.		
244-2017	Neighbourhood Services	Bin collection.		
245-2017	Benefits and Revenue	Council Tax Charge on Empty Property.		
246-2017	Neighbourhood Services	Uneven man hole.		
247-2017	Referred to Deputy Monitoring Officer by NVH	Stage Two Complaint, NVH1166.	Yes	No
249-2017	Benefits and Revenue	Council Tax.		
354-2017	Planning	Outcome and handling of planning application.		
296-2017	CMG	Environmental Health Department.	Yes	No
297-2017	Planning	Outcome and handling of planning application.		
298-2017	Parking	Pot hole in car park.		
299-2017	Douglas Spinks	Complaint regarding length of planning meeting.		
300-2017	Parking	Access to Peacocks car park.		
301-2017	Housing	Housing Situation.	Yes	Yes
302-2017	Referred to Deputy Monitoring Officer by NVH	Stage Two Complaint, NVH.	Yes	No
303-2017	Douglas Spinks	FOI handling.		
304-2017	Douglas Spinks	FOI handling.		
305-2017	Planning	Outcome and handling of		

Overview of Complaints Received - Biannual Update

		planning application.		
306-2017	Neighbourhood Services	West Byfleet Play Ground.	Yes	No
308-2017	Neighbourhood Services	Bin collection.		
309-2017	Green Spaces	Kingsmoor Play Park.		
310-2017	Green Spaces	Lack of lighting in Woking Park.		
311-2017	Benefits and Revenue	Council Tax Complaint.		
313-2017	Town Centre Engineers	Complaint re building works outside of flat/access to flat.		
314-2017	Douglas Spinks	FOI handling.		
315-2017	Benefits and Revenue	Housing Benefit.		
316-2017	Housing	Unlawful suspension on bidding on properties.		
317-2017	Business Rates	Complaint re lack of response and systems not working in business rates.		
318-2017	HR	Missing drain cover caused personal damage.		

3.2 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.

4.0 Complaints received by the New Vision Homes since 1 April 2017

NVH Ref	Month In	Stage	Subject	Primary Cause
1133	April	Stage 1	Asset Man	Uncategorised
1134	April	Stage 1	Asset Man	Health & Safety issue
1135	April	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1136	April	Service Failure	Housing	Uncategorised
1137	April	Stage 1	Asset Man	Health & Safety issue
1138	April	Stage 1	Repairs	Communication (ie, no call backs, updates on progress)
1139	April	Service Failure	Repairs	Missed appointment
1140	April	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1141	April	Stage 1	Repairs	Missed appointment
1142	May	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1143	May	Service Failure	Asset Man	Uncategorised

Overview of Complaints Received - Biannual Update

1144	May	Stage 1	Repairs	Uncategorised
1145	May	Stage 1	Repairs	Uncategorised
1146	May	Stage 1	Housing	Communication (ie, no call backs, updates on progress)
1147	May	Service Failure	Repairs	Staff rudeness
1148	May	Service Failure	Repairs	Staff rudeness
1149	May	Stage 1	Housing	Uncategorised
1150	May	Stage 1	Housing	Incorrectly managed (ie, repair timescale incorrectly used)
1151	May	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1152	May	Stage 1	Repairs	Uncategorised
1153	May	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1154	June	Stage 2	Asset Man	Health & Safety issue
1155	June	Stage 2	Housing	Incorrectly managed (ie, repair timescale incorrectly used)
1156	June	Stage 1	Housing	Uncategorised
1157	June	Stage 2	Housing	Communication (ie, no call backs, updates on progress)
1158	June	Stage 1	Asset Man	Staff rudeness
1159	June	Stage 2	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1160	June	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1161	June	Service Failure	Repairs	Health & Safety issue
1162	June	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1163	June	Service Failure	Repairs	Communication (ie, no call backs, updates on progress)
1164	June	Stage 1	Housing	Incorrectly managed (ie, repair timescale incorrectly used)
1165	July	Stage 1	Repairs	Uncategorised

Overview of Complaints Received - Biannual Update

1166	July	Stage 2	Asset Man	Poor standard of work
1167	July	Stage 1	Housing	Uncategorised
1168	July	Stage 1	Repairs	Poor standard of work
1169	July	Stage 1	Repairs	Communication (ie, no call backs, updates on progress)
1170	July	Stage 1	Asset Man	Uncategorised
1171	July	Service Failure	Housing	Uncategorised
1172	July	Stage 1	Asset Man	Health & Safety issue
1173	July	Service Failure	Repairs	Staff rudeness
1174	July	Stage 1	Asset Man	Incorrectly managed (ie, repair timescale incorrectly used)
1175	July	Service Failure	Repairs	Staff rudeness
1176	July	Stage 1	Housing	Poor advice
1177	July	Stage 2	Repairs	Uncategorised
1178	August	Service Failure	Housing	Uncategorised
1179	August	Stage 1	Asset Man	Incorrectly managed (ie, repair timescale incorrectly used)
1180	August	Service Failure	Repairs	Missed appointment
1181	August	Stage 1	Housing	Communication (ie, no call backs, updates on progress)
1182	August	Stage 1	Asset Man	Incorrectly managed (ie, repair timescale incorrectly used)
1183	August	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1184	September	Service Failure	Housing	Uncategorised
1185	September	Stage 2	Asset Man	Health & Safety issue
1186	September	Stage 1	Repairs	Health & Safety issue
1187	September	Stage 1	Repairs	Uncategorised
1188	September	Stage 1	Repairs	Uncategorised
1189	September	Stage 1	Repairs	Incorrectly managed (ie, repair timescale

Overview of Complaints Received - Biannual Update

				incorrectly used)
1190	September	Stage 2	Asset Man	Incorrectly managed (ie, repair timescale incorrectly used)
1191	September	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1192	September	Stage 1	Housing	Incorrectly managed (ie, repair timescale incorrectly used)
1193	September	Stage 1	Repairs	Uncategorised
1194	October	Stage 1	Repairs	Poor standard of work
1195	October	Stage 1	Housing	Communication (ie, no call backs, updates on progress)
1196	October	Stage 1	Asset Man	Uncategorised
1197	October	Stage 2	Housing	Incorrectly managed (ie, repair timescale incorrectly used)
1198	October	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1199	October	Service Failure	Repairs	Uncategorised
1200	October	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1201	October	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1202	October	Service Failure	Repairs	Missed appointment
1203	October	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1204	November	Stage 1	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1205	November	Service Failure	Repairs	Poor standard of work
1206	November	Stage 1	Housing	Uncategorised
1207	November	Service Failure	Repairs	Uncategorised
1208	November	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)

Overview of Complaints Received - Biannual Update

1209	November	Service Failure	Repairs	Uncategorised
1210	November	Service Failure	Repairs	Uncategorised
1211	November	Service Failure	Repairs	Communication (ie, no call backs, updates on progress)
1212	November	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1213	November	Service Failure	Repairs	Communication (ie, no call backs, updates on progress)
1214	November	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1215	November	Service Failure	Repairs	Missed appointment
1216	November	Service Failure	Repairs	Uncategorised
1217	November	Service Failure	Asset Man	Uncategorised
1218	November	Service Failure	Repairs	Uncategorised
1219	November	Service Failure	Repairs	Incorrectly managed (ie, repair timescale incorrectly used)
1220	November	Service Failure	Repairs	Uncategorised

Financial

5.1 None

Human Resource/Training and Development

5.2 None

Community Safety

5.3 None

Risk Management

5.4 None

Sustainability

5.5 None

Equalities

5.6 None

6 Conclusions

- 6.1 Submitting a six-monthly 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 area(s) of activity identified.

REPORT ENDS

Equality Impact Assessment

The purpose of this assessment is to improve the work of the Council by making sure that it does not discriminate against any individual or group and that, where possible, it promotes equality. The Council has a legal duty to comply with equalities legislation and this template enables you to consider the impact (positive or negative) a strategy, policy, project or service may have upon the protected groups.

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action) THIS SECTION NEEDS TO BE COMPLETED AS EVIDENCE OF WHAT THE POSITIVE IMPACT IS OR WHAT ACTIONS ARE BEING TAKEN TO MITIGATE ANY NEGATIVE IMPACTS
		Eliminate discrimination	Advance equality	Good relations			
Gender	Men					x	
	Women					x	
Gender Reassignment						x	
Race	White					x	
	Mixed/Multiple ethnic groups					x	
	Asian/Asian British					x	
	Black/African/Caribbean/Black British					x	
	Gypsies / travellers					x	
	Other ethnic group					x	

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action) THIS SECTION NEEDS TO BE COMPLETED AS EVIDENCE OF WHAT THE POSITIVE IMPACT IS OR WHAT ACTIONS ARE BEING TAKEN TO MITIGATE ANY NEGATIVE IMPACTS
		Eliminate discrimination	Advance equality	Good relations			
Disability	Physical					x	
	Sensory					x	
	Learning Difficulties					x	
	Mental Health					x	
Sexual Orientation	Lesbian, gay men, bisexual					x	
Age	Older people (50+)					x	
	Younger people (16 - 25)					x	
Religion or Belief	Faith Groups					x	
Pregnancy & maternity						x	
Marriage & Civil Partnership						x	
Socio-economic Background						x	

The purpose of the Equality Impact Assessment is to improve the work of the Council by making sure it does not discriminate against any individual or group and that, where possible, it promotes equality. The assessment is quick and straightforward to undertake but it is an important step to make sure that individuals and teams think carefully about the likely impact of their work on people in Woking and take action to improve strategies, policies, services and projects, where appropriate. Further details and guidance on completing the form are [available](#).

Sustainability Impact Assessment

Officers preparing a committee report are required to complete a Sustainability Impact Assessment. Sustainability is one of the Council's 'cross-cutting themes' and the Council has made a corporate commitment to address the social, economic and environmental effects of activities across Business Units. The purpose of this Impact Assessment is to record any positive or negative impacts this decision, project or programme is likely to have on each of the Council's Sustainability Themes. For assistance with completing the Impact Assessment, please refer to the instructions below. Further details and guidance on completing the form are [available](#).

Theme (Potential impacts of the project)	Positive Impact	Negative Impact	No specific impact	What will the impact be? If the impact is negative, how can it be mitigated? (action)
Use of energy, water, minerals and materials			x	
Waste generation / sustainable waste management			x	
Pollution to air, land and water			x	
Factors that contribute to Climate Change			x	
Protection of and access to the natural environment			x	
Travel choices that do not rely on the car			x	
A strong, diverse and sustainable local economy			x	
Meet local needs locally			x	
Opportunities for education and information			x	
Provision of appropriate and sustainable housing			x	
Personal safety and reduced fear of crime			x	
Equality in health and good health			x	
Access to cultural and leisure facilities			x	
Social inclusion / engage and consult communities			x	
Equal opportunities for the whole community			x	
Contribute to Woking's pride of place			x	

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

PROTOCOLS OF THE THAMESWEY GROUP OF COMPANIES

Summary

At the meeting of the Overview and Scrutiny Committee on 24 July 2017, Councillor Kingsbury proposed that a review should be undertaken of the protocols for the Thameswey Group of Companies which had been adopted over six years earlier.

The Members of the Committee supported the proposal and Councillor Kingsbury, together with Councillor Johnson, Chairman of the Committee, undertook to review the protocols. This report sets out the changes proposed by Councillor Kingsbury and Councillor Johnson. The Committee is asked to consider the changes and recommend accordingly to the Executive.

Attached to this report is a copy of the existing protocols with proposed amendments highlighted throughout (Appendix 1) and a copy of the protocols with the proposed amendments incorporated into the text (Appendix 2).

Recommendations

The Overview and Scrutiny Committee is requested.

RESOLVE That the revisions to the Protocols for the Thameswey Group of Companies, as set out in Appendix 2 and subject to any changes the Committee may make, be submitted to the Executive for consideration and recommendation for adoption to Council.

Background Papers:

Sustainability Impact Assessment
Equalities Impact Assessment

Reporting Person:

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Cllr John Kingsbury
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Contact Person:

Ray Morgan, Chief Executive
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Date Published:

17 November 2017

REPORT ENDS

Equality Impact Assessment

The purpose of this assessment is to improve the work of the Council by making sure that it does not discriminate against any individual or group and that, where possible, it promotes equality. The Council has a legal duty to comply with equalities legislation and this template enables you to consider the impact (positive or negative) a strategy, policy, project or service may have upon the protected groups.

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action)
		Eliminate discrimination	Advance equality	Good relations			
Gender	Men					X	
	Women					X	
Gender Reassignment						X	
Race	White					X	
	Mixed/Multiple ethnic groups					X	
	Asian/Asian British					X	
	Black/African/Caribbean/Black British					X	
	Gypsies / travellers					X	
	Other ethnic group					X	

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action)
		Eliminate discrimination	Advance equality	Good relations			
Disability	Physical					X	
	Sensory					X	
	Learning Difficulties					X	
	Mental Health					X	
Sexual Orientation	Lesbian, gay men, bisexual					X	
Age	Older people (50+)					X	
	Younger people (16 - 25)					X	
Religion or Belief	Faith Groups					X	
Pregnancy & maternity						X	
Marriage & Civil Partnership						X	
Socio-economic Background						X	

Sustainability Impact Assessment

Officers preparing a committee report are required to complete a Sustainability Impact Assessment. Sustainability is one of the Council's 'cross-cutting themes' and the Council has made a corporate commitment to address the social, economic and environmental effects of activities across Business Units. The purpose of this Impact Assessment is to record any positive or negative impacts this decision, project or programme is likely to have on each of the Council's Sustainability Themes.

Theme (Potential impacts of the project)	Positive Impact	Negative Impact	No specific impact	What will the impact be? If the impact is negative, how can it be mitigated? (action)
Use of energy, water, minerals and materials	X			
Waste generation / sustainable waste management			X	
Pollution to air, land and water			X	
Factors that contribute to Climate Change			X	
Protection of and access to the natural environment			X	
Travel choices that do not rely on the car			X	
A strong, diverse and sustainable local economy			X	
Meet local needs locally	X			
Opportunities for education and information			X	
Provision of appropriate and sustainable housing	X			
Personal safety and reduced fear of crime			X	
Equality in health and good health			X	
Access to cultural and leisure facilities			X	
Social inclusion / engage and consult communities			X	
Equal opportunities for the whole community			X	
Contribute to Woking's pride of place	X			

Thamesway Group Protocols

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Protocol Group

Thameswey Group Protocols

1. Protocol Group

The Thameswey Group Protocol has been introduced in order to ensure good governance and management of the Thameswey Group of Companies. It has been agreed and is reviewed by a Working Group appointed by the Council in its role as Group Shareholder.

2. Introduction

The Thameswey Group of companies (“Company” or “Group”) focuses on the development and management of projects that increase the use of sustainable energy, tackle fuel poverty, reduce water waste and encourage green transport both inside and outside the Borough of Woking, provide affordable homes and develop land and property in support of the Council’s strategies. The Thameswey Group is committed to benefiting the sustainable economic development of the Borough of Woking.

To the extent permitted by law, no Thameswey company shall undertake any project or activity to the detriment of the Woking Borough Council (“Council” or “WBC”) or the wider interests of the communities which it serves.

3. Financial reporting and records

Thameswey prepares and maintains its accounts in accordance with the accounting and financial reporting standards which represent the generally accepted guidelines, principles, standards, laws and regulations of the UK. Thameswey’s management practices and business conduct benefit the localities and communities in which it operates, to the extent possible and affordable, and are in accordance with the agreed strategies of the Council.

Internal accounting and audit procedures reflect all of the company’s business transactions and disposition of assets, and has internal controls to provide assurance to the company’s board, shareholders and stakeholders that the transactions are accurate and legitimate. All required information is accessible to company auditors and other authorised parties and the Council.

Thameswey operates under a system of delegated authority which is reviewed annually to ensure it remains relevant and fit for purpose.

4. Performance and Financial Monitoring Information

The Thameswey Group has been organised and resourced to prepare full financial activity reports as part of the statutory accounts and at Board meetings (currently 3 times a year). Key information, set out in (5) below is prepared for inclusion in the Council's Green Book on a monthly basis. Thameswey Limited also provides a monthly performance report to all Boards. This report is regularly reviewed by the Thameswey Limited Board.

5. Key Performance Indicators (KPIs) for all Thameswey companies

With comparisons to approved budget:

- i. New lending
- ii. Loan and Interest Payments
- iii. Sales
- iv. Capital Expenditure
- v. Employee numbers

6. Political non-alignment

Subject to all applicable legal obligations, Thameswey is committed to supporting the constitution and governance systems of the Council. Thameswey does not support any specific political party or candidate for political office. The company's conduct precludes any activity that could be interpreted as mutual dependence / favour with any political body or person, and does not offer or give any company funds or property as donations to any political party, candidate or campaign.

7. Cooperation between Thameswey companies

Thameswey companies cooperate with other Thameswey group companies including applicable joint ventures, by sharing knowledge and physical, human and management resources.

In the procurement of products and services, a Thameswey company gives preference to other Thameswey companies, subject to relevant EU procurement rules, and as long as they can provide these on competitive terms relative to third parties.

8. Public representation of the company and the group

The Thameswey group, in all its public appearances (with respect to disclosing company and business information to public, constituencies such as the media, the financial community, employees and shareholders), may be represented by any director and/or specified employee as approved from time to time by the respective company board.

9. Third party representation

Parties which have business dealings with the Thameswey group but are not members of the group, such as consultants, contractors and suppliers, are not authorised to represent a Thameswey company without the written permission of the Thameswey Limited board.

Third parties and their employees are expected to abide by the Group code of conduct in their interaction with, and on behalf of, a Thameswey company. Thameswey companies are encouraged to sign a non-disclosure agreement with third parties to support confidentiality of information.

10. Use of the Thameswey brand

The use of the Thameswey name and trademark shall be governed by manuals and agreements issued by Thameswey. No third party or joint venture shall use the Thameswey brand to further its interests without specific authorisation from the board of Thameswey Limited or its authorised officer.

The brand **should be** consistently **used** in all published material and communications. An administrator will be tasked to oversee the use of the brand identity to ensure consistency and training will be arranged if needed. Any new staff will be offered a short induction session on correct use.

11. Protecting company assets

The assets of a Thameswey company shall not be misused; they shall be employed judiciously for the purpose of conducting the business for which they are duly authorised. These include tangible assets such as equipment and machinery, systems, facilities, materials and resources, as well as intangible assets such as information technology and systems, proprietary information, intellectual property, and relationships with customers and suppliers.

12. Group Policies

The shareholders of each Thameswey company shall recommend its board of directors adopt the policies and guidelines periodically formulated by the Thameswey Limited board. Thameswey Limited operates and has approved a scheme of delegation which empowers officers of the group to make operational decisions, including committing to contracts and expenditure, within prescribed limits.

13. Intra Group Communications

Members of the board of Thameswey Ltd. will receive agendas, minutes and reports from each of its subsidiary's board meetings, as soon as they become available.

14. Shareholders

Thameswey Limited and its subsidiaries shall be committed to enhancing shareholder value and complying with all regulations and laws that govern shareholder rights. The board of directors of a Thameswey company shall inform its shareholders about all relevant aspects of the company's business.

15. Corporate citizenship

A Thameswey company shall be committed to good corporate citizenship, not only in the compliance of all relevant laws and regulations but also by actively assisting in the improvement of quality of life of the people in the communities in which it operates. The company shall encourage collaboration with community groups.

A Thameswey company shall not treat these activities as optional, but should strive to incorporate them as an integral part of its business plan.

16. Conduct

Thameswey supports the following principles of public life and the culture of the business is one of honesty and opposition to fraud and corruption. These principles are reflected in our procedures and ways of working.

There is an expectation and requirement that all individuals and organisations associated with Thameswey in whatever way, such as contractors, partners and suppliers, will act with integrity and that directors and staff at all levels will lead by example in these matters ensuring adherence to legal requirements, financial regulations, codes of conduct, procedures and professional practice.

Selflessness: Thameswey should never improperly confer an advantage or disadvantage on any person.

Honesty and Integrity: Thameswey directors and staff should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly and should on all occasions avoid the appearance of such behaviour.

Objectivity: Thameswey directors and staff should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

Accountability: Thameswey directors and staff should recognise that they are part of a body which is accountable to the public for their actions and the manner in which they carry out their responsibilities and should therefore co-operate fully and honestly with any scrutiny appropriate to their office.

Openness: Thameswey directors and staff should be as open as possible about their actions and those of their authority, and should be prepared to give reasons for those actions.

Personal Judgment: Thameswey directors and staff may take account of the views of others but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

Respect for Others: Thameswey directors and staff should promote equality by not discriminating unlawfully against any person, and by treating people with respect regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the integrity of the statutory officers of WBC and all employees of Thameswey companies and WBC.

Leadership: Thameswey directors and staff should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves confidence in the actions and operations of the Thameswey Group.

17. Concurrent employment

Councillor Directors and Independent Directors will be required to notify the company of external appointments but do not require prior approval. Where such appointments would put a director in a position where his interests would be conflicted, they may be approved in advance by either a resolution of the shareholders or, where a company's articles of association permit, by the board of the Thameswey Company concerned.

18. Communication by Thameswey with Council committees and Councillors

The Board attaches great importance to maintaining good relationships with all shareholders, who are kept informed of significant company developments.

- a) All Councillors will have access to all agendas & reports -subject to commercial confidentiality and as such need to have signed a current Non Disclosure Agreement prior to receiving any **board papers** or attending meetings. To do this the Group shall adopt the same Part 1 & Part 2 **arrangements** that the Council **operates**.
- b) To aid transparency, Thameswey will list dates of Board meetings on the Thameswey web site.
- c) Summary briefings will be given to Councillors and presentations will be made of the financial year results **to date** against the Thameswey business plan at the **same time as** the annual business plan approval. **This** briefing will include a summary of previous period activity and expectations for the forthcoming period. Other meetings to discuss company direction will be held on an ad hoc basis. Regular dialogue will help to ensure that the company's strategy is understood and that any queries or other issues are addressed in a constructive way.
- d) All company announcements and presentations (subject to confidentiality arrangements) will be made available on the Thameswey website which should also contain corporate **and customer information** , updated on a regular basis **together with** answers to frequently asked questions.

The chief operating officer, chief financial officer and directors should be closely involved in shareholder relations and report back to the board the views of WBC and any communication from WBC to ensure that, both executive and non-executive directors, have an understanding of the view. The chairman and the other directors are available to meet the major shareholder on a mutually agreed basis. The board seeks to encourage a more active interest and contribution from shareholders.

19. Board Governance

A company board should not be so large as to be unwieldy. The boards should be of sufficient size that the balance of skills and experience is appropriate for the requirements of the business and that changes to the board's composition can be managed without undue disruption.

To ensure that power and information are not concentrated in one or two individuals, there should be a strong presence on all boards of Independent, Councillor and Officer Directors. Accordingly Group Company Boards should seek to achieve the following proportions, 1 Independent director, 1 Councillor Director and 2 Officer Directors but in any case Officer Directors must not be in the majority.

The Thameswey Ltd. board will appoint one of the Independent directors to be the Chairman of the Board. The Chairman will be accountable to the shareholder if it has concerns on any matter in respect of which contact through the normal channels of chief operating officer and chief financial officer, has failed to resolve or for which such contact is inappropriate.

Whilst recognising that most shareholder contact is with the chief operating officer and chief financial officer, the chairman and other directors as appropriate will maintain sufficient contact with WBC to understand its issues and concerns.

- a) The Chairman will ensure that the views of the shareholder are communicated to the Thameswey Ltd. board as a whole. The Chairman and WBC may discuss governance and strategy. Independent directors should be offered the opportunity to attend meetings with WBC. The Chairman will attend sufficient meetings with a range of representatives of WBC to listen to their views in order to help develop a balanced understanding of the issues and concerns of WBC.
- b) Subject to them having completed and submitted in advance, a Non Disclosure Agreement: -
 - i. The agendas of board meetings of Thameswey Limited and its subsidiaries shall be available to Members of the Council; and
 - ii. Members of the Council may attend board meetings as observers, by prior written notification to the Chairman of the relevant board.
- c) Subsidiary Company boards must submit any new proposals which cause changes to the Council Approved Thameswey Group Business Plan to Thameswey Limited which, if it supports the proposal, will recommend accordingly to the WBC Executive for consideration and recommendation thereon to the Council for approval.

20. Composition of the Boards

The respective Company boards should comprise of the following Directors and be reviewed annually by the Council: -

Thameswey Limited (Group Holding Company)

Councillor Directors

The Leader of the Council, or his/her nominee, who must be a Member of the Council's Executive

Council Directors appointed to the Board of any subsidiary

Independent Directors

Independent Directors recruited by the Council

Officer Directors

The Chief Executive of the Council

Officer Directors appointed to the Board of any subsidiary

Subsidiary Companies within the Thameswey Group

Councillor Directors

The Leader of the Council, or his/her nominee, who must be a Member of the Council's Executive

The Member of the Council holding the Portfolio for the relevant area of the Council's business

Any other Member of the Council

Independent Directors

Up to two Independent Directors

Officer Directors

Up to two Officer Directors

Associated Companies

Where Thamesway Limited has less than 51% of the shares of an Associated Company the composition of the board will be determined by the Council, or in accordance with the arrangements determined by the Council.

Election of Chairman

Thamesway Limited and its subsidiaries shall ensure that an Independent Director is elected Chairman of the respective Company.

Quorum

A quorum for each board meeting shall be **at least** three directors which must comprise at least 1 Independent Director, 1 Councillor Director and 1 Officer Director of the relevant board.

Alternate Directors

All Directors of subsidiary companies may appoint an Alternate Director of the same Director class (Independent, Councillor or Officer) in the event that he/she cannot attend a board meeting. The Alternate Director must be a Director of Thamesway Limited.

Additional Directors

The shareholder of a Thamesway Group subsidiary may appoint an Additional Director in the event that a director of the subsidiary is absent and has not appointed an Alternate Director. The Alternate Director must be a Director of Thamesway Limited.

The shareholder of Thamesway Limited may appoint an Additional Director in the event that a director of Thamesway Limited is absent and has not appointed an Alternate Director.

21. Company Board Meetings

Company board meetings will usually be held in person. In the event that exceptional circumstances necessitate a paper, email, telephone, video, electronic or other form of meeting permitted by the Articles or Company law, the Company shall in the notice of the meeting state the reasons for the meeting in a different form and record in the minutes of the said meeting the reasons and the decision reached at the meeting. The minutes of the said meeting will be published as soon as possible and reported to the next normal board meeting of the Company.

22. Website communication

To the extent possible to preserve commercial confidentiality, Thamesway Group company agendas and minutes will not be published on the Group website.

End

Thamesway Group Protocols

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Protocol Group

Thameswey Group Protocols

1. Protocol Group

The Thameswey Group Protocol has been introduced in order to ensure good governance and management of the Thameswey Group of Companies. It has been agreed and is reviewed by a Working Group appointed by the Council in its role as Group Shareholder.

2. Introduction

The Thameswey Group of companies (“Company” or “Group”) focuses on the development and management of projects that increase the use of sustainable energy, tackle fuel poverty, reduce water waste and encourage green transport both inside and outside the Borough of Woking, provide affordable homes and develop land and property in support of the Council’s strategies. The Thameswey Group is committed to benefiting the sustainable economic development of the Borough of Woking.

To the extent permitted by law, no Thameswey company shall undertake any project or activity to the detriment of the Woking Borough Council (“Council” or “WBC”) or the wider interests of the communities which it serves.

3. Financial reporting and records

Thameswey prepares and maintains its accounts in accordance with the accounting and financial reporting standards which represent the generally accepted guidelines, principles, standards, laws and regulations of the UK. Thameswey’s management practices and business conduct benefit the localities and communities in which it operates, to the extent possible and affordable, and are in accordance with the agreed strategies of the Council.

Internal accounting and audit procedures reflect all of the company’s business transactions and disposition of assets, and has internal controls to provide assurance to the company’s board, shareholders and stakeholders that the transactions are accurate and legitimate. All required information is accessible to company auditors and other authorised parties and the Council.

Thameswey operates under a system of delegated authority which is reviewed annually to ensure it remains relevant and fit for purpose.

4. Performance and Financial Monitoring Information

The Thameswey Group has been organised and resourced to prepare full financial activity reports as part of the statutory accounts and at Board meetings (currently 3 times a year). Key information, set out in (5) below is prepared for inclusion in the Council's Green Book on a monthly basis. Thameswey Limited also provides a monthly performance report to all Boards. This report is regularly reviewed by the Thameswey Limited Board.

5. Key Performance Indicators (KPIs) for all Thameswey companies

With comparisons to approved budget:

- i. New lending
- ii. Loan and Interest Payments
- iii. Sales
- iv. Capital Expenditure
- v. Employee numbers

6. Political non-alignment

Subject to all applicable legal obligations, Thameswey is committed to supporting the constitution and governance systems of the Council. Thameswey does not support any specific political party or candidate for political office. The company's conduct precludes any activity that could be interpreted as mutual dependence / favour with any political body or person, and does not offer or give any company funds or property as donations to any political party, candidate or campaign.

7. Cooperation between Thameswey companies

Thameswey companies cooperate with other Thameswey group companies including applicable joint ventures, by sharing knowledge and physical, human and management resources.

In the procurement of products and services, a Thameswey company gives preference to other Thameswey companies, subject to relevant EU procurement rules, and as long as they can provide these on competitive terms relative to third parties.

8. Public representation of the company and the group

The Thameswey group, in all its public appearances (with respect to disclosing company and business information to public, constituencies such as the media, the financial community, employees and shareholders), may be represented by any director and/or specified employee as approved from time to time by the respective company board.

9. Third party representation

Parties which have business dealings with the Thameswey group but are not members of the group, such as consultants, contractors and suppliers, are not authorised to represent a Thameswey company without the written permission of the Thameswey Limited board.

Third parties and their employees are expected to abide by the Group code of conduct in their interaction with, and on behalf of, a Thameswey company. Thameswey companies are encouraged to sign a non-disclosure agreement with third parties to support confidentiality of information.

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Councillor Directors and Independent Directors will be required to notify the company of external appointments but do not require prior approval. Where such appointments would put a director in a position where his interests would be conflicted, they may be approved in advance by either a resolution of the shareholders or, where a company's articles of association permit, by the board of the Thameswey Company concerned.

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A company board should not be so large as to be unwieldy. The boards should be of sufficient size that the balance of skills and experience is appropriate for the requirements of the business and that changes to the board's composition can be managed without undue disruption.

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The Thameswey Ltd. board will appoint one of the Independent directors to be the Chairman of the Board. The Chairman will be accountable to the shareholder if it has concerns on any matter in respect of which contact through the normal channels of chief operating officer and chief financial officer, has failed to resolve or for which such contact is inappropriate.

Whilst recognising that most shareholder contact is with the chief operating officer and chief financial officer, the chairman and other directors as appropriate will maintain sufficient contact with WBC to understand its issues and concerns.

- a) The Chairman will ensure that the views of the shareholder are communicated to the Thameswey Ltd. board as a whole. The Chairman and WBC may discuss governance and strategy. Independent directors should be offered the opportunity to attend meetings with WBC. The Chairman will attend sufficient meetings with a range of representatives of WBC to listen to their views in order to help develop a balanced understanding of the issues and concerns of WBC.
- b) Subject to them having completed and submitted in advance, a Non Disclosure Agreement: -
 - i. The agendas of board meetings of Thameswey Limited and its subsidiaries shall be available to Members of the Council; and
 - ii. Members of the Council may attend board meetings as observers, by prior written notification to the Chairman of the relevant board.
- c) Subsidiary Company boards must submit any new proposals which cause changes to the Council Approved Thameswey Group Business Plan to Thameswey Limited which, if it supports the proposal, will recommend accordingly to the WBC Executive for consideration and recommendation thereon to the Council for approval.

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Independent Directors recruited by the Council

Officer Directors

The Chief Executive of the Council

Officer Directors appointed to the Board of any subsidiary

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The Leader of the Council, or his/her nominee, who must be a Member of the Council's Executive

The Member of the Council holding the Portfolio for the relevant area of the Council's business

Any other Member of the Council

Independent Directors

Up to two Independent Directors

Officer Directors

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Associated Companies

Where Thamesway Limited has less than 51% of the shares of an Associated Company the composition of the board will be determined by the Council, or in accordance with the arrangements determined by the Council.

Election of Chairman

Thamesway Limited and its subsidiaries shall ensure that an Independent Director is elected Chairman of the respective Company.

Quorum

A quorum for each board meeting shall be at least three directors which must comprise at least 1 Independent Director, 1 Councillor Director and 1 Officer Director of the relevant board.

Alternate Directors

All Directors of subsidiary companies may appoint an Alternate Director of the same Director class (Independent, Councillor or Officer) in the event that he/she cannot attend a board meeting. The Alternate Director must be a Director of Thamesway Limited.

Additional Directors

The shareholder of a Thamesway Group subsidiary may appoint an Additional Director in the event that a director of the subsidiary is absent and has not appointed an Alternate Director. The Alternate Director must be a Director of Thamesway Limited.

The shareholder of Thamesway Limited may appoint an Additional Director in the event that a director of Thamesway Limited is absent and has not appointed an Alternate Director.

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Company board meetings will usually be held in person. In the event that exceptional circumstances necessitate a paper, email, telephone, video, electronic or other form of meeting permitted by the Articles or Company law, the Company shall in the notice of the meeting state the reasons for the meeting in a different form and record in the minutes of the said meeting the reasons and the decision reached at the meeting. The minutes of the said meeting will be published as soon as possible and reported to the next normal board meeting of the Company.

22. Website communication

To the extent possible to preserve commercial confidentiality, Thamesway Group company agendas and minutes will not be published on the Group website.

End

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

TREASURY MANAGEMENT MID-YEAR REVIEW 2017-18

Summary

To comply with the 2009 CIPFA (Chartered Institute of Public Finance Accountants) Code of Practice on Treasury Management, the Council has agreed that the Overview and Scrutiny Committee would be responsible for ensuring effective scrutiny of the treasury management strategy and policies. In addition, the publication of comprehensive Treasury Management information in the Green Book enables scrutiny to be undertaken throughout the year.

This report to the Overview and Scrutiny Committee provides an overview of Treasury Management for the first six months of the year against the Treasury Management Strategy and Prudential Indicators for 2017/18.

The Strategy has been complied with, and there are no matters to report to the Committee.

Recommendations

The Committee is requested to:

RESOLVE that the report be received and compliance with the Council's approved strategy be noted.

Background Papers:

Sustainability Impact Assessment
Equalities Impact Assessment

Reporting Person:

Leigh Clarke, Chief Finance Officer
Ext. 3277, E Mail: Leigh.Clarke@woking.gov.uk

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Date Published:

17 November 2017

1.0 Introduction

- 1.1 The 2009 CIPFA (Chartered Institute of Public Finance Accountants) Code of Practice on Treasury Management introduced the requirement for formal scrutiny of the Treasury Management function. In 2010/11, Council agreed that the Overview and Scrutiny Committee would be responsible for ensuring effective scrutiny of the treasury management strategy and policies. This report to the Overview and Scrutiny Committee provides an overview of Treasury Management for the first six months of the year against the Treasury Management Strategy and Prudential Indicators for 2017/18.
- 1.2 The monthly Green Book reports on total interest receipts and payments and also contains a comprehensive section on Treasury Management, detailing external commitments (borrowing, deposits and investments in and other advances to group companies, joint ventures and external organisations), details of long term loans, deals outstanding at the month end and any new deals taken in the month. The level of detail contained in these reports, and the frequency with which the information is published, goes beyond that suggested in the guidance issued by CIPFA.

2.0 Treasury Management Prudential Indicators

- 2.1 On 2 February 2017 the Council approved Prudential Indicators for the period 2016/17 to 2019/20 as part of the annual budget process. Performance as at 30th September 2017 against the approved limits is shown below.

	2017/18	2017/18
TREASURY MANAGEMENT PRUDENTIAL INDICATORS	£'000	£'000
	Approved limit	Actual at 30/9/17
Authorised limit for external borrowing -		
Borrowing	£1,163,450	£610,531
Other long term liabilities	£28,296	£29,124*
Total authorised limit for external borrowing	£1,191,746	£639,655
Operational boundary for external borrowing -		
Borrowing	£1,153,450	£610,531
Other long term liabilities	£28,296	£29,124*
Total operational boundary for external borrowing	£1,181,746	£639,655
Upper limit for fixed interest rate exposure	100%	100%
Upper limit for variable rate exposure	70%	0%
Upper limit for total principal sums invested for over 364 days (per maturity date)	£3,000	£0

* Estimate based on September 2017 projections. The PFI Finance Lease Liability will reduce during 2017/18 and the budget reflects the end of year position.

3.0 Current Treasury Position

3.1 The Council's treasury position at 30th September 2017 comprised:

	Principal	Ave Rate
Borrowing	£000	%
Long term borrowing	600,654	3.36%
Short term borrowing	39,000	0.33%
Mayoral Charities (including Hospice)	1	0.08%
Total Borrowing	639,655	
Deposits		
External Investments		
- Short term on advice of TUK	0	0.00%
- Short term WBC Treasury	38,000	0.20%
- on call with Lloyds TSB	1,073	0.25%
Total External Deposits	39,073	
Long Term Investments in Group Companies/ Joint Ventures/External Organisations	276,264	5.27%

4.0 Borrowing Requirement

4.1 The borrowing requirement set out in the 2017/18 strategy was £208m, comprising £198m new borrowing and £10m replacement borrowing. The replacement borrowing reflected that there were step up dates on two of the Council's market loans (Lender Option Borrower Option – LOBO) in April 2017, however the LOBOs were not called.

4.2 Due to the low interest rates available on short term borrowing, the use of temporary borrowing (less than one year) has been continued at favourable interest rates. The mix of long and short term borrowing is continually being reviewed to ensure an appropriate balance is maintained.

4.3 The following fixed rate loans have been taken from the Public Works Loan Board (PWLb) during the first six months of 2017/18:-

Loan number	Start date	Principal	Interest Rate	Type of Loan	Borrowing Period
506000	19/4/2017	£5,000,000	2.50%	Annuity	50 years
506120	9/6/2017	£4,500,000	2.28%	Maturity	48 years
506121	9/6/2016	£5,000,000	2.52%	Annuity	50 years
506306	31/8/2017	£50,000,000	2.52%	Annuity	50 years
506347	12/9/2017	£10,000,000	2.50%	Annuity	50 years
506421	27/9/2017	£8,000,000	1.95%	Maturity	8 years

Full details of the Council's loans are reported monthly in the Green Book.

5.0 Debt Rescheduling

5.1 No debt rescheduling has taken place to date in the 2017/18 financial year and therefore the Treasury Management Panel has not met.

6.0 Investment Strategy

- 6.1 The Council's investment priorities are the security of its capital, the liquidity of its investments and finally the return on the investment. The balances held in the last year have been minimised to assist in delaying the need to borrow, and so it has not been necessary to use the range of investments available in the strategy.
- 6.2 During the first six months of 2017/18, it has been necessary for the Chief Finance Officer to review the internally set limits applicable to the Council's money market funds. This is permitted under the Treasury Management Practices, and will allow Treasury Management Officers to deal with the short term timing differences which occur between funds being received (largely from PWLB borrowing) and expenditure being incurred on major Council projects. The investments used to manage cash flow to date in 2017/18, and the new limits applied, are as indicated below.
- Money market funds – four funds, three with a limit of £30m per fund and one with a limit of £20m.
 - Deposits with other local authorities – up to £4m per authority
 - Deposits with Lloyds Bank – no limit as this is the Council's banker.
- 6.3 Whilst deposits with other local authorities and Building Societies are permitted by the Strategy it has not been necessary to make such investments or place funds on the advice of Tradition UK (TUK) during the year to date.

Creditworthiness Policy

- 6.4 The Council uses Fitch ratings to derive its investment criteria for investments other than with other local authorities and Building Societies. Where a counterparty does not have a Fitch rating, the equivalent Moodys rating will be used.
- 6.5 The Council takes account of Capita Asset Services' creditworthiness service, and receives notification of changes to ratings as well as a comprehensive weekly list. This service uses credit ratings from all three rating agencies (Fitch, Moodys and Standard and Poors), but also takes account of credit watches, credit outlooks and other information. These factors are combined to indicate the relative creditworthiness of counterparties and provide a recommended duration for investments.

Country Limits

- 6.6 Under the 2009 Code of Practice, the Council should determine the minimum credit limit on a country basis as well as for institutions. The Treasury Management Strategy sets out that the Council will only use approved counterparties from countries with a minimum sovereign credit rating of AA- from Fitch Ratings (or equivalent agencies if Fitch does not provide). It should be noted that the UK is excluded from the minimum country limit as per the Executive decision on 30th June 2016; without this decision, the Council would have been unable to place investments in the UK.
- 6.7 Information on changes to country ratings is received as part of the Capita Asset Services creditworthiness service, and records are updated by Treasury Management staff.
- 6.8 In the six months to 30th September, no deposits were placed outside of the UK.

7.0 Use of external service providers

- 7.1 The Council uses Capita Asset Services as its external treasury management advisors.
- 7.2 Although it is outside the period of this report, Capita Asset Services was acquired by the Link Group in November 2017, and is now known as Link Asset Services. In terms of the Council's dealings with the Treasury Advisors, the same teams and services continue.

8.0 Implications

Financial

- 8.1 The financial implications are implicit in the body of this report.

Human Resource/Training and Development

- 8.2 The CIPFA code requires members and staff involved in treasury management to receive training and the Council's training requirements will be reviewed in order to provide appropriate training.
- 8.3 The contract with Capita Asset Services provides for staff attendance at various conferences and seminars as well as providing a helpline facility, and Treasury Management staff have attended seminars and courses run by Capita Asset Services during the year.

Community Safety

- 8.4 There are no community safety implications arising directly from this report.

Risk Management

- 8.5 An objective of the treasury management strategy is to maximise the return on the Council's investments subject to minimising the level of risk of incurring losses, as described in paragraph 6.1.

Sustainability

- 8.6 There are no sustainability implications arising directly from this report.

Equalities

- 8.7 There are no equalities implications arising directly from this report.

9.0 Conclusions

- 9.1 The Treasury Management position during the first half of the year and as at 30th September 2017 is set out in this report. The actions taken have been within the approved Treasury Management Strategy and Prudential Indicators for 2017/18 and there are no matters to report to the Committee.

REPORT ENDS

Equality Impact Assessment

The purpose of this assessment is to improve the work of the Council by making sure that it does not discriminate against any individual or group and that, where possible, it promotes equality. The Council has a legal duty to comply with equalities legislation and this template enables you to consider the impact (positive or negative) a strategy, policy, project or service may have upon the protected groups.

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action) THIS SECTION NEEDS TO BE COMPLETED AS EVIDENCE OF WHAT THE POSITIVE IMPACT IS OR WHAT ACTIONS ARE BEING TAKEN TO MITIGATE ANY NEGATIVE IMPACTS
		Eliminate discrimination	Advance equality	Good relations			
Gender	Men					√	
	Women					√	
Gender Reassignment						√	
Race	White					√	
	Mixed/Multiple ethnic groups					√	
	Asian/Asian British					√	
	Black/African/Caribbean/Black British					√	
	Gypsies / travellers					√	
	Other ethnic group					√	

		Positive impact?			Negative impact?	No specific impact	What will the impact be? If the impact is negative how can it be mitigated? (action) THIS SECTION NEEDS TO BE COMPLETED AS EVIDENCE OF WHAT THE POSITIVE IMPACT IS OR WHAT ACTIONS ARE BEING TAKEN TO MITIGATE ANY NEGATIVE IMPACTS
		Eliminate discrimination	Advance equality	Good relations			
Disability	Physical					√	
	Sensory					√	
	Learning Difficulties					√	
	Mental Health					√	
Sexual Orientation	Lesbian, gay men, bisexual					√	
Age	Older people (50+)					√	
	Younger people (16 - 25)					√	
Religion or Belief	Faith Groups					√	
Pregnancy & maternity						√	
Marriage & Civil Partnership						√	
Socio-economic Background						√	

The purpose of the Equality Impact Assessment is to improve the work of the Council by making sure it does not discriminate against any individual or group and that, where possible, it promotes equality. The assessment is quick and straightforward to undertake but it is an important step to make sure that individuals and teams think carefully about the likely impact of their work on people in Woking and take action to improve strategies, policies, services and projects, where appropriate. Further details and guidance on completing the form are [available](#).

Sustainability Impact Assessment

Officers preparing a committee report are required to complete a Sustainability Impact Assessment. Sustainability is one of the Council's 'cross-cutting themes' and the Council has made a corporate commitment to address the social, economic and environmental effects of activities across Business Units. The purpose of this Impact Assessment is to record any positive or negative impacts this decision, project or programme is likely to have on each of the Council's Sustainability Themes. For assistance with completing the Impact Assessment, please refer to the instructions below. Further details and guidance on completing the form are [available](#).

Theme (Potential impacts of the project)	Positive Impact	Negative Impact	No specific impact	What will the impact be? If the impact is negative, how can it be mitigated? (action)
Use of energy, water, minerals and materials			√	
Waste generation / sustainable waste management			√	
Pollution to air, land and water			√	
Factors that contribute to Climate Change			√	
Protection of and access to the natural environment			√	
Travel choices that do not rely on the car			√	
A strong, diverse and sustainable local economy			√	
Meet local needs locally			√	
Opportunities for education and information			√	
Provision of appropriate and sustainable housing			√	
Personal safety and reduced fear of crime			√	
Equality in health and good health			√	
Access to cultural and leisure facilities			√	
Social inclusion / engage and consult communities			√	
Equal opportunities for the whole community			√	
Contribute to Woking's pride of place			√	

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

HOUSING TASK GROUP

Summary

The Task Group has reviewed the current work by staff in getting the Council into shape to ensure we are ready for the implementation of new homelessness legislation in April 2018. The government had helpfully provided a draft code of guidance and we had visited another authority who had been operating the scheme already. Members should be in no doubt that both setting up the new processes and subsequent operation of the scheme, designed to prevent homelessness, will involve a heavy workload and additional staff and skills.

A long list of housing policies was noted and in particular the need to update the Housing Strategy which expired in 2016, perhaps including other more recent policies on specific housing topics.

The loss of housing-related financial support of £187,000 from Surrey County Council in its cost saving drive meant some decisions would be required from WBC as to the extent we might fill any gaps. We were looking to collaborate with other boroughs in relation to the Homelink service as part of re-working how residents are supported in an effective manner.

Recommendations

The Committee is requested to

RESOLVE That the update be noted.

Background Papers:

None

Reporting Person:

Councillor Ian Johnson, Chairman of the Housing Task Group
Email: cllr.ian.johnson@woking.gov.uk

Contact Person:

Councillor Ian Johnson, Chairman of the Economic Development Task Group
Email: cllr.ian.johnson@woking.gov.uk

Date Published:

17 November 2017

REPORT ENDS

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

ECONOMIC DEVELOPMENT TASK GROUP UPDATE

Summary

Since the last meeting of the Overview and Scrutiny Committee the Task Group has held its mid-year meeting to review performance of the new Economic Development Strategy. The next meeting will be in March and will review the year as a whole and it is hoped that attendance will be much better following the very poor attendance this time.

The new strategy reflects the fact that the Council is very busy with existing projects and much of the team's work is focussed on consolidating our work rather than creating new activities.

The Task Group welcomed a report and film on the successes of Celebrate Woking and the marketing effort with #wearewoking which is appearing on billboards around the town centre. The change in rail franchise in August had delayed meetings with the new team but this was in hand and a consultation on a new timetable was underway and WBC would be involved. There is good news on the JSA claimant count as the numbers continue to fall.

It was noted that some residents were challenging a recent planning approval for a comprehensive development in West Byfleet and the matter was now with the Secretary of State.

Recommendations

The Committee is requested to

RESOLVE That the update be noted.

Background Papers:

None

Reporting Person:

Councillor Ian Johnson, Chairman of the Economic Development Task Group
Email: cllrian.johnson@woking.gov.uk

Contact Person:

Councillor Ian Johnson, Chairman of the Economic Development Task Group
Email: cllrian.johnson@woking.gov.uk

Date Published:

17 November 2017

REPORT ENDS

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

FINANCE TASK GROUP UPDATES

Summary

The Task Group met on 19 September.

The Group reviewed an early draft of the Investment Programme which was being prepared for the Executive meeting in November. The Investment Programme had been updated for proposed slippage of spend from 2016/17 and for new projects approved since February. The group considered the document in detail and discussed the flooding schemes, opportunity purchases, Wolsey Place and Brookwood Cemetery budgets amongst other projects.

The Finance Director updated the group on the audit of the Statement of Accounts for 2016/17 and the recommendations raised by the auditors. The audit report would be considered by the Standards and Audit Committee and by Council in approving the accounts at the end of September.

The Group received a briefing on the budget process for 2018/19, the ongoing work and some of the likely budgetary pressures. The government invitation for authorities to become a 100% Business Rates pilot in 2018/19 was discussed. It was noted that a draft bid was being prepared by the Surrey authorities and would be considered by the Executive in October.

The performance for the year to July, as reported in the Green Book, was noted.

The next meeting was on Thursday 16 November.

Recommendations

The Committee is requested to

RESOLVE That the update be noted.

Background Papers:

None

Reporting Person:

Councillor Graham Chrystie, Chairman of the Finance Task Group
Email: cllrgraham.chrystie@woking.gov.uk

Contact Person:

Councillor Graham Chrystie, Chairman of the Finance Task Group
Email: cllrgraham.chrystie@woking.gov.uk

Date Published:

17 November 2017

REPORT ENDS

Equality Impact Assessment

The purpose of this assessment is to improve the work of the Council by making sure that it does not discriminate against any individual or group and that, where possible, it promotes equality. The Council has a legal duty to comply with equalities legislation and this template enables you to consider the impact (positive or negative) a strategy, policy, project or service may have upon the protected groups.

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Marriage & Civil Partnership							
Socio-economic Background							

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Sustainability Impact Assessment

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Pollution to air, land and water				
Factors that contribute to Climate Change				
Protection of and access to the natural environment				
Travel choices that do not rely on the car				
A strong, diverse and sustainable local economy				
Meet local needs locally				
Opportunities for education and information				
Provision of appropriate and sustainable housing				
Personal safety and reduced fear of crime				
Equality in health and good health				
Access to cultural and leisure facilities				
Social inclusion / engage and consult communities				
Equal opportunities for the whole community				
Contribute to Woking's pride of place				

OVERVIEW AND SCRUTINY COMMITTEE - 27 NOVEMBER 2017

HEALTH AND WELLBEING TASK GROUP UPDATE

Summary

At the request of the O&S Chairman this brief report and Appendices highlight the work that is being undertaken under the remit of the Health and Wellbeing (H&WB) Task Group who report into Woking Joint Committee.

Having a responsibility for over seeing the delivery of the agreed priorities of Woking's Health and Wellbeing Plan, the H&WB Task Group last met on the 8 November 2017 to receive an update from the various partners against the identified priorities in the Plan. (Key partners include: Public Health, NWS CCG, SCC and WBC).

The five key priorities are based on joint strategic priorities from various partner's including: Local Joint Commissioning Group, Surrey Heartlands, Surrey Health and Wellbeing Board and local need and are:

Priority 1: Promoting Mental and Emotional Wellbeing

Priority 2: Improving Wellbeing of Carers in Woking

Priority 3: Promoting Independence, Inclusion and Resilience

Priority 4: Supporting good quality of life for people with dementia and their carers

Priority 5: Enabling Healthy choices so that people can live well

The presentation received by the H&WB Task Group (Appendix 1) provides more detail regarding the Priorities in terms of what will be different when these priorities are delivered, together with more detailed information about what actions are currently being proactively worked on with Partners to deliver the Action Plan. Of particular note is the work that is being undertaken in establishing a Local Dementia Action Alliance for Woking and how community groups and organisations are actively engaging in helping to make the borough 'Dementia Friendly'. Additionally work that is being undertaken in connection to Carers and also Social Isolation is also progressing well.

In addition to the H&WB Plan, the Task Group also has oversight of the Family Support Programme for the borough including the work that the Team do in supporting and delivering the Syrian Vulnerable Persons Relocation Scheme. Attached at Appendix 2 is the covering report (excluding appendices) summarising the position to date. The key headline issues noted by the Task Group were that:

- 14 families consisting of 27 children and 26 adults had been assisted in Woking to date, with another family due soon to arrive.
- The biggest area of need to date has been health - with mental health being of particular concern which is not unsurprising bearing in mind the very serious trauma that many of the individuals had undergone in Syria, and that the effects of such trauma are ongoing.
- It was noted that the children had settled well into the schools (with additional funding being made available for Teaching Assistants) and were doing well with conversing in English.

- Of concern has been the ability for families to access employment quickly enough so that they are able to avoid the benefit cap and sustain their housing arrangements. It was noted that whilst the majority of families are in Thamesway Housing properties (9) there are 4 families in private accommodation.
- Employment barriers are mainly being experienced due to the requirement to have a suitable standard of English language. Arrangements had therefore been made to run specific ESOL classes as well as pre-ESOL class level activities, together with looking at specific pre-employment packs.
- The local community response was noted to have been exceptional, with help from agencies such as Liaise Women's Centre, the Lighthouse, Shah Jahan Mosque, local churches and Sythwood Children's Centre.

Recommendations

The Committee is requested to:

RESOLVE That the update be noted.

Background Papers:

Health and Wellbeing Task Group Meetings

Reporting Person:

Sue Barham, Strategic Director
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Contact Person:

Sue Barham, Strategic Director
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Date Published:

17 November 2017

APPENDICES

Health and Wellbeing Task Group – 8 November 2017

Appendix A: Presentation

http://shikarilive/DTTSecure_2/SubjectDetail.aspx?SubjectID=27871

Appendix B: Syrian Vulnerable Person Relocation Scheme (covering report).

http://shikarilive/DTTSecure_2/SubjectDetail.aspx?SubjectID=27842

Promoting Health and Wellbeing in Working

Our Priorities

Based on joint strategic priorities coming from STP, LJCG and Health and Wellbeing Boards.

- **Priority 1: Promoting Mental and Emotional Wellbeing**
- **Priority 2: Improving Wellbeing of Carers in Woking**
- **Priority 3: Promoting Independence, Inclusion and Resilience**
- **Priority 4: Supporting good quality of life for people with dementia and their carers**
- **Priority 5: Enabling Healthy choices so that people can live well**

Described what these priorities mean in Woking and drawn up a collaborative action plan

Our Priorities

Promoting Mental and Emotional Wellbeing	Improving Wellbeing of Carers in Woking	Promoting Independence, Inclusion and Resilience	Supporting good quality of life for people with dementia and their carers	Enabling Healthy choices so that people can live well
<p>Page 97</p> <ul style="list-style-type: none"> • Woking employers are aware of mental health and know how to promote good mental wellbeing amongst their employees • Woking communities are mental health aware and know how to signpost someone who needs support • Woking residents know how to look after their own mental and emotional wellbeing • Young people in Woking are aware of their mental and emotional wellbeing and know where to go for help if they need it 	<ul style="list-style-type: none"> • Carers are supported to remain in their caring role through accessing appropriate training and support in their local community, including health-checks and respite • Carers know how to access the information and advice they need, and are signposted to it by other organisations they come into contact with. • Young carers are recognised and supported both in their caring role and in preparing for their own future • Employers in Woking are carer aware and carers are supported in their work place 	<ul style="list-style-type: none"> • Developing and promoting a holistic range of care and support that enables people to live independently for as long as possible • Promoting opportunities for Woking residents to connect, and to reach those who are hidden, and engage them in activity that reduces social isolation • Understanding, supporting and developing community initiatives that increase community cohesion, including accessible opportunities for those from different ethnic backgrounds and with care and support needs. • Promoting personal and community resilience and self-care 	<ul style="list-style-type: none"> • Increasing awareness of dementia and encouraging communities to become dementia friendly • Promoting, supporting and developing community support opportunities for people with dementia and their carers 	<ul style="list-style-type: none"> • Promoting smoking cessation and avoidance • Improving weight management and exercise levels across the Borough • Promoting alcohol moderation

What Are We Doing About These Priorities?

Wellbeing of Carers in Woking	Independence, Inclusion and Resilience	Quality of life for people with dementia and their carers	Healthy Choices
<p>Carers Action Plan To develop and adopt a Carers Action Plan covering the council's services including carers digital offer, workplace support for carers, employer awareness.</p>	<p>Inclusion Flyer Create a list of activities and opportunities in the two LSOAs with highest social isolation and greatest number OP (E01030972 and E01030991) to include in info pack.</p>	<p>Dementia Action Plan To develop and adopt a Dementia Action Plan covering the council's services including access to corporate buildings, recording of information and support offered.</p>	<p>Stoptober Campaign to quit smoking in October.</p>
<p>Carer Support Flyer Create flyer for carers including some key support opportunities e.g. telecare, GP registration and health checks</p>	<p>Older Person Info Pack Create info pack to give to each OP household in E01030972 and E01030991. Community staff to visit households in two areas, give pack and signpost people to local opportunities.</p>	<p>Set up LDAA in Woking</p> <ul style="list-style-type: none"> • Woking Steering LDAA now formed. • Increase number of LDAA in the Borough to cover all wards or similar organisations and make them self sufficient . • Added quick links to be added to WBC webpage linking to registration pages on Alzheimer's UK to help groups • Add links to Dementia Chapter and Getting Along programme and Library Reading well resource 	<p>Alcohol Awareness Literature and training being run to help staff identify at risk drinkers.</p>
<p>Distribute Carer flyer Distribute carer flyer to every household in priority identified areas which include Mayford, Old Woking, and Sutton Green.</p>	<p>Data Collect data on take up of opportunities from households in the two at risk areas (E01030972 and E01030991).</p>	<p>Identification/Trigger Points Identify potential partner key transition points eg Bedser Hub, Woking Hospice, ASC, Dementia Navigators, Alzheimer's UK, voluntary sector</p>	<p>Alcohol Identification and Brief Advice (IBA): Further alcohol IBA training is being arranged with CCGs for early 2018. Alcohol IBA is included in the prevention mandate for Surrey Heartlands STP and a workshop is being held on 27th Oct to map alcohol prevention across the clinical work streams.</p>

What Are We Doing About These Priorities?

<p>Carers Prescription Agree protocols with NHS that enable Woking BC to be the first Council in Surrey to allow staff to refer residence for a carers prescription</p>	<p>Equip community Connect with social and community opportunities in . E01030972 and E01030991. Ensure they have appropriate info to signpost their members on to other available support e.g. HIA, dial-a-ride, DFG</p>	<p>Engage with local business's in Woking Town centre To engage local Business's to be more Dementia Friendly and be part of the Woking LDAA. Provide specific Dementia Awareness training for Woking Shoppers staff</p>	<p>Substance misuse services Review and develop the provision of substance misuse services locally through the mobilisation of a new integrated service by March 2018</p>
<p>Carers Training Carryout a training programme to improve knowledge and understanding of the role of carers and launch the carers prescription</p>		<p>Dementia Friendly Cinema Viewings Explore the possibility of Ambassadors holding Dementia Friendly viewing sessions.</p>	<p>Alcohol CLEAR peer review with Bucks and East Sussex Public Health has been completed. Reflection has been undertaken and learning from CLEAR will be used to develop revised alcohol strategy and action plans.</p>
<p>Carers Information Develop a dedicated Carers Section on the Councils website and link to other relevant websites.</p>		<p>Herbert Protocol Investigate the development and promotion of the Herbert Protocol with Surrey Police to assist in finding any residents who are missing.</p>	<p>A suicide safer Woking working group has met and agreed a work plan. Members include SABP, Samaritans, Rail, Community Connections, CCG, Woking Borough Council have agreed the key priority groups.</p>
<p>Identify Carers Include 'think you're a carer?' advert in local newsletter already distributed to households in E01030993, E01030991 and E01030979. See if local social media could promote.</p>		<p>Dementia Information Produce a leaflet that advises of all Council dementia services.</p>	<p>Surrey Illicit Tobacco Roadshow completed working with Trading Standards and Quit 51. The roadshow ran in Redhill, Woking, Staines and</p>

What Next?

Priority 1: Promoting Mental and Emotional Wellbeing

- How do we identify people with poor emotional or mental wellbeing?
- How do we ensure every organisation people come into contact with are able to identify and offer support?

Opportunities:

Mind Matters – improving access to psychological therapies service.

A free NHS service allowing people to access psychological support either face to face, online or over the phone. Self-referral, so the person doesn't have to attend their GP.

- Wheel of Wellbeing training
Prompts of the factors that help improve our emotional wellbeing. Training available to staff and residents to help them think how they could improve their own wellbeing and the wellbeing of those they work with or support.
- Making Every Contact Count training
Training to help staff or volunteers take up opportunities to talk about health and wellbeing and feel confident to signpost a person on to additional support.



Health and Wellbeing Task Group
November 2017

Annual Report on the Syrian Resettlement Programme

1. Purpose of Report

1.1 This report is to inform and update the Health and Wellbeing Task Group on progress made with the Vulnerable Person's Relocation Scheme in Woking. It provides a background and overview to the scheme, local delivery and progress in significant areas.

2. Background

2.2 The Vulnerable Person's Relocation Scheme (VPRS) is the UK Government's response to the international Syrian Refugee crises. The scheme operates in collaboration with the Home Office, United Nations High Commissioner for Refugees (UNHCR), International Organisation for Migration (IOM) and Local Authorities. Families who have fled Syria are identified as suitable for the scheme under the following vulnerability criteria (Appendix A p30):

- Legal and Physical Protection Needs
- Survivors of Torture and/or Violence
- Medical Needs
- Women and Girls at Risk
- Family Reunification
- Child and Adolescents at Risk
- Lack of Foreseeable Alternative Durable Solutions

2.3 In September 2015, Woking Borough Council agreed to provide housing of up to four bedrooms, through Thamesway Housing Limited, for the resettlement of up to 12 families per annum, subject to annual review, until the end of the Vulnerable Persons Resettlement Scheme in 2020. The first families arrived in Woking in December 2015.

3. Governance

3.1 The Family Support Team, within Woking Borough Council People Services directorate, manages the resettlement of the Syrian Refugee families and the portfolio holder is Councillor Hunwicks. The scheme is overseen by the Woking Borough Council Health and Wellbeing Task Group and is ultimately accountable to the Home Office to meet the designated Statement of Requirements provided within the Funding Instructions (Appendix A p17).

3.2 Evaluation data is provided to the Home Office biannually, reporting on family composition, English for Speakers of Other Languages (ESOL), employment, benefits and health. Additionally, the scheme will be annually audited, commencing January 2018, as part of the wider Family Support Quality Assurance Framework.

3.3 A Woking Refugee Focus Group (Appendix B) meets quarterly to share feedback and support collaborative working. Attendees include representatives from Housing, Education, Early Years, Job Centre, Police, Citizen's Advice, Adult Social Care and local faith groups.

A Countywide Syrian Refugee District and Boroughs (D&Bs) Group meets quarterly enabling Surrey D&Bs to share best practice and oversee operational and strategic needs.

4. Infrastructure

- 4.1 Nationally, Local Authorities vary in how they manage the scheme; some choosing to commission external services or Community Sponsorship (Appendix A p23), whilst others have included the scheme within their existing teams.
- 4.2 In Woking, two staff members have been employed to directly support the Syrian families with the oversight of a Senior Family coordinator. Frontline staff speak Arabic and have experience supporting whole families both in the UK and abroad.
- 4.3 Woking Borough Council liaises directly with the Home Office for funding claims and evaluation returns; whereas general support and guidance is provided through the regional South East Strategic Partnership for Migration (SESPM).
- 4.4 The scheme is driven by the need for suitable accommodation and when properties are secured, the Council informs the SESPM who liaise with the UNHCR to match a suitable family which is then agreed by the Council. Once confirmed, families should arrive between six and eight weeks.

5. Finance

- 5.1 The Home Office tariff covers Woking staff costs and general costs incurred in order to meet the Statement of Requirements. The Council is funded for the programme on a per capita basis, as per the tariffs provided by the Home Office (Appendix A p24). Funding is claimed three times for each family in Year 1; 40% received upon arrival and two instalments of 30% of the tariff subsequently in months 4 and 8. In Years 2-5, the full tariff is claimed annually and the amounts diminish each year to reflect an anticipated reduction in need. Wider funding for additional needs, including social care and education, can be claimed from the Home Office on an individual basis.
- 5.2 In terms of financial risk to the scheme, the benefit cap provides a challenge, as many families are 'capped' and take time to settle and find work. Housing Benefit therefore does not cover the full rent payments and some families have a shortfall for a period until they start work. In some cases, where needed, Discretionary Housing Payments (DHPs) have been used to help bridge the gap temporarily. To date, DHPs have been awarded to four out of the fourteen families.

Progress to Date (December 2015 – October 2017)

5.1 Arrivals

- 5.2 At the time of writing, Woking has received 14 families which consist of 53 individuals; 27 children (<18) and 26 adults. The youngest arrival was just two months old and the oldest 50.

5.3A 15th family was scheduled to arrive in October 2017, however this has been cancelled due to visa complications. Another family is currently being sourced and a further property is currently being assessed for suitability. Therefore, it is likely that by Christmas 2017 we will have received a total of 16 families. We are working closely with Thamesway to secure more suitable properties which are affordable within Local Housing Allowance (LHA) rates and hope to increase arrivals in 2018.

5.4 The below charts show the sizes of families received, their location per Ward and an overview of which UNHCR criteria they met:

Fig. 1

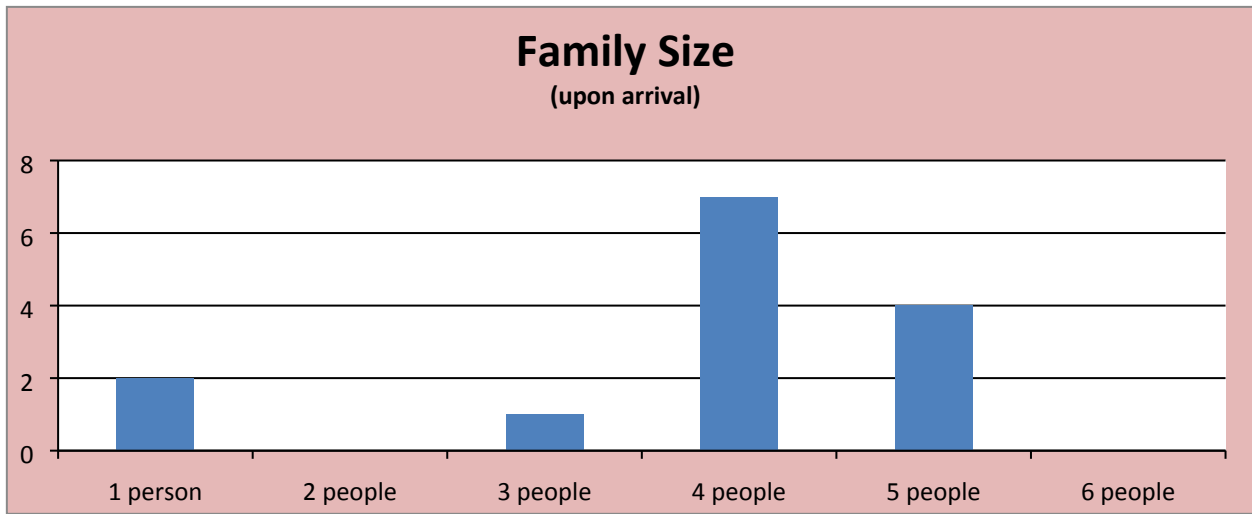


Fig. 2

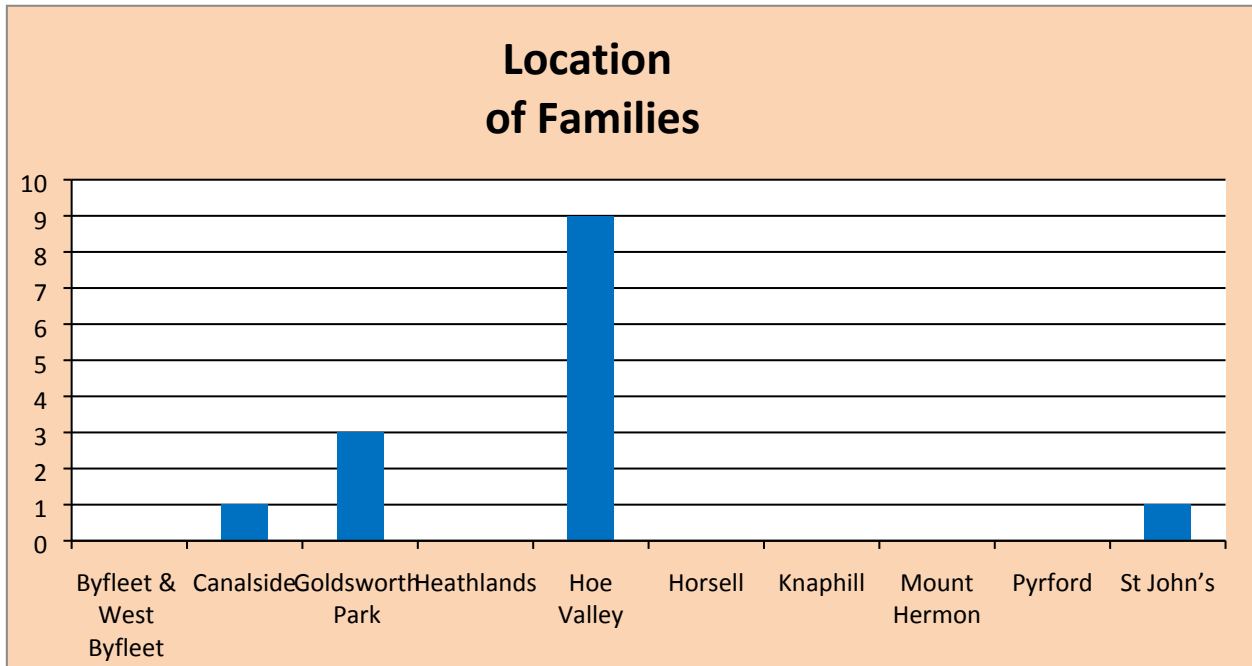
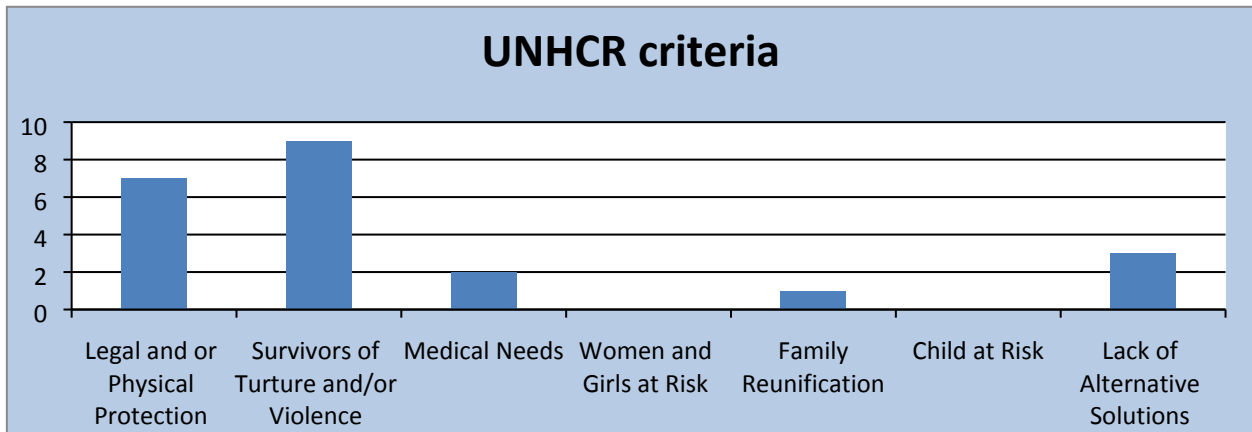


Fig.3



5.5 Health

5.6 Many of the refugee families have moderate to severe health needs and require frequent visits to the GP, walk-in centre and hospital. Woking staff accompany families to the hospital for significant appointments and track progress, chasing referrals where needed and encourage families to travel independently when able.

5.7 Health services in the UK are notably different to Syria and families take time to learn how the NHS works; particularly that they need to wait for specialist appointments. The team constantly reassure families they are not being neglected or forgotten; that they will receive appointment letters to see specialists in the usual time. Some families initially panic when they become unwell, for example if their children have a cold or temperature. The team support and reassure as much as possible and teach families how to use services such as NHS 111 who have Arabic translators for advice and guidance.

5.8 We have three families in receipt of Personal Independence Payments (PIP) and Enhanced Employment and Support Allowance (ESA) due to health needs, including visual impairment, mobility and sickle cell anaemia. These families require a considerable amount of support. We have also received one family this year on an urgent request from the Home Office due to the daughter needing frequent blood transfusions and she was taken to A&E upon arrival; her condition is now under control and she is attending school.

5.9 As shown above in Fig. 3, many of the families have experienced torture and/or violence and have fled Syria and resided for in another Country without stability. When they arrive in Woking, families often initially feel a sense of euphoria but can be overwhelmed, managing both culture shock and memories from past experiences. Some show symptoms of Post-Traumatic Stress Disorder (PTSD). They also encounter further grief as they continue to receive news of friends and family being killed in the ongoing conflict.

5.10 We are advised by local mental health practitioners not to refer families to mental health services upon arrival but later if symptoms manifest once the family have started to settle. The team refer to the Community Mental Health Recovery Service (CMHRS) when possible, however, many families decline this support. Currently, we have only referred one adult for a mental health assessment and another adult has recently agreed, one year after arrival. If families decline specialist support then we endeavour to support families by encouraging them and helping them to make positive relationships and integrate in social

activities and to volunteer, seek employment and learn English. Most are making great progress and coping remarkably well.

5.11 Ensuring that Syrian children are supported and cared for is a priority. We know that one child witnessed a family member being shot in Syria and another would wet the bed when hearing explosions in Syria before they fled. Referrals to Child and Adolescent Mental Health Services (CAMHS) will be made when issues arise. Currently, one child in primary school is displaying mental health needs and a referral to CAMHS has been offered, however, parents need to give permission and they have declined. These instances are handled sensitively and the school and the Woking team work hard to support the parents to understand the needs and a referral to the Multi-Agency-Safeguarding-Hub (MASH) is a final option and one that we would try and avoid wherever possible.

5.12 **ESOL**

5.13 Formal language training is provided to all families with the goal of achieving Entry Level 3 (Appendix A p19). ESOL training is provided by Woking College and students progress into mainstream ESOL classes as soon as they reach Entry Level 1.

5.14 Upon arrival, families undertake a formal ESOL assessment by the College. Some arrive with a basic grasp of English and start in mainstream Entry classes. Others have no prior knowledge of English and some are illiterate in Arabic which makes learning English a challenge. To support learners who are assessed as pre Entry Level 1, we have invested in a foundation ESOL class run twice a week by Woking College and a premises is provided free of charge by a local church. These classes focus on practical needs as well as general language and students enjoy visits from guests and apply the ESOL learning in the town centre, for example purchasing train tickets, learning about local banks and where to purchase medication. There is also a supporting crèche managed by Sythwood Children's Centre at the premises to allow parents with young children to attend and learn.

5.15 Informal ESOL provision is important and 'conversation cafes' in churches and other ESOL-related groups around the Borough are utilised for additional learning and language application. We have utilised ESOL-trained volunteers to work in families' homes and are currently working to expand this provision so all families can access an ESOL volunteer to accelerate formal learning.

5.16 This year, many students attended the Woking College Annual ESOL Presentation and received certificates for their achievements. Two of the Syrian students received a 'Learner of the Year' award which was presented by the Mayor. Woking College have provided testimonies from some of the students for reference (Appendix C).

5.17 **Employment and Volunteering**

5.18 Accessing employment is a priority for integration and wellbeing. Woking's current families have previous experience in nursing, teaching, cooking, tailoring and farming.

5.19 The benefit cap is now in force across the UK and to be exempt from this, families need to receive Working Tax Credits (WTC) or be exempt on medical grounds. This means that most will need to work a minimum of 24 hours per week (per family) otherwise their Housing

Benefit will not cover the rent. The priority is therefore to support families to secure employment as soon as they are able and to support families to progress towards their longer-term employment goals at the same time.

5.20 Local Woking employment services met together in September 2017 to identify what they can offer to support this work and creative ideas were shared. Representatives included members from the Job Centre, Skills Max, the Lighthouse, Mascot Hub and the Shah Jahan Mosque. The meeting was productive and it transpired that work had been duplicated when families had accessed more than one service. Therefore, we are developing ‘employment packs’ for each adult to store all of their employment-related documents together and these can be taken to the various appointments. This will help professionals to track progress and see where the gaps in need are.

5.21 Syrian residents have secured employment in restaurants as a Kitchen Porter and Chef, serving in a café, retail, teaching Arabic and designing and making handbags self-employed.

5.22 Individuals are volunteering at the Lighthouse, a Children’s Centre, Youth Club, Woking Furniture Project, Mascot Hub and Oxfam. Families are engaging with community activities and events such as Eid parties, sporting events, Woking Refugee Week and one man is enjoying playing drums for a local orchestra and various other musical groups.

5.23 The below information provides a further breakdown of employment and volunteering progress:

Fig 4

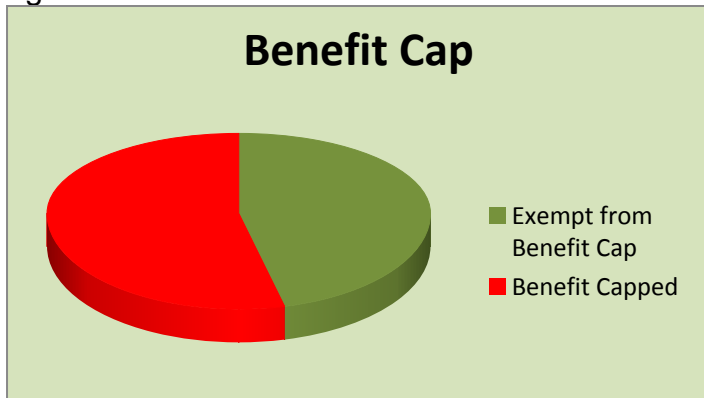


Fig 5

Adults exempt from benefit cap	12
Adults affected by benefit cap	14
Employed adults receiving WTC	3
Employed adults not receiving WTC	4

Fig 6

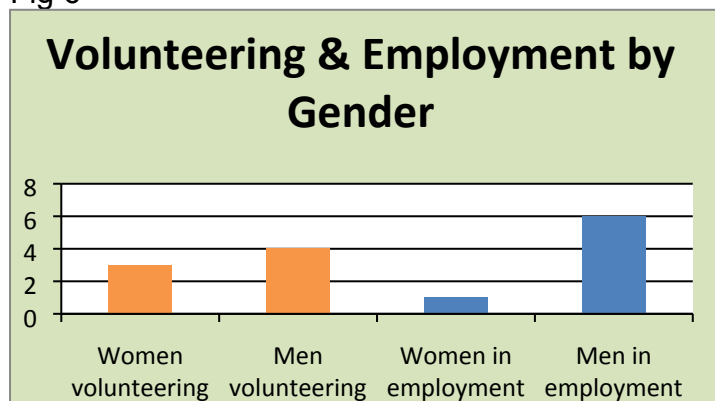


Fig 7

Total employed adults (any hours)	7
Total adults volunteering	7
Total adults only volunteering	5

5.24 **Housing**

5.25 The Syrian families reside in 13 properties; 4 from private landlords and 9 Thamesway properties. Homes are well cared for and families are notably house-proud. As some families grow and children increase in age, some will become overcrowded and families who have a housing need will join the local housing register where appropriate as Woking residents.

5.26 **Community Response**

5.27 The response from local community groups has been exceptional. Upon arrival of the first families, many household items were donated and we received donations from schools and faith groups including shopping vouchers. The Liaise Women's Centre hosted a welcome party, The Lighthouse a coffee morning and the Shah Jahan Mosque an Eid party all of which were a great success.

5.28 Local churches have sourced private-rented properties and volunteers from various congregations have volunteered to support with integration. Cafes, craft mornings, free use of rooms and voluntary support to practice English language have made a significant impact on the success of the scheme so far, and many people offer to sponsor a room by donating household items pre-arrival. The Catholic Diocese has recently developed a grant scheme for support for Woking families. The Shah Jahan Mosque has set up a committee to support the families and are hosting monthly gatherings, social events and supporting with hospital visits and they feed into the focus group.

5.29 Sythwood Children's Centre have supported the scheme by allocating an outreach worker one afternoon a week to focus specifically on the needs of the Syrian families. This has been a considerable help in securing nursery placements and including the families in local trips and 'play and learn' sessions.

5.30 Partners have collaborated very effectively and the quarterly focus group has helped professionals to share, review and respond to need in a targeted and creative way. For example, Neighbourhood Police Officers are in regular contact with the College and have attended ESOL classes and visited school assemblies to teach families about the Police and how to keep themselves safe.

5.31 There have been no reports of public backlash locally directed towards the Syrian families and it is a common sight to see members of the families walking to and from school with their neighbours.

6. **Review**

6.1 **Successes:**

- Progress with employment, volunteering and general community integration;
- Health needs are being managed;
- Positive collaboration with partners and community groups;
- Families connecting with other Woking residents;
- Children are progressing at school;
- Properties are well equipped and well looked after;

6.2 **Challenges:**

- Some families do not get along with each other and the Police and Children's Services have been involved in some accusations of harassment. This has been dealt with using Acceptable Behaviour Contracts (ABC) which are non-legally binding contracts of behaviour. The learning is that we cannot assume that Syrian families will be friends with each other and the differences of culture, politics and religion in Syria means that families may well disagree with each other and this needs to be managed sensitively and wisely;
- Securing employment quickly to avoid the benefit cap and support integration. Some families face barriers to employment due to low ESOL levels, managing expectations of what is realistic in the short-term, confidence and culture;
- Managing expectations of families- regarding the health service and the general offer of support from the Council;

7. **Future Developments**

7.1 The Woking team regularly reviews its practice and shares learning with other Local Authorities. Next year, we will be developing the following:

- The Outcomes Star (Appendix D) as an assessment tool to track a family's independence, with a view of reducing support in years 2-5 as appropriate. This model will incorporate learning from other Local Authorities working with similar numbers of families, for example Oxford and Ashford;
- The use of volunteers to provide 1-1 ESOL provision for all families, targeting those who are struggling to progress into mainstream ESOL classes;
- A Volunteer Coordinator role with a clear process for recruiting, training, supporting and managing volunteers;
- Exploring the commissioning of further vocational training opportunities for families, jointly funded through the Home office tariff with neighbouring D&Bs;
- Working closely with Thameswey Housing to provide more properties for the scheme. This responsibility has now been passed from Housing Options to the Family Support Team so that housing and community integration is overseen together.