



COUNCIL

4 April 2019

To: The Mayor and Members of
WOKING BOROUGH COUNCIL

SUMMONS TO A MEETING

You are hereby summoned to attend an ORDINARY MEETING of the COUNCIL to be held in the Council Chamber, Civic Offices, Gloucester Square, Woking on THURSDAY, the FOURTH DAY OF APRIL 2019 at **7.30 pm** to transact the business specified in the agenda overleaf

RAY MORGAN
Chief Executive

Civic Offices,
Woking

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.



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AGENDA

1. APOLOGIES FOR ABSENCE.

2. MINUTES.

To approve the minutes of the Meeting of the Council held on 13 February 2019, as published.

3. MAYOR'S COMMUNICATIONS.

4. URGENT BUSINESS.

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

5. DECLARATIONS OF INTEREST.

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

In accordance with the Members' Code of Conduct, the Leader of the Council, Councillor D J Bittleston, Councillor A Azad, Councillor D Harlow, Councillor Mrs B A Hunwicks and Councillor C S Kemp will declare a non-pecuniary interest in any items under which the Thamesway Group of Companies is discussed, arising from their positions as Directors of the Thamesway Group of Companies. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor D J Bittleston will declare a non-pecuniary interest in any items under which the Victoria Square Development is discussed, arising from his position as a Director of Victoria Square Woking Limited. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor D J Bittleston will declare a non-pecuniary interest in any items under which Rutland Woking Limited is discussed, arising from his position as a Director of Rutland Woking Limited. The interest is such that speaking and voting are permissible.

In accordance with the Members' Code of Conduct, Councillor G S Cundy will declare a non-pecuniary interest in any items under which the Brookwood Cemetery is discussed, arising from his position as a Director of Woking Necropolis and Mausoleum Limited, Brookwood Park Limited and Brookwood Cemetery Limited. The interest is such that speaking and voting are permissible.

In accordance with Officer Employment Procedure Rules, the Deputy Chief Executive, Douglas Spinks, and Head of Democratic and Legal Services, Peter Bryant, will declare an interest in any items under which the Thamesway Group of Companies is discussed, arising from their positions as Directors of the Thamesway Group of Companies. The interest is such that speaking is permissible.

In accordance with Officer Employment Procedure Rules, the Deputy Chief Executive, Douglas Spinks, will declare an interest in any items under which Export House is discussed, arising from his position as a Director of Export House Limited. The interest is such that speaking is permissible.

In accordance with Officer Employment Procedure Rules, the Deputy Chief Executive, Douglas Spinks, and Head of Democratic and Legal Services, Peter Bryant, will declare an interest in any items under which Brookwood Cemetery is discussed, arising from their positions as Directors of Woking Necropolis and Mausoleum Limited, Brookwood Park Limited and Brookwood Cemetery Limited. The interest is such that speaking is permissible.

In accordance with Officer Employment Procedure Rules, the Head of Democratic and Legal Services, Peter Bryant, and the Finance Director, Leigh Clarke, will declare an interest in any items under which Dukes Court is discussed, arising from their positions as Directors of Dukes Court Owner T S a r l. The interest is such that speaking is permissible.

In accordance with Officer Employment Procedure Rules, the Head of Democratic and Legal Services, Peter Bryant, will declare an interest in any items under which Rutland Woking Limited is discussed, arising from his position as Council appointed alternate Director of Rutland Woking Limited.

6. QUESTIONS.

To deal with written questions submitted by Members under Standing Order 8.1. Copies of the questions and of the draft replies (which are subject to amendment by the Leader of the Council) will be laid upon the table.

7. RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES. WBC19-012 (Pages 7 - 10)

To receive and consider recommendations from the Executive.

7a. Members' Code of Conduct - Protocol for Complaints Submitted by Members. STA19-001

7b. Notice of Motion - Cllr M Ali - Installation of Security Cameras. EXE19-028

7c. Notice of Motion - Cllr M Ali - Rents and Building Insurance for Local Businesses. EXE19-032

7d. Contaminated Land Strategy. EXE19-013

7e. Medium Term Financial Strategy. EXE19-034

8. SHEERWATER REGENERATION SCHEME - FUNDING REQUEST. (REPORT TO FOLLOW)

9. ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE. WBC19-009 (Pages 11 - 24)

10. ANNUAL REPORT BY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES. WBC19-010 (Pages 25 - 52)

11. ANNUAL REPORT ON MEMBER LEARNING AND DEVELOPMENT. WBC19-011 (Pages 53 - 76)

12. NOTICES OF MOTION.

To deal with any motions received in accordance with Standing Order 5.0. Any motions received before the deadline has passed for the receipt of motions will be published and a copy of the list will be tabled at the meeting.

13. EXCLUSION OF PRESS AND PUBLIC.

The Mayor will move, and the Deputy Mayor will second:-

"That the press and public be excluded from the meeting during consideration of item 14 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."

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information).

PART II – PRESS AND PUBLIC EXCLUDED

14. RECOMMENDATIONS OF THE EXECUTIVE. WBC19-013 (Pages 77 - 78)

14a. Notice of Motion - Cllr M Ali - Partnership Working and Project Management. EXE19-029

AGENDA ENDS

Date Published - 27 March 2019

Note: At the close of the meeting the Worshipful the Mayor, Councillor W Forster, would like to invite the following to join him in the parlour:-

Councillors Mrs B Hunwicks (Deputy Mayor), H Addison, M Ali, A Azad, A-M Barker, D Bittleston, J Bond, A Boote, A Bowes, M Bridgeman, G Cundy, I Eastwood, K Davis, K Howard, S Hussain, C Kemp, N Martin, L Morales, M I Raja and C Rana, together with Officers attending the meeting.

COUNCIL – 4 APRIL 2019

RECOMMENDATIONS OF THE EXECUTIVE AND COMMITTEES

Executive Summary

The Council is invited to consider the recommendations from the meeting of the Standards and Audit Committee held on 7 March 2019 and the Executive held 28 March 2019. The recommendations as set out in the minutes of the Standards and Audit Committee are set out below, together with the extracts from the reports to be considered by the Executive. The minutes of the Executive will be tabled at the meeting of Council.

STANDARDS AND AUDIT COMMITTEE – 7 MARCH 2019

8a. MEMBERS CODE OF CONDUCT – PROTOCOL FOR COMPLAINTS SUBMITTED BY MEMBERS STA19-001

Peter Bryant, Head of Democratic and Legal Services, introduced the report which recommended that the Council adopt a Protocol that provided for Members' complaints against other Members to be confidential to the Members concerned and the limited number of persons who received notification under the Council's arrangements for dealing with Standards allegations under the Localism Act 2011. The Protocol had been raised at the meeting of the Committee on 20 September 2018, following which consultation had taken place with the Councillors, the Independent Co-opted Member / Chairman of the Standards and Audit Committee and the Independent Person.

It was noted that the Protocol only covered Members complaints and the wider area of Social Media Policy would be subject to a report to the Executive during the year ahead. In the event that a Member breached the Protocol by speaking with the press or commenting on social media, a provision could be included in the Social Media Policy to ensure that any breaches of the Protocol were subject to the Members Code of Conduct.

Following questions, it was clarified that when a complaint was received the relevant Group Leader was advised, along with the Chairman of the Standards and Audit Committee and the Chief Executive. In addition, all Group Leaders were advised that a complaint was being considered for investigation by the Monitoring Officer.

Councillor Bond expressed concern that the Policy would limit Councillors in their work and prevent openness in the Council, and would not apply to members of the public. Peter Bryant stated that a higher standard of behaviour would be expected from Members of the Council and there had been occasion where details of a Members complaint had been available in the press before having been submitted to the Monitoring Officer, which necessitated the need for the Protocol.

The recommendations in the report were put to a vote, which was carried by three votes in favour to one vote against.

RECOMMENDED TO COUNCIL That

- (i) the draft Protocol appended to the report be adopted; and
- (ii) the adopted Protocol be subject to Paragraph 2.6 of the Members' Code of Conduct.

EXECUTIVE – 28 MARCH 2019

8b. NOTICE OF MOTION – CLLR M ALI – INSTALLATION OF SECURITY CAMERAS EXE19-028

The Executive has been asked to consider the following Notice of Motion from Councillor Ali.

Installation of Security Cameras

“Our ambitions for the town and the plans are noble. But with huge problems on fly tipping and drugs we will never be able to have the town we aspire for. We know due to unnecessary cuts the police are overstretched. Residents contact the police but they are not able to help them. I have residents coming with evidence of shady affairs in their streets but we are helpless.

So I propose that as part of the monies allocated for developments we install security cameras later on to be managed and maintained by residents. We consider cameras especially in areas:

- a. Grove
- b. Walton road alleys
- c. Princess road shops
- d. Few spots in sheerwater
- e. Other such ‘popular’ spots”

8c. NOTICE OF MOTION – CLLR M ALI – RENTS AND BUILDING INSURANCE FOR LOCAL BUSINESSES EXE19-002

The Executive has been asked to consider the following Notice of Motion from Councillor Ali.

Rents and Building Insurance for Local Businesses

“Increased rents for local business – despite our promises and pledges and claims of supporting local business we have seen many shut and now we have seen their rents and insurances gone up. As an example I have been informed by some council tenants that:

- a. The building insurance has been forced upon them which normally a landlord pays. But WBC has put it on them with no option to shop around and the cost is as much as approximately £800/ year
- b. The rent in some cases was increased by approximately 31% when the lease was renewed! This is exorbitant! Small business can’t afford this. For some this means they must have almost 30 extra customers / month to enable them to pay for this. How can they cope? So in line with our claims let’s review these increases and bring them in line with CPI.”

8d. CONTAMINATED LAND STRATEGY EXE19-013

The Executive is requested to:

RECOMMEND TO COUNCIL That

the Contaminated Land Strategy (2019-2024), attached at Appendix A to the report, be approved.

Reasons for Decision

Recommendations of the Executive and Committees

Reason: To ensure compliance with the Council's obligations as set out in the Environmental Protection Act 1990 and accompanying statutory guidance.

8e. MEDIUM TERM FINANCIAL STRATEGY EXE19-024

The Executive is requested to:

RECOMMEND TO COUNCIL That

- (i) the Medium Term Financial Strategy (MTFS) report be approved; and
- (ii) subject to appropriate due diligence Brookwood Cemetery be acquired by the Council to be operated as a direct Council service.

Reasons for Decision

Reason: The decision is sought to agree the framework for Officers to develop further proposals for consideration, in due course, by the Council to ensure the medium term financial stability of the Council in the context of its objective to support growth and to maintain services for local people.

Background Papers: None.

Reporting Person: Douglas Spinks, Deputy Chief Executive
Email: douglas.spinks@woking.gov.uk, Extn: 3440

Contact Person: Frank Jeffrey, Democratic Services Manager
Email: frank.jeffrey@woking.gov.uk, Extn: 3012

Date Published: 27 March 2019

REPORT ENDS

COUNCIL – 4 APRIL 2019

ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE

Executive Summary

Each year, the Chairman of the Council's Overview and Scrutiny Committee prepares a report outlining the activities undertaken by the Committee. This year, the Committee has reviewed a wide range of topics and has completed both scrutiny and pre-decision scrutiny of the work of the Executive and the Council as a whole. The three Task Groups of the Committee – the Economic Development, Finance and Housing Task Groups – have continued to monitor and review these three core areas of the Council's activities.

The Work Programme of the Committee is regularly reviewed and updated to take account of issues affecting the Borough at the time. The potential and management of Woking's Heathlands involved two site visits and a presentation by officers.

The Council is now invited to receive report.

Recommendations

The Council is requested to:

RESOLVE That the report be received.

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

Reporting Person: Councillor I Johnson, Chairman of the Overview and Scrutiny Committee
Email: cllrian.johnson@woking.gov.uk

Contact Person: Councillor I Johnson, Chairman of the Overview and Scrutiny Committee
Email: cllrian.johnson@woking.gov.uk

Date Published: 27 March 2019

1.0 Introduction

- 1.1 This is the 14th Annual Report made by the Overview and Scrutiny Committee to the Council in accordance with its constitutional provision. The report sets out the work undertaken by the Committee and its task groups over the last year.

2.0 Summary of Work Undertaken

Network Rail and South Western Railway

- 2.1 The Committee were pleased to welcome James Waight, Head of Strategic Planning (Wessex Route) who gave a helpful presentation on planning for the development of the network. He understood the importance of the rail network to Woking. Concerns over the removal of trees in St Johns were due to the need to keep leaves off the line. It was noted that there was no current plan available for the flyover as options were still being developed but it was hoped the project could be delivered within the next five years. Timetable changes would take 18 months to prepare and organisations such as Bustler would be involved. Network Rail advised they had learned lessons from the difficulties caused in timetabling northern franchises.
- 2.2 Phil Dominey, Senior Regional Development Manager of South Western Railway (SWR) gave a presentation on the future aspirations, including investment in the travel experience such as wi-fi, rest rooms and ticket purchasing processes. SWR would be seeking to ensure that there would be minimal disruption in the event of works to Woking Station. Members raised concerns about trains being stuck between stations in emergencies and were informed that a new policy to enable trains to move forward to the next station to enable disembarkation had recently been implemented. Staff had also been provided with smart phones to access the latest travel information. Access to Brookwood station was raised by ward members as the underpass flooded and there were additional issues regarding access to Brookwood cemetery and parking. Ward councillors were to speak to SWR direct about these matters.
- 2.3 It was pleasing to note that WBC had excellent working relationships with both Network Rail and SWR.

Welfare Benefits and Universal Credit

- 2.4 The Committee received a presentation from Maria Zealey from Surrey Welfare Rights on concerns arising from changes to the benefits system, concerns and in particular the possible impact on certain groups of people such as the elderly and those with mental health problems. There had already been a benefits freeze in place and Universal Credit would apply to new claimants from October 2018. It was unknown how many people in Woking would eventually be impacted but estimated between 5000 and 10000. Applications had to be completed online and there was a 4 week wait for benefits to be paid. Internet access was available at the Council and in libraries.
- 2.5 Lorraine Buchanan of Citizens Advice Woking (CAW) stressed the impact on local people and David Ripley, the Council's Benefits Manager outlined the work the Council was doing to prepare for the changes. It was pointed out that it was the Department for Work and Pensions (DWP) who were ultimately responsible for introducing Universal Credit and members resolved to ask all the agencies, including DWP, Job Centre Plus, Surrey Welfare Rights, CAW and the Council to work closely together to ensure residents were not disadvantaged.

Affordable Housing

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- 2.6 Ray Morgan outlined proposals for the delivery of social housing and noted the Council's aspiration to provide additional units despite the challenges of high land and build costs. The 200 units specified in the presentation included 134 through the Housing Revenue Account, a new refuge for Your Sanctuary and additional hostel places for use by the York Road Project. Additionally, Thameswey were intending to provide homes through the Earn Your Deposit Scheme which were considered "affordable" under the emerging National Planning Policy Framework. Members welcomed the proposals.

Raynes Close

- 2.7 The Committee followed up discussions in the previous municipal year concerning outstanding works in the eco homes. A surveyor had made number of recommendations to repair and improve the properties and residents had been given the option to take on future maintenance themselves and opt out of the service agreement once the current works were completed. The tenants would not have to pay service charge while the works were taking place and some of the equipment would still be under guarantee and parts replaceable easily with commonly available kit.
- 2.8 Members were pleased that very good progress had been made since the matter was originally raised.

Basingstoke Canal

- 2.9 Ray Morgan updated the Committee on progress on meeting the Council's aspirations for enhancing the canal in Woking town. The quay at WWF was almost ready while other proposals such as a tow path link bridge at Chobham Road would need planning consent and action on a gas main so would be unlikely before 2020. Another prospect was a barge gallery attached to Lightbox which had generated interest from the Heritage Lottery Fund.
- 2.10 The Council had received an expression of interest in the building of a Hotel and leisure facility which would fund work to provide a boat basin at Brook House Common. It was hoped a contract could be signed in Spring 2019.

Dementia Awareness

- 2.11 Members received a presentation from Julie Meme, the Council's Home Independence Manager, and Jade Buckingham the Health and Wellbeing Manager on work to make Woking a dementia-friendly borough. 27 Dementia Action Alliances had been formed within the borough of Surrey, the purpose of which was to support and encourage local businesses to identify changes they could make to become dementia-friendly. Dementia Friends sessions had been attended by over 100 members of the public, 70% of council staff and 35 local organisations. The work done by the team was appreciated by the Committee.

Surrey Fire and Rescue

- 2.12 The Committee was grateful to James Tigwell, North West Surrey Group Commander of Surrey Fire and Rescue, for giving a presentation on the local operational activities rather than on the consultation underway at County level which was outside his remit.
- 2.13 He advised the Committee on the resources available and noted that the prevention events had contributed to a reduction of 52% in fires over the last 10 years and had included events such as safe driving and youth engagement. Vulnerable people were considered most at risk and safety and wellness visits, along with the fitting of smoke alarms, helped reduce those risks. The service had been among the top three counties in the country in 13 years since 2001.

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- 2.14 In terms of exceptional fires Commander Tigwell informed the Committee that resources could be called in whenever deemed necessary and despite budget reductions stations had been open at all times, while target response times had been achieved in well over 90% of cases across the county. It was also noted by members that recent fires on heathlands and in Goldsworth Park retail area had been promptly handled.

Celebrate Woking.

- 2.15 The Committee received a presentation from Chris Norrington and Rose Blackley on the Celebrate Woking events in 2018 and the calendar for 2019. Visitors to the Celebrate Woking website had steadily increased over the years and although there was no theme for 2019 a variety of cultures would be the focus and any suggestions would be welcome. The food and drink festival had again been a huge success and won the 2018 Surrey Life Food and Drink Hero award and the Party in the Park had again been very popular, with its emphasis on suffragettes and work on the war memorials.
- 2.16 Members were informed that public safety and crowd control were considered carefully by the Safety Advisory Group prior to events taking place. It was agreed that events in Byfleet ought to be included in the schedule of events in 2019

Enterprise M3.

- 2.17 Dave Axam, Chairman of Enterprise M3, gave a presentation on the Group's projects, achievements and challenges. The group was submitting a bid to government for an infrastructure package for £95 million for works to the A320 south of Victoria Arch and associated works to the arch itself. The group had previously supported the Council in the provision of funding for the Sheerwater access road which had proved a great success. In total the group had completed 21 projects to date in the region delivering 1587 new jobs and 1200 new homes, with aspirations to deliver multiples of those numbers by 2030 and a local growth fund of £219.1m by then.

Grounds Maintenance

- 2.18 Geoff McManus, Assistant Director WBC and Jason Kinsella, Regional Director of Serco, gave a presentation on the management of the Council's green spaces. There was a wide-ranging discussion on a variety of aspects of the work of Serco under its contract which started in 2003 and runs until 2023 when it is to be re-tendered. It was noted that Sportsbox had been added to their responsibilities in the last few months.
- 2.19 Particular challenges involved maintenance of sports pitches and effects of seasonal weather, and the damage to fencing around the pond in Woking Park along with water quality. Serco confirmed that their staff were suitably qualified and consideration may be given to the appointment of apprentices or on-the-job training depending on the need for staff at the time.

Countryside Management

- 2.20 Following the visits by members to Brookwood Farm and Sheets Heath earlier in the year the Committee recognised the value of the heathlands and the need for proper management. Accordingly, the Committee had asked for proposals to countryside access and maintenance for each category of site. Accordingly, members were presented with options which could be considered at a meeting of the Climate Change Working Group. The significance of public awareness was felt to be key since the balance of diversity, habitat and the public were sometimes difficult to get across to the public. The Committee appreciated the enthusiasm and skills of Tracey Haskins, Green Infrastructure Manager, and Marcus Turley in their work on the heathlands.

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- 2.21 Aaron Henderson outlined the current programme for upgrading play areas. It was agreed a suggestion for more adult fitness equipment should be considered as part of a review of the play strategy.

Joint Waste Solutions.

- 2.22 In November the Committee received an update on the performance of Joint Waste Solutions on the waste collection service. Improvements to collections had taken place and the staff were responsive where residents raised concerns. Some concerns were expressed about the publicity around the Christmas collection services which appeared to have confused some residents as they weren't updated online. This would be remedied in 2019. There was a continual process of educating residents confused about bins to reduce the incidence of rejected loads. A strategy of making the producer pay for the disposal of waste from their products was being developed.

Community Services

- 2.23 Julie Meme outlined the work taking place to provide holistic support to people discharged from hospital, which now also involved a member of staff attending St Peters Hospital to discuss individual cases to plan for discharge. The scheme, named Home Safe Plus, was a collaboration between four neighbouring Boroughs and districts which was formed to provide a single point of access for health professionals to other services to assist the hospital discharge of patients. The scheme covered Meals on Wheels, Careline, Social Prescribing and the Handy Person Service among others. There had been 39 referrals to date. Notably, GPs were referring patients to WBC for social prescribing whereby we could meet patients to discuss their needs and provide a 6-week intensive service which was intended to give patients confidence to use the opportunities provided in such places as community centres. Another significant new project was a Falls Responder Service via Careline. Anyone falling and calling for an ambulance might have to wait currently for up to 8 hours depending on pressures in the ambulance service. This new service sought to respond within 45 minutes. Funding had been received from the NHS for 6 months.
- 2.24 Members were strongly encouraged by these innovative schemes and it was agreed that the team should report back if there became a funding issue after the initial period.
- 2.25 The role of the Council's leisure activities in supporting the health and well-being agenda provided an insight into the wide variety of opportunities for the public to get out of the house, meet people and get active. The beneficial effect was not merely physical activity as this had a knock-on effect of enabling people to socialise and feel positive. The community centres played a significant part in providing accessible activities.

Governance.

- 2.26 Scrutiny – throughout the year member services provided briefing papers as part of the ongoing training of members to enable us to better understand the processes of scrutiny. This included response to a Parliamentary committee's proposals, some of which we supported.
- 2.27 Freedom of Information – A new online logging system had been implemented on 1 October 2018. Members were surprised that in just over three months a staggering 241 requests had been received. Many requests relate to council tax and business rates, and we aim to make some of this information available online to reduce the amount of Officer time spent answering the requests. The act provides a number of reasons why a request would not be fulfilled which includes it being commercially sensitive, exceeds cost limits and repeated vexatious requests. It was agreed the Committee would review any FOI complaints submitted to the Information Commissioner as part of the complaints review process.

Annual Report of the Overview and Scrutiny Committee

- 2.28 Complaints – the Committee received two six monthly reports. New Vision Homes complaints had not yet been correctly provided in that the periods they supplied were of varying lengths and therefore not easily comparable. There were not seen to be any systemic concerns generally but in New Vision Homes' case the Committee was scheduled to meet them to discuss the responsiveness and standard of repairs which had shown in the reports as being less satisfactory than we would like.
- 2.29 Confidentiality – officers presented a paper explaining the legal basis for the decisions on whether documents should be confidential "Part II". It was noted that in Surrey, WBC had the highest number of such papers though this could be, at least in part, that as an active council we were regularly involved in new business transactions. As a result of concerns previously expressed papers, or part, which might have been part II were now more frequently in open Council debates and only the most sensitive aspects were left in Part II.
- 2.30 Thamesway Developments – The Committee had been informed that councillors would in future be notified prior to the submission of planning applications by Thamesway Developments. The concern had arisen due an application for a development of a town centre site about which only Board members had previously been aware.

3.0 Membership

- 3.1 The Constitution permits membership of 10 councillors. The membership this year has been: Councillor I Johnson (Chairman), Councillor Deborah Hughes (Vice-Chairman), Councillor Mrs H Addison, Councillor J Bond, Councillor G Chrystie, Councillor K Howard, Councillor S Hussain, Councillor R Mohammed, Councillor M Raja and Councillor C Rana.
- 3.2 Attendance at meetings this year continues to improve though again the subjects for the agenda have largely arisen from the Chairman and Vice Chairman, rather than Committee members. The attendance record for the Members of the Committee is set out at Appendix 1.

4.0 Task Groups

- 4.1 Scrutiny of the Council's activities often takes place in task groups. There are three task groups which come under the remit of the Overview and Scrutiny Committee:
- Economic Development Task Group (Chairman Councillor I Johnson)
 - Finance Task Group, (Chairman Councillor K Davis)
 - Housing Task Group and Economic Development Task Group (Councillor I Johnson)
- 4.2 Appendix 2 contains summary reports by the respective Chairs on the activities and objectives of each Task Group for the year.

5.0 Further Areas of Scrutiny

- 5.1 The main subjects are shown in 2.0 above. In addition, the Committee monitors financial and other indicators in the "Green book" which is a monthly set of management information and also looks at the treasury mid-year review. This report is necessarily written before the meeting in March and therefore there will be items not included as part of this report.

6.0 Acknowledgements

- 6.1 As Chair I would like to thank officers for the administration of the Committee and to my Vice-Chair, Councillor Deborah Hughes, for her support and holding the reins at the meeting in September when I was away. The attendance of Portfolio Holders to cover their topics at meetings, and our guest presenters, has been much appreciated.

7.0 Conclusions

- 7.1 The Committee is challenging and needs input from across the Council to be effective. Having said that, the Committee has been able to make progress on behalf of residents in a number of areas and followed up discussions in previous years to ensure action has been taking place, such as Raynes Close and Basingstoke Canal. We have also been impressed by the innovative work done in a number of departments and the enthusiasm of staff in dealing with their challenges.

REPORT ENDS

Attendance at the Overview and Scrutiny Committee 2018/19

Date	Committee Members in Attendance	
21 May 2018	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond Cllr G Chrystie	Cllr K Howard Cllr S Hussain Cllr R Mohammed Cllr M I Raja Cllr C Rana
18 June 2018	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond	Cllr G Chrystie Cllr K Howard Cllr R Mohammed Cllr C Rana
16 July 2018	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond Cllr G Chrystie	Cllr K Howard Cllr S Hussain Cllr R Mohammed Cllr M I Raja Cllr C Rana
17 September 2018	Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond Cllr G Chrystie	Cllr K Howard Cllr S Hussain Cllr R Mohammed Cllr M I Raja
26 November 2018	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr J Bond Cllr K Howard	Cllr S Hussain Cllr R Mohammed Cllr M I Raja Cllr C Rana
21 January 2019	Cllr I Johnson (Ch) Cllr Mrs H Addison Cllr J Bond	Cllr G Chrystie Cllr K Howard Cllr M I Raja
25 February 2019	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond Cllr G Chrystie	Cllr K Howard Cllr S Hussain Cllr R Mohammed Cllr M I Raja Cllr C Rana
25 March 2019	Cllr I Johnson (Ch) Cllr D Hughes (V-Ch) Cllr Mrs H Addison Cllr J Bond Cllr G Chrystie	Cllr K Howard Cllr R Mohammed Cllr M I Raja Cllr C Rana

Reports of the Task Groups

Housing Task Group

Chairman – Cllr Ian Johnson

Purpose	Membership
To review Housing issues as and when identified by the Committee, including 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, and monitor/review progress of the PFI Scheme	Cllrs Addison, Aziz, Bridgeman, Hughes, Johnson, Kemp and Mohammed.

As in 2017/18 the year was characterised by a large volume of work due to the introduction of the Homelessness Reduction Act in April 2018. Changes to existing practices required additional staff and team restructuring, together with training in new procedures which kept the team very busy. Working has a good record in avoiding homelessness but the legislation requires an even more proactive approach. A new IT system involved greater automation of the housing register and improve the level of reporting. Personal Housing Plans, including an action plan, had been introduced for clients resulting in caseloads of over 300 homelessness assessments from April 2018 to November 2018 compared to 55 in the same period in 2017, emphasising the scale of the efforts of the housing team.

Other issues reviewed by the Task Group included the following:

1. The work of the Home Independence team to introduce Home from Hospital- a hospital discharge scheme which involved a holistic approach to supporting people leaving hospital- Handy Person where three persons were employed in house rather than contracted, and an innovative Relocation service, which is a paid-for service to help people move to more suitable accommodation. The work of the team had recently received a wider airing by Overview and Scrutiny;
2. The Selective Licensing Scheme in Canalside which showed that many more landlords had taken advantage of the free early registration policy than expected and only an estimated 100 remained unregistered. The budget was unsurprisingly under pressure as a result. The high early application rate and limited staffing had caused admin backlogs which were being addressed;
3. Delivery of affordable housing remains a key issue and was reviewed during the year. Dwellings of all sizes were needed and there were projects in the pipeline which would help satisfy the need. There were 945 applicants on the register for affordable units in November 2018 when the task group last met. Of these, nearly 80% needed one or two bedroom homes;
4. Member concerns over the standard and overcrowding of some temporary accommodation (TA) were discussed and expressed a wish for redevelopment wherever possible. It was recognised that demolition required a project budget and alternative accommodation for the homeless families. The length of stay in TA was running at an average of two and a half years.
5. The loss of two very senior officers had resulted in a shuffling of responsibilities pending the appointment of a new Housing Director (subsequently appointed to start in April 2019).

Annual Report of the Overview and Scrutiny Committee

6. Let's Rent, a rebranded scheme to encourage private sector tenants to let to council applicants had resulted in a number of additional landlords coming forward. This would help reduce B+B requirements.
7. The task group reviewed the Empty Homes Strategy. Members were asked to identify any such properties in their wards and report to the team.

Economic Development Task Group

Chairman – Cllr Ian Johnson

Purpose	Membership
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.	Cllrs Addison, Ali, Azad, Barker, Chrystie, Davis and Johnson.

The Task Group meets twice a year to review the progress of the Economic Strategy and discuss issues around the economic vitality of the Borough. The Chairman also attends ad hoc events to support the Council's public relations effort. The primary focus of the March meeting had been to consider the first annual report following the approval of the strategy for 2017-2022. The task group was also able to discuss with the Chief Executive plans for the town centre and in particular retail and other commercial space available. It was notable that at the end of March 2018 there was only 3% vacant retail space, and also that WBC owned around 55% of the total retail space in the town centre and approximately 22-24% of the commercial space.

The Council would be evaluating possible involvement in the Gateway project to include uses other than retail to ensure vitality of the area.

The half year report on the strategy included data showing the JSA count stood at 0.6% (395 claimants) whilst youth unemployment was 0.9% (75 people) as at August 2018. Woking's employment rate was 82% of the working age population, with 51,700 people defined as being in employment or self employment.

The strategy included working with Enterprise M3 (who have since presented to Overview and Scrutiny) , Highways England and Network Rail with a view to enhancing access along the A320 and replacing Victoria Arch.

Towards the end of March, the Task Group would be reviewing the performance of the strategy in its second full year.

The Finance Task Group

Chairman – Cllr Kevin Davis

Purpose	Membership
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.	Cllrs Ashall, Azad, Barker, Bond, Davis, Hughes and Martin.

The Finance Task Group has had another busy year with an agenda reviewing and scrutinising the key Council financial reports. In particular:

Annual Report of the Overview and Scrutiny Committee

- In July - The Council's financial statements for 2017/18 which were approved by Council by the earlier deadline of 31 July. The balance sheet at 31 March demonstrated the Council's positive position with assets exceeding borrowing and a net asset position of £235m.
- In November and January - The Medium Term Financial Strategy and budget papers including Investment Programme and Fees and Charges. Whilst it has been possible to increase contributions to reserves for 2019/20 the government funding uncertainties concerning 2020/21 onwards have been discussed regularly throughout the year.

Each meeting the Group also consider the latest Green Book, challenging the performance reported and considering any improvements which could be made to the content and presentation. For 2018/19 the Group requested information to be published on the Council's Strategic Property Investments. This is now included each month and gives a transparent picture of the decisions made and the current financial position of these assets.

The detailed rental income at Wolsey Place has been a standing item during the year with updates on changes at every other meeting. Each quarter a summary of debts written off under delegated authorities is also reviewed. Officers have updated the Group on borrowing strategy and new Long Term loans taken.

There have been a number of government consultations and changes during 2018 which the group have been briefed on, but where the impacts are currently unclear. It will be important for the Group to be updated when further announcements are made.

The timing of future meetings has been discussed as this year they have been in the week before the Executive meeting. Whilst this has meant that the Group has been briefed on the final papers ahead of the Executive decision making, it has often meant that the papers have not been available until very late making effective scrutiny more difficult.

It has been disappointing that the attendance at Finance Task Group meetings has been poor during this year. The FTG is an important part of the Council's governance and meetings should be attended by all Members of the Group.

The FTG thanks the Finance team for their help and time in assisting with committee meetings this year.

REPORT ENDS

COUNCIL – 4 APRIL 2019

ANNUAL REPORT BY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES

Executive Summary

Each year, Woking Borough Council appoints elected Councillors to outside bodies as representatives for the Council. The appointments were reviewed by a Member Task Group in 2014 which presented a series of recommendations to the Executive for determination by Council. In June 2014, the Council adopted the recommendations which had the effect of reducing the overall number of appointments made. This was in line with the Council's objective of rationalising all positions held by Councillors by 2016, to take into account the change in the size of the Council from 36 Councillors to 30 Councillors.

The Council also adopted a formal reporting process for those Councillors appointed to Outside Bodies, with an annual report to be presented to Council. This paper sets out the reports provided by the Council's representatives for the 2018/19 Municipal Year.

Recommendations

The Council is requested to:

RESOLVE That the report be noted.

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

Background Papers: None.

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Date Published: 27 March 2019

Annual Report by Council Representatives on Outside Bodies

1.0 Introduction

- 1.1 In 2014 the Council reviewed its scheme of appointments to outside bodies, following a question from Councillor Cross at Council in December 2013. A Member Task Group was established to undertake the review.
- 1.2 A report by the Task Group was considered by the Executive on 1 May 2014 before being determined by Council at its meeting on 9 June 2014. The recommendations were supported by the Council and a series of changes were adopted.
- 1.3 Details of the appointments for 2018/19 are set out in Appendix 1 to this report.

2.0 The Reports

- 2.1 In early February 2019 the Members appointed to Outside Bodies were asked to complete a report on the activities of the Body to which they had been appointed. A template was provided to assist the Councillors. The following reports have been received:
 - Fair Oaks Airport Consultative Committee – Councillor Ken Howard (Appendix 2)
 - Surrey Police and Crime Panel – Councillor Beryl Hunwicks (Appendix 3)
 - Basingstoke Canal Joint Management Committee – Councillor Kevin Davis (Appendix 4)
 - Woking People of Faith – Councillor Hilary Addison (Appendix 5)
 - Citizens Advice Woking – Councillor Hilary Addison (Appendix 6)
 - Woking Access Group – Councillor Hilary Addison (Appendix 7)
 - Woking ShopMobility – Councillor Hilary Addison (Appendix 8)
 - Woking Community Transport – Councillor Deborah Hughes and Councillor Graham Chrystie (Appendix 9)
- 2.2 In considering the reports, it should be noted that the comments in the reports set out in Appendix 2 to Appendix 9 have been made by the Councillors appointed to the Outside Bodies and do not necessarily reflect the views of the Council.

3.0 Implications

Financial

- 3.1 There are no financial implications arising from this report.

Human Resource/Training and Development

- 3.2 There are no human resource or training and development implications arising from this report.

Community Safety

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

Risk Management

- 3.4 There are no risk management implications arising from this report.

Sustainability

Annual Report by Council Representatives on Outside Bodies

3.5 There are no sustainability implications arising from this report.

Equalities

3.6 There are no equalities implications arising from this report.

Safeguarding

3.7 There are no safeguarding implications arising from this report.

REPORT ENDS

2018/19 Appointments to Outside Bodies

Ashford & St Peters Hospital NHS Trust	Councillor Deborah Hughes
Basingstoke Canal Joint Management Committee	Councillor Kevin Davis Councillor Deborah Hughes (Sub: Councillor Mrs Hilary Addison) (Sub: Councillor Ann-Marie Barker)
Citizens' Advice Woking – Management Committee	Councillor Mrs Hilary Addison Councillor M Ilyas Raja
Corporate Trustee – Woking Palace	Councillor Amanda Boote
Countryside Partnership Board	Councillor Kevin Davis (Sub: Councillor David Bittleston)
Fairoaks Airport Consultative Committee	Vacancy (Sub: Councillor Ken Howard)
Maybury Centre	Councillor Rashid Mohammed Councillor M Ilyas Raja
National Parking Adjudications Service Joint Committee	Councillor Colin Kemp (Sub: Councillor David Bittleston)
Police and Crime Panel	Councillor Mrs Beryl Hunwicks
Shopmobility	Councillor Mrs Hilary Addison
South East Employers	Councillor Colin Kemp
Sport Woking	Councillor Tahir Aziz Councillor Ian Eastwood
Surrey County Playing Field Association	Councillor Colin Kemp
Sutton Green Village Hall Management Committee	Councillor Simon Ashall Councillor Ayesha Azad
Woking Access Group	Councillor Mrs Hilary Addison
Woking Community Transport	Councillor Graham Chrystie Councillor Deborah Hughes
Woking People of Faith Forum	Councillor Mrs Hilary Addison
Woking Youth Council	Councillor Colin Kemp Councillor Ian Eastwood

Annual Report by Council Representatives on Outside Bodies

	Councillor Ayesha Azad (Substitute)
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Fairoaks Airport Consultative Committee – Councillor Ken Howard

Outside Body:	Fairoaks Airport Consultative Committee
Councillor(s):	Ken Howard
Date Completed:	09/02/2019
Meetings Attended:	0
Description of Outside Body:	An overview committee comprised of parties with interests in the operations and effects of Fairoaks Airport including management, and representatives of nearby authorities and community groups.
Update on Recent Activities	<p>First I must apologise that I overlooked the fact that Richard Wilson’s unfortunate death last year left me as WBC’s representative on the committee. As a result I have missed two meetings.</p> <p>I do not believe that this has had any material effect. I have, however, included the annual operational report that contains information of flight movements, complaints and the proposed redevelopment of the airport.</p>
Future Activities:	N/A
Matters of Note or Concern:	The Operational Report notes the current position regarding the proposed Fairoaks Garden Village development and the objection lodged by WBC.

Airport Operational Report to the Consultative Committee for 2018

Richard Wilson

It was with great regret that I learned of the death of Richard Wilson in early October. Richard served on the committee for many years as the representative for both Woking Borough Council and latterly Surrey County Council.

Fairoaks Garden Village

In July a planning application was submitted comprising of a full application for means of site accesses and an outline application (all matters reserved) for the phased development of the site for up to 1,000 residential units. The application was registered by Surrey Heath Borough Council on 05/10/2018 and currently this case has not yet been decided.

Annual Report by Council Representatives on Outside Bodies

An identical application was also registered with Runnymede Borough Council and copied to Woking Borough Council. At a planning meeting held on 15th January 2019 Woking Borough Council resolved to register their objections to the proposed plans.

Accidents

On 27th October 2018 a helicopter which was based at Fairoaks crashed shortly after departing Leicester City football stadium. At the time of writing this report the Air Accident Investigation Branch1 has yet to conclude its investigations therefore it would be inappropriate to speculate as to the cause of the accident.

Movements

A condition imposed when planning permission was granted for the runway is that a maximum of 10,000 movements are permitted in any one calendar month, with a movement being a take-off or a landing. Fairoaks continues to fall well below the permitted maximum number of movements using the method of calculation imposed by the Secretary of State.

The table below shows the change in movement levels over recent years with the changes expressed in terms of movements per day.

Comparative Movement Levels

Year	Change since previous year	Change in Movements per day
2014	Decrease	<1
2015	Decrease	≈4.5
2016	Increase	≈3.5
2017	Increase	≈4.6
2018	Decrease	≈1.3
	Cumulative Increase	≈1.3

Therefore since 2013 the level of movements has been essentially static with a net increase of ≈1.3 movements per day. It should however be noted that the distribution of movements is different to last year. Due to the poor weather early in the year, for the period from January to May movements were only 87% of the level for the same period last year whilst, due to the good summer weather, for the period from June to September movements were 110% of the level for the same period last year.

Runway Utilisation

Under normal operations the governing factor for runway use is the prevailing wind conditions. Aircraft preferentially take off and land in to wind, and the prevailing wind in this part of the country is South Westerly. At Fairoaks the runway is aligned along 060°/240°, therefore approximately 70% of annual movements will use Runway 24 while about 30% will use Runway 06. 2018 was not substantially different in percentage terms however due to the “Beast from the East” and the long spell of good summer weather there were protracted periods when the north-easterly runway was in use as shown in the attached chart, rather than the more normal sporadic use.

Noise Amelioration

1. When flying circuits (i.e. taking-off, flying an approximately rectangular pattern around the airfield, and then landing prior to again taking-off) the international default is to fly left-hand circuits, which means that all turns are made to the left. Again at weekends during the summer Fairoaks adopted a strategy of switching between left-hand circuits and right-hand circuits, on a regular basis, to minimise the possible noise nuisance to any particular group of residents. At other times when it was busy this strategy was also employed.

2. Whilst there are no limitations imposed upon Fairoaks regarding helicopter training on Sundays, Fairoaks Operations Ltd continues to voluntarily operate a ban on helicopter training on Sundays.

3. Fairoaks Operations Ltd voluntarily imposes a ban on all aircraft movements and engine ground running between 1050 and 1105 on both Armistice Day and Remembrance Sunday in order that any local acts of Remembrance can be conducted without the intrusion of aircraft noise.

4. Fairoaks Operations Ltd also voluntarily imposes a ban on all aircraft movements on Christmas Day.

Noise Complaints

The following table shows the number of noise complaints received in recent years, and the attached chart shows monthly complaints vs movements for 2018. To make the chart meaningful the movements have been factored such that the busiest month appears as 10 with the other months pro-rated, therefore June was the busiest month whilst September had 80% of the number of movements in June.

Year Noise Complaints

2013	45
2014	31
2015	38
2016	43
2017	39
2018	37

During 2017 complaints were received from 20 different people of whom 2 accounted for 46% of the total complaints. In 2018 the total number of complainants dropped to 8 with a single complainant accounting for 65% of the total complaints.

A map is attached showing the locations of each of the complainants, with the exception of a complainant who lives in Normandy. The figure in parenthesis after each post code is the total number of complaints received from that post-code. It should be noted that of the seven complaints received from GU21 5TA three relate to a single weekend when the tower staff failed to follow the laid down procedures. This has been rectified.

Complainants continue to use a variety of methods to record their complaints; however they will receive the most timely response by telephoning the tower, on 01276 857300, during the airfield opening hours. This method of recording complaints means that any appropriate action can be taken immediately.

Outside of the airfield operating hours complaints can be recorded by emailing the tower at atsu@fairoaksairport.co.uk.

Medical Flights between 10pm and 7am

The following table shows the number of night-time Medical Flights in recent years.

Year Medical Flights

2013	2
2014	6
2015	2
2016	10
2017	10
2018	7

Surrey Police and Crime Panel – Councillor Beryl Hunwicks

Outside Body:	Surrey Police and Crime Panel
Councillor(s):	Councillor Mrs Beryl Hunwicks
Date Completed:	12 th February 2019
Meetings Attended:	<p>Thursday 28th June 2018</p> <p>Wednesday 19th September 2018</p> <p>Monday 19th November 2018 (Informal with the Chief Constable)</p> <p>Wednesday 28th November 2018</p> <p>Monday 4th February 2019</p>
Description of Outside Body:	<p>This body, chaired by Councillor Ken Harwood, meets with the Police and Crime Commissioner on a regular basis throughout the year to review and scrutinise the work and plans of the Commissioner across the County. There are single representatives from every District and Borough and two Independent members appointed. A separate sub-committee reviews finance and scrutinises how monies are spent and there is a Complaints Committee.</p> <p>All meetings are web-cammed although the informal meetings are not and we do meet the Chief Constable during the year when he gives an update on the activities of Surrey Police.</p>
Update on Recent Activities	<p>Councillor Ken Harwood continues as Chairman and as the Vice Chair was representing the County she stepped back from the post during the year and Mr Bryan Cross, an Independent member was voted as Vice Chair.</p> <p>At the June 2018 meeting the PCC introduced his annual report. Among other things he talked about crime figures. Crimes solved remained about the same but crime reported had risen which meant that the performance indicator had dipped. Surrey's figures remained better than most however.</p> <p>Several members had visited Mount Browne to see the work around 999 calls and 101 calls and were very impressed with the set up and how they were dealt with. The Panel did feel however that more could be done in informing the public as the perception wasn't that good.</p> <p>Illegal encampments figured in many comments and it was felt that the Police had been slow to respond. The PCC said more transit camps across Surrey were needed and he reported that</p>

Annual Report by Council Representatives on Outside Bodies

	<p>there was a current Government review of the law and powers available to deal with unauthorised sites.</p> <p>There were papers on Finance for the year 17/18.</p> <p>And the PCC reported that things were put into place to ensure that Victims were properly supported. Funding was being provided for a new Victim care unit</p> <p>In the September meeting discussion were had on SelectaDNA kits, Transit Camps for Travellers, update on the Police and Crime Plan Quarterly update, the Medium Term Financial Plan</p>
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	<p>At the Informal meeting with the Chief Constable in November, there was considerable discussions around Traveller incursions across the County and the distress that it had caused residents. The Chief Constable explained the Police powers and it was felt among members that more cooperation was needed with the Councils, Police and communities if progress was to be made here.</p> <p>Discussions were had around JET powers that some D's and B's had put into place and the short comings that there were and how these could be resolved. (In Woking we do not have a JET but we do have many interventions that help to give the best outcomes for our residents)</p> <p>In the November official meeting discussion were had around Custody Suites and not 'turving' vulnerable detainees out without phones and money. We were assured that this did not happen in Surrey.</p> <p>Surrey are developing a new CCTV Strategy but there is no clear way forward as yet. In our informal meeting with the CC he had expressed his reluctance to increase coverage as it is expensive and there are other ways of gathering evidence e.g. mobile cameras and dashcams.</p> <p>Updates were received from the Ass PCC (Victims) on her work, on the governance of Fire and Rescue in Surrey and Modern Day Slavery.</p> <p>In the February round of meetings, the new Police Precept was reviewed and accepted (£260.57p) for a Band D property for the year 2019/20 With this additional funding the Commissioner wants to double the number of officers and PCSO's across the County in our Neighbourhood teams.</p> <p>Employ officers to deal with digital and online crime</p> <p>Invest in officers to focus on preventing crime and reducing reoffending</p> <p>Invest in officers to tackle serious organised crime</p> <p>Increase the number of officers in public protection teams</p> <p>CCTV being maintained</p> <p>Meetings are to be held by the PCC across the County in each D and B in the next few months</p>
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Annual Report by Council Representatives on Outside Bodies

	<p><u>Future Activities</u></p> <p>Plans are ongoing to make a firm decision on a new Police HQ for Surrey and where it should be located.</p> <p>101 refinements need to be addressed.</p> <p>A greater presence of Neighbourhood officers/PCSO's in our communities</p> <p>Rolling out of the updated/new PCC plan for the coming year</p> <p>Better communication around illegal encampments between Local Authorities and the Police</p>
<p>Matters of Note or Concern:</p>	<p>It was announced at the final meeting that the Chief Constable, Nick Ephgrave, had gone to a new job in The Met as Assistant Commissioner from late January. Plans are in place to advertise, interview and appoint a new Chief Constable that will give a strong lead for our Force in the near future.</p> <p>The PCC Commissioner is up for re-election this year</p>

Basingstoke Canal Joint Management Committee – Councillor Kevin Davis

Outside Body:	Basingstoke Canal Joint Management Committee
Councillor(s):	Kevin Davis
Date Completed:	15/02/19
Meetings Attended:	28/06/18 and 22/11/18
Description of Outside Body:	<p>The Basingstoke Canal Joint Management Committee (JMC) meets twice a year and has the following terms of reference:</p> <p>The Committee will exercise the functions of the Cabinet in relation to:</p> <ul style="list-style-type: none"> · The oversight of the completion of the restoration of the Basingstoke Canal; · The management and maintenance of the Basingstoke Canal as an environmental navigational and recreational asset in accordance with the policy and budgetary framework set for the Committee; and · The balancing of the interests of all users of the Basingstoke Canal and conservation of the natural environment. <p>The Committee membership consists of eight County Councillors (four from Surrey and four from Hampshire), who represent divisions which include the Basingstoke Canal in their area. There are also Borough and District Councillors and representatives from special interest groups on the Committee.</p>
Update on Recent Activities	<p>28/06/18 - The meeting on 28 June was held on the Basingstoke Canal Society's (BCS) John Pinkerton II trip boat and a chance to cruise a part of the canal.</p> <p>We agreed the financial results of the previous year which showed balanced books.</p> <p>Ten tonnes of signal crayfish had been removed from the canal as means of pest control.</p> <p>Cycling was raised as an issue with cyclists believing they had priority (especially in Woking areas). Members requested a report on what could be done.</p> <p>22/11/18 – New Chairman Cllr Jonathan Glen requested background on Members with a view to forming a Business Member Reference Group which could focus on improving the commercial viability of the canal. I have been accepted on to this committee.</p>

Annual Report by Council Representatives on Outside Bodies

	<p>Woking Wharf had been completed and several sets of locks had been replaced on the cyclical replacement strategy.</p> <p>A report on cycling came to the committee with a request for funds to improve signage across the canal, especially in Woking. This was agreed.</p> <p>The Conservation Management Plan for the canal was presented to the committee. Natural England were happy with the report which sought to protect the canal.</p> <p>The BCS were awarded the Queen's Award for Voluntary Service.</p>
Future Activities:	<p>Continue to keep the canal navigable.</p> <p>Continue the cyclical maintenance.</p> <p>Make the canal safe to use for all forms of traffic.</p> <p>Keep looking for ways to improve the financial viability.</p>
Matters of Note or Concern:	<p>Financial situation at SCC.</p>

Woking People of Faith – Councillor Hilary Addison

Outside Body:	Woking People of Faith
Councillor(s):	Cllr Hilary Addison
Date Completed:	4.03.2019
Meetings Attended:	6 plus other activities.
Description of Outside Body:	Woking People of Faith is an exciting initiative led by members of different faith organisations and individuals.
Update on Recent Activities	<p>On 24th March 2018 there was an <u>Environmental Working Party</u> with Horsell Common Preservation Society to pull up the pine saplings which threaten to take over the common. 8 people took part.</p> <p>Due to adverse weather conditions on 3rd March, the <u>Second Pilgrimage of Understanding</u> took place on Saturday 28th April. We visited Christchurch; Al Asr Centre; St Mary’s, Horsell; and finished at Trinity Methodist Church, where the pilgrims all enjoyed lunch together. 54 people were involved (33 Christians, 19 Muslims, 1 Baha’i, 1 Sikh).</p> <p><u>Refugee Week</u> was organised with WBC. The event, on Tuesday 19th June, was attended by over 200 people. I Speak Music Community Orchestra performed, followed by Amina Khayyam Dance Company. Maybury Infants took part under the guidance of Dance Woking, who also made a video of Seated Dance from Brockhill. The Devyne Dancers interpreted the difficulties of being a refugee. Two Muslims recited prayers. The Bangladeshi women prepared some food and Liaise Women’s Group displayed their artwork. There was a delicious buffet to round off the evening.</p> <p>On a scorching hot day on Saturday 30th June five teams came together to play in the <u>Football Tournament</u>. There were 4 Muslim teams including a refugee team and 1 Christian team.</p> <p>The <u>third Pilgrimage</u> was around Brookwood Military Cemetery on Sunday 5th August, where a tour of the war graves was followed by the first Interfaith service with the Last Post Association. 40 people attended. Prayers were offered by Muslim, Baha’i, Hindu and Sikh leaders in the Christian Service. This was well received and is to be an annual event.</p> <p>Woking primary school children publicly displayed their peace posters and essays on Saturday 22nd September at Mercia Walk, in the 6th annual <u>International Day of Peace</u> prize-giving. The audience comprised children, family, friends and</p>

Annual Report by Council Representatives on Outside Bodies

	<p>staff of The Marist, Westfield, Barnsbury, St Mary's CofE, Byfleet and New Monument primary schools and also secondary school students attending the Shah Jahan Mosque. About 60 people attended.</p> <p>'Who do we think we are?' took place on Saturday 24th November at Parkview, Sheerwater. The attendees were encouraged to sit around tables in mixed faith groups. A clip from Youtube introduced the session. Then a set of questions provided discussion points to investigate each person's past through two generations. A planned break for tea was abandoned as no-one wanted to stop talking! Everyone thoroughly enjoyed the event and thought it was a shame that only 18 people attended. (11 Christians; 1 Jewish Faith; 6 Muslims).</p> <p>Tuesday February 12th 2019 '<u>Can faith institutions save the planet?</u>' at HG Wells. About 120 people came from far and wide to hear the Rev Andrew Watson, Bishop of Guildford, and Shakout Warraich, CEO Faith Associates, speak about environmental issues associated with churches and mosques. They both gave extraordinary, inspirational and passionate speeches examining the darker side of what religion has done in the past, what is happening now and what needs to be carried out in the future. The audience was encouraged to start the movement themselves in small, local initiatives as well as supporting the national proposals. After a delicious buffet meal, the speakers answered questions put forward by the audience. The mayor closed the event with a summary of the thoughts before giving a vote of thanks. It was an enjoyable as well as motivational evening.</p> <p><u>Website</u> www.wpof.org.uk</p> <p>Our new modern website has been launched and is maintained and updated by our administrator, Kerry Barry.</p> <p><u>Education Project</u></p> <p>A multi-faith morning for the pupils in Year 9 at BDB School was successfully held on Wednesday 25th April 2018. There were speakers from Buddhism, Christianity, Humanism, Islam and Judaism. After class sessions on each 'faith', the panel of speakers answered questions raised by the whole year group. About 120 pupils participated.</p> <p>On Tuesday 4th July 2018, a team descended on New Monument School for a multi-faith afternoon. The speakers were from the Baha'i Faith, Buddhism, Christianity, Judaism, Humanism and Islam. They presented an assembly-style format to Key Stage 1 and Key Stage 2. About 200 pupils listened, enjoyed and joined in with the singing.</p>
Future Activities:	<p>Saturday 9th March & Monday 25th March Ladies' Coffee Morning, New Life Church, GU22 9BX</p> <p>Saturday 15th June Football Tournament, Winston Churchill School, Woking</p>

Annual Report by Council Representatives on Outside Bodies

	<p>Tuesday 18th June Refugee Week Event HG Wells, Woking</p> <p>Sunday 4th August Last Post Multi-Faith Service, Brookwood Cemetery, Dawney Hill, GU24 0JB</p> <p>Saturday 21st September International Day of Peace Mercia Walk, Woking</p>
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Matters of Note or Concern:	<p>The new administrator, Kerry Barry, has settled in and is working well.</p> <p>The organisation would like to work in more schools and is willing to provide resources for PHSE and RE.</p> <p>Rev Nick Hutchinson resigned from the Trustees due to work commitments. A new C of E vicar is being sought to take his place.</p> <p>More faith institutions are being encouraged to become members.</p>
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Citizens Advice Woking – Councillor Hilary Addison

Outside Body:	Citizens Advice Woking
Councillor(s):	Cllr Hilary Addison
Date Completed:	14 th February 2019
Meetings Attended:	Trustee Board Meetings on 5 th June 2018, 2 nd October 2018 and 29 th January 2019
Description of Outside Body:	<p>Citizens Advice Woking (CAW) was established in 1939. It is a registered charity and a company limited by guarantee. CAW is a member of Citizens Advice (Cit A) and is audited every three years to ensure it meets the membership standards as determined by Citizens Advice nationally. It also holds the Advice Quality Standard (AQS) quality mark for General Help with Casework in the areas of welfare benefits, debt and housing.</p> <p>The aims and principles of CAW are to provide independent, impartial, confidential and free advice to all of the residents of Woking and anyone who works in the Borough. CAW values diversity, promotes equality and challenges discrimination.</p> <p>It has two main objectives. The first is to provide the advice people need for the problems they face and to support them to decide what options to take to improve or resolve their situation. The second is to raise local and national issues to help improve policies and practices that affect peoples' lives.</p> <p>It offers advice sessions every day in its town centre offices between 10am – 4pm and until 7pm on Tuesdays as well as outreach sessions at The Vyne in Knaphill and The Mascot Hub in Sheerwater.</p>
Update on Recent Activities	<p><u>Key Statistics - since 1st June 2018</u></p> <ul style="list-style-type: none"> • 4085 clients helped with 14,216 different issues • £1,178,388 income gain for clients • £211,924 debt written off for clients <p><u>Fundraising / Donations –</u></p> <ul style="list-style-type: none"> • Legal Walk – raised £6,000 • Vitality 4 x 5k run at the London Stadium – raised £2,500 • Other events - £1,500 • Donations -- £5,000

Annual Report by Council Representatives on Outside Bodies

	<p><u>Staff Development</u> – Mental Health, GDPR and ASK Training for all staff.</p> <p><u>Projects Undertaken</u></p> <ul style="list-style-type: none">• Healthwatch – health and social care stories shared with Healthwatch Surrey to influence improvements in existing services• Energy Best Deal – supporting people with the best way to manage their electricity and gas bills• Court Help Desk Project – the prevention of homelessness by supporting those clients who have been taken to court by their landlord or mortgage provider <p><u>Additional Services</u></p> <ul style="list-style-type: none">• Outreach session opened at the Mascot Hub in Sheerwater in September on Thursday mornings
Future Activities:	<p><u>Universal Support – Help to Claim Service</u></p> <p>From 1st April 2019 anyone who needs to claim Universal Credit will be able to approach citizens advice for help with making their claim and will continue to receive support until they receive their first payment</p> <p><u>Fundraising</u></p> <ul style="list-style-type: none">• A Cake stall and teddy tombola will be held in the town centre on 22nd February• A Quiz Night will be held on 1st March at Chobham Golf Club• Teams will be entered into the Vitality 4 x 5k Run at the London Stadium in July
Matters of Note or Concern:	<p>The decision by the Council's Executive Committee to ring fence £38,000 of the Grant for 19/20. Originally it was agreed a decision on whether this would be released would be made at the Executive Meeting at the end of March and would then be paid during 19/20. At the Executive Meeting in February, it was decided to defer this decision until September. This will make it extremely difficult to plan the 19/20 Budget and continue to offer the same level of service. There is concern the reserves in March 2020 will be barely adequate to satisfy the auditors and therefore services will be curtailed during the year 2020/21.</p>

Woking Access Group – Councillor Hilary Addison

Outside Body:	Woking Access Forum
Councillor(s):	Hilary Addison
Date Completed:	25.02.2019
Meetings Attended:	4 meetings over 2018/19
Description of Outside Body:	Woking Access Forum is an organisation that supports Woking Borough Council, Surrey County Council, the NHS (Surrey Heartlands) and the voluntary sector to resolve any access issues
Update on Recent Activities	Redevelopment of Woking Town centre, redevelopment of Red Carpark (was above Toys R Us), help with consultation regarding Victoria Arch, resurfacing various parts of Woking town centre, ensuring access for all, challenging removal of the crossing outside Albion House (Woking Station), supporting the Council to make more disabled parking spaces for high vehicles which have rear and side exits (as per motability guidance), work with Woking Borough Council on their new project Woking Sportsparks, to modify it so it's accessible for all (which should have been done at planning stage), working with WBC/Freedom Leisure refurbishment of the pool in the park changing rooms, supporting the regeneration in Sheer Water re-access issues support services, particularly on mental health
Future Activities:	Monitor concerns regarding town centre, ensure that changing places toilet are put into the pool in the park and the Sportsbox, and the new Sheerwater Leisure Centre, disabled parking within the Borough, support Woking Borough Residents in any access issues they may incur
Matters of Note or Concern:	Lack of consultation within the Borough staff regarding any building projects they have, the accessibility within social housing, or lack of it (Housing for life), redevelopment of Woking Railway station, and any redevelopment within Woking Borough, particularly Sheerhouse West Byfleet, access issues concerning Horsell Common.

Woking ShopMobility – Councillor Hilary Addison

Outside Body:	Woking Shopmobility
Councillor(s):	Cllr Hilary Addison
Date Completed:	4.3.2019
Meetings Attended:	4 plus other activities
Description of Outside Body:	The object of the Society is to promote the relief of all disabled persons within Woking and District by improving their mobility in particular by the provision of wheelchairs and other equipment.
Update on Recent Activities	Shopmobility handled 1024 visits in the Quarter October-December 2018 which is the highest number of recorded at any quarter. The annual Christmas tombola raised £805. 2 scooters were purchased at a cost of £3200.
Future Activities:	<p>Three 3 wheel scooters need to be replaced to ensure that Shopmobility continue to meet the different requirements of the clients. The practicality and potential utilisation of a tandem scooter for use by couples and/or carers is being investigated.</p> <p>Shopmobility currently run:</p> <ul style="list-style-type: none"> 26 scooters 8 power chairs 19 manual wheelchairs <p>Shopmobility continue forging links with organisations who provide support for the elderly.</p> <p>It is planned to run the community pancake race in the town square on Shrove Tuesday.</p> <p>Woking Football Club have agreed that Shopmobility can take a bucket collection on 9th March</p>
Matters of Note or Concern:	No major issues as finances for 2019 are stable now we have received the Woking Borough Council grant.

Woking Community Transport – Councillor Deborah Hughes and Councillor Graham Chrystie

Meetings attended;

Both Councillors have attended all the meetings this year.

15.06.18; 19.10.18(AGM); 14.12.18; 8.3.19

Description of Outside Body

Woking Community Transport (WCT) is a registered charity based at the Moorcroft Centre in Westfield. It has a diverse membership of over 2000 people; primarily older people for its Council sponsored Dial a Ride service.

It provides several services;

- Dial a Ride (DAR)
- Town Centre Buggy
- Group Hire
- Contracts with SCC, for Home to school; Social Care; and the Library
- Contracts with NW Surrey CCG for patient transport services to the Bedser Hub, the Woking and Ashford hub

They have a robust and proactive business model. The accounts and activity are discussed at all Councillor attended meetings.

The new bus supported by WBC is due for delivery this month. Their fleet permits WCT to provide a flexible service to our residents, providing services for which they do not strictly cover their cost. For example the DAR where there may only be one or two passengers to a community centre.

Update of recent activities;

The activity of the services has increased since last year. The particular area of notable change is the work developing from the Bedser hub, where activity has doubled since last year. Here WCT are able to provide prompt local transport, which means that patients are not collected hours early for their appointment and are returned home at a timely way.

They have been proactive in securing new contracts, including more with SCC for home to school services, including specialist transport for special schools such as Freemantles and Jigsaw.

SpecSavers has entered into a sponsorship arrangement with the group for the town centre buggy, following the failure of Woking Shopping to engage. The buggy will carry the new SpecSaver logo along with that of the Borough Council.

They have completed over 100,000 journeys in the first 10 months of this year. User satisfaction with the service is very high.

Efficiencies and Governance

- Review of membership under GDPR rules completed.

Annual Report by Council Representatives on Outside Bodies

- Vehicle tracking (Quartix) has been introduced. This has resulted in a reduction in petrol costs; improved use of resources; ability to monitor driver speed and driving style; reduced insurance costs.
- The use of their own garage provides great efficiency with vehicles off the road for the shortest possible time.
- They have recently conducted a full review of their administrative functions, and updated their policies.
- Updated their website.

Matters of Council Interest

1. WCT is delighted to be moving to the new site next year and is keen to work with WBC on this exciting development.

However, in the interim, arrangements for the parking of the buses remains a problem. Arrangements at St Marks Church have ceased and now the buses are taking up all parking on St Marks and around neighbouring streets. *There is a request that in this interim period they are given permission to park up to 15 buses on the Meadows Care Park, Monday to Friday from 10-2?*

2. The high cost of electric vehicles
3. Section 19 permits/ Operators (commercial) Licence. Uncertainty about these permits has been taken up via the Secretary of State for Transport. It is hoped that any future decision will be favourable to community transport services. In the meantime, SCC will not allow community transport service to bid for contracts with them. However, this does not seem to preclude SCC directly offering WCT contracts!!
4. Still awaiting an actuarial review of their pension fund, but they have made appropriate contingencies within their accounts for this. SCC hold their pension accounts, but WCT have no sight of the detail and are awaiting the next actuarial review where they expect a reduction in their contributions. Frustration at lack of information from SCC on this.

Conclusion

The Councillor observers are confident that the Council's grant funding of WCT is well spent and constitutes good value for money. WCT has succeeded in increasing revenue by good and efficient management. The business is run by a competent team who are dedicated to the professional delivery of this service on behalf of Woking residents. We have a thriving community transport service of which, even in difficult times, Woking can be justly proud.

COUNCIL – 4 APRIL 2019

ANNUAL REPORT ON MEMBER LEARNING AND DEVELOPMENT

Executive Summary

Each year the Council puts in place an extensive programme to support the learning and development of Elected Members. This report seeks to give a comprehensive picture of the activities of the past year as well as looking forward to the coming Municipal Year.

In addition, the Policy for Member learning and development is reviewed annually by the Lead Members responsible for promoting learning and development amongst Councillors, and is now before the Council for approval.

Recommendations

The Council is requested to:

RESOLVE That

- (i) the Elected Member learning and development activities of 2018-19 be noted; and
- (ii) the updated Policy for Elected Member Learning and Development, as set out in Appendix 2 to this report, be adopted.

The Council has the authority to determine the recommendations set out above.

Background Papers: None.

Reporting Person: Councillor C Kemp, Lead Member for Elected Member Training and Development
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Date Published: 27 March 2019

Annual Report on Member Learning and Development

1.0 Introduction

- 1.1 Over the past year the Council has undertaken a wide range of activities and events through the Council's programme of learning and development for Elected Councillors. This report seeks to bring together all the different elements in a comprehensive review of the past year, with a view to informing the programme for the coming year

2.0 The Lead Members

- 2.1 In 2015 the Council's Selection Panel proposed that the SEE Charter for Elected Member Development Group should be disbanded and in its place Lead Members were to be appointed to take forward the aims and objectives of Member learning and development.
- 2.2 A Lead Member was appointed from each of the Political Groups, to ensure cross-party involvement. The Lead Members named for 2018/19 are Councillor Kemp, Councillor Johnson, Councillor Raja and Councillor Bond. In addition, Councillor Kemp was appointed the Lead Member for Woking Borough Council on Elected Member learning and development.
- 2.3 A protocol for the Lead Member was drawn up to set out the roles and responsibilities of those Members appointed to the position. A copy of the protocol is attached at Appendix 1.
- 2.4 The four Lead Members have been consulted in the drafting of this report.

3.0 The Council's Learning and Development Policy

- 3.1 The Council's Learning and Development Policy for elected Members was comprehensively reviewed in 2015 by the Member Development Panel, before being agreed at Council. At the time, it was agreed that the Policy would be presented to Council annually in order to ensure that it remains relevant and continues to underpin the Council's approach to Member learning and development.
- 3.2 In their discussions on the draft policy, the Member Development Group highlighted the need to raise and maintain awareness of the policy. Towards this end, the policy has been integrated in induction sessions for new Councillors and forms part of the new Members' pack.
- 3.3 The Lead Members for Member Learning and Development have been given the opportunity to consider whether any substantial changes are needed to the Policy. A copy of the updated Policy is attached at Appendix 2 to this report; no substantial changes are proposed.

4.0 The Charter for Member Learning and Development

- 4.1 The Charter provides a robust, structured framework designed to help authorities enhance and hone member development and is overseen by South East Employers, one of the nine regional employers' organisations which represent the interests of local authorities and public sector bodies in England. As the regional employers' organisation for the South East, SEE is independent and not-for-profit.
- 4.2 The Charter recognises that the Authority is committed to Member development. Charter status adds to the positive image and the reputation of the Authority, providing an outward statement of the value the Council places in its elected Members. The Charter provides the quality assurance to the local community that Members have the skills and expertise required of the role of Elected Member.
- 4.3 The Charter demonstrates that the Council:

Annual Report on Member Learning and Development

- is fully committed to developing Elected Members in order to achieve the Council's aims and objectives;
 - has adopted a member-led strategic approach to Elected Member development;
 - has a member learning and development plan in place that clearly identifies the difference development activities will make;
 - sees that learning and development is effective in building capacity; and
 - addresses wider development matters to support Councillors.
- 4.4 The Council first achieved Charter status in January 2008. Every three years the Council needs to confirm that it is committed to re-accreditation and in 2011 the Council successfully sought the Charter for a further three years. Due to exceptional circumstances, in particular the need for the Council to concentrate its resources on the Borough Boundary Review, the 2014 assessment was postponed to 2015. The 2015 assessment was again successful and the Council retained the recognition for a further three years.
- 4.5 In November 2018 the Council, in consultation with the Lead Members, prepared a detailed submission, including a lengthy reference library of documents, to South East Employers. An Assessment Team on behalf of South East Employers visited Woking and interviewed a range of Members and Officers to gain a comprehensive view of the work undertaken by the Council. The assessment was very successful and at Council on 6 February 2019 the Chairman of South East Employers, Rory Love OBE, formally presented the Mayor with the Charter certificate.
- 4.6 The Council now holds the Charter for three years, with a further detailed assessment to be undertaken later in 2021 if the Council is to achieve reaccreditation. However, to ensure standards are maintained, and indeed improved upon, a 'mid-term' assessment will be undertaken by South East Employers in 2020.
- 4.7 As part of the Charter Mark assessment, feedback was received from South East Employers on the Council's performance. The Assessors noted Woking Borough Council's strengths which included excellent feedback from Councillors on the Democratic Services Team, the highly valued new Councillor Induction Programme, Mandatory Member Development and having the Lead Member Role in place across the four Political Groups.
- 4.8 The Assessors identified future priorities for the Council and encouraged the Authority to consider seeking the Charter Plus Mark. The Assessment had highlighted areas for improvement, including increasing Member engagement, joining together the Leaders one to one meetings with Member Development Corporate Development Programme and the suggestion of webcasting training events with a view to making the recordings available to those Councillors who could not attend the session.

5.0 Member Learning and Development Programme 2018/19

- 5.1 Each year a programme of training events, briefings and engagement sessions is arranged for Borough Councillors involving Council Officers, external trainers and other agencies and bodies, such as Surrey Police, NHS Surrey and Surrey County Council. This section summarises the events staged over the past Municipal Year.
- 5.2 The majority of these events were led by Council Officers, and were thus free of cost to the Council. Outside trainers were used for special events on four occasions (marked with asterisks on this list). Funds are also kept in reserve for events such as conferences, seminars and longer training courses Councillors may wish to attend.

Event	Date
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Annual Report on Member Learning and Development

Election Briefing	21 May 2018
Planning Training	22 May 2018
Brookwood Cemetery Visit	24 May 2018
Theatre Visit and Briefing	31 May 2018
Licensing Training	21 June 2018
Sheets Heath Visit	30 June 2018
Kings Cross Visit	4 July 2018
Future Joint Working	11 July 2018
iPad Training	Various dates in June 2018
HG Wells Documentary Viewing	15 July 2018
Woking Sportsbox and Sheerwater Athletic Track Visit	17 July 2018
Could You Be A Councillor Event	21 July 2018
The Basingstoke Canal Society Briefing and Boat Trip	31 July 2018
Tree Strategy Briefing	6 September 2018
Hoe Valley School Visit	18 September 2018
Designing Places Workshop	24 September 2018
Surrey Anti-Social Behaviour Forum	11 October 2018
Finance Training	17 October 2018
Private Viewing at The Lightbox	23 October 2018
Climate Change Briefing and Crastock Farm Site Visit	27 October 2018
Dementia and Carers Awareness Training	6 November 2018
Compulsory Purchase Order Briefing	8 November 2018
Thameswey Briefing	14 November 2018
'Making Every Contact Count' Workshop	Various dates in November/December 2018
Mental Health Awareness Training	12 December 2018
Private Viewing at The Lightbox	29 January 2019
Surrey Police Presentation	13 February 2019
Voters ID Briefing	6 March 2019
Ashford and St Peters Hospitals Presentation	4 April 2019
Open Conversation Conference	26 April 2019

- 5.3 In addition to arranging training events and briefings for Councillors, briefing papers are provided where appropriate. The past year has seen the consideration of a range of briefing papers by the Overview and Scrutiny Committee on key topics, including scrutiny topic selection, Call in, Councillor Call for Action, the Overview and Scrutiny Toolkit, Part II (confidential) documents and the Council's Freedom of Information management system.

Annual Budget

- 5.4 The expenditure on Member Development in the year 2018-19 to-date is summarised below. The annual budget is £7,500. The costs of the Leadership Programme (£23,636) is a one-off expenditure incurred by the Council as part of its overall Leadership Development Programme and was reported through the Green Book.

Annual Report on Member Learning and Development

Event	Cost
Planning Training	£1,551.90
Kings Cross Site Visit	£1,252.15
ACM Training- Presenting Skills Workshop (Cllr Raja)	£118.80
Mental Health Awareness Session	£300
Leadership and Management Skills Workshop (Cllr Raja)	£114.24
Leadership Development Programme	£23,636
Open Conversations Conference (Cllr Raja & Cllr Hussain)	£390
Total Costs	£27,363.09

Leadership Development

- 5.5 In 2017/18 the Council approached Korn Ferry, a company specialising in leadership and management development training, to draw up a programme aimed at the Senior Officers of Woking Borough Council. The programme was extended in 2018 to include the members of the Executive. The objective the Member programme is to achieve a greater level of strategic thinking and cohesion across the Members of the Executive. The work will equip the Councillors (and Senior Managers) to think about, and plan for, future challenges, including succession planning.
- 5.6 The programme includes a personality questionnaire to create individual profiles, feedback sessions three development sessions, looking at the different management techniques and styles that will assist the Councillors in their duties.
- 5.7 In view of the one-off cost of the training programme, the programme was reported in the Green Book as follows:

“The Council is currently working with an external organisation to undertake a comprehensive learning and development programme for Senior Managers of the Council and the Members of the Executive. The aim is to build on the capability and resilience of the management of the Borough Council to ensure that it has the ability to cope with the challenges and changes for local government up to 2021/22. It was anticipated that this one-off project would create a significant stretch for the Council’s training budgets; however it was felt that the budgets should not be inflated unnecessarily. The cost of the training programme for Senior Managers and the Members of the Executive has therefore led to an overspend in the current year in the Member learning and Development budget and Staff training budget. The Council continues to support all officers with learning opportunities to ensure our knowledge and skill levels are fit for purpose.”

6.0 Member Learning and Development Programme 2019-20

- 6.1 The programme for the coming Municipal Year is being developed and currently includes the following:

Event	Date
Induction by CMG	8 May 2019
Induction by Democratic Services	9 May 2019
Code of Conduct	15 May 2019
Planning	21 May 2019

Annual Report on Member Learning and Development

General Data Protection Regulation (GDPR) – Computer based training (Newly Elected Cllrs).	May 2019
Health and Wellbeing Members Briefing	5 June 2019
Licensing Training	11 June 2019
Scrutiny	17 June 2019
Finance Briefing	June 2019
IPad and Mod Gov Training	June 2019
Could You Be A Councillor	3 July 2019
Diversity and Equalities Training	2 July 2019 (TBC)
Tree Training Session	10 July 2019
Council Tax and Business Rates Members Briefing	11 September 2019
Health and Safety	16 October 2019
Asset Management	TBC
Safeguarding	TBC
PowerPoint Training	TBC

- 6.2 During the year itself, additional in-house briefings and training events will be arranged. These will include briefing sessions involving partners (for example Police, Thamesway, Surrey County Council departments, the Lightbox, etc). As in past years, briefing sessions on current issues will be arranged as necessary.
- 6.3 There will be a number of training sessions on core skills offered during the year.
- 6.4 Opportunities for training by outside organisations (conferences and seminars etc) will also be offered to Members regularly, usually via Group Leaders.
- 6.5 In the meantime, all Members of the Council are encouraged to submit suggestions for future training or briefing opportunities which could help them in their roles. Officers will be proactive in seeking these suggestions, communicating regularly with Members.

7.0 Mandatory Training

- 7.1 At its meeting in October 2017, the Council resolved to introduce a programme of mandatory training for Elected Members be introduced as part of the Council's Learning and Development Programme for Councillors from May 2018.
- 7.2 Topics to be included in the programme will include:
- Code of Conduct
 - Diversity and Equalities
 - Finance Training
 - Health and Safety
 - Induction Training
 - Licensing Training
 - Planning
 - Safeguarding
 - Scrutiny

Annual Report on Member Learning and Development

7.3 Group Leaders will be encouraged to monitor the attendance of their Members and if necessary review their membership of Committees if they have not attended the relevant mandatory training. Details of attendance at events over the past year are set out in Section 9.0 of this report.

8.0 Online Training

8.1 The Council agreed that, where possible, training would be provided online (i.e. computer based training) enabling Members to undertake the training at a time most convenient to them. In May 2018, all Members of the Council were asked to complete an online training module on the General Data Protection Regulation – details are set out later in Section 9.0 of this report.

8.2 The online training was provided through the Local Government Association which operates a series of modules aimed at Councillors, including the following list. Officers will continue to explore the potential of online training.

Community engagement and leadership	Considers the important role of a councillor as a community leader and advocate for their local area.
Councillor induction	Provides a useful introduction to the increasingly diverse and complex role of being a local councillor.
The Effective Ward Councillor	Looks at the key skills of being an effective Councillor including time management, prioritisation of tasks and the importance of effective communication.
An Introduction to Housing	This course will enable Councillors to understand their role in how housing is managed and financed in the public sector.
Licensing and regulation	Looks at why licensing and regulation is necessary, what regulatory services are their role and function and the role of the Councillor in licensing and regulation.
Scrutiny for Councillors	Aimed at councillors who sit on the Overview and Scrutiny Committee of a Council, involved in scrutiny work or wish to learn more about the overview and scrutiny function of a Council.
Planning	An introduction to the planning process and explains the councillor's role in the planning system.
GDPR	Training for Councillors on the General Data Protection Regulation.

9.0 Attendance at Training Events/Briefings

Mandatory Training

9.1 Set out below are details of the training provided to Councillors under the mandatory programme over the past year. Attendance figures for all events across the year are set out in Appendix 3 to this report.

Finance Training

9.2 It should be noted that, under the approach adopted by the Council, all Councillors should attend at least one Finance Training session during their four year term. The Finance Training

Annual Report on Member Learning and Development

was held on 17 October 2018 and was attended by ten Councillors. The training is held annually.

GDPR

- 9.3 Councillors were invited to complete an online training module on the impact and requirements of General Data Protection Regulation in May 2018. The training was provided through the Local Government Association which provides online training free of charge. In view of the nature of GDPR, the online training was highlighted as mandatory for all Councillors. Councillors were also offered a drop-in session during which they could complete the module and seek the support of Officers if necessary (eight Councillors attended the drop-in session). To-date, 25 of the Borough Councillors and Claire Storey (Independent Co-opted Member) have completed the module.

Induction Training

- 9.4 The Council identified Induction as an area that should be classed as mandatory. The induction training programme currently consists of two evening sessions looking at the corporate priorities and activities and providing practical information to newly elected Members. The dates of the Induction sessions are shared with the Political Groups in advance of the election and for 2018 they were identified as mandatory. Of the Members new to the Council, both attended the sessions. A number of existing Councillors attended the briefing provided by the Corporate Management Group.

Licensing Training

- 9.5 Seven of the ten Members of the Licensing Committee attended the mandatory licensing training for the Members of the Committee. The training was held on the evening of the first scheduled meeting of the Licensing Committee on 12 June 2018 (the meeting of the Committee was cancelled due to a lack of business).

Planning Training

- 9.6 The Planning Training run in May 2018 was highlighted as mandatory for the Members of the Planning Committee. The training was provided by an external provider and is held annually to ensure that the Members are kept informed of the latest guidance. Eleven Members of the Council attended the training, including six of the Members of the Planning Committee.

10.0 Could You Be A Councillor? 2019/20

- 10.1 Woking Borough Council will again be hosting an event for individuals interested in standing as a Borough Councillor in 2020. A free workshop for members of public will be held on 3 July 2019. The event will be led by Lead Member for learning and development and will outline the roles and responsibilities of a Councillor, as well as the practicalities of registering to stand as a candidate. Other Members of the Council have been asked to participate and help in answering any questions raised.
- 10.2 A handbook has been developed to provide information for residents interested in finding out more about Councillors, their roles and how to stand in a local election. The handbook is updated annually and made available online and through Could You Be A Councillor Briefings.

11.0 Elected Member Surveys

All Member Survey

- 11.1 The Council undertakes a detailed survey of all Councillors every two years.

Annual Report on Member Learning and Development

11.2 The survey was introduced as part of the Council's commitment to Member Development and its objectives under the Charter for Member Development. The survey has been developed specifically for the elected representatives of Woking Borough Council and covers two key areas: Councillors' Roles and Responsibilities; and Member Development. A similar survey was undertaken at the end of 2018. The results will help the Council to improve the programme of development and training on offer to Councillors.

11.3 The next survey is due to be undertaken in December 2020.

Retiring Members

11.4 A questionnaire will also be sent to those Councillors who step down in May 2019. The questionnaire seeks feedback on their experiences with a view to improving arrangements and facilities for future Councillors. The questionnaire is sent out late May/early June following a Borough election.

New Members – Six Month Questionnaire

11.5 A feedback form is sent to those Councillors elected to the Borough Council during the May elections to seek feedback on the induction process and the support they have received following their successful election. The information is used to improve future arrangements for newly elected Members.

12.0 Implications

Financial

12.1 There are no financial implications arising from this report. The Council has an allocated budget (£7,500) for Member learning and development which is used to employ external trainers and enable Members to attend events away from the Borough. The budget is carefully managed to ensure that it is not overspent.

Human Resource/Training and Development

12.2 This report sets out the extent of the Council's programme of learning and development offered to Councillors and provides an update on the Council's Charter status, the roles and responsibilities of Councillors and the Authority's policy for Member learning and development.

Community Safety

12.3 There are no community safety implications arising from this report.

Risk Management

12.4 There are no risk management issues arising from this report. However, the importance of a comprehensive training programme in regard to risk management is emphasised.

Sustainability

12.5 There are no sustainability issues arising from this report.

Equalities

12.6 There are no equalities issues arising from this report.

Safeguarding

12.7 There are no safeguarding issues arising from this report.

13.0 Consultations

This report has been prepared in consultation with the Lead Members for Elected Member learning and development.

REPORT ENDS



Protocol for Cross Party Engagement in the Development of the Learning and Development Programme for Elected Members.

2019/20

In May 2015, Woking Borough Council disbanded its cross-party Panel for Member Learning and Development, noting that the elements overseen by the Panel had become embedded in the processes and services of the Council.

This Protocol has been drawn up to define the role of the Lead Member and put in place measures to ensure that a cross-party approach is maintained following the decision to disband the Panel. Expectations of the roles played by Group Leaders are also referred to in the Protocol. Officers will work with the Lead Member for Elected Member Development over the year on managing and further developing the Council's approach to Member Learning and Development.

-
- The Lead Member to work with Officers in developing and taking forward new initiatives and approaches in Member learning and development.
 - The Lead Member to lead on the annual review of the Member Learning and Development Policy and to present the Policy to Council on an annual basis.
 - The Lead Member to oversee the continuing development of the Member Learning and Development Framework, presenting the Framework to the Executive and/or Council if necessary.
 - The Lead Member to champion Member learning and development across the authority, including opposition Members.
 - The Lead Member to promote the Council's Charter for Elected Member Development through South East Employers, ensuring that any outcomes arising from the three year reassessments and mid-term assessments are taken forward.
 - Cross-party support to be sought for all elements of the Council's Learning and Development Policy.
 - The Lead Member to ensure that opportunities for learning and development are available to all elected Members, regardless of political affiliation.
 - The Lead Member to ensure that the Council ensures the equality of the Learning and Development Programme, with timing of events to take into account cultural and personal circumstances.

Annual Report on Member Learning and Development

- The Lead Member to champion a wide range of delivery methods to meet the learning styles of Councillors.
- Opposition Groups to be consulted on new learning and development initiatives before their introduction.
- Group Leaders to be consulted on specific requests or proposals for training opportunities received from elected Members, the Lead Member or Officers.
- The Lead Member to review the feedback received from post event questionnaires, the Member Surveys, the surveys of newly elected Councillors and the surveys of recently retired Councillors.
- Group Leaders to promote learning and development opportunities amongst the Members of their political group.
- Group Leaders to review the learning and development needs within their political group and identify any gaps in the programme of events.
- Group Leaders to promote the Council's Learning and Development Framework and the Roles and Responsibilities of Councillors to the Members within their political group.
- The Lead Member to promote and support the annual 'Could You Be A Councillor' event targeting individuals interested in seeking office as a Borough Councillor.
- The Lead Member to monitor the Council's budget for the learning and development programme.
- The Lead Member to monitor Member attendance at the learning and development events, raising any concerns with the relevant Group Leaders if necessary.
- The Lead Member to oversee the development of a strategic approach and comprehensive programme of events in anticipation of the May 2016 all-out elections.
- The Lead Member to monitor the progress of the Elected Member Learning and Development action plan.

Member Learning and Development

Contact Details

The Council's Learning and Development Programme is managed by Hanna Taylor, Democratic Services Officer, Telephone 01483 743056 or email hanna.taylor@woking.gov.uk



Woking Borough Council

Member Learning and Development Policy 2019/20

Revised April 2019

Introduction

Woking Borough Council is committed to the training, development and learning of the elected Members throughout their terms of office, from the point at which they first express an interest in standing as a Borough Councillor to their retirement from public office. Elected Members are integral to achieving the Council's aims and strategic objectives and to the delivery of high quality services.

The Council recognises that Members have different skills and expertise gained through employment and life which can all be used for the benefit of the Council and the community as a whole. As such, Woking Borough Council is keen to enable Members to access as many development opportunities as possible to make them effective in their ever changing role as a Councillor.

Member development can have a significant impact on the performance of the organisation. Well-equipped Members are able to contribute to the running of the Borough, and can deal with the challenges and changes faced by the organisation.

The Member Development Policy applies to all elected Members. It also applies to any co-opted Members, including the Independent Co-Opted Members of the Standards and Audit Committee and the Council's Independent Person. The implementation of this Policy is being led by the Lead Members for Member learning and development.

The Council's Vision and Values

The Council's Vision is 'Towards Tomorrow Today.' It means:

- achieving things and looking to improve;
- having a forward-thinking attitude;
- building on what is good today; and
- planning and working for the future.

The vision demonstrates that the Borough Council is an organisation that:

- achieves things and looks to improve;
- aims to be innovative and have a forward-thinking attitude, building on what is good today; and
- plan for, and work towards, the future.

This Vision is supported by a statement of intent about shaping the Council's future, comprising a number of value aims under the three key thematic areas of:

- **PEOPLE** - A healthy, inclusive and engaged community
- **PLACE** - An enterprising, vibrant and sustainable place
- **US** - An innovative, proactive and effective Council

The Council's Priorities

Woking Borough Council provides a wide range of services and facilities and, to ensure that its resources are used in the most effective way, has to set priorities. The Council's focus is on four key priority areas:

- decent and affordable housing
- economic development
- the environment
- health and well-being.

Woking's Community Strategy

Our Community Strategy sets out a number of aims under six key themes identified by the community:

- A **strong community spirit** with a clear sense of belonging and responsibility;
- A clean, healthy and safe **environment**;
- A **transport system** that is linked and accessible, recognising Woking's potential as a transport hub;
- Access to **decent, affordable housing** for local people and key workers;
- A community which values **personal health and well-being**; and
- Provide opportunities and encourage people to **participate in learning** throughout their lives so they progress and reach their full potential.

The Role of Members

The locally elected Councillor has a key role in achieving improved outcomes in the community. As Elected Members (Members) of the Council they have to perform a multi faceted role of Community Leader, Community Representative and Community Champion.

In these roles Members have a key part to play in achieving the Council's Service and Performance Plan and in helping it make its contribution to the Community Strategy. The participation by Members in learning will help them reach their full potential and equip them to fully contribute to the delivery of the Service and Performance Plan and the Community Strategy objectives and key priorities.

The purpose of the Member Development programme is to provide a supportive environment to enhance the knowledge, capabilities, and experiences which individual Members identify are required to enable them to perform the Members' role.

All Members have individual responsibility to:

- Identify their own learning and development needs and to seek opportunities to improve their effectiveness and increase their potential.
- Share their knowledge and skills with the peers.

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- Review and evaluate learning and development activities so as to apply increased knowledge, skills and personal qualities developed through those activities.

Group Leaders are responsible for ensuring that their Members have the necessary skills, knowledge and competencies to carry out their Council and community responsibilities. They are primarily responsible for ensuring that Members participate in the training and development activities which are necessary to enable them to do so, and to achieve the Council's aims and objectives.

The Council's Commitment to Member Development

By signing up to the South East Charter for Elected Member Development, the Leader of the Executive, the Group Leaders and the Chief Executive of Woking Borough Council, have demonstrated a clear commitment to improving and sustaining the standards of Member development within the Council.

The Council is committed to supporting Members in their role and view the achievement of the South East Charter for Elected Member Development as an important recognition of its efforts. In support of the development of all its elected Councillors to ensure that they are able to meet all the challenges that face them through the wide range of roles and responsibilities they hold, Woking Borough Council is committed to ensuring that:

- all Councillors have access to appropriate learning and development activities to enable them to acquire the skills and knowledge required to be an effective elected Member.
- a planned and structured approach to elected Member learning and development is taken.
- access to learning and development activities is equitable to all.
- learning and development should be linked, wherever possible, to the roles and responsibilities of Members.
- Members are supported in developing their roles as Ward Representatives and as Community Leaders.
- Members' capacity is developed to formulate and keep under review the Council's Policies and Strategies.
- a Member led strategic approach to development is adopted through the Lead Members for learning and development.
- citizenship and a good work-life balance is promoted.
- Member learning and development activities should be adequately resourced and within available budgets.
- Members should be encouraged to identify their own development needs and participate fully in learning and development activities.
- all Members are provided with a development framework to help identify learning and development needs.

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In furthering these objectives the Council will ensure that:-

- Member development will take place within a structured process, having regard to the needs of the individual and to corporate objectives;
- Members will be offered equal access to development opportunities regardless of their physical circumstances, ethnicity, race, gender, sexuality, age or religion;
- Member development will be provided and monitored in a way that is respectful to the dignity and privacy of individual Members;
- Member development opportunities will promote work/life balance, community engagement and good citizenship;
- development resources, activities and processes will give Members the knowledge, capabilities, opportunities, networks and experiences they need to fulfil their role as effectively as possible; and
- development resources, activities and processes will be regularly monitored by Members and officers to ensure effectiveness.

Mandatory Training for Elected Members

In October 2017 the Council agreed to introduce a programme of mandatory training for Elected Members, to be made available online where possible. Topics identified for the programme, together with their frequency and the target Members, are outlined below.

Training	Code of Conduct
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	Diversity and Equalities
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	Finance Training
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house training session.

Training	General Data Protection Regulation
Frequency	Once, at the start of the Councillor's first term of office.
Required	All Members.
Delivery format	Online.

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Training	Health and Safety
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house and/or external training provider.

Training	Induction Training
Frequency	Once.
Required	Newly elected Members. Re-elected Members to be encouraged to attend.
Delivery format	In-house training.

Training	Licensing Training
Frequency	Annual, as part of the agenda for the first meeting of the Committee.
Required	All Members of the Licensing Committee and Portfolio Holder and Shadow Portfolio Holder for Licensing Services.
Delivery format	In-house training.

Training	Planning
Frequency	Annual.
Required	All Members of the Planning Committee, Portfolio Holder and Shadow Portfolio Holder for Planning Services.
Delivery format	In-house and/or external training provider.

Training	Safeguarding
Frequency	Once during each four year term of office.
Required	All Members.
Delivery format	In-house and/or external training provider.

Training	Scrutiny
Frequency	Annual, as part of the agenda for the first meeting of the Committee.
Required	All Members of the Overview and Scrutiny Committee.
Delivery format	In-house and/or external training provider.

Policy Implementation

The Council has appointed Elected Members from each Political Group to take forward the Council's programme of Member learning and development. These Lead Members for Member Learning and Development are charged with the responsibility of undertaking and maintaining a self-assessment and developing and keeping under review a Learning and Development Plan for Members.

Support for the Lead Members is provided by the Council's Democratic Services Team.

The Lead Members are responsible for monitoring the Council's Member Development programme and identifying any new development opportunities. The Lead Members oversee the budgets and promote Member Development amongst the political groups. Furthermore, any feedback received on the development programme, whether from serving Councillors, newly elected Councillors or

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recently retired Councillors, is reported to the Lead Members, with any matters of concern or improvement highlighted. The majority of the work on Member Development is undertaken in consultation with the Lead Members by email or telephone; however, meetings are arranged when necessary.

The responsibilities of the Lead Members include:

- Helping their peers to identify and find opportunities to meet their learning and development needs.
- Creating an environment that encourages self-development and continuous learning and the sharing of knowledge and skills amongst the Members in the political groups.
- Evaluating investment in learning and development and participation by Members.
- Monitor feedback from Members on the learning and development programmes provided by the Council.
- Regularly review the Council's Member Development Policy.

Member Development Support and Resources

Core support for the Member Development programmes of the Council is provided by the Officers within the Council's Democratic Services Team, in consultation with the Lead Members.

The Council has a dedicated Member Development Budget which covers the costs external training and development programmes, including conferences, briefings and training events. The programme of externally provided events is supported by an extensive range of events provided by Officers and Members. The full cost of all learning and development is identified and monitored by the Council's Democratic Services Team and is reported to the Lead Members.

The Democratic Services Team is responsible for:

- supporting the Lead Members for learning and development.
- preparing the annual Learning and Development Programme and report as required by the Lead Members for learning and development.
- organising, and in some cases providing, learning and development as identified in the Learning and Development Plan.
- maintaining the Councillors role descriptions and responsibilities, the Councillors Development Framework and the Council's 'Could You be a Councillor' document.
- managing the Member Development budget.
- making the necessary arrangements for the booking of courses and other development events.
- liaising with Corporate Management Group and Business Managers to identify future development topics.

2018/19 Attendance at Training

Event	Date	Attendance
Induction – CMG (Mandatory)	9 May 2018	4
Induction - Dem Services (Mandatory)	10 May 2018	2
Election Briefing	21 May 2018	4
Planning Training (Mandatory)	22 May 2018	11
Brookwood Cemetery Visit	24 May 2018	10
GDPR Online Module (Mandatory)	May 2018 onwards	25
Licensing Training (Mandatory)	12 June 2018	7
Sheets Heath Visit	30 June 2018	9
Kings Cross Redevelopment Visit	4 July 2018	2
Future Joint Working	11 July 2018	11
Ipad Training	June 2018	3
Screening of "A Journey Worth 70 Years"	15 July 2018	3
Woking Sportsbox and Sheerwater Athletic Track	17 July 2018	6
Could You Be A Councillor? Event	21 July 2018	5
Basingstoke Canal Boat Excursion	31 July 2018	6
Jt Workshop on Surrey Waste Local Plan	6 August 2018	4
Basingstoke Canal Boat Excursion	12 August 2018	3
Tree Strategy	6 September 2018	7
Hoe Valley School Visit	18 September 2018	10
Designing Places	24 September 2018	2
Surrey Anti-Social Behaviour Forum	11 October 2018	1
Finance Training (Mandatory)	17 October 2018	10
The 'Art of Life' at The Lightbox	23 October 2018	11
Climate Change Site Visit - Cranstock Farm	27 October 2018	2

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ACM Training - Presenting Skills	04 December 2018	1
Dementia & Carers Training	6 November 2018	10
Members Briefing – CPO	8 November 2018	11
Thamesway Members Briefing	14 November 2018	10
Members Briefing – Mental Health Awareness	12 December 2018	3
'Making Every Contact Count' Workshop	Nov/Dec 2018	2
Women in Photography: A History of British Trailblazers	29 January 2019	6
Presentation by Surrey Police	13 February 2019	12
Voter ID Members Briefing	6 March 2019	7
ACM Training – Leadership & Management Skills	7 March 2019	1

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

