



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

You are hereby summoned to attend a meeting of the Overview and Scrutiny Committee to be held on Monday, 16 July 2018 at 7.00 pm in the Council Chamber - Civic Offices.

The agenda for the meeting is set out below.

RAY MORGAN
Chief Executive

NOTE: Filming Council Meetings

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

AGENDA

PART I - PRESS AND PUBLIC PRESENT

1 Apologies for Absence

2 Minutes

To approve the minutes of the meeting of the Committee held on 18 June 2018 as published.

3 Urgent Business

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

4 Declarations of Interest

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

5 Work Programme (Pages 3 - 24)

Reporting Person: Councillor I Johnson

6 Welfare Benefits and Universal Credit

Maria Zealey, Manager of the Surrey Welfare Rights Unit, will be attending the meeting to give a presentation on Welfare Benefits and Universal Credit. David Ripley, Revenues and Benefits Manager for Woking Borough Council, and Lorraine Buchanan of Citizens Advice Woking, will also be attending for the discussion.

7 Affordable Housing Proposals

Ray Morgan, Chief Executive, will outline proposals for the delivery of additional affordable housing in the Borough.

8 Performance and Financial Monitoring Information

To consider the April/May publication of the Performance & Financial Monitoring Information (Green Book). Councillors are asked to bring their copy of the Green Book to the meeting.

Reporting person: Councillor I Johnson

9 Overview of Complaints Received - Biannual Update (Pages 25 - 36)

Reporting Person: Joanne McIntosh

10 Sheerwater Regeneration Scheme Update (Pages 37 - 46)

Reporting person: Ray Morgan

A copy of the minutes of the most recent meeting of the Sheerwater Regeneration Oversight Panel are attached

11 Briefing Paper No. 2 - Call-in (Pages 47 - 50)

Reporting person: Frank Jeffrey

12 Briefing Paper No. 3 - Councillor Call for Action (Pages 51 - 58)

Reporting person: Frank Jeffrey

13 Task Group Update - Finance Task Group

To receive an update following the recent meeting of the Finance Task Group.

Reporting person: Cllr K Davis



WOKING BOROUGH COUNCIL

Overview and Scrutiny

Work Programme

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

INTRODUCTION TO WOKING BOROUGH COUNCIL'S

OVERVIEW AND SCRUTINY WORK PROGRAMME

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

- Items for consideration at future meetings of the Overview and Scrutiny Committee.
- An extract from the latest version of the Council's Forward Plan.
- Any Scrutiny Review Topics proposed by Members of the Council for inclusion on the Work Programme.
- Any topics identified for pre-decision scrutiny.
- Details of the current Task Groups under the Committee's remit.

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

The Committee

Chairman: Councillor I Johnson

Vice-Chairman: Councillor D E Hughes

Councillor H J Addison

Councillor S Hussain

Councillor J Bond

Councillor R Mohammed

Councillor G G Chrystie

Councillor M I Raja

Councillor K Howard

Councillor C Rana

2018/19 Committee Dates

- 18 June 2018
- 16 July 2018
- 17 September 2018
- 26 November 2018
- 21 January 2019
- 25 February 2019
- 25 March 2019

Suggested Additions to the Work Programme

Decision to be Taken	Proposed by	Officer Comment
Review of Play Areas. To explore the provision of play areas in the Borough, including programme of refurbishment and equipment maintenance.	Chairman and Vice-Chairman	A review is scheduled for later this year to refresh the Council's Play Strategy – the outcome of which will influence future provision and investment. In light of this it is proposed that the Committee is invited to comment on the draft Strategy once completed, potentially early next year.
Review of Grounds Maintenance. To review the grounds maintenance programme, exploring the standard of sports provision such as football and cricket pitches to ensure the facilities are fit for purpose. Feedback to be sought from users of the facilities.	Chairman and Vice-Chairman	Update – Item added to the Work Programme for the meeting on 26 November 2018.
Health and Well-Being and the Role of Leisure Facilities. To explore options to build strong links between the health and well-being objectives of the Council and the Borough's leisure facilities.	Chairman and Vice-Chairman	Subject to further details of the proposal, Officers may be in a position to report on this topic later in the year.
Support Services for those Discharged from Hospital. To explore the different support services offered to those residents of Borough discharged from hospital.	Chairman and Vice-Chairman	There is significant amount of joint work being undertaken with partners within North West Surrey. It is suggested that the scope of the topic is discussed with Officers before a commitment can be given for a future meeting of the Committee.
Closure of Children's Centres. To consider the impact in the Borough of the County Council's proposals to close Children's Centres.	Chairman and Vice-Chairman	Further information on the current proposal of Surrey County Council will be needed before a commitment can be given for a future meeting of the Committee.

Activity Plan for the Overview and Scrutiny Committee

Overview and Scrutiny Committee Meeting – 17 September 2018			
Decision to be Taken	Consultation	Background Documents	Contact Person
Performance Management			
Performance & Financial Monitoring Information. For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr Ian Johnson
Presentations			
Dementia Friendly Borough. To receive a presentation on the work done by Woking Borough Council to support and enable individuals, communities and businesses to become Dementia Friendly across the Borough.	None	None	Jade Buckingham
Enterprise M3. Enterprise M3 is the Local Enterprise Partnership under which Woking falls and, following on from the work of the work of the Effective Scrutiny Task Group, representatives have been invite to attend the meeting of the Committee to present the Annual Report.	None	None	Frank Jeffrey

Matters for Scrutiny			
Update on Raynes Close. To receive an update on Raynes Close to ensure all the outstanding actions had been completed.	None	None	Ian Lelliott
Matters for Determination			
Work Programme. For the Committee to receive the updated Work Programme.	None	None	Councillor Ian Johnson
Basingstoke Canal Proposals Update. To receive an update on the possibility of funding dredging work as part of the Council's ambitions for the Canal, together with options to undertake litter clearing of the Canal banks.	None	None	Ray Morgan
Scrutiny Briefing Paper No. 4 – The Scrutiny Toolkit. To receive a briefing paper setting out the Council's Scrutiny Toolkit.	None	None	Frank Jeffrey
Task Group Updates			
Housing Task Group Update. To receive an update on the work of the Housing Task Group under the remit of the Committee.	None	None	Cllr I Johnson
Finance Task Group Update. To receive an update on the work of the Finance Task Group under the remit of the Committee.	None	None	Cllr K Davis

Overview and Scrutiny Committee Meeting – 26 November 2018			
Decision to be Taken	Consultation	Background Documents	Contact Person
Performance Management			
Performance & Financial Monitoring Information. For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Matters for Determination			
Work Programme. For the Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Countryside Estate. To receive a report exploring the options available to the Council to support the work undertaken to manage the Borough's countryside portfolio (arising from the Surrey Heathlands Project site meeting and subsequent discussions).	None	None	Ray Morgan
Update on Victoria Square Development. The Committee to receive an update on the Victoria Square Development.	None	None	Ray Morgan
Review of Grounds Maintenance. To review the grounds maintenance programme, exploring the standard of sports provision such as football and cricket pitches to ensure the facilities are fit for purpose.	Feedback to be sought from users of the facilities.	None	Geoff McManus

Matters for Scrutiny			
Celebrate Woking 2018/19 Review and Forward Plan. For the Committee to be updated on the outcomes of the various events that have taken place within the Borough over the past year and to be informed of future plans for encouraging visitors into the area.	None	None	Riette Thomas/ Chris Norrington
Task Group Updates			
Economic Development Task Group Update. To receive an update on the work of the Economic Development Task Group under the remit of the Committee.	None	None	Cllr I Johnson
Finance Task Group Update. To receive an update on the work of the Finance Task Group under the remit of the Committee.	None	None	Cllr K Davis
Housing Task Group Update. To receive an update on the work of the Housing Task Group under the remit of the Committee.	None	None	Cllr I Johnson

Overview and Scrutiny Committee Meeting – 21 January 2019

Decision to be Taken	Consultation	Background Documents	Contact Person
Performance Management			
Performance & Financial Monitoring Information. For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Matters for Determination			
Work Programme. For the Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Matters for Scrutiny			
Overview of Complaints Received – Biannual Update. For the Committee to consider the report of Complaints received since July 2018.	None	None	Joanne McIntosh
Task Group Updates			
Economic Development Task Group Update. To receive an update on the work of the Economic Development Task Group under the remit of the Committee.	None	None	Cllr I Johnson

Overview and Scrutiny Committee Meeting – 25 February 2019			
Decision to be Taken	Consultation	Background Documents	Contact Person
Performance Management			
Performance & Financial Monitoring Information. For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Matters for Determination			
Work Programme. For the Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Task Group Updates			
Task Group Update. To receive an update on the work of the Task Groups under the remit of the Committee.	None	None	Cllr I Johnson

Latest Version of the Forward Plan

The Forward Plan gives an indication of the decision to be taken by the Executive. Published monthly, the Forward Plan has traditionally given an indication of the decisions to be taken over the following four months.

28 June 2018

Key Decision	Subject	Decision to be taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
No	Notice of Motion - Cllr A-M Barker - Tackling Plastics	To consider the Notice of Motion from Cllr A-M Barker referred to the Executive by Council on 5 April 2018.	Council.	None.	Deputy Chief Executive (Douglas J Spinks)
No	Economic Development Strategy Annual Report 2017-18	To report on the progress of the Economic Development Strategy during 2017-18.	Economic Regeneration Task Group, Cllr Davis, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
Yes	Woking Integrated Transport Package	To support a bid for further Enterprise M3 funding for sustainable transport.	Cllr Azad, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
Yes	Treasury Management Annual Report 2017-18	To receive the Annual Treasury Management Report.	Cllr Azad, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)

No	Community Infrastructure Levy – Enforcement	To seek delegated authority for the Deputy Chief Executive to administer CIL enforcement in accordance with the requirements of the Community Infrastructure Levy Regulations 2010 (as amended).	Cllr Bowes, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
No	Risk Management and Business Continuity Annual Report	To receive the annual report on Risk Management and Business Continuity.	Cllr Bittleston, Portfolio Holder.	None.	Chief Executive (Ray Morgan)
No	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Cllr Bittleston, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Land Management - Byfleet	<p>To consider the acquisition of land.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)

12 July 2018

Key Decision	Subject	Decision to be taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
No	Equalities Annual Report - 2018	To receive an annual report detailing progress on the equalities agenda.	Cllr Kemp, Portfolio Holder, employees, a range of voluntary and community sector groups and organisations.	None.	Chief Executive (Ray Morgan)
No	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Cllr Bittleston, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
No	Monitoring Reports - Projects	To provide quarterly reports on the progress of projects in the interests of financial prudence and corporate governance.	Cllr Bittleston, Portfolio Holder.	None.	Chief Executive (Ray Morgan)

Yes	Land Management - Westfield Avenue	<p>To consider the feasibility study.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)
Yes	Brookwood Cemetery	<p>To consider a joint venture proposal for a development at Brookwood Cemetery.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)

Yes	School Place Provision	<p>To consider a proposal to support the provision of new school places.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Bittleston, Leader of the Council.	None.	Chief Executive (Ray Morgan)
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13 September 2018

Key Decision	Subject	Decision to be taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
Yes	ATG Cinemas	To consider proposals for redevelopment of the Cinemas.	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)
No	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Cllr Bittleston, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
Yes	ATG Cinemas	<p>To receive confidential financial information in respect of ATG Cinemas in Part I of the agenda.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)

No	Contaminated Land Strategy Review Report and Future Funding	<p>To receive the Contaminated Land Strategy Review Report and the requirements for future funding of desk top studies and site investigations.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Cllr Azad, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
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11 October 2018

Key Decision	Subject	Decision to be taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
Yes	Medium Term Financial Strategy (MTFS) Investment Strategy Update	Following a review of the Investment Strategy, the Executive to consider proposals to generate £3.5m of savings or income required by March 2022.	Cllr Azad, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
No	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Cllr Bittleston, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
No	Monitoring Reports - Projects	To provide quarterly reports on the progress of projects in the interests of financial prudence and corporate governance.	Cllr Bittleston, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)

Current Task Groups Responsible to the Committee

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

Task Group	Topic	Membership	Resources	Date Established	Anticipated Completion Date
Economic Development Task Group	To identify and seek the implementation of measures to mitigate the impact of the economic downturn on the residents, community organisations and businesses in the Borough of Woking.	Cllrs Addison, Ali, Azad, Barker, Chrystie. Davis and Johnson.	Officer and Councillor time.	11.03.09	Ongoing
Standing Finance Task Group	To review Financial issues as and when identified by the Committee. Financial Performance of the Council Management and Administration of Accounts procurement Strategy, Pension fund, Financial Strategy.	Cllrs Ashall, Azad, Barker, Bond, Davis, Hughes, and Martin.	Officer and Councillor time.	25.05.06	Ongoing
Standing Housing Task Group	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 Mohammad.	Officer and Councillor time.	25.05.06	Ongoing

OVERVIEW AND SCRUTINY COMMITTEE – 16 JULY 2018

OVERVIEW OF COMPLAINTS RECEIVED - BIENNIAL UPDATE

Executive Summary

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

This report sets out how complaints are dealt with, and gives brief details of those received since 27 November 2017.

Recommendations

The Committee is requested to:

RESOLVE That

- (i) the report be noted.

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

Background Papers: Council's Complaints Procedure

Reporting Person:

Joanne McIntosh, Legal Services Manager
Ext. 3038, E Mail: Joanne.McIntosh@woking.gov.uk

Contact Person:

Joanne McIntosh, Legal Services Manager
Ext. 3038, E Mail: Joanne.McIntosh@woking.gov.uk

Date Published: 6 July 2018

1.0 Introduction

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

2.0 The Council's Complaints Procedure

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

<https://www.woking.gov.uk/council/about/customercarestandards/comments>

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

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

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

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

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

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

- 2.7 If a complaint relates to a service provided by a contractor, the complainant must submit it to the contractor under the contractor's complaints procedure. Once this process has been completed, the complainant can request a review under the Council's Complaints Procedure (as outlined in paragraph 2.5 above).

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

- (i) The Monitoring Officer deals with compensation payments which are neither disputed nor significant. This is subject to oversight by the Standards and Audit Committee.
- (ii) Full Council has responsibility for compensation payments which are disputed or significant.

3.0 Complaints received by the Council since 27 November 2017

- 3.1 A table containing a summary of the complaints can be found at Appendix 1. Together with a graph illustrating trends.
- 3.2 In the period of 1 April 2017 to 27 November 2017 the Council received 55 complaints through its Complaints Procedure. The Council received a total of 69 complaints through its Complaints Procedure between 27 November 2017 and 1 July 2018.
- 3.3 Of these a total of 10 complainants have made a request for a review of the original response to their complaint since July 2018. Of these two were referred to a member of CMG for consideration. It should also be noted that two are still in progress. This compares with eight requests for a review in the previous six months with one being referred to a member of CMG.
- 3.4 There has been an increase in complaints in respect of various parking matters. However, it should be noted that of these complaints only one complainant has to date requested a review of their complaint. This is currently in progress.
- 3.5 It should be noted that it would not be appropriate for the Committee to review the circumstances of, or decisions reached in respect of, individual complaints. The purpose of submitting this report is to assist the Committee in identifying possible topic areas for future scrutiny.

4.0 Complaints received by the New Vision Homes since 27 November 2017

- 4.1 A table containing a summary of the complaints can be found at Appendix 2. Together with a graph illustrating trends.
- 4.2 In the period of 1 April 2017 to 27 November 2017 New Vision Homes received 88 complaints through its Complaints Procedure. New Vision Homes received a total of 82 complaints through its Complaints Procedure between 27 November 2017 and 1 July 2018.
- 4.3 The primary cause of a large number of complaints listed in the previous report was "uncategorised". I am pleased to say that every complaint listed in Appendix 2 to this report has been categorised. This will make it easier to identify any trends moving forward.
- 4.4 The number of complaints in respect of missed appointments and late attendance has decreased substantially from 39 to 11 complaints.
- 4.5 Again, as above, it should be noted that it would not be appropriate for the Committee to review the circumstances of, or decisions reached in respect of, individual complaints. The purpose of submitting this report is to assist the Committee in identifying possible topic areas for future scrutiny.

5.0 Complaints to Joint Waste Solutions

- 5.1 It is proposed to include Joint Waste Solution Complaints details in the next bi-annual report. To date two matters have been referred through their system to the review stage of the Council's procedure. One review has been determined and the other is still in progress.

6.0 Implications

Financial

- 6.1 None.

Human Resource/Training and Development

- 6.2 None.

Community Safety

- 6.3 None.

Risk Management

- 6.4 None.

Sustainability

- 6.5 None.

Equalities

- 6.6 None.

Safeguarding

- 6.7 None.

7.0 Conclusions

- 7.1 Submitting a six-monthly report to the Committee on complaints received will enable the Committee to identify whether there are any common themes arising from the complaints. If so, the Committee could then consider whether it should scrutinise the area(s) of activity identified.

REPORT ENDS

APPENDIX 1 - OVERVIEW OF COMPLAINTS RECEIVED - BIANNUAL UPDATE

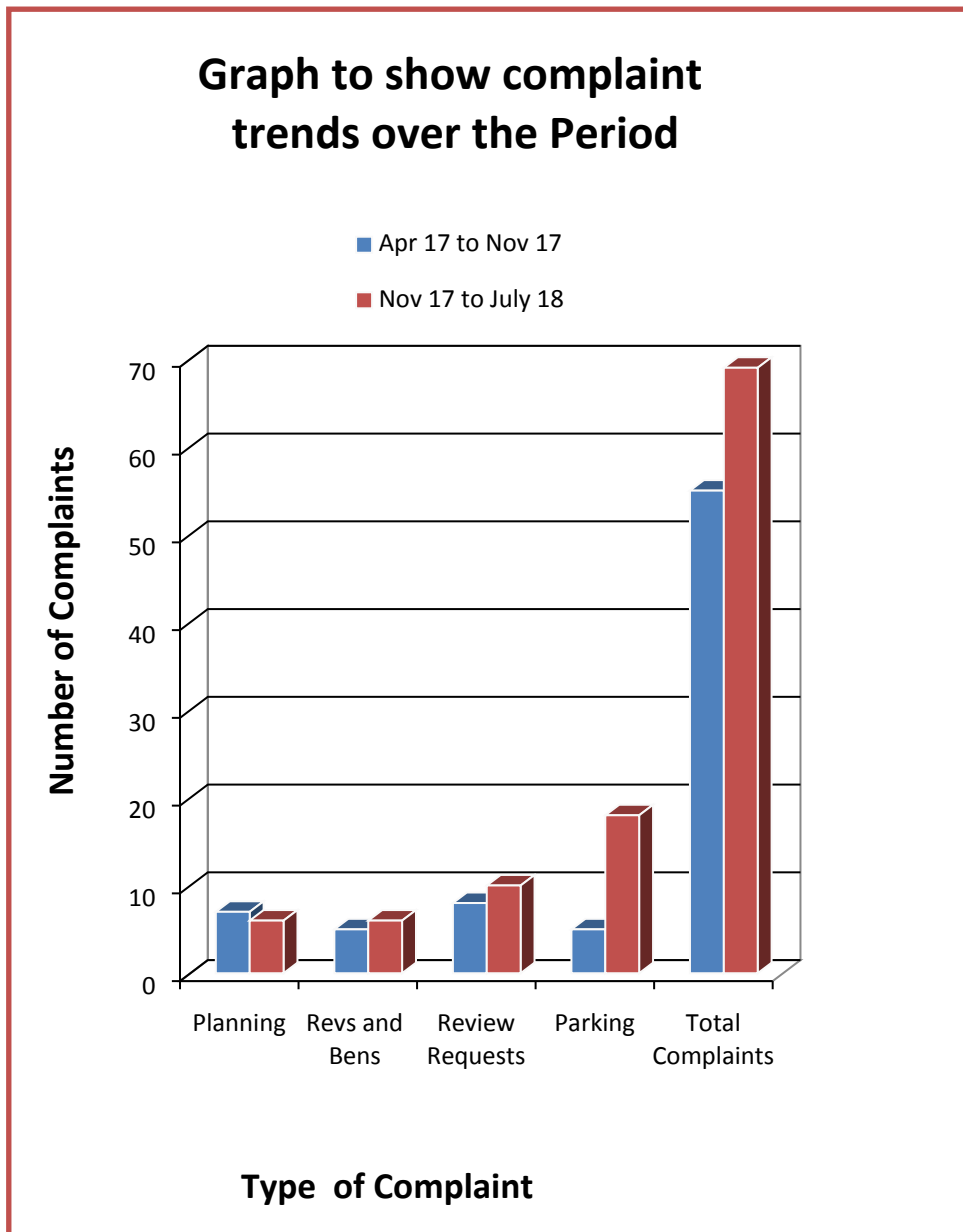
Date of Complaint	Department	Summary	Request Review	Review Allowed
21.11.17	Neighbourhood Services	Complaint re construction issues		
27.11.17	Revenue and Benefits	Council Tax Bill		
01.12.17	Parking	Parking in Brewery Car Park		
03.12.17	Parking	Parking in Heathside Crescent		
05.12.2017	Planning	Outcome and Handling of Planning Decision		
11.12.17	NVH	NVH Complaint Review	Y	Y
11.12.17	Chief Executive	Centre Lease		
18.12.17	Parking	Parking Officer Attitude		
18.12.17	Benefits and Revenue	Business rates		
21.12.17	Planning	Outcome and Handling of Planning Decision		
04.01.18	Parking	Lighting in car park		
15.01.18	Douglas Spinks	Housing and HMO	Y	N
18.01.18	Ian Reynolds	Online residents parking renewals form not working		
19.01.18	NVH	NVH Complaint Review	Y	Y
22.01.18	Douglas Spinks	Outcome and Handling of Planning Decision	Y	N
24.01.18	Parking - Geoff McManus	PLAN/2017/0135		
11.01.18	Legal	Not happy with CPO process and Frazers' valuation of property		
29.01.18	Neighbourhood Services - Geoff	Difficulties in getting answers with regard to damage to his property caused by Serco (who are contracted by WBC)		
07.02.18	Legal	Relocation of Woking taxi rank		
23.02.18	Parking	Woking Council Free Car Park @ 6-7 Church Street Old Woking GU22 9JE		
05.03.18	Parking	Parking Officer Attitude		
13.03.18	Council Tax	Outstanding council tax payment		
19.03.18	Parking	Traffic on Sundridge Road		
25.03.18	Planning	Outcome and Handling of Planning Decision		
25.03.18	Council Tax	Issues with department		
27.03.18	Environmental Health	Issues with handling of complaint	Y	N
27.03.18	Planning	Outcome and Handling of Planning Decision		

APPENDIX 1 - OVERVIEW OF COMPLAINTS RECEIVED - BIANNUAL UPDATE

03.04.2018	Council Tax - Cathy Hames	Tax bill received with court costs included		
06.04.2018	Parking - Geoff McManus	Parking - Colliers Close		
09.04.2018	Car Parks - Ian Reynolds	Exit problem Victoria Way car park		
09.04.2018	Roads - Geoff McManus	Problems with road works & statues in Woking town centre		
13.04.2018	Emera Chown	Statues in Town Centre		
17.04.2018	Car Parks - Ian Reynolds	Green Dust on car whilst parked in Heathside Car Park		
25.04.2018	Parking - Ian Reynolds	Parking on verges in Queen Elizabeth Way		
25.04.2018	Parking - Ian Reynolds	Parking in Pares Close		
26.04.2018	Emma Bourne	Alarm at Sythwood School		
30.04.2018	Emma Bourne	Rats & Rubbish		
30.04.2018	Stephen Charles - NVH	Leaking Roof since December	Y	N
30.04.2018	Geoff McManus	Arthurs Bridge Road Traffic & Noise		
30.04.2018	Geoff McManus	Victoria Way Lane Closures		
01.05.2018	Catherine Bowyer - FL	Pool in the Park - issues		
26.04.2018	Parking - Ian Reynolds	Parking Payment Query		
28.04.2018	Parking - Ian Reynolds	Woking Shoppers Car Park		
03.05.2018	Dan Freeland	Outcome and Handling of Planning Decision		
06.05.2018	Chief Executive	Local Elections		
03.05.2018	Legal - Peter Bryant	Validity of Order for Pilot Voter ID at May 2018 Borough Elections		
08.05.2018	Housing - Stephen Charles	Garage Rental & Repairs		
11.05.2018	Parking - Ian Reynolds	Application for Resident Carers Parking Permit	Y	In progress
12.05.2018	JWS	Food Waste Collections	Y	In progress
14.05.2018	Parking - Ian Reynolds	Parking permit costs		
17.05.2018	JWS	Refuse Collections	Y	N
22.05.2018	Emma Bourne	Not happy that issued with fine for dropping and stubbing out a rollie on the floor - despite picking it up		

APPENDIX 1 - OVERVIEW OF COMPLAINTS RECEIVED - BIANNUAL UPDATE

21.05.2018	Housing	Complications with current living situation - temp accom	Y	
25.05.2018	Panning - Chris Dale	Unhappy with a planning application		
29.05.2018	David Ripley	Service received from Customer service staff at Enquiries desk		
27.05.2018	Arran Henderson	Damaged equipment at play area - Goldsworth park		
29.05.2018	Geoff McManus	Needless tree felling by Serco and companies contracted by WBC etc		
04.06.2018	Anti-social behaviour - Matt White and Allocations - Michele Dixon	Anti social neighbour		
09.06.2018	Noise complaint - Sarah Brown	Noise complaint from construction		
05.06.2018	Arran Henderson	Sheerwater allotments have been taken away from community skills group		
13.06.2018	Geoff McManus	Grass not being cut in Florence Way area		
20.06.2018	Neil Coles	Wants to appeal the Housing Act 2004 Improvement Notice		
24.05.2018	Chris Dale	Complaint against actions of Planning Officer		
15.06.2018	Neil Coles	Complaint about Officer		
19.06.2018	Geoff McManus	Grass cutting on Hermitage Estate		
20.06.2018	Ian Reynolds	Concerns about parking		
20.06.2018	Terry Stocks	Concern about SMI Application discount		
27.06.2018	Emma Bourne	Noise complaint at Old Woking Road Closure		
30.06.2018	Emma Bourne	Noise complaint in Goldsworth Park		
1.07.2018	Neil Allen	Lack of communication from Housing Benefit Office or Tribunal Court		



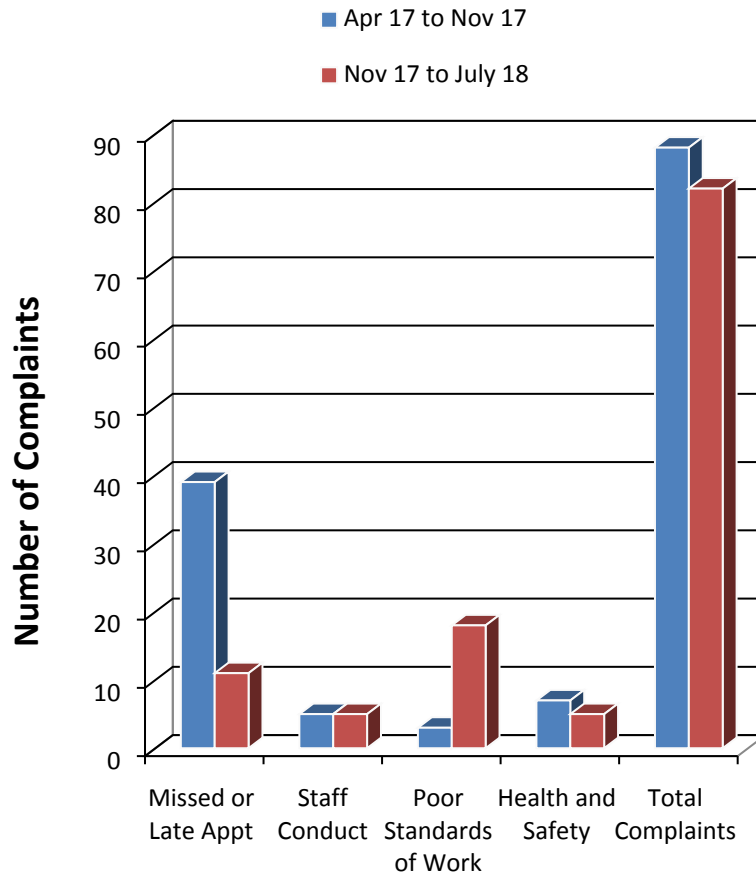
APPENDIX 2 – OVERVIEW OF COMPLAINTS RECEIVED - BIENNIAL UPDATE

NVH Complaints

Date received	Stage	Category	Reason
04/12/2017	STAGE 1	REPAIRS	No heating / hot water
01/12/2017	STAGE 1	REPAIRS	Property Condition
06/12/2017	STAGE 1	REPAIRS	No heating / hot water
06/12/2017	STAGE 1	REPAIRS	Staff conduct
07/12/2017	STAGE 1	HOUSING	Health & Safety issue
12/12/2017	STAGE 1	REPAIRS	No heating / hot water
14/12/2017	STAGE 1	REPAIRS	No heating / hot water
15/12/2017	STAGE 1	REPAIRS	No heating / hot water
19/12/2017	STAGE 1	REPAIRS	No heating / hot water
20/12/2017	STAGE 1	HOUSING	Health & Safety issue
20/12/2017	STAGE 1	HOUSING	Financial
28/12/2017	STAGE 1	REPAIRS	Poor standard of work
28/12/2017	STAGE 1	REPAIRS	Poor standard of work
02/01/2018	STAGE 2	REPAIRS	No heating / hot water
02/01/2018	STAGE 1	REPAIRS	No heating / hot water
03/01/2018	STAGE 1	REPAIRS	No heating / hot water
04/01/2018	STAGE 2	REPAIRS	No heating / hot water
08/01/2018	STAGE 1	REPAIRS	Damp and mould
09/01/2018	STAGE 1	REPAIRS	Compensation
09/01/2018	STAGE 1	REPAIRS	Poor standard of work
11/01/2018	STAGE 1	REPAIRS	Poor standard of work
10/01/2018	STAGE 1	REPAIRS	No heating / hot water
11/01/2018	STAGE 1	REPAIRS	No Gas
12/01/2018	STAGE 1	ASSET MAN	Health & Safety issue
15/01/2018	STAGE 1	HOUSING	Data protection breach
16/01/2018	STAGE 1	REPAIRS	Damp and mould
16/01/2018	STAGE 1	HOUSING	Response times
17/01/2018	STAGE 1	REPAIRS	No heating / hot water
18/01/2018	STAGE 1	ASSET MAN	Staff conduct
30/01/2018	STAGE 1	REPAIRS	Damage to belongings or property
30/01/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
01/02/2018	STAGE 1	REPAIRS	Poor standard of work
05/02/2018	STAGE 1	HOUSING	Poor standard of work
07/02/2018	STAGE 1	REPAIRS	No heating / hot water
09/02/2018	STAGE 1	REPAIRS	No heating / hot water
12/02/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
21/02/2018	STAGE 1	ASSET MAN	Poor standard of work
21/02/2018	STAGE 2	REPAIRS	Unsatisfactory Stage 1 response
23/02/2018	STAGE 1	ASSET MAN	Poor Communication
26/02/2018	STAGE 1	ASSET MAN	No heating / hot water
26/02/2018	STAGE 1	HOUSING	No drinking water
26/02/2018	STAGE 1	REPAIRS	No heating / hot water
02/03/2018	STAGE 1	HOUSING	No heating / hot water

02/03/2018	STAGE 1	REPAIRS	No heating / hot water
02/03/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
05/03/2018	STAGE 1	REPAIRS	No heating / hot water
07/03/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
07/03/2018	STAGE 1	REPAIRS	No heating / hot water
07/03/2018	STAGE 1	HOUSING	Staff conduct
08/03/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
14/03/2018	STAGE 2	ASSET MAN	Damp and mould
25/03/2018	STAGE 1	REPAIRS	Poor standard of work
03/04/2018	STAGE 1	REPAIRS	Blocked Drains
10/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
11/04/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
11/04/2018	STAGE 1	ASSET MAN	Damp and mould
11/04/2018	STAGE 1	ASSET MAN	Condition of property
13/04/2018	STAGE 1	REPAIRS	Poor standard of work
17/04/2018	STAGE 2	REPAIRS	Damage to belongings or property
19/04/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
19/04/2018	STAGE 2	ASSET MAN	Condition of property
25/04/2018	STAGE 1	ASSET MAN	Condition of property
27/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
30/04/2018	STAGE 1	REPAIRS	Poor standard of work
03/05/2018	STAGE 1	REPAIRS	Incomplete repair
15/05/2018	STAGE 1	HOUSING	Garage being demolished
17/05/2018	STAGE 1	REPAIRS	Poor standard of work
08/05/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
14/05/2018	STAGE 1	REPAIRS	Poor standard of work
16/05/2018	STAGE 1	REPAIRS	Poor standard of work
16/05/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
18/05/2018	STAGE 1	REPAIRS	Health & Safety issue
22/05/2018	STAGE 1	ASSET MAN	Staff conduct
22/05/2018	STAGE 1	REPAIRS	Poor standard of work
31/05/2018	STAGE 1	REPAIRS	Poor standard of work
06/06/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
10/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
03/04/2018	STAGE 1	REPAIRS	Health & Safety issue
08/06/2018	STAGE 1	REPAIRS	Poor standard of work
18/04/2018	STAGE 1	CLEANING	Missed appointment / late attendance
15/06/2018	STAGE 1	REPAIRS	Poor standard of work
19/06/2018	STAGE 1	REPAIRS	Poor standard of work

Graph to show complaint trends over the Period



WOKING BOROUGH COUNCIL

NOTES OF A MEETING OF THE SHEERWATER REGENERATION OVERSIGHT PANEL

HELD ON 27 JUNE 2018 IN THE BOARD ROOM - CIVIC OFFICES

Present: Councillor Kevin Davis
Councillor Tahir Aziz
Councillor David Bittleston
Councillor Ian Eastwood
Councillor Colin Kemp
Councillor Louise Morales
Ray Morgan
Sue Barham
Peter Bryant
Paola Capel-Williams
Zafar Iqbal
Hazel Craig-Walker

Absent: Councillor Mohammad Ali
Councillor Amanda Boote
Councillor Saj Hussain
Councillor M Ilyas Raja

1. Election of Chairman

Councillor Eastwood nominated and Councillor Kemp seconded the election of Councillor Davis as Chairman of the Oversight Panel for the Municipal Year.

RESOLVED That Councillor K Davis be elected
Chairman for the Municipal Year.

2. Apologies for Absence

Apologies for absence were received from Councillors A Boote and M I Raja.

3. Sheerwater Regeneration Project Update

It was noted that the report on the Equality Impact Assessment Action Plan had been circulated late to the Members of the Oversight Panel and the Chairman expressed concern that the Members of the Panel had not received sufficient time to review the report. Ray advised that the EIA Action Plan had been considered by Council earlier in the year at which all Members had been given the opportunity to consider the recommendations. The report before the Oversight Panel included additional comments by Officers on the implementation of the Action Plan and was considered a 'live' document, updated at regular intervals.

General Update

Ray provided the Oversight Panel with an overview of the progress of the Regeneration Scheme, informing them that the planning application was being reviewed by Planning Officers. No material issues in respect of the Planning application had been flagged up. Ray noted that the notifications sent to residents in respect of amendments to the application could have caused some confusion, and advised that Officers were looking at options to simplify the approach.

A new edition of the Sheerwater newsletter was being drawn up to update the residents on a number of matters in respect of the Regeneration Scheme. The draft newsletter would be discussed further later in the meeting.

Equality Impact Assessment Action Plan

(NOTE: In accordance with the Members' Code of Conduct, Councillor Morales declared a non-pecuniary interest in respect of the discussion on the role of the Parkview Centre and venues for hire. The interest arose from her position as member of the Old Woking Community Centre, a venue which provided rooms for hire, and was such that speaking and voting were permissible.)

Peter Bryant advised the Members of the Oversight Panel that in October 2017 Woking Borough Council had commissioned Dr Sophia Skyers of CIBS IQ Research to undertake a predictive Equality Impact Assessment (EqIA) on all elements of the Regeneration Scheme. In April 2018 a report on the findings of Dr Skyers, together with recommendations, had been considered by the Council. The Council had authorised Ray, in consultation with the Leader of the Council and the Portfolio Holder, to take any actions necessary to meet the recommendations within the report, subject to further internal consultation.

On 29 May 2018 Officers had met with Dr S. Skyers to discuss in detail the best way to take forward the recommendations in her action plan to mitigate against any potential negative equalities impact arising from the project. The action plan had been further considered by the Sheerwater Regeneration Officer Group earlier in the week, and a revised version, with comments from Sue Barham, had been circulated. The action plan was now considered page by page by the Members.

The first impact discussed was on small businesses, and it was noted that the engagement work would be led by the Council's Assets team. The role of Parkview Centre was discussed, and Ray advised that Officers would explore options for ensuring the Centre became a facility for the local community, meeting the needs of the residents, and moving away from simply being a venue for hire. The ambition was likely to reduce the number of users of the Centre coming from outside the Sheerwater area and thereby reduce the impact of traffic in the area.

Councillor Kemp noted that such an approach could have a detrimental impact on the income of the Centre, though Ray advised that any such

loss would be offset by the benefits it would lead to within the community.

Attention was drawn to the future of the youth centre and Councillor Morales advised that cuts of up to 45% could be introduced by Surrey County Council across all children centres. Councillor Bittleston explained that the level of cuts was currently the focus of a consultation by the County Council and the level had not yet been determined. Ray added that the main activities at the youth centre were managed by Busy Bees rather than SureStart and that the Council would seek to engage with Busy Bees to explore options to minimise the impact of any funding cuts.

Engagement was discussed, with reference to points 3 and 4 within the EqlA and Ray advised that the Council would look to reinforce existing engagement and seek to identify creative ways of engaging those residents who, for various reasons such as time/access constraints or not being part of an organisation, were hard to reach.

Zafar referred to the wider community engagement taking place across Sheerwater and encouraged the Ward Councillors to participate in the events through the work of Sheerwater Together. The Council would continue to seek to differentiate between the community engagement work being undertaken in the area and the engagement with residents in respect of the Regeneration Scheme.

Attention was drawn to the reference in the EqlA of the work of the Oversight Panel and the suggestion that the Panel would look to engage with residents by holding an open session with the public. It was noted that the agendas and minutes from the meetings of the Panel were published and were emailed to a list of interested parties, and that information on the Panel was available on the Sheerwater Regeneration web pages.

The Chairman questioned where the perception of the Oversight Panel had arisen from and expressed concern that the Ward Councillors were not communicating the work of the Panel to residents. Attention was drawn to the attendance record of the three Ward Councillors, with the Chairman advising that the Ward Councillors, all of whom had been appointed to the Panel, had taken up less than 45% of the opportunities to attend the meetings. As an example, the Chairman noted that of the three Ward Councillors, only one, Councillor Aziz, were present.

Councillor Aziz considered that the Ward Councillors had been unfairly blamed for the poor communication of the Borough Council, and reminded the Members that he had previously sought to allow the residents of Sheerwater to attend the meetings of the Panel as observers. Councillor Aziz felt that the Ward Councillors had not been provided with sufficient information in order to answer the questions of residents. It was added that the Ward Councillors had held regular surgeries to support the residents.

Ray expressed the fear that there was a perception amongst residents

that the Council was withholding information; Ray emphasised that there remained areas of uncertainty on the scheme which would not be clarified until after the planning application had been determined.

The possibility of webcasting meetings of the Oversight Panel was discussed but was not generally supported, with Members reminded that, when a key meeting of Council had been webcast at Parkview, no residents had come to view the proceedings. It was proposed that, in view of the recommendation from Dr Skyers, the Council should take forward the suggestion of an 'Audience with...' approach and stage a meeting of the Oversight Panel within Sheerwater. Such an event would give the Council an opportunity to fully explain the ambitions for Sheerwater, including the additional health and wellbeing facilities and access to homes, to address any perception that the Council was withholding information. It was felt the event should be held once the planning application had been determined and the Council had a clear direction of travel. In particular, the Council would seek to encourage those residents whose voices were not normally heard, including elderly and disabled individuals.

There was some concern that the event could be dominated by those residents strongly opposed to the scheme. However, it was noted that over 100 families had willingly moved and that 40 home owners had sold their properties to the Council. Whilst a number of those opposing the scheme would be expected to attend, it was hoped that residents from across the area would be encouraged to participate, and that the event would provide a level of reassurance.

The Chairman noted that the Sheerwater Festival would be held on 11 August and suggested the possibility of the Council arranging a stand where visitors could seek information on the Regeneration Scheme. It was noted, however, that the Festival fell within the statutory consultation period by the Local Planning Authority and that the Council would be constrained in terms of the information that could be shared. However, Ray undertook to explore whether the Council would be able to host a stand that provided details of the leisure facilities, for which planning approval had been previously agreed, recognising that resources were limited.

Action: R Morgan

The Members of the Panel supported the proposal for an 'Audience with...' style event once the planning application had been determined. Ray advised that the planning application was scheduled to be determined in September 2018, though the timescale could slip in view of the volume of work involved in reviewing the application. Councillor Morales added that the venue for the event would have to be accessible to all, and that the event should be used to share good news and emphasis that the Panel was there to help. The suggestion to webcast a meeting was not supported by the Members of the Panel.

Action: P Bryant

Councillor Morales noted that the minutes from the meeting of the Panel held on 29 March were not on the website. Officers undertook to rectify the omission, noted that the minutes, together with the agenda for the current meeting, had been circulated to those residents who had requested to be kept informed by email.

Action: P Capel-Williams

The comments by Dr Skyers in regard to the new leisure facilities were discussed and the Members of the Panel were advised that it was important that the programme of activities on offer was designed to meet the needs and aspirations of the community. It was therefore proposed that a series of community engagement activities should be undertaken with specific equality groups to understand local need to shape the programme (such as the times the swimming pool was available for lessons).

It was suggested that residents in neighbouring areas such as Byfleet, West Byfleet and Pyrford should be made aware of the new facilities. Ray advised that the initial step would be to ensure that the facilities, in particular the programme of activities, met the needs of the residents of Sheerwater. Once the consultation had been completed, the Council would look to promote the facilities beyond the boundaries of Sheerwater.

The employment opportunities arising from the work was discussed and it was noted there would be significant potential for local employment arising from both the construction stage and the new leisure facilities. The contractors involved would be encouraged to employ local residents in a similar approach to that adopted for the Asda superstore development.

Conversation moved onto organised drug crime in the area, and the problems faced by the community. The Police were aware of the growing concerns but did not always have enough evidence to support an arrest. Councillor Morales advised the Members of the improvements that had been achieved in Woking Park to prevent similar issues, including the introduction of measures to reduce shrubbery to below waist height and the installation of CCTV.

Councillor Aziz asked after the consultation with small businesses in the area, especially those along Devonshire Avenue. Ray informed him that the Asset Management Team would start to actively engage with local shops to determine their requirements as different solutions would be needed for each business. The Chairman noted that the Oasis Café had unexpectedly posted a "Business for Sale" sign in the window; Ray advised that he had received a request to meet with the owner but had been unaware of their intention to sell the business.

Peter undertook to take forward the implementation of the recommendations of the Equality Impact Assessment, taking into account the comments of the Oversight Panel. As each component was completed, updates would be provided to the Oversight Panel on

the progress achieved.

4. Communications Update - Newsletter

Ray reported that the next edition of the Sheerwater newsletter was planned for mid-July and would include:

- Details of the new leisure facilities and the forthcoming engagement with residents on the programme of activities in the leisure centre.
- The commencement of works in relation to the leisure facilities.
- Reference to the highway works on Devonshire Avenue which had been authorised by Surrey County Council and would prepare the site access for development. It was added that the highway alterations were not affected by the planning application.
- Approximate timescales for works commencing summer 2018.
- Advance notice that vacant buildings would be protected by sitex and all vegetation in the gardens would be removed.
- The work of Sheerwater Together and the community garden.

In regard to sitexing the properties, Ray advised that a programme was being drawn up to protect any vacant properties. A sign would be posted on the door to each property advising that the properties had been acquired for regeneration and providing contact details to report any health and safety issues. Bollards would be used to prevent indiscriminate parking in the area. It was added that, whilst it was intended that the newsletter would give advance warning of the sitexing work, New Vision Homes had been instructed to immediately sitex any properties which were considered at risk.

The Chairman raised concern that despite the sitex, vacant properties would remain at risk of individuals seeking to strip out any lead and copper, and that the sitex would be a clear indication that the properties were not occupied. Ray advised that the properties had to be protected from unauthorised occupation until such time as it was determined whether they were to be demolished or used for temporary tenancy depending on which construction phases the sites would be needed for. However, in view of the Chairman's comments, it was agreed that once it had been confirmed that a property was needed for an early phase, the property would be stripped of any copper and lead.

The Members of the Panel were advised that 'void' properties would remain liable for Council tax until demolished. The costs would be borne by the Housing Revenue Account (the HRA) and would be reported in the Council's 'Green Book'.

Options to accelerate the programme were being explored and the

Council had now stopped letting any vacant properties in the Regeneration area until the phasing of the work had been finalised. Over 100 properties within the area had been used for temporary accommodation.

5. Independent Tenant Advisor (ITA)

The Community Charter provided for the appointment of an Independent Tenant Adviser (ITA), an individual who had extensive knowledge of tenancy issues and would work with the secure tenants. Peter was arranging to meet with two leading advisors and, whilst the Council had a clear idea of what roles were envisaged for the ITA, it was hoped to receive the benefit of their experience to finalise the arrangements. It was anticipated that the post would be taken up within the coming three weeks.

The advice provided by the ITA would be independent of the Council and would be given on a confidential basis. It was intended to set a limit on the amount of time the services of the ITA could be used by a resident without the prior agreement of the Council and the views of the ITA would be sought on what would constitute a reasonable number of hours.

6. Sheerwater Residents Association Consultation

The Chairman had received an email from the Residents Association expressing their concerns for the provision of playing facilities for Sheerwater Football Club during the Regeneration Project. Sue and Ray explained that the first team would be relocated to Woking Football Club grounds and that the reserve/youth teams would be relocated to new facilities at the Hoe Valley School for up to 2 years, vacating their current facilities in September 2018. The proposals had been discussed with Sheerwater Football Club and the Club had expressed its delight with facilities available. An update on the position would be included in the forthcoming newsletter, subject to formal confirmation being received from Sheerwater Football Club.

Councillor Aziz asked whether the new facilities would have been completed within two years and whether there would be an option to extend the temporary arrangements for the Football Club beyond two years. Sue explained that the development of the new leisure facilities was due to start in July 2018 and was expected to be completed within 18 months (end January 2020).

Councillor Aziz advised that a local resident had sought formal recognition by Woking Borough Council of the Sheerwater Residents Association. Peter informed Councillor Aziz that he had previously replied to the resident on the request, advising that the Council did not hold a list of Residents Associations and as such could not 'formally recognise' the Association, or indeed any other Residents Association. However, the Council had undertaken to communicate with the

Sheerwater Residents Association in the same manner it communicated with any Residents Association.

In responding to the point raised by Councillor Aziz, Peter added that the website of the Association made clear that its purpose was to object to the regeneration of the area, and as such could not strictly be viewed as a Residents Association. Ray suggested that, if the Association needed any assistance in establishing a constitution, they were to be encouraged to contact Surrey Community Action. The Chairman noted that the Association had been encouraged in recent years to establish a neighbourhood forum. Councillor Morales added that other areas had been successful in establishing Facebook Groups to keep residents informed.

7. Future Work Programme

It was agreed an update on the adoption of the recommendations from the Independent Sheerwater Scrutiny Panel (the ISSP) would be submitted to the next meeting on 24 September 2018.

Councillor Morales raised the concern of what would happen to the temporary tenants within the regeneration area and whether they were aware that they would need to look for an alternative property. Concern was also expressed that Sheerwater residents were being prioritised for social housing above all others, causing long delays for housing in other areas of the Borough. Councillor Kemp advised that the top priority for housing remained those with social housing or health needs. Sue asked Councillor Morales to contact herself with the specific examples where those of highest need had been moved down the priority housing list.

8. Any Other Business

Community Events

The Chairman reported that there would be a Sheerwater Together Community Garden Planting Day held on 6 July 2018, to be attended by the Mayor in the morning. Members were encouraged to attend the event, which would be open to the whole community from 2pm. This programme was run in partnership with students from the Royal Horticultural Society (RHS) Wisley and the garden would be maintained by the Sheerwater Together Group and the local community, with a growing list of those willing to help. Within the garden there would be an array of plants and shrubs grown along with some edibles.

District Valuer

Councillor Aziz questioned the timescale of the responses from the District Valuer on the property valuations referred to them. Peter

advised that 4 of the 12 referrals had now been assessed by the District Valuer. It was noted that there had been an initial delay due to

- i) Peter not referring cases to the District Valuer as quickly as he could have done and then
- ii) There was a conflict of interest as an employee of the District Valuer was a resident of Sheerwater. The matter had been resolved and the valuations were being completed.

Sheerwater Website

The Chairman expressed his thanks to Paola and her team for making the Sheerwater website easier to follow, noting that the site now featured at the top of any searches as a “best bet”.

9. Dates of Future Meetings

The following dates had been set for future meetings of the Oversight Panel:

- 7pm, Monday 24 September 2018
- 7pm, Wednesday 21 November 2018
- 7pm, Wednesday 30 January 2019
- 7pm, Wednesday 21 March 2019

10. Minutes

The minutes of the meeting of the Oversight Panel held on 29 March 2018 were received.

11. Matters Arising from the Last Meeting

There were no matters arising from the last meeting.

12. To Discuss any Matters relating to the Sheerwater Regeneration Scheme Deemed Confidential

No items were raised.

The meeting commenced at 7.00 pm
and ended at 8.59 pm

OVERVIEW AND SCRUTINY COMMITTEE – 16 JULY 2018

BRIEFING PAPER NO. 2 – CALL-IN

Executive Summary

This Briefing Paper sets out the Council's provisions for the call-in of decisions of the Executive. The paper forms part of the Council's programme for elected member learning and development.

It is intended to bring to future meetings of the Committee 'bite-size' briefing papers on the different roles and functions of the Councillors appointed to the Committee, including elements of the Council's Tool Kit and the submission of topics for scrutiny review. As well as considering this briefing paper, Councillors are invited to identify any further topics/functions that would benefit from being the subject of a briefing paper at a future meeting.

The arrangements for Call-in allows decisions of the Executive to be 'called-in' by Councillors for review before being implemented. Any items called-in are referred to a meeting of the Overview and Scrutiny Committee, at which Members may decide to put forward an amendment to the decision of the Executive.

Recommendations

The Committee is requested to:

RESOLVE That the Briefing Paper be noted.

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

Background Papers: None.

Reporting Person: Frank Jeffrey, Democratic Services Manager
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Date Published: 6 July 2018

1.0 Introduction

- 1.1 This Briefing Paper has been drawn up to inform the Members of the Overview and Scrutiny Committee, and the Members of the Council as a whole, of the Council's procedures for Call-in.

2.0 What is call-in?

- 2.1 Call-in provides a mechanism for councillors to intervene when they feel that a decision being made by the Executive needs to be revisited (or possibly changed). It provides a key check and balance in the leader/cabinet system of governance.
- 2.2 It should, however, be regarded as a measure that is only needed in exceptional circumstances, rather than day-to-day. It sits in the context of a range of other tools at scrutiny's disposal to influence decision-making. There is no obvious correlation between councils with high (or low) numbers of call-ins and those with effective scrutiny functions; a larger number of call-ins has no direct effect on the proportion of those call-ins that lead to an amended decision
- 2.3 Call-in should be seen in context – It is one of a number of tools available to influence decision-making. Members may, for example, carry out pre-decision scrutiny, which can lessen the need for call-in. Call-in can also be seen as part of a process whereby scrutiny can challenge the assumptions and evidence behind decisions.

3.0 Call-in – Woking Borough Council's Procedures

- 3.1 All members of the Council are sent a copy of the draft minutes of the Executive on the day following the meeting of the Executive. The draft minutes include a statement that the decisions within the minutes will come into force, and may then be implemented, after five working days following the publication of the document, unless one or more decision is called-in.
- 3.2 During the five working days, the Chairman of the Overview and Scrutiny Committee or any three Members of the Committee, can notify the Proper Officer of their desire to call-in a decision for scrutiny. The request for call-in must include the reasons for the call-in, which would then be shared with all Members of the Council.
- 3.3 A meeting of the Committee will then be arranged, where possible after consultation with the Chairman of the Committee, and in any case within five working days of the decision to call-in. If, having considered the decision, the Overview and Scrutiny Committee wishes to take action it may choose to:
- refer the decision back to the decision-making person or body for reconsideration, setting out in writing the nature of its concerns; or
 - refer the matter to the next ordinary meeting of Full Council.
- 3.4 If referred back to the Executive, the matter would be reconsidered at the next ordinary meeting of the Executive or earlier if so determined by the Leader. In the event the decision was made by an individual, the individual would reconsider the matter within five working days of the request. The Executive or individual decision-maker will reconsider the initial decision, amending the decision or not as the case may be, before adopting a final decision.
- 3.5 In the event the Overview and Scrutiny Committee does not meet within five days of the call-in, or does meet but does not refer the matter back, the decision will take effect on the date of the Overview and Scrutiny meeting, or the expiry of the five day period, whichever is the earlier.

- 3.6 If the matter is referred to Full Council and the Council does not object to a decision which has been made, then no further action is necessary and the decision will take effect on the date of the Council meeting or expiry of the period in which the Council meeting should have been held, whichever is the earlier.
- 3.7 However, if the Council does object, it cannot make any decisions in respect of an Executive decision unless it is contrary to the policy framework, or contrary to or not wholly consistent with the budget. Unless that is the case, the Council will refer any decision to which it objects back to the Executive or decision-making individual, together with the Council's views on the decision. The Executive or individual will then have the options to amend the decision or not before reaching a final decision and implementing it. Where the decision was taken by the Executive, a meeting has to be convened within five working days of the Council's request. Similarly, where the decision was made by an individual, the individual will reconsider the matter within five working days of the Council request.
- 3.8 It should be noted that the call-in procedure does not apply where the decision being taken is urgent. A decision will be urgent if any delay likely to be caused by the call in process would be seriously prejudicial to the Council's or the public's interests. Decisions taken as a matter of urgency must be reported to the next available meeting of the Council, together with the reasons for urgency.

4.0 Implications

Financial

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

Human Resource/Training and Development

- 4.2 There are no human resource implications arising from this report, which forms part of the Council's overarching approach to Member learning and development.

Community Safety

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

Risk Management

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

Sustainability

- 4.5 There are no sustainability implications arising from this report.

Equalities

- 4.6 There are no equality implications arising from this report.

Safeguarding

- 4.7 There are no safeguarding implications arising from this report.

5.0 Conclusions

- 5.1 This Briefing Paper sets out the Council's provisions for the call-in of decisions of the Executive. The paper forms part of the Council's programme for elected member learning and development.

- 5.2 It is intended to bring to future meetings of the Committee ‘bite-size’ briefing papers on the different roles and functions of the Councillors appointed to the Committee. Future briefing papers will look at the provisions within the Council’s Tool Kit and arrangements for questions to be raised through the Committee. In addition, Councillors are invited to identify any further topics/functions that would benefit from being the subject of a briefing paper at a future meeting.

REPORT ENDS

OVERVIEW AND SCRUTINY COMMITTEE – 16 JULY 2018

BRIEFING PAPER NO. 3 – COUNCILLOR CALL FOR ACTION

Executive Summary

This Briefing Paper sets out the Council's provisions for 'call for action' items raised by Councillors. The paper forms part of the Council's programme for elected member learning and development.

It is intended to bring to future meetings of the Committee 'bite-size' briefing papers on the different roles and functions of the Councillors appointed to the Committee, including elements of the Council's Tool Kit and the submission of topics for scrutiny review. As well as considering this briefing paper, Councillors are invited to identify any further topics/functions that would benefit from being the subject of a briefing paper at a future meeting.

The Councillor Call for Action provides Members with the opportunity to ask for discussions at Overview and Scrutiny Committees on issues where local problems have arisen and where other methods of resolution have been exhausted.

Recommendations

The Committee is requested to:

RESOLVE That the Briefing Paper be noted.

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

Background Papers: None.

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Date Published: 6 July 2018

1.0 Introduction

- 1.1 This Briefing Paper has been drawn up to inform the Members of the Overview and Scrutiny Committee, and the Members of the Council as a whole, of the Council's procedures for Councillor Call for Action.

2.0 What is Councillor Call for Action?

- 2.1 The Councillor Call for Action provides Members with the opportunity to ask for discussions at the Overview and Scrutiny Committee on issues where local problems have arisen and where other methods of resolution have been exhausted. The powers are to help Ward Councillors to tackle local problems on behalf of their constituents (as a last resort) when all other avenues have failed to resolve the issue.
- 2.2 The power is limited to issues affecting a single ward and any Councillor can make a Councillor Call for Action irrespective of their existing role on the Council. It can be about any issue of the Councillor's choice, regardless of which organisation is responsible, subject to statutory exceptions (for example if the matter is the subject of an existing complaint or is vexatious in its nature). The process is not designed to provide an immediate solution but will allow a high profile public discussion of the issue.

3.0 The Council's Arrangements for Councillor Call for Action

- 3.1 Under the Council's arrangements, the Overview and Scrutiny Committee will consider a Councillor Call for Action that:

- has been submitted in relation to a matter that affects a single Ward;
- has been submitted by a Councillor from the Ward affected;
- is in relation to a Local Government matter;
- demonstrates that all existing avenues have been exhausted and that this is a matter of a 'last resort';
- has been submitted on the Councillor Call for Action Request Form;
- adheres to the process set out in the flow diagram; and
- states the nature of the issue, what action has been taken to resolve the issue, an outline of the resolution to the problem being sought, and an indication of any other organisations involved in the Councillor Call for Action.

- 3.2 The flow diagram set out at Appendix 1 seeks to ensure that the Councillor has exhausted all other avenues in seeking to resolve an issue and that the Call for Action is a 'last resort'. Such avenues are to include discussing the matter with the relevant CMG member, Senior Manager or Portfolio Holder, and with any organisations which could assist. In addition, the issue must fall outside the statutory exclusions for a Call for Action.

- 3.3 The Overview and Scrutiny Committee will not consider a Councillor Call for Action that:

- Is a vexatious, persistent, unreasonable or discriminatory request; and
- Is in relation to a Planning, Licensing or Regulatory application.

- 3.4 The following process has been adopted for a Councillor Call for Action:

Step 1 – Ensure the issue qualifies as a Call for Action.

Briefing Paper No. 3 – Councillor Call For Action

The Ward Councillor should initially apply the criteria for a Call for Action, as set out in the Flow Chart at Appendix 1, ensuring that the issue qualifies.

Step 2 – Call for Action Form

A Councillor Call for Action form must be completed by the Ward Councillor and submitted to the Democratic Services Team. A form has been drawn up to cover all the main points of a Call for Action, including:

- The nature of the issue;
- What action has been taken to resolve the issue;
- An outline of the resolution to the problem being sought; and an indication of any other organisations involved in the Councillor Call for Action.

A copy of the form is set out at Appendix 2.

Step 3 – Chairman's Consideration

The Chairman of the Overview and Scrutiny Committee determines whether or not a Call for Action is considered. This will be based on ensuring that all other avenues have been exhausted, and that the statutory exclusions have been considered. In considering a Call for Action, the Chairman must take into account the potential resource implications.

In the event a Call for Action is submitted by the Chairman in his or her role as a Ward Councillor, the Vice-Chairman of the Overview and Scrutiny Committee will determine whether or not the Call for Action is considered.

Step 4 – Initial Report to the Committee

The Overview and Scrutiny Committee will receive an initial report which will enable the Members to determine the appropriate priority in its work programme, taking into account the outcome sought, potential resource implications and whether and when to include the request in the Committee's Work Programme.

This report will be drawn up by a Democratic Services Officer in consultation with the Chairman of the Overview and Scrutiny Committee (or, in the event a Call for Action is received from the Chairman of the Committee, in consultation with the Vice-Chairman). Further Officers may be consulted at this stage if necessary.

Step 5 – Recommendations of the Committee

Once in the Work Programme, a report will be prepared for the Committee on the Call for Action which will set out a recommended resolution to the request. Consideration will be given to comments from partner organisations, evidence from appropriate experts and any other relevant information.

The report for the Committee will be drawn up through the appropriate Senior Manager in consultation with the Chairman of the Committee. Support may be provided by Democratic Services. Depending on the nature of the Call for Action, it may be necessary to consult partner organisations or appropriate experts.

Step 6 – Seeking a Resolution

The recommendations of the Committee will be submitted to the Executive (or to other partner organisations, if relevant).

Step 7 – Monitoring of Recommendations.

The Overview and Scrutiny Committee will be responsible for the monitoring of the implementation of the decisions taken.

- 3.5 The full process to be followed is set out in the flowchart at Appendix 1 and is set out in the Overview and Scrutiny Committee Procedure Rules within the Constitution.

4.0 Implications

Financial

- 4.1 Any requests received for a Councillor Call for Action will be considered individually and may have financial implications.

Human Resource/Training and Development

- 4.2 There are no human resource implications arising from this report, which forms part of the Council's overarching approach to Member learning and development.

Community Safety

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

Risk Management

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

Sustainability

- 4.5 There are no sustainability implications arising from this report.

Equalities

- 4.6 There are no equality implications arising from this report.

Safeguarding

- 4.7 There are no safeguarding implications arising from this report.

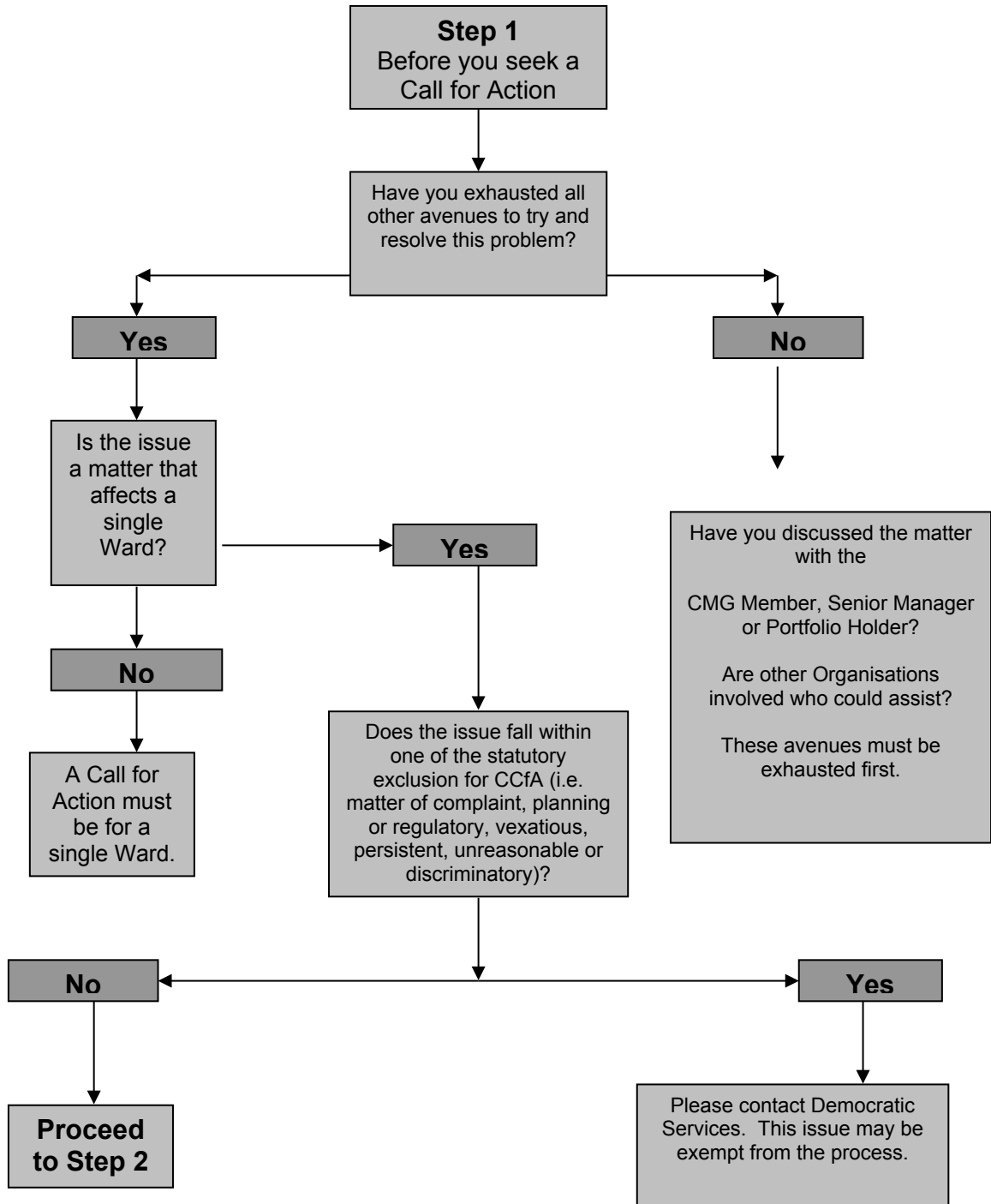
5.0 Conclusions

- 5.1 This Briefing Paper sets out the Council's provisions for 'call for action' items raised by Councillors. The paper forms part of the Council's programme for elected member learning and development.
- 5.2 It is intended to bring to future meetings of the Committee 'bite-size' briefing papers on the different roles and functions of the Councillors appointed to the Committee. Future briefing papers will look at the provisions within the Council's Tool Kit and arrangements for questions to be raised through the Committee. In addition, Councillors are invited to identify any further topics/functions that would benefit from being the subject of a briefing paper at a future meeting.

REPORT ENDS

The following is a step process for the operation of a Councillor Call for Action. A Councillor Call for Action is a 'last resort' option for Councillors to have a matter reviewed by the Overview and Scrutiny Committee. It is a process to assist in tackling Ward based community problems on behalf of constituents.

The following diagram should assist in preparing a Councillor Call for Action:



Step 2 Call for
Action Form

In completing the form you should:

- State what the issue is;
- State what action has been taken to resolve the issue;
- Include an outline of the resolution being sought;
- Indicate any other organisations that are involved in the CCfA
- **Send your completed form to Democratic Services.**

Step 3 Chairman's
consideration of
the CCfA Form

The Chairman of the Overview and Scrutiny Committee determines whether or not to accept the CCfA for consideration

In doing so he will ask if:

- All existing options to resolve the problem have been exhausted;
- There are potential resource implications in the Committee's work programme to accommodate the CCfA; and
- The statutory exclusions have been considered eg subject of a complaint, vexatious, persistent, unreasonable or discriminatory.

In the event a Call for Action is submitted by the Chairman, the Vice-Chairman will determine whether or not the Call for Action is considered.

Step 4 Overview
and Scrutiny
Committee

The Initial Report allows the Committee to determine the appropriate priority in its work programme for the CCfA.

It will include information on:

- What the Councillor is requesting as the proposed outcome (with an opportunity to speak on the item);
- Action taken prior to the Call for Action being made;
- Any other known information;
- Exclusions process information;
- Which organisation/ Business Managers would be affected;
- Potential resource implications; and
- Whether and when to include CCfA into the work programme.

Details of requests for a Call For Action which have been rejected by the Chairman will be reported to the Overview and Scrutiny Committee. The Committee will consider any representations by the Member responsible for the request and determine whether to uphold the Chairman's decision or agree that the Call for Action be taken forward.

Step 5 Overview
and Scrutiny
Committee

Once the CCfA is in the Committee's work programme it will receive:

- a report including the background to the CCfA;
- comments from partner organisations;
- other information submitted for consideration by the Committee; and
- evidence from appropriate experts.

The Committee will seek to recommend a resolution to the CCfA.

Step 6
Seeking a
resolution

The Overview and Scrutiny Committee makes recommendations to the Executive if it is a Council matter or to other partners.

CCfAs may be about matters that cut across the remit of partner organisations. The Committee will send its recommendations direct to the organisation concerned.

The Committee might say that there is no action to be taken.

Step 7 Monitoring
of
Recommendation

The Overview and Scrutiny Committee will monitor the implementation of its 'recommendations'.

COUNCILLOR CALL FOR ACTION

REQUEST FORM



This form should be used by any Councillor at Woking Borough Council who would like the Overview and Scrutiny Committee to consider a Call for Action in their ward.

Subject of the Councillor Call for Action:

Would you like the opportunity to speak to the Overview and Scrutiny Committee?

Yes: ☐ No: ☐

Have you approached the Overview and Scrutiny Committee on the same issue in the past six months?

Yes: ☐ No: ☐

Why you think the issue should be looked at by the Overview and Scrutiny Committee:

Please give a brief synopsis of what the main areas of concern are:

What evidence do you have in support of your Call For Action:

Which areas or Community Groups are affected by the Call for Action:

Have you exhausted all avenues to resolve the issue?

Yes: ☐ No: ☐

What action have you taken to resolve the issue:

Are there any deadlines associated with the Call for Action of which the Overview and Scrutiny Committee needs to be aware:

What outcomes would you hope for in making this Call for Action:

Is the Call for Action currently the subject of legal action by any party (to your knowledge) or is being examined by a formal Complaints' process?: Yes: ☐ No: ☐

Councillor (print):

Signature:

Ward:

Date Submitted:

For Office Use Only:

Received by:

Received on: