



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, 22 February 2021 at 7.00 pm. The meeting will be held virtually and webcast live through the Council's website in accordance with the Coronavirus Act 2020 and The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 (S.I.2020 No. 392).

The agenda for the meeting is set out below.

RAY MORGAN
Chief Executive

AGENDA

PART I - PRESS AND PUBLIC PRESENT

Part I - Press and Public Present

- 1 Apologies for Absence
To receive any apologies for absence.
- 2 Minutes (Pages 5 - 10)
To approve the minutes of the meeting of the Committee held on 25 January 2021 as published.
- 3 Matters Arising from the Previous Minutes
To review and outstanding items from the previous minutes.
- 4 Urgent Business
To consider any business that the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.
- 5 Declarations of Interest
To receive declarations of disclosable pecuniary and other interests from Members in respect of any item to be considered at the meeting.

Matters for Scrutiny

- 6 Housing Topic Scrutiny Review OSC21-002 (Pages 11 - 18)

Reporting Person: Councillor D Hughes

- 7 Woking Football Club & Associated Developments Follow Up (Pages 19 - 28)

The Chairman requested that examples of a Scrutiny Officer job description was attached to the agenda.

Reporting Person: Councillor D Hughes

- 8 Overview of Complaints Received Annual Update OSC21-007 (Pages 29 - 44) – Appendix to follow

Reporting Person: Jo McIntosh

- 9 Annual FOI Report OSC21-005 (Pages 45 - 50)

Reporting Person: Hanna Taylor

Matters for Determination

- 10 Work Programme (Pages 51 - 72)

Reporting person: Councillor D Hughes

Performance Management

- 11 Performance and Financial Monitoring Information

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

Reporting person: Councillor D Hughes

Task Group Updates

- 12 Task Group Updates

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

Reporting person: Councillor D Hughes

13 Task Group Terms of Reference Review (Pages 73 - 78)

Reporting Person: Councillor D Hughes

AGENDA ENDS

Date Published - 12 February 2021

For further information regarding this agenda and arrangements for the meeting, please contact Hanna Taylor, Democratic Services Officer, Ext 3056, Email Hanna.Taylor@woking.gov.uk



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Overview and Scrutiny Committee 25 January 2021

MINUTES
OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE

held on 25 January 2021

Present:

Cllr D E Hughes (Chair)
Cllr M A Whitehand (Vice-Chair)

Cllr S Hussain Cllr G G Chrystie
Cllr M I Raja Cllr J R Sanderson
Cllr J E Bond

Also Present: Sarah Beck (JWS Operation Manager), Jo Chauhan (JWS Head of Operations), Jack Fidler (Green Spaces Support Assistant), Tracey Haskins (Green Infrastructure Manager), Arran Henderson (Senior Green Spaces Development Officer), Gareth John (WBC Solicitor), Geoff McManus (Director of Community Services), Councillors A-M Barker and C Kemp.

Absent: Councillors D J Bittleston and R Mohammed

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D Bittleston, K Davis and R Mohammed.

2. MINUTES

RESOLVED

That the minutes of the meeting of the Committee held on Monday, 21 December 2020 be approved and signed as a true and correct record.

The Chairman advised that the recommendation referred to under agenda item 7, as the first recommendation in the LGA report, was "How the Council more clearly articulated how decisions are aligned to the Council's priorities in order to address perceptions such as new buildings are just for outsiders", and wished for this to be documented as stated at the last meeting.

3. MATTERS ARISING FROM THE PREVIOUS MINUTES

The Chairman advised that the list of empty properties for members was yet to be shared, however officers were working on the list to ensure it was in line with GDPR.

Attention was drawn to the outstanding work from Kornferry for the opposition groups which the Chairman would follow up on after the meeting.

4. URGENT BUSINESS

There was no urgent business to discuss.

5. DECLARATIONS OF INTEREST

None.

6. JWS MANAGEMENT PERFORMANCE UPDATE

The Chairman introduced Sarah Beck, Operations Manager, and Jo Chauhan, Head of Operations, who presented the Joint Waste Solutions (JWS) item. JWS provided waste and recycling services to Woking Borough Council and its neighbouring authorities. An overview was provided on the contract management, waste and recycling performance, service improvements and future aspirations.

The contract was managed and reviewed by Key Performance Indicators (KPIs) and include data such as missed collections and the quality of recycled waste. The contract also sets out an Annual Service Plan which was driven by the KPIs, addressed any service improvements that had been identified throughout the year, health and safety concerns and community involvement. JWS develop a programme of work to meet the objectives for residents to reduce waste and recycle more.

The knock-on effects of Covid-19 were discussed and included challenges with maintaining frontline services, which was assisted by utilising agencies to provide service cover when staffing was impacted by sickness and absence. There had been a sufficient increase in the amount of waste across all services due to residents spending more time at home. The team adapted to the increased waste and different tier restrictions, advised residents on how to deal with waste if required and also appeared on Channel's 4 Britain's Unsung Heroes following the essential work that had been undertaken.

Ms Chauhan touched on the IT incident in that occurred in December 2020 that prevented residents of Woking and Surrey Heath being unable to report waste collection issues and make payments on the usual platforms available. The team reacted quickly and created a temporary online form on the JWS website, and garden waste payments could be able online and by the phone, for bulky waste collections and additional refuse bins could be arranged by calling the contact centre. Following investigations, there was no evidence to suggest that any personal data had been impacted however Amey would continue to investigate.

Ms Beck shared the statistics on the waste and recycling performance over the past five years, the data showed an increase in waste collected, especially in the last ten months where the average had risen from 3,000 tonnes per month to 3,500 tonnes per month. Another graph showed that the recycling rate (including food and garden waste) had dropped during the summer of 2020 but recent data shows a steady increase despite seasonal variations. The missed bins target was set to under 80 bins per 100,000, the graph detailed a dip in performance from December 2019 to February 2020 due to vehicle and staffing issues with Amey however since the new depot team had been introduced in August 2020 figures had continually improved. The details of the processes that had been implemented to improve service delivery was shared and future aspirations for JWS.

Members praised the work undertaken by the teams involved and noted that feedback from residents had been more positive than previous years. Following questions on the IT issues, it was confirmed that payments could be made over the phone, online and by cheque.

The process following blocked access to areas was explained and frequently monitored, and it was effected by more people being at home with their cars, however teams were always required to return to collect the waste.

The rules for contaminated waste were mentioned, as well as the recent work that Ms Beck had done with the collection crew to understand the context with contaminated waste. Cllr Whitehand questioned where there had been a development with option to recycle tetrapak, however Ms Chauhan advised that it could not be collected kerbside at the moment for recycling.

The key messages that JWS spread to the team and the public on how to recycle is very important but also underpinning the source of unnecessary packaging was important too.

The Chairman asked whether there had been any developments as to additional materials that could be collected or recycled however there was no update to the list of recyclable materials but work had been done at communal sites by providing more the facilities to ensure better quality of recycled waste.

Some members felt that the KPI's that were reported in the Green Book did not portray key information, this topic had been discussed before and would be picked up with Cllr Davis as Portfolio Holder.

Looking forward, JWS and Amey had scope within the contract to incorporate commercial waste collections however the organisations focus was to improve services for residents, before looking to expand. It was suggested for JWS to liaise with the Vyne on food recycling to avoid waste.

The Chairman thanked Ms Beck and Ms Chauhan for their detailed presentation and assistance with questions.

7. PLAY AREA MAINTENANCE UPDATE

The Chairman introduced Arran Henderson, Senior Green Spaces Development Officer, and Jack Fidler, Green Spaces Support Assistant, to present the item. The presentation provided an update since last reported at the Committee in November 2019, the work programme for 2020/21, the challenges faced and aspirations for 2021/22.

The play areas in the borough had weekly visual inspections, quarterly operation inspections and annual independent inspections, to report anything from general wear and tear to health and safety issues. Serco would carry out general maintenance that covered fencing/equipment repairs works, graffiti removal, rubber re-surfacing, littering picking and grass cutting. Large repair works were scheduled on a rolling programme however as the majority of parts required were sourced from Europe and there can be a lead time on some materials.

The parks were closed in March 2020 due to lockdown rules from the government, however regular inspections and maintenance services were continued by Serco, ready for

when they re-opened in July 2020. Mr Henderson shared examples of rubber and grass mat re-surfacing, painting and replacement of equipment work that was conducted in 2020.

The Committee was advised that the Play Area Refurbishment Programme had refurbished 24 play areas since 2003. Mr Fidler then provided a detailed explanation on the project at the Loop Road play area, which had a £130,000 budget to allow for adequate refurbishments and wheelchair accessible equipment, following the results of a petition. The inclusive design included a multi-play unit with a bespoke design for a variety of ages and abilities, an inclusive roundabout, basket swing, sensory play and rubber surfacing throughout.

Future works included resurfacing repairs across a number of sites, however Horsell Moor, Oakfield and Sutton Green play area works had been put on hold due to Covid-19 and then the financial outlook would be re-assessed. The remaining areas may be incorporated into a new programme following a review of the Play Strategy.

Members praised the work of the team, especially the work for the Loop Road play area which would also take into consideration views and feedback from those with disabilities, users and the residents who started the petition to ensure all aspects of inclusive play were covered. The Chairman advised the team on some other leisure users and the Hoe Valley Neighbourhood Forum that could provide some insight.

Mr Henderson advised that if members had individual refurbishment concerns for any areas, to contact him outside of the meeting with the location and details, to allow him to follow up. Anti-social behaviour was also discussed, and it was advised that members of the public should always report any incidents of anti-social behaviour to the Police, who can allocate resources to monitor the situation.

After discussing the Play Strategy, members felt that the timeframe of refurbishments was too long – 25 years. It was considered that Community Infrastructure Levy (CIL) funding could be put towards some projects if supported by local residents to preserve some of the budget for other maintenance and refurbishment works. The Chairman suggested the strategy could also review the amount of shade provided in play areas for the children playing and also parents watching.

Mr Henderson advised that the multi-use game areas had remained closed, which was in line with government guidance and were not open to the public, even family bubbles unfortunately.

The Chairman thanked officers for the presentation and answers to questions.

8. SURREY LIFELONG LEARNING PARTNERSHIP

Cllr Sanderson updated the Committee on the progress made since various teams and stakeholders had liaised on health and wellbeing services, and community development in the borough, more specifically in Goldsworth Park, with Surrey Lifelong Learning Partnership (SLLP). The SLLP scheme had unfortunately been effected by Covid-19 and therefore faced challenges.

RESOLVED

To add to the Work Programme and receive an update on the progress made in July 2021.

9. WORK PROGRAMME

The Chairman went through the Work Programme for the upcoming months and advised that the Housing Topic Scrutiny would also include the work undertaken on viability assessments following two meetings, one with Kempton Carr Croft (KCC), a company used by Woking Borough Council Planning Officers to conduct viability assessments. A Councillor briefing had also been organised for 1 February with KCC, to outline the process of viability assessments and assist members with any questions.

RESOLVED

That the Work Programme be noted.

10. PERFORMANCE AND FINANCIAL MONITORING INFORMATION

The Committee reviewed the November Green Book, and noted the following points, increased trend related to fly-tipping which could be a knock-on effect from Covid-19.

The meeting commenced at 7.00 pm
and ended at 10.12 pm

Chairman: _____

Date: _____

OVERVIEW AND SCRUTINY COMMITTEE – 22 FEBRUARY 2021

HOUSING TOPIC SCRUTINY REVIEW

Executive Summary

The Overview and Scrutiny Committee (O&S) were asked to undertake a review of Housing as a topic by the Housing Task Group. Following consultation with all members of the Council on the agenda for the work programme for 2020/21 it was decided to make this the major topic for Review and Scrutiny over this municipal year for this Committee.

This review has been undertaken over three consecutive months in three sessions. This paper is a summing up of the findings from O&S and incorporates work conducted since on developer viability arguments for affordable housing. This paper is to be viewed in conjunction with the framework commenced by Housing Officers and is designed to support the new housing strategy.

The Committee are cognisant that they only covered a small section of this topic, what became evident was the issue of the lack of affordable housing was fundamental to the discussion. Next steps are for the recommendations which have come from this scrutiny topic to be considered by the Council for inclusion into the new Housing Strategy due to be published and adopted in June 2021 following public consultation.

Recommendations

The Committee is requested to:

RESOLVE That

the following suggestions for inclusion into the new Housing Strategy be noted and passed to the Council for approval;

- (i) The locally set commuted sum formula to be reviewed when the Affordable Housing SPD is next updated,
- (ii) The Borough should set the example and seek to bring forward more of its own sites for affordable housing developments.
- (iii) Where a viability case results in fewer affordable homes being proposed a S106 agreement in order to provide the option for the actual costs and values to be completed.
- (iv) A town centre strategy to be brought forward in consultation with residents on the nature of new build housing in this area to inform future policy.
- (v) Increased vigour and support to the return of empty homes into occupation.
- (vi) That the Planning Committee has a session on the viability assessment process in their regular update training.
- (vii) A specific function of the Committee is policy development and review. The Committee has the authority to determine that the recommendations set out above be sent to Full Council for consideration.

Background Papers: Viability case study group notes and report.

Reporting Person: Cllr Deborah Hughes
Email: cldrdeborah.hughes@woking.gov.uk

Contact Person: Cllr Deborah Hughes

Date Published: 12th February 2021

1. Introduction

- 1.1 The Overview and Scrutiny Committee were asked to undertake a review of Housing as a topic by the Housing Task Group. Following this request, the topic was added to the 2020/2021 Work Programme and approved following consultation with all members of the Council. It was then decided to make this the major topic for Review and Scrutiny over this municipal year for the O&S Committee.
- 1.2. The O&S Committee has been assisted by the Housing department, in particular Mrs Louise Strongitharm (Director of Housing), Mr Jonathon Herbert (Strategic Housing and Development Manager), Mr Ernest Amoako (Planning Policy Manager) and Mr Thomas James (Planning Manager). In collaboration the topics for three sessions of the Committee over three consecutive months were determined.
- These were;
- Session 1. Affordable Housing Need
- Session 2. Challenges to addressing the affordable housing need.
- Session 3. Future Housing Strategy
- 1.2 Following robust discussions on the reasons why we are not meeting our basic targets for the provision of affordable homes in the Borough, the O&S Committee set up a small case study group to review several different real examples of use of the viability argument/ assessment which permits developers to adjust or remove the requirement for affordable homes. This sat over three sessions and produced a report which was used in the compilation of this report. Lead member was Cllr Whitehand, supported by Cllr Chrystie, Cllr Sanderson, Cllr Hussein and Cllr Bond.
- 1.3 A further member briefing on the viability argument was arranged particularly for members of the Planning Committee, but was open to all Council members.
- 1.4 It was originally hoped for this report to be presented to O&S in December, but was delayed due to the availability of the viability assessment surveyors to meet with the case study group.
- 1.6 The recommendations from the Overview and Scrutiny Committees review is intended to support and inform an updated Housing Strategy, to supersede the last one adopted in 2011.

2. Links to Health and Well Being

- 2.1 The clearly identified link of the provision of safe, suitable homes for all residents to the Wider Determinants of Health is well documented.
- 2.2 The wider determinants of health are those aspects which impact on a person's health and well- being which are not necessarily healthcare related. This is well documented by Sir Michael Marmot in his two major publications on this topic, the first in 2010 'Health in All Policies' and the second a follow up in 2020 which showed a widening gap in health inequalities. The impact of housing is included in this.
- 2.3 The Health and Well Being task group, which sits under the Woking Joint Committee, has been working this year on engagement of all aspects of Council business in the integration of H&WB into wider policy.
- 2.4 The new Housing Strategy and the new Health and Well Being Strategy are being produced so that these complement each other in their delivery.

3. Changes in Government legislation and impact on WBC

- 3.1 Government White Paper; Planning for the Future (Aug.'20). Here the calculation of housing need for Woking is thought to be 348 dwelling per annum. The Government has decided not to use the approach promoted in the. 'Planning for the future consultation document' as a means to calculate housing need. At present under the 2014 household projections, which the Government requires Councils to use in calculating housing need, the housing need for the borough is 431 dwellings per year. The Core Strategy sets a housing requirement of 292 dwellings per year. This is what the Council is presently seeking to provide.
- 3.2 Government consultation paper - 'Changes to the current planning system' (released in August 2020) - indicated the Government's intention to increase the affordable housing threshold from 10 dwellings to 40 - 50 dwellings in order to stimulate the economy as a response to the impact of the Covid-19 pandemic. An update on this implementation is awaited.
- 3.3 The Social Housing White Paper was published by the Ministry of Housing Communities and Local Government on 17 November 2020. The white paper presents a charter setting out seven commitments that social housing residents should be able to expect from their landlord. The overarching themes are building and resident safety, and resident voice. It also aims to deliver the improvements in transparency and accountability promised in the 2018 green paper.

4. Empty Homes;

- 4.1 As at January 2021 there were 540 long term empty properties of which 107 have been empty for more than 24 months. Work to promote these being returned to occupied homes has been delayed by two factors. Initially the officers involved were diverted to deliver on the Councils new licensing scheme in Canalside and just as this was up and running, they were then diverted by the pandemic to other essential duties.
- 4.2 O&S has had a couple of presentations on empty homes in recent years and appreciates that this is a long term and time-consuming process. However, it must be considered that the impact of just a proportion of these being returned into the housing stock could make a significant impact to those searching, in particular for a family home.
- 4.3 Empty homes are often a target for anti-social behaviour and are a frequent cause for resident complaints.
- 4.4 A suggestion was made that Ward members be approached for any information on empty properties in their Wards in order to speed up the process of identification and thereby action can be taken to expedite work needed to address the issue.

5. Affordable Homes;

- 5.1 The primary area of concern which became increasingly apparent from all the sessions was the lack of provision of affordable homes. The WBC Core Strategy sets an overall target of 35% of all new homes to be affordable, this is not being met. The definition of affordable housing is defined by Annex 2 of the NPPF, and it includes affordable housing for rent, starter homes, discounted market sales housing and other affordable routes to home ownership. The Core Strategy provides guidance on the tenure split of

affordable housing needed in the borough. The SHMA (2009) identifies that there is a need for 70% of new affordable dwellings to be in the rented tenure (social and affordable) and 30% at intermediate level (including shared ownership). It was noted that the price of land in the Borough often precludes these being included in a development. Socially rented housing which comes under this definition has also been challenged by the government's Right to Buy scheme, and the numbers of Social Housing in the Borough has fallen from 3410 in 2013 to 3361. In addition, 'Buy To Rent' schemes are not required to deliver as high a percentage of affordable housing.

- 5.2 The Council has used innovative methods to create additional homes via such schemes as Let's Rent, offering incentives to landlords to let their properties through the Council. The 'Earn your Deposit' scheme, which encourages tenants to become homeowners, is just having its first takers.
- 5.3 The Committee was informed that there is an acute need in the Borough for more affordable homes of all types, sizes and tenures. Specifically it was informed that the greatest need is for 1 bed units at 41%; then for 2 bed units at 31% and for 3 bed units at 22%. It was noted that this proportion was not the same in the private market where more family homes were needed (80% 2 bed and above). Also concern was raised that the developments coming through planning in recent months seemed to be predominantly for one bed and studio accommodation.
- 5.4 Concern was raised by the Committee at the number of successful challenges made by developers to the Borough's requirements for 40% affordable housing on developments of more than 10 units.
- 5.5 Questions were raised that as the viability arguments/ assessments were largely agreed, how would the Borough provide affordable homes in future? It was considered that the Borough should set the example and that in all Council led/ Council owned/ or where land is owned by WBC, but is to be developed by a third party and own developments that Core Strategy 12 should be fully adhered to.
- 5.6 102 dwellings per annum are required under our Affordable Housing Core Strategy Policy CS12 to provide 1737 by 2026. To date we have provided 581, so we are short by 1,156. The Committee was informed that there are a further 436 affordable homes planned to be delivered by 2023/24, still leaving us with a deficit on our needs.
- 5.7 The projected number in the pipeline to be provided is 436 units, which still leaves us short of our target by 720. There is also the issue of the mismatch of numbers of families and individuals who are on the housing register, as at January 2021 this stood at 1,108.
- 5.8 The challenge to many seeking to purchase or rent at affordable rates is that due to the high price of land, fewer affordable homes are viable. Even WBC new developments have not provided the 40% affordable in the past. The members briefing on this topic indicated that we are unlikely to get any affordable homes built within our town centre as it will not be viable to do so.
- 5.9 The commuted sums provided in lieu of affordable delivery have not always been forthcoming and the numbers of properties provided in this way falls short of what could normally be expected on site. Overage agreements also do not provide the percentage of affordable as per our policy. However, it is noted that there is an argument that any affordable is better than none.

- 5.9 Social housing; continued loss of this via the Right to Buy programme with 13 a year lost in 2012 compared to 6 a year to date in 2020-2021.
- 5.10 Questions were raised by the Committee and case Study Group on the Borough's acceptance of the viability self-assessments. One of the major companies who is employed by the Council to advise us on this was interviewed by the case study group in order to understand various real examples of this.

6.0 The Viability Argument

- 6.1 The Committee found it challenging to understand how so few developments in recent times were providing the 40% affordable provision and felt that the process behind this needed to be understood and possibly challenged. Questions such as whether we need a stronger mechanism to encourage developers to provide affordable homes or do we as a Council need to review of the realistic number of affordables expected within a development?
- 6.2. A small original group of the O&S committee were given three planning application examples to test the system. Each real example had been selected as the viability assessment was different on each application.
- 6.3. Woking has a Core Strategy Policy which it adopted in 2012 which sets out its housing requirements. And within that the basis is set for percentage requirement of affordable housing, all of which is subject to viability.
- 6.4. Certain sites are deemed as high value, Town centres for example, but the higher the existing use value the less surplus so the incentive to reach maximum affordable units in this type of development will be reduced. Building costs rise as you go higher and individual buildings in town centres have high infrastructure costs. Therefore, the high rise developments within the town centre are unlikely to yield affordable homes.
- 6.5. The case study group learnt that the Viability assessment has been a feature of planning for the last 10 years, but as the land values have risen increasingly the viability argument for no affordable homes is successful.
- 6.7. The Case Study Group and the Members in the briefing challenged the surveyors who undertake the viability reviews as to whether the developers' self-assessments are inflated and what actions they can take on this. The presentation and the responses to searching questions indicated that the companies that WBC employs to undertake a review of these viability self-assessments is robust and that they do indeed challenge developers for more affordable housing units. It is the high land value and the calculations which are prescribed which preclude these from being included in many developments.
- 6.9. There remains the dilemma that if the Council does not permit high rise in the town centre then the green belt would be more challenged. Green Belt capacity and the Town Centre capacity were inexorably interlocked and WBC had a High Rise Strategy agreed for Town Centre. HIF conditions applied to the Town Centre and committed more High Rise.
- 6.10. Woking was amongst many LPA'S having difficulty in achieving its Core Strategy requirements for affordable housing and the trend did not show signs of improving.

- 6.11. Use of the green belt; Green Belt offered more prospect of achieving a higher number of affordables but public opinion was a significant factor against usage plus the balance with the health and well-being that the green belt affords.
- 6.12. The case study group and members were informed that developers frequently tried to overstate costs and all agreed that it seemed the balance had turned too far in favour of developers. Members were informed that the use of S106 was useful in this regard as a review of the actual costs and values could be utilised during and after the actual build. A reconsideration of the viability could then be done. This was being increasingly used, but was a useful adjunct and perhaps could be usefully employed here to protect against developers inflating their initial costs.
- 6.13 The Case Study Group and the Members in the briefing challenged the surveying company who undertake viability reviews on behalf of WBC as to whether the developer's self-assessments are inflated and what actions are taken on these calculations. Following the presentation, the responses to searching questions indicated that the companies that WBC employ to undertake reviews of these viability self-assessments is robust and that challenges to developers for more affordables are made and are sometimes successful.
- 6.14. The specific concerns and recommendations from that study group are;
- A) It was suggested that Planning Committee members receive training in understanding the viability argument process. (This has been conducted).
 - B) The three case studies all showed how difficult it is to demonstrate the viability of providing affordable housing on brownfield sites.
 - C) With brownfield sites especially in an area like Woking with higher land values it is very difficult to prove the viability of affordable housing especially with the provision of developer profit of up to 20%.
 - D) Clear that the higher storey buildings are proportionately more expensive to build and this is likely to offset the higher value for higher storey apartments.
 - E) Use of overage clauses which come in once 75% of units sold. But this is too late to extract an on-site contribution.
 - F) If the Council were to itself build on the brownfield sites potentially affordable could be realised as the 20% developers profit would not be relevant.
 - G) A balance between the numbers of affordables and the overall housing stock may not be feasible but needs addressing in the next Local Plan.

7.0 Future Housing Strategy

- 7.1 This has been worked on by the Housing team over the same period as the O&S review was conducted. The team were able to present the emerging priorities in their last presentation to O&S for the next 3-5 years.

8. Conclusion.

- 8.1 Please note that the Committee considered many other facets of housing need, but this paper has focussed on areas where recommendations were made.

REPORT ENDS

Job Profile

Position Details	
Post	Principal Scrutiny Officer
Service Area	Corporate Governance / Democratic Services
Reports to	Democratic Services and Scrutiny Manager
Grade	PO4/5
Job Family	To be completed by HR

Role Purpose
To support the Council's important scrutiny function

Main Responsibilities
<ol style="list-style-type: none"> 1. Proactively support Overview and Scrutiny in Haringey, taking lead responsibility for specific areas of the scrutiny function to ensure an effective and efficient scrutiny service. 2. Help to improve the performance, development and delivery of council services and those of partner agencies by providing advice to Scrutiny Members using legislative, policy, project management and research expertise. This will involve analysing information and providing advice and interpretation to Members. 3. To support the development of the Scrutiny work programme, giving regard to the priorities of Councillors, the executive, officers and the community. This will involve informal engagement and arranging consultation with key stakeholders, and developing ideas for scrutiny projects into realistic, scoped out proposals. 4. To support and develop an effective and efficient statutory scrutiny function at Haringey Council. To ensure the overall development of the Council's scrutiny function in a way that is conducive to constructive working relations between the Council's executive and non-executive Members. 5. Ensuring that the running of the Overview and Scrutiny Committee and/ or Sub-Committee and or Panels complies with all constitutional and relevant local government legislative requirements, and providing advice to Councillors and officers as required. 6. Working effectively with elected Members and senior officers to deliver the Council's scrutiny function, requiring integrity, diplomacy, confidence and sound judgement. 7. Delivering scrutiny reviews that are well-evidenced, objective and impartial. This involves identifying and engaging key witnesses and evidence and producing reasoned, well-written reports with practical recommendations.

8. Working with colleagues across the organisation to assist ensuring the Council’s decision-making is transparent and understandable to the public.

Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding and commitment to promoting and implementing the Council’s Equal Opportunities policies. 3. Knowledge and experience of using IT. 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<p><u>Knowledge:</u></p> <p>To have high level knowledge and understanding of local government structures – particularly the Scrutiny function and statutory framework.</p> <p>Knowledge of the main issues facing Haringey</p>	<p>E</p> <p>D</p>
<p><u>Qualifications</u></p> <p>A degree, or significant in-work experience of researching and preparing written analysis</p>	<p>E</p>
<p><u>Experience</u></p> <p>Extensive experience of writing and presenting complex reports i</p> <p>Proven track record of working effectively with senior colleagues (including elected Members and Officers) to add value within a large organisation.</p> <p>Knowledge and experience in public engagement and involvement techniques.</p>	<p>E</p> <p>E</p> <p>D</p>
<p><u>Skills and Abilities</u></p> <p>Ability to identify a subject for review, and scope and deliver an inquiry.</p> <p>Effective communication including good presentation skills.</p> <p>Excellent project planning and management skills to manage complex projects, undertake investigations and identify potential problems in a political and evolving environment.</p>	<p>E</p> <p>D</p> <p>E</p>

Ability to undertake primary and secondary research and to analyse and interpret quantitative and qualitative data, including budgetary and performance data.	D
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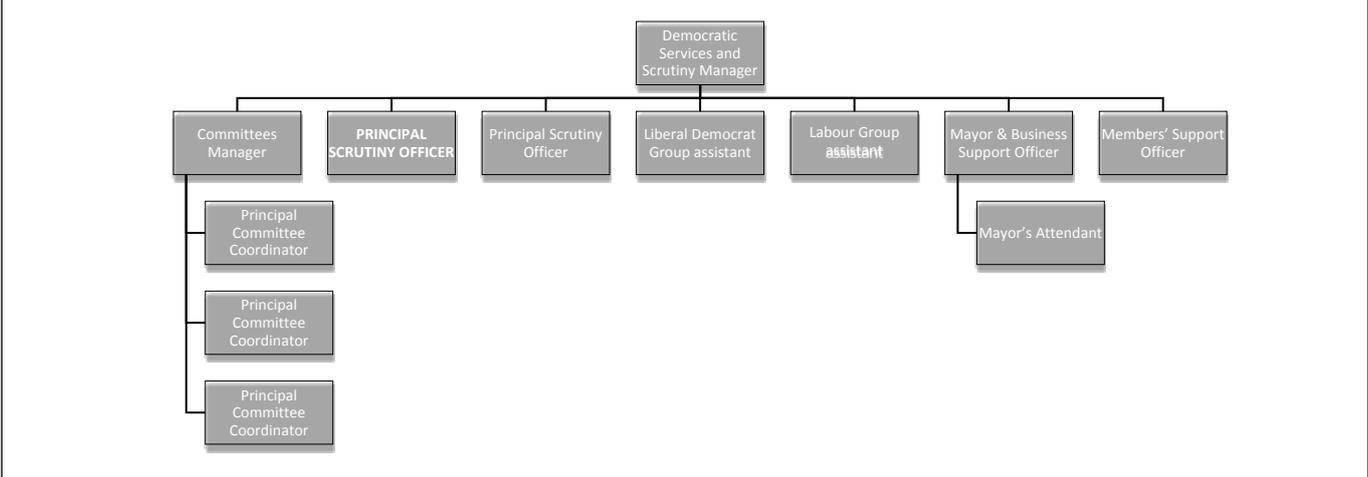
Main Contacts & Other Information

Main Contacts:

Chair of Scrutiny Committee and Panels
 Elected Councillors
 Democratic Services and Scrutiny Manager
 Monitoring Officer and legal service
 Senior officers – both in service areas and corporate support

Other Information:

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				N/A

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	85	Use of a computer.	Y	85
Audio typing.	N		Crisis or conflict situations.	N	
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	N		Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	Y	10
Outdoor work involving uneven surfaces.	N		Standing or sitting for prolonged periods.	Y	85

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Y	10	Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A – only routine filing of documents
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Scrutiny Officer
Grade	PS9	Reports to (role title)	Committee Support Manager
		Directorate/School	Resources
JE Band	314-370	Service/Department	Legal and Democratic Services
		Date Role Profile was created	May-19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Management and co-ordination of the business of the Council's Select Committees and Task & Finish Groups, working closely with directorate senior officers and committee chairmen in developing and supporting the work of the Committees.</p> <p>Support the work of the Council's Select Committees, developing their role in policy development, scrutiny and review, by organising meetings, carrying out research, advising on policy options, drafting reports and helping to ensure high-quality outcome-focused scrutiny.</p> <p>Assist the Chairmen and Vice-Chairmen in formulating work programmes, managing business, identifying lines of inquiry and areas for investigation, identifying witnesses and arranging for them to attend meetings and give evidence.</p> <p>Plan inquiries, carry out research and collect evidence for Select Committees, write briefing papers and draft reports on the results of investigations for submission to the Select Committees and the Cabinet.</p> <p>Provide procedural advice to Members and officers to support the effective and efficient operation of the decision-making process, including:</p> <ul style="list-style-type: none"> • Advising Members on their rights and duties as councillors • Advising Members and officers on the law and practice of meetings and the Council's constitution and working practices • Advising on and maintaining the respective roles of the executive, scrutiny and regulatory functions. <p>Advise Chairmen, Vice-Chairmen and other Members on local and national developments affecting the work of their committees.</p> <p>Measure/monitor the effectiveness of the Council's scrutiny work+B19 and develop new initiatives that promote the wor+B3k of Select Committees. Support colleagues in Democratic Services with such other functions as may reasonably be required.</p>
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Work Context	<p>Democratic Services lies at the heart of the County Council's strategic decision-making.</p> <p>The post-holder will deal on a day-to-day basis with elected Members and will need to display judgment, diplomacy and political sensitivity in establishing and managing effective working relationships with Members and officers.</p> <p>In addition, the Scrutiny Officer will need to develop contacts and working relationships with officers from relevant County Council services, borough and district councils, and other public, private and voluntary sector organisations which can contribute to the work programmes of committees.</p> <p>The post-holder will be expected to work within agreed procedure and practice, liaising closely from day to day with Members of the Council, external partners and senior officers in organising committee business.</p> <p>The post-holder will demonstrate an innovative and creative approach to work. Much of it also requires an ability to exercise judgement and influence outcomes.</p>
Line management responsibility if applicable	Not Applicable
Budget responsibility if applicable	Not Applicable
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Evidence of continuous training and personal development</p> <p>Knowledge of Council services and an ability to scrutinise service policy and performance.</p> <p>Understanding of the overall statutory local government framework, policies and services</p> <p>Understanding of and commitment to equal opportunities and diversity in service delivery and employment.</p> <p>Understanding of partnership working</p> <p>Broad understanding of law and practice of meetings</p> <p>Experience of managing/supporting committee meetings</p> <p>Willingness to travel around the County for meetings as required.</p>
Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
Reference Number	BM-2019-42

OVERVIEW AND SCRUTINY COMMITTEE – 22 FEBRUARY 2021

OVERVIEW OF COMPLAINTS RECEIVED - ANNUAL UPDATE

Executive Summary

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

This report sets out how complaints are dealt with, and gives brief details of those received since 1 January 2020 and 31 December 2020. Appendix 1 details the complaints received by Woking Borough Council and Appendix 2 sets out information of complaints received by New Vision Homes.

Recommendations

The Committee is requested to:

RESOLVE That the report be noted.

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

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: 12 February 2021

1.0 Introduction

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

2.0 The Council's Complaints Procedure

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

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

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

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

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

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

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

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

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

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

Overview of Complaints Received - Annual Update

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

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

3.0 Complaints received by the Council in 2020

- 3.1 A table containing a summary of the complaints can be found at Appendix 1. Together with a graph illustrating trends and a comparison with complaints received in 2019.
- 3.2 In the period of 1 January 2020 to 31 December 2020, the Council received 64 complaints through its Complaints Procedure. The previous year the Council received a total of 65 complaints.
- 3.3 Of the above complaints a total of 8 complainants have made a request for a review of the original response to their complaint since January 2020. 2 complaints were referred to a member of CMG for consideration.
- 3.4 It should be noted that it would not be appropriate for the Committee to review the circumstances of, or decisions reached in respect of, individual complaints. The purpose of submitting this report is to assist the Committee in identifying possible topic areas for future scrutiny.

4.0 Contractor Complaints/ Key Performance Indicators

- 4.1 Previous complaints information provided by New Vision Homes and Joint Waste Solutions has been reported to the Committee. The report has evolved over the years and it has become apparent that the Committee would like to receive detailed information in respect of these areas as means of oversight of the management of these contracts. Given the level of detail and scrutiny in respect of these areas it is proposed that they are invited to prepare and present such reports themselves however New Vision Homes have provided an overview of the complaints received in 2020 and is set out in appendix 2, for information.

5.0 Implications

- 6.1 Financial
None.
- 6.2 Human Resource/Training and Development
None.
- 6.3 Community Safety
None.
- 6.4 Risk Management
None.
- 6.5 Sustainability
None.

Overview of Complaints Received - Annual Update

6.6 Equalities

None.

6.7 Safeguarding

None.

6.0 Conclusions

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

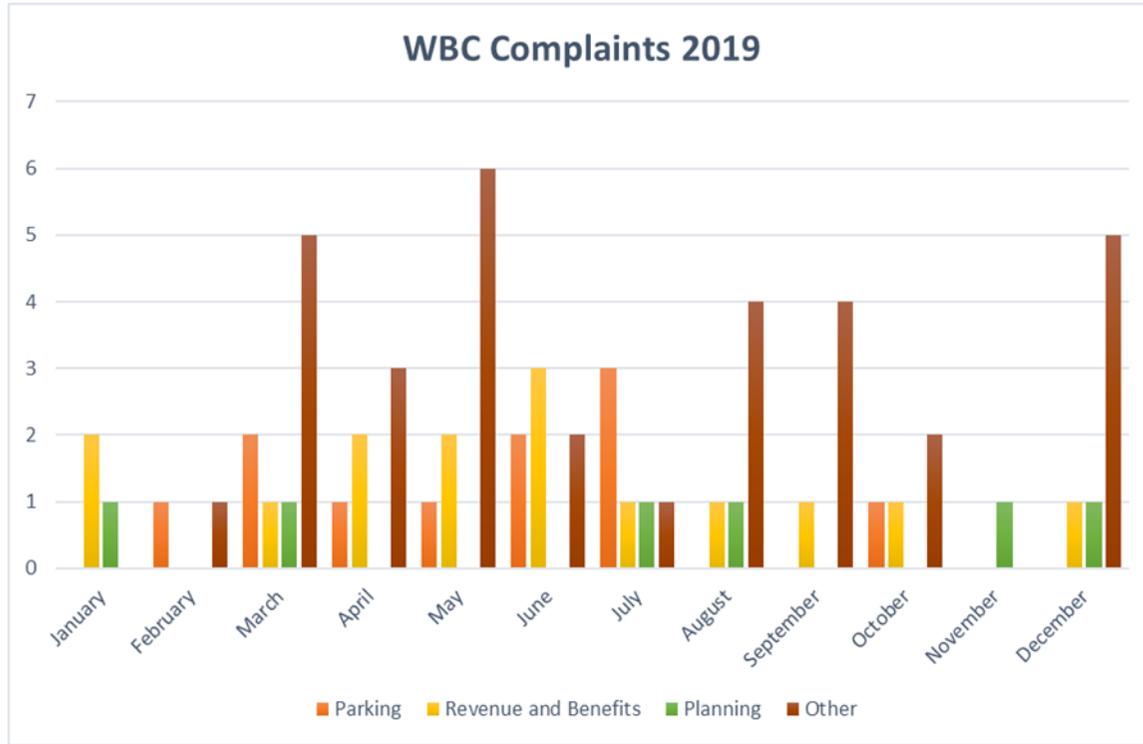
REPORT ENDS

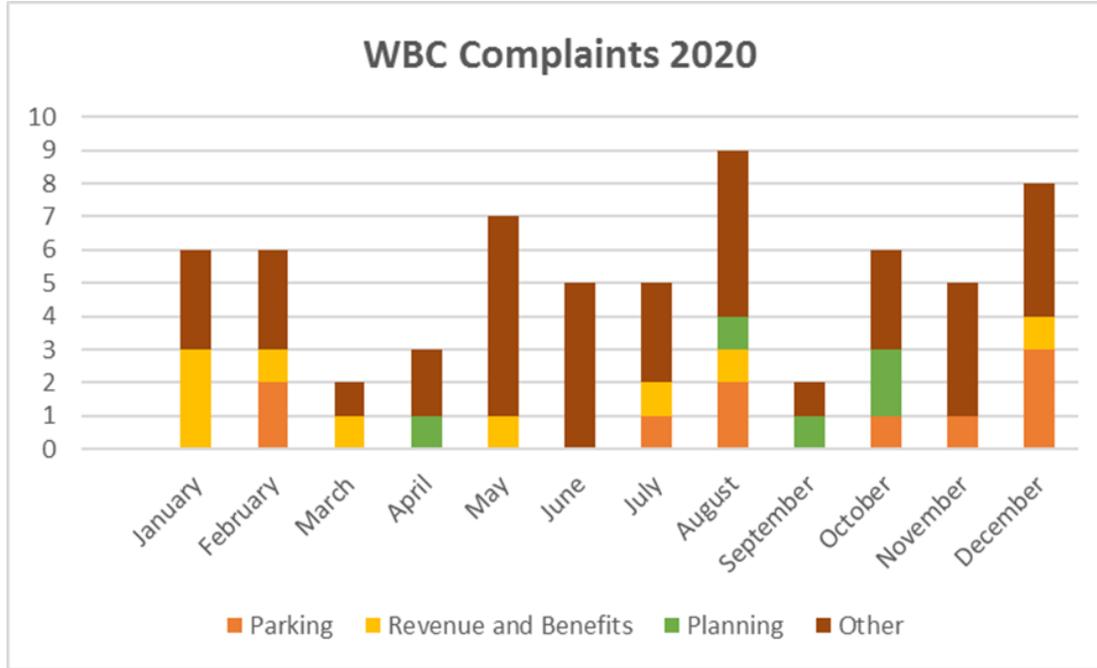
Date of Complaint	Officer(s) / Department Responsible	Summary	Complaint Classification
08.01.20	Catherine Butler	Private tenant - evicted by landlord, presenting as homeless.	Housing Standards
17.01.20	Peter Bryant	Petition complaint	Legal/Democratic Services
10.01.20	Neil Allen	Complaint over staff attitude	Revenues and Benefits
23.01.20	Neil Allen	Complaint over staff attitude	Revenues and Benefits
20.01.20	Angella Kentaro	Complaint over condition of temporary accommodation	Housing Needs
28.01.20	David Ripley	Complaint against the Housing Benefit department.	Revenues and Benefits
03.02.20	David Ripley	Complaint over delay in Council Tax Benefit refund	Revenues and Benefits
08.02.20	Peter Bryant	Elections complaint	Elections/Democratic Services
10.02.20	Ian Reynolds	Complaint against staff	Parking
17.02.20	DPO - Joanne McIntosh	FOI handling	DMO
22.02.20	Eugene Leal	Parking complaint	Parking
27.02.20	Joanne McIntosh	Complaint over staff attitude	Licensing
10.03.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
23.03.20	Catherine Butler	Unhappy with housing situation	Housing Needs
01.04.20	Lisa Harrington	Complaint over the renewal cost of buildings insurance	Health and Safety/Insurance
7.04.20	Dan Freeland	Complaint over response times	Planning
23.04.20	Business Continuity	Complaint over paying Council Tax during	Business Continuity
26.05.20	Julie Meme	Meals on Wheels complaint	Home Independence
15.05.20	Geoff McManus	Complaint against EH	Environmental Health
	Douglas Spinks	On going Waste issues	JWS/CMG
	Catherine Butler	Complaint over TA	Housing Needs
17.06.20	Katherine Waters	Garden flooding issues	Drainage and Flood Risk
09.05.20	Business Continuity	Complaint about Covid closures	Business Continuity
15.05.20	Catherine Butler	Complaint about B&B accommodation.	Housing Needs
05.06.20	Catherine Butler	Complaint against staff	Housing Needs
09.06.20	Business Continuity	Complaint over paying Council Tax during	Business Continuity
07.07.20	Joanne McIntosh	Handling of sensitive documents	Licensing
01.05.20	Neil Allen	Council Tax complaint	Revenues and Benefits
16.06.20	Joanne McIntosh	FOI handling	DMO
06.08.20	Joanne McIntosh	Alleged breach of statutory duty	Legal
30.07.20	Douglas Spinks	Complaint against Building Control	CMG
3.08.20	Dan Freeland	Complaint against Arboricultural Services	Planning
06.08.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
17.08.20	Ian Reynolds	Complaint against staff	Parking
14.08.20	Geoff McManus	Complaint against EH	Environmental Health
23.07.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
28.07.20	Joanne McIntosh	Complaint over refusal of information	Legal
07.08.20	Catherine Butler	Complaint against staff	Housing Needs
29.07.20	Ian Reynolds	Complaint against staff	Parking
12.08.20	Emma Bourne	Complaint against staff	Environmental Health
26.06.20	Joanne McIntosh	Complaint came through from Ombudsman relating to a matter that is still ongoing with NVH	DMO
31.08.20	Ian Reynolds	Complaint against staff	Parking
19.08.20	Camilla Edmiston	Complaint against staff	Community Safety
17.09.20	Joanne McIntosh	Appeal of NVH stage 2 complaint	DMO
29.09.20	Dan Freeland	Planning complaint	Planning
07.10.20	Thomas James	Complaint over the removal of trees behind her property for the new housing development.	Planning
18.10.20	Ian Reynolds	Parking Permit complaint	Parking
16.10.20	Joanne McIntosh	Complaint against staff	Licensing
20.10.20	Thomas James	Planning complaint	Planning
14.10.20	Joanne McIntosh	Review of NVH stage 2	DMO
03.11.20	Jacqui Dixon	Private sector housing issue	Housing Standards
12.11.20	Chirs Norrington	Unable to get deliveries	Business Liaison
26.10.20	Emma Bourne	Complaint against staff	Environmental Health
27.11.20	Joanne McIntosh	Complaint against Taxi licensing	Licensing
27.11.20	Ian Reynolds	Complaint over PCN	Parking
	Hazel Craig-Waller	Complaint about NVH repairs and lack of communication	NVH
09.12.20	Ian Reynolds	Complaint against staff	Parking
18.11.20	Joanne McIntosh DMO	Review request of NVH stage complaint	DMO
02.12.20	Katherine Waters	No response to voicemails	Drainage and Flood Risk
08.12.20	Joanne McIntosh	Appeal request of NVH stage 2	DMO
11.12.20	Ian Reynolds	Unhappy with parking notice warning	Parking
17.12.20	David Ripley	Benefit overpayment and debt complaint	Revenues and Benefits
15.12.20	Joanne McIntosh	Complaint	Legal
07.12.20	Andy Calfe/Ian Reynolds	Complaint - Parking on grass recreational area	Parking

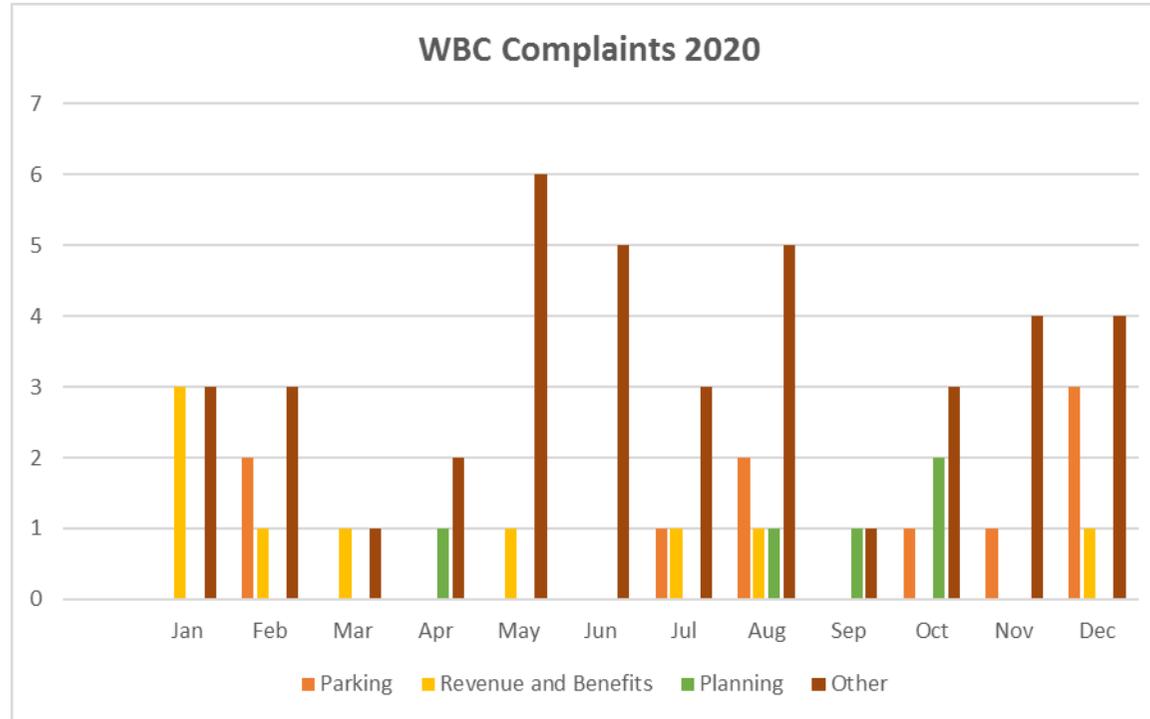
2020 TOTAL: 64

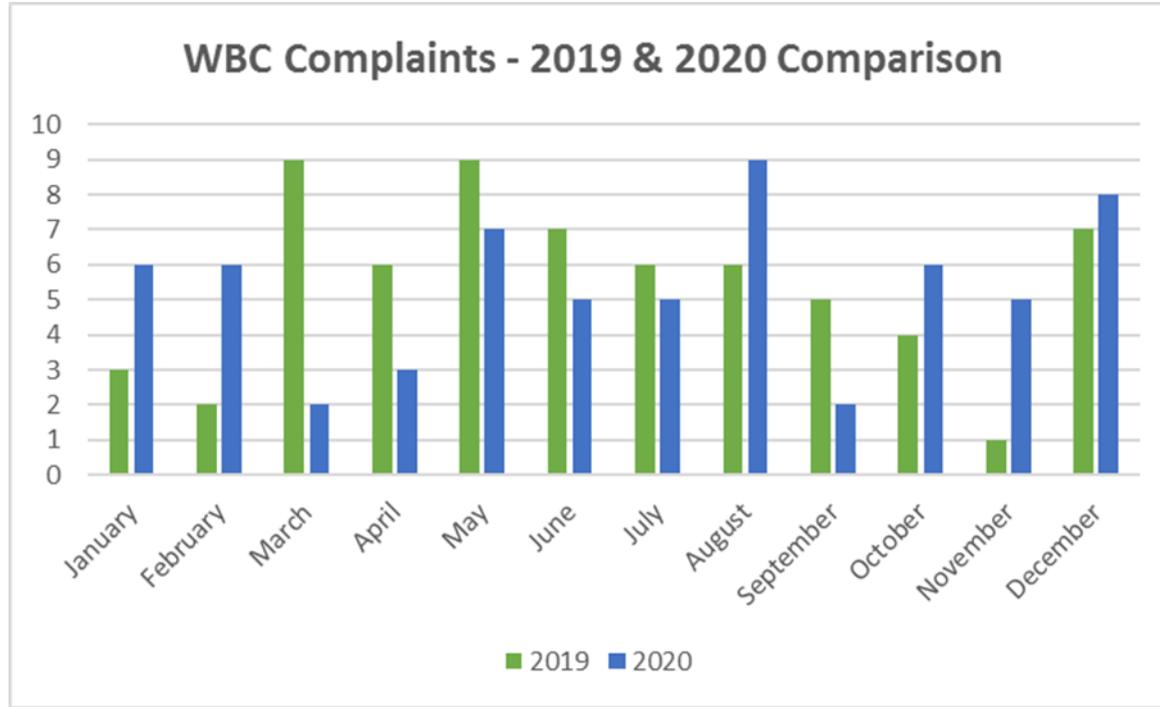
PARKING: 10
REVENUE AND BENEFITS: 9
PLANNING: 5
Other: 40

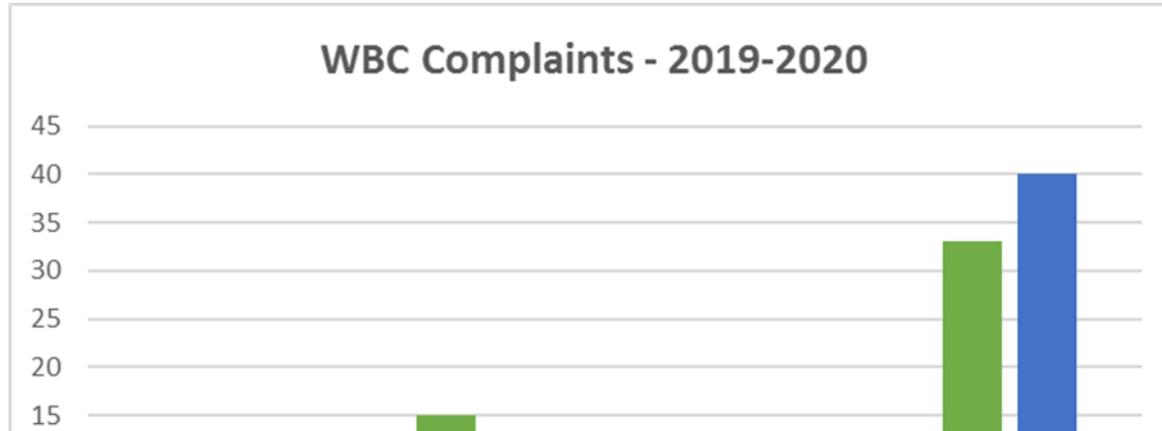












Complaint Classification	2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Parking		0	2	0	0	0	0	1	2	0	1	1	3	10
Revenue and Benefits		3	1	1	0	1	0	0	1	0	0	0	1	9
Planning		0	0	0	1	0	0	0	1	1	2	0	0	5
Other		3	3	1	2	6	5	3	5	1	3	4	4	40
Monthly Total		6	6	2	3	7	5	5	9	2	6	5	8	Grand Total: 64

Complaint Classification	2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Total
Parking		0	1	2	1	1	2	3	0	0	1	0	0		11
Revenue and Benefits		2	0	1	2	2	3	1	1	1	1	0	1		15
Planning		1	0	1	0	0	0	1	1	0	0	1	1		6
Other		0	1	5	3	6	2	1	4	4	2	0	5		33
Monthly Total		3	2	9	6	9	7	6	6	5	4	1	7	Grand Total:	65

Overview of Complaints Received by New Vision Homes (NVH)

1.0 NVH Complaints Report January 2020 to December 2020.

- 1.1 Between 1 January and 31 December 2020 New Vision Homes received 83 expressions of dissatisfaction. Of these, 13 were treated as Service Failures, 65 were dealt with at Stage 1 and 5 were dealt with at Stage 2.
- 1.2 In addition to the 83 cases, **xxxxxxx** case reached the Appeal Stage and is being dealt with by Woking Borough Council in line with the Complaints Policy.
- 1.3. Of the 83 expressions of dissatisfaction; 22 were for works not completed/time taken to complete the works, 17 were about poor customer service/lack of response, 24 regarding the poor standard of work and 9 because of late or missed appointments. In addition, 10 were owing to staff/operatives conduct, and 1 was concerning Anti-Social Behaviour.
- 1.4 Breyer Group (repairs contractor) was the primary source of dissatisfaction for 69 of the cases, whilst TSG (gas contractor) was responsible for 1, whilst NVH was the source of dissatisfaction for 13.
- 1.5 The average time taken to deal with Service Failures was 2.53 days. Of these 13 cases, 1 of them accounted for 16 days and if this was treated as an exception and taken out of the figures, the average time taken to deal with a Service Failure was 1.4 days.
- 1.6 The average time taken to deal with Stage 1 complaints was 9.95 days. Two cases were not responded to within the target of 14 days the reason cited for their slippage was staff workloads.
- 1.7 The average time taken to deal with the Stage 2 cases was 9 days.

REPORT ENDS

OVERVIEW AND SCRUTINY COMMITTEE – 22 FEBRUARY 2021

ANUUAL FOI REPORT 2020

Executive Summary

Since the implementation of the FOI system in October 2018, and an update was provided at the Overview and Scrutiny Committee on 21 January 2019 were it was agreed to receive an annual report on the FOIs received and details of any complaints.

The system is fully auditable and managed by Democratic Services. All members are welcomed to come and see the system and associated reports any time, please request this through Democratic Services.

Recommendations

The Committee is requested to:

RESOLVE That the report be noted.

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

Background Papers: None.

Reporting Person: Hanna Taylor, Democratic Services Officer
Email: hanna.taylor@woking.gov.uk, Extn: 3056

Contact Person: Hanna Taylor, Democratic Services Officer
Email: hanna.taylor@woking.gov.uk, Extn: 3056

Date Published: 12 February 2021

1.0 Yearly Report

1.1 The total FOIs received from January – December 2020 and 2019, for comparison, are reported follows:

Reporting From	Total FOIs received	Total FOIs Breached	%	Total FOIs refused	%
Jan – Dec 2019	834	23	3%	71	9%
Jan – Dec 2020	690	76	11%	15	2%

1.2 The table shows that more FOIs breached in 2020 than 2019, this was due to officer resources being re-deployed during the Covid-19 pandemic.

1.3 Monthly Breakdown - please note that the figures for the breached/refused FOIs are reported in the month they breach/are refused rather than the month they are submitted in. The remaining FOI's are either in the system to be completed or have been responded to in a different format, such as being referred to a different organisation for response or the information was not held.

Month	Total received	Completed	Refused	Breached
2020				
January	92	90	3	0
February	78	78	1	2
March	42	41	1	6
April	46	24	0	22
May	36	18	0	19
June	33	26	1	4
July	53	52	3	3
August	42	21	1	4
September	34	19	2	3
October	126	54	2	3
November	62	34	0	5
December	46	26	1	5
Total	690	483	15	76

2.0 Breakdown by Department

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

Department	Total FOIs Received
Benefits, Revenue and Customer Services	104
Democratic Services	117

Housing	47
Environmental Health	95
IT	33
Legal	35
HR	33
Planning	22
Parking	22
Finance	55
Green Infrastructure	24
Neighbourhood Services	31
Asset Management	15
Building Services	16
Community Safety	9
Elections	5
Marketing	5
Sports and Leisure	2
Home Independence	2
Corporate support	7
Engineering Team	3
Business Liaison	3
Family Support	5

3.0 Request for a Review

3.1 In accordance with the Council's complaints system, requests for a review of the way in which we have dealt with a request for information under the Freedom of Information Act 2000 are considered by the Data Protection Officer or his nominee or another member of the Corporate Management Group. The review consists of a thorough re-examination of the original decision and handling of the request. If the requester is not satisfied with the response, the requester may contact the Information Commissioners Office.

4.0 Information Commissioners Office

4.1 Woking Borough Council had two matters referred to the Information Commissioners Office (ICO) in 2020.

4.2 The first matter was referred to the ICO by Requester A:

4.3 The complaint to the ICO referred to a specific request made on a specific date. WBC were unable to find any request of that date within the FOI system and given the number of FOIA requests submitted by requester A, WBC were unable to ascertain which FOIA request/response was the subject matter of the complaint. On 25 June 2020, the Council requested further information in respect of the complaint from the ICO to determine the subject matter of the complaint. To date, the Council has not received a response from the ICO.

4.4 The second matter was a referred to the ICO by Requester B:

4.5 The complaint to the ICO was in respect of Brookwood Cemetery Offsite Interests. The Council was unable to fulfil the FOIA request as it did not hold the information requested. The ICO'S decision is as follows:-

“The complainant requested a copy of a court order relating to Brookwood Cemetery Ltd. Woking Borough Council (the Council) stated that it did not hold the requested information.

The Commissioner’s decision is that, on the balance of probabilities, the Council did not hold the requested information.

The Commissioner does not require the Council to take any steps as a result of this decision notice.”

4.6 It should be noted that the complainant has appealed the ICO’s decision to the First Tier Tribunal.

5.0 Conclusions

5.1 The Council received a large volume of requests in 2020. It should be noted that the majority of these requests were fulfilled by providing the information requested in a timely manner.

REPORT ENDS



WOKING BOROUGH COUNCIL

Overview and Scrutiny

Work Programme

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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 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 D E Hughes

Vice-Chairman: Councillor M Whitehand

Councillor D Bittleston

Councillor S Hussain

Councillor J Bond

Councillor R Mohammed

Councillor G G Chrystie

Councillor M I Raja

Councillor J R Sanderson

2020/21 Committee Dates

- 15 June 2020
- 13 July 2020
- 14 September 2020
- 19 October 2020
- 23 November 2020
- 21 December 2020
- 25 January 2021
- 22 February 2021
- 22 March 2021

Suggested Additions to the Work Programme

Decision to be Taken	Proposed by	Officer Comment
<p>Safer Working Partnership – Community Safety Plan. The Police and Justice Act 2006 gave local authorities responsibility for considering crime and disorder matters. In 2010 the Committee agreed that the Safer Working Partnership Plan would be brought forward annually for scrutiny.</p>	Chairman and Vice-Chairman	It was scheduled to be viewed at the meeting on 23 March 2020, which was cancelled due to the Covid outbreak.
<p>Investment Strategy. To understand the Council's position on funding for projects and schemes such as the Flood Alleviation Plan, due to Covid-19.</p>	Chairman and Vice-Chairman	This item will be carried over into the 2021/22 municipal year.
<p>Freedom Leisure. For the Committee to receive an annual review and an update since the 2019/20 review.</p>	Chairman and Vice-Chairman	This item will be carried over into the 2021/22 municipal year.
<p>Surrey Lifelong Learning Partnership. For the Committee to receive an update on the planned projects and activities at the Lakeview Community Centre in June 2021.</p>	Chairman and Vice-Chairman	This item will be reviewed at a meeting near in June 2021.

Annual Items of the Committee

Item	Month Scheduled	Reporting Officer
JWS Management Performance	January	Sarah Beck
Annual FOI report Annual NVH Complaints Review Report	February	Hanna Taylor Jo McIntosh
Safer Working Partnership – Community Plan Annual Report of the Overview and Scrutiny Committee	March	Camilla Edmiston Chairman of the OS Cttee
Celebrate Woking Review and Forward Plan Treasury Management Mid-Year Review	November	Chris Norrington / Riette Thomas Leigh Clarke

Overview and Scrutiny Committee Meeting – 22 March 2021

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	Chairman
Matters for Determination			
Work Programme. For the Committee to receive the updated Work Programme.	None	None	Hanna Taylor
Matters for Consideration			
Family Centres Update. For the Committee to receive an update a year on from the consultation that determined the re-modelling of the remaining Children’s Centres in the Borough to create Family Centres as part of a wider Family Service, led by Woking Borough Council.	None	None	Adam Thomas Nicola Norman
Climate Change Emergency. To understand what actions have been taken since the Climate Change Emergency had been declared and what is WBC position.	None	None	Lara Beattie
Annual Report of the Overview & Scrutiny Committee.	None	None	Chairman

Task Group Updates

Task Group Update. To receive an update on the terms of reference of the three Task Groups under the remit of the Committee.

None

None

Chairman

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.

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 T Aziz - Viability of Affordable Homes	To consider the Notice of Motion from Cllr T Aziz referred to the Executive on 14 January 2021 by Council on 3 December 2020.	Cllr Elson, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
No	Independent Directors of Subsidiaries	To determine the process for the appointment of Independent Directors.	Cllr Azad, Leader of the Council.	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 Azad, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)

4 February 2021

Key Decision	Subject	Decision to be taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
Yes	General Fund, Service Plans, Budgets and Prudential Indicators 2021-22	To recommend to Council the General Fund, Service Plans, Budgets and Prudential Indicators for 2021-22.	Cllr Ashall, Portfolio Holder, Business Managers.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Housing Revenue Account Budgets 2021-22	To recommend to Council the Housing Revenue Account Budgets for 2021-22.	Cllr Ashall, Portfolio Holder, Business Managers.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Investment Programme 2020-21 to 2024-25	To recommend to Council the full review of the Investment Programme and priorities.	Cllr Ashall, Portfolio Holder, Business Managers, Finance Task Group.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Capital, Investment and Treasury Management Strategies	To recommend to Council the Capital, Investment and Treasury Management Strategies for 2021-22.	Cllr Ashall, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Housing Management and Maintenance Service	To recommend to Council that the delivery approach for Housing Management and Maintenance Services from 1 April 2022 be confirmed (following resident consultation).	Cllr Harlow, Portfolio Holder and Housing Task Group, tenant and leaseholder consultation.	None.	Director of Housing (Louise Strongitharm)

Yes	Monument Way West Development Proposals	To authorise the framework which will include affordable housing and Woking Community Transport relocation.	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)
No	Terms of Joint Study on the Future Infrastructure Requirements of the East of Woking	To agree terms of a joint study with other authorities and partners on the future infrastructure requirements of the east of Woking, based on both current demand and future demand.	Cllr Elson, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)
No	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Cllr Azad, 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 Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)

Yes	Monument Way West Development Proposals	<p>To receive confidential information in respect of the Monument Way West Development Proposals 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)
Yes	Development Agreement - New Central Extension	<p>To authorise a development agreement.</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)

Special Executive - 25 February 2021

Following the Special Grants Executive held on 10 December 2020, a Special Executive has been scheduled to review the allocation of funds in the event either the Revenue Grant budget or the Capital Grant budget is reduced as part of budgetary considerations.

25 March 2021

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	The decision is sought to set the framework for Officers to develop detailed proposals for consideration 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.	Cllr Ashall, Portfolio Holder.	None.	Chief Finance Officer (Leigh Clarke)
Yes	Smarts Heath Road Woking Gymnastic Centre	To recommend to Council funding arrangements for the implementation of the approved scheme.	Cllr Azad, Portfolio Holder.	None.	Chief Executive (Ray Morgan)
Yes	Robin Hood	To recommend to Council the provision of Loan Finance to Rutland Woking for the development of the former Pub site for residential accommodation.	Cllr Azad, Portfolio Holder.	None.	Deputy Chief Executive (Douglas J Spinks)

No	Churchyard Closure and Transfer of Maintenance Responsibility – St Mary The Virgin Horsell	The Executive is requested to resolve that the responsibility for the maintenance of the closed churchyard at St Mary The Virgin Horsell is transferred to Woking Borough Council.	Cllr Davis, Portfolio Holder.	None.	Director of Neighbourhood Services (Geoff McManus)
No	Regulation of Investigatory Powers Act 2000 - Annual Monitoring Report and IPSO Report	To receive details of RIPA authorisations during 2020 calendar year, and to receive the IPSO report and agree any necessary resulting actions.	Cllr Azad, Portfolio Holder.	None.	Director of Legal and Democratic Services (Peter Bryant)
No	Write off of Irrecoverable Debt	To write off debts over £10,000.	Cllr Ashall, 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 Azad, 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 Ali, Azad, Barker, Bond, Davis, Elson, and Johnson.	Officer and Councillor time.	11.03.09	Ongoing
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, Aziz, Bond, Davis, Hughes, and Sanderson.	Officer and Councillor time.	25.05.06	Ongoing
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 Aziz, Bridgeman, Forster, Harlow, Johnson, Kemp and Mohammad.	Officer and Councillor time.	25.05.06	Ongoing

DRAFT TERMS OF REFERENCE

ADOPTED:

The Economic Regeneration Task Group was formed on 30 March 2009. The name of the task group was changed to the Economic Development Task Group on 6 April 2017.

Membership

The Economic Development Task Group shall comprise seven Members of the Council representing all Groups on the Council based on proportionality. The Elected Members to be appointed annually by the Overview and Scrutiny Committee in May. The Portfolio Holder for Promoting the Local Economy shall be an ex-officio member.

Members of the Task Group will be expected to gain the views of Councillors/ Officers/ other representatives with a view to reporting those views to the Task Group.

Members of the Task Group may also be charged with specific areas to research and report back on to the Task Group.

Members of the Task Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.

Substitutes may be appointed when necessary.

Chairman and Vice-Chairman

The election of Chairman and appointment of Vice-Chairman will take place annually at the first meeting of the Economic Development Task Group. The Chairman shall be a member of the opposition.

Remit

To promote a thriving and growing local economy in Woking, while ensuring that residents, community groups and businesses feature in a high quality environment that continues to be an attractive and healthy place to live in, work in and visit.

To review and monitor the current Economic Strategy of the Council.

Reporting

The members of the Task Group will be responsible for reporting on a regular basis to the Overview and Scrutiny Committee. Any proposals arising from the work of the Task Group will need to be reported to the Council's Executive, normally following consideration by the Overview and Scrutiny Committee.

Meetings of the Economic Development Task Group

The Economic Development Task Group will be serviced by Democratic Services.

The Economic Development Task Group will have 2 regular scheduled meetings which will be held in private.

The Economic Development Task Group will have Agendas for, and Minutes of, its meetings. These will be made available to all Members of the Task Group on a confidential basis.

Draft Minutes will be issued within five working days of a meeting of the Economic Development Task Group, which will be approved, or amended and approved, at the next meeting of the Economic Development Task Group.

HOUSING TASK GROUP
DRAFT TERMS OF REFERENCE



ADOPTED: XX XXX XXXXX

The Housing Task Group was formed on 12 September 2005.

Membership

The Housing Task Group shall comprise seven Members of the Council representing all Groups on the Council based on proportionality. The Elected Members to be appointed annually by the Selection Panel and agreed at the first meeting of the Overview and Scrutiny Committee and Council in May.

Members of the Task Group will be expected to gain the views of Councillors/ Officers/ Portfolio Holder / External Advisors and other representatives with a view to reporting those views to the Task Group.

Members of the Task Group may also be charged with specific areas to research and report back on to the Task Group. Any investigation requiring funding would normally be expected to be part of the existing housing budget. Offsite visits will be ad hoc. Requests for additional funds for the purpose would be submitted to the Portfolio Holder.

Members of the Task Group may be expected to present proposals to the Overview and Scrutiny Committee and, where necessary, prepare written reports.

Chairman and Vice-Chairman

The election of Chairman and appointment of Vice-Chairman will take place annually at the first meeting of the Housing Task Group. The Chairman shall be a member of the opposition.

Remit

The Task Group will cover the following:

- Steer development, and monitor implementation, of strategies and policies to provide, in particular, affordable housing availability (based on housing needs), reduction of homelessness, improving housing conditions, management and maintenance of Council homes and linkages with social care provision.
- Monitor performance and the delivery of key housing projects.
- Any other topics are to be considered as suggested by the task group, officers or other council bodies.

This is a standing task group.

Reporting

The members of the Task Group will be responsible for reporting on a regular basis to the Overview and Scrutiny Committee. Any proposals arising from the work of the Task Group will need to be reported to the Council's Executive normally following consideration by the Overview and Scrutiny Committee.

Meetings of the Housing Task Group

The Housing Task Group will be serviced by Democratic Services.

The Housing Task Group will meet 4 times a year, depending on workloads and adhoc issues arising. The meetings will be held in private.

Terms of Reference and Meeting Management Protocol

The Housing Task Group will have Agendas for, and Minutes of, its meetings. These will be made available to all Members of the Task Group on a confidential basis.

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