

## ANNUAL REPORT BY COUNCIL REPRESENTATIVES ON OUTSIDE BODIES

### Executive Summary

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

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

### Recommendations

The Council is requested to:

**RESOLVE That** the report be noted.

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

**Background Papers:** None.

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## **Annual Report by Council Representatives on Outside Bodies**

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### 1.0 Introduction

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

### 2.0 The Reports

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

### 3.0 Implications

#### Financial

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

#### Human Resource/Training and Development

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

#### Community Safety

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

#### Risk Management

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

#### Sustainability

## **Annual Report by Council Representatives on Outside Bodies**

3.5 There are no sustainability implications arising from this report.

### Equalities

3.6 There are no equalities implications arising from this report.

### Safeguarding

3.7 There are no safeguarding implications arising from this report.

REPORT ENDS

## Annual Report by Council Representatives on Outside Bodies

Appendix 1

### 2018/19 Appointments to Outside Bodies

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

**Annual Report by Council Representatives on Outside Bodies**

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

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

**Airport Operational Report to the Consultative Committee for 2018**

**Richard Wilson**

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

**Fairoaks Garden Village**

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

## Annual Report by Council Representatives on Outside Bodies

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

### Accidents

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

### Movements

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

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

### Comparative Movement Levels

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

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

### Runway Utilisation

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

### Noise Amelioration

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

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

## Annual Report by Council Representatives on Outside Bodies

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

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

### Noise Complaints

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

### Year Noise Complaints

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

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

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

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

Outside of the airfield operating hours complaints can be recorded by emailing the tower at [atsu@fairoaksairport.co.uk](mailto:atsu@fairoaksairport.co.uk).

### Medical Flights between 10pm and 7am

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

### Year Medical Flights

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

## **Annual Report by Council Representatives on Outside Bodies**

**Surrey Police and Crime Panel – Councillor Beryl Hunwicks**

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

## Annual Report by Council Representatives on Outside Bodies

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

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

## **Annual Report by Council Representatives on Outside Bodies**

## Annual Report by Council Representatives on Outside Bodies

Appendix 4

### Basingstoke Canal Joint Management Committee – Councillor Kevin Davis

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

## Annual Report by Council Representatives on Outside Bodies

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

**Woking People of Faith – Councillor Hilary Addison**

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

## Annual Report by Council Representatives on Outside Bodies

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

## Annual Report by Council Representatives on Outside Bodies

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

**Citizens Advice Woking – Councillor Hilary Addison**

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

## Annual Report by Council Representatives on Outside Bodies

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

**Woking Access Group – Councillor Hilary Addison**

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

## **Annual Report by Council Representatives on Outside Bodies**

**Woking ShopMobility – Councillor Hilary Addison**

<b>Outside Body:</b>	Woking Shopmobility
<b>Councillor(s):</b>	Cllr Hilary Addison
<b>Date Completed:</b>	4.3.2019
<b>Meetings Attended:</b>	4 plus other activities
<b>Description of Outside Body:</b>	The object of the Society is to promote the relief of all disabled persons within Woking and District by improving their mobility in particular by the provision of wheelchairs and other equipment.
<b>Update on Recent Activities</b>	Shopmobility handled 1024 visits in the Quarter October-December 2018 which is the highest number of recorded at any quarter. The annual Christmas tombola raised £805. 2 scooters were purchased at a cost of £3200.
<b>Future Activities:</b>	<p>Three 3 wheel scooters need to be replaced to ensure that Shopmobility continue to meet the different requirements of the clients. The practicality and potential utilisation of a tandem scooter for use by couples and/or carers is being investigated.</p> <p>Shopmobility currently run:</p> <p>26 scooters</p> <p>8 power chairs</p> <p>19 manual wheelchairs</p> <p>Shopmobility continue forging links with organisations who provide support for the elderly.</p> <p>It is planned to run the community pancake race in the town square on Shrove Tuesday.</p> <p>Woking Football Club have agreed that Shopmobility can take a bucket collection on 9<sup>th</sup> March</p>
<b>Matters of Note or Concern:</b>	No major issues as finances for 2019 are stable now we have received the Woking Borough Council grant.

## **Annual Report by Council Representatives on Outside Bodies**

**Woking Community Transport – Councillor Deborah Hughes and Councillor Graham Chrystie**

Meetings attended;

Both Councillors have attended all the meetings this year.

15.06.18; 19.10.18(AGM); 14.12.18; 8.3.19

Description of Outside Body

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

It provides several services;

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

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

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

Update of recent activities;

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

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

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

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

Efficiencies and Governance

- Review of membership under GDPR rules completed.

## Annual Report by Council Representatives on Outside Bodies

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

### Matters of Council Interest

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

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

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

### Conclusion

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