

To: All Members of the EXECUTIVE

When calling please ask for:

Emma McQuillan, Democratic Services  
Manager

**Policy and Governance**

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Calls may be recorded for training or monitoring

Date: 23 December 2016

**Membership of the Executive**

Cllr Julia Potts (Chairman)  
Cllr Tom Martin (Vice Chairman)  
Cllr Brian Adams  
Cllr Andrew Bolton  
Cllr Kevin Deanus

Cllr Jim Edwards  
Cllr Jenny Else  
Cllr Ged Hall  
Cllr Carole King

Dear Councillors

A meeting of the EXECUTIVE will be held as follows:

DATE: TUESDAY, 10 JANUARY 2017

TIME: 6.45 PM

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,  
GODALMING

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR  
Head of Policy and Governance

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## **NOTES FOR MEMBERS**

Contact Officers are shown at the end of each report and members are welcome to raise questions, make observations etc. in advance of the meeting with the appropriate officer.

### **AGENDA**

1. **MINUTES**

To confirm the Minutes of the Meeting held on 29 November 2016 and of the Special Meeting held on 13 December 2016 (to be laid on the table half-an-hour before the meeting).

2. **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

3. **DECLARATIONS OF INTERESTS**

To receive from members, declarations of interest in relation to any items included on the agenda for this meeting, in accordance with the Waverley Code of Local Government Conduct.

4. **QUESTIONS FROM MEMBERS OF THE PUBLIC**

To receive any questions from members of the public for which notice has been given in accordance with Procedure Rule 10.

The deadline for submission of questions is 5pm on Tuesday 3 January 2017.

5. **EXECUTIVE FORWARD PROGRAMME** (Pages 9 - 12)

To adopt the forward programme of decisions for Waverley Borough Council.

6. **BUDGET 2017/18 - UPDATE** (Pages 13 - 16)

[Portfolio Holder: Councillor Ged Hall]  
[Wards Affected: All Waverley Wards]

The report outlines the latest position on the 2017/2018 Budget and requests the Joint Overview and Scrutiny Committee to consider the budget proposals ahead of the final budget setting decision in February.

## Recommendation

**In light of the significant budget shortfall, the Executive is asked to:**

- 1. continue to work with officers to identify options to balance the budget; and**
  - 2. ask the Joint Overview and Scrutiny Committee to consider the detailed budget proposals at their January meeting and to make any suggestions to the Executive to prioritise options to balance budgets.**
7. **BUDGET MANAGEMENT REPORT** (Pages 17 - 26)  
[Portfolio Holder: Councillor Ged Hall]  
[Wards Affected: All Waverley Wards]

The report provides a review of the 2016/17 budget for the General Fund and the Housing Revenue Account against forecast to 31 March 2017, based on the latest information available.

## Recommendation

**It is recommended that the Executive notes the report and**

- 1. approves the rescheduling of Development Control RTPI training budget into 2017/18 budget, as set out in paragraph 5 (i);**
- 2. recommends to Council to approve the rescheduling of £40,000 for Waverley Training Services classroom works into 2017/18 as set out in paragraph 17;**
- 3. recommends to Council to approve the rescheduling of £40,000 for Continuity works into 2017/18 as set out in paragraph 18 (i);**
- 4. approves the rescheduling of £12,300 for Agresso works into 2017/18 as set out in paragraph 18 (ii);**
- 5. approves a virement of £10,000 from the Provision for Urgent Schemes for Bus Shelter Replacement as set out in paragraph 20 (i);**
- 6. approves a virement of £3,400 from General Fund Capital Savings for a Vending machine for the Borough Hall as set out in paragraph 20 (ii);**
- 7. recommends to Council to approve a virement of £42,505 from General Fund Capital Savings for Waste and Recycling Containers as set out in paragraph 20 (iii);**
- 8. approves a virement of £11,000 from General Fund Capital Savings for an IT hardware upgrade for Waverley Training Services as set**

out in paragraph 20 (iv); and

9. **approves a virement from General Fund Capital Savings and usage of PIC funding, totalling £15,000, for the Shamley Green Parking scheme as set out in paragraph 20 (v).**

8. CUSTOMER SERVICES REVIEW (Pages 27 - 48)

[Portfolio Holder: Councillor Tom Martin]

[Wards Affected: All Waverley Wards]

The purpose of the report is to secure the support of the Executive to proceed with the next stage of the Customer Services Review. This will involve an evaluation of the options identified by the Foresight Customer Services Officer Group.

Recommendation

**It is recommended that the Executive request the Head of Customer and Corporate Services and the officer Foresight Group to continue the review and evaluate/progress the change options specified within the body of the report.**

9. REPORT OF THE CONSTITUTION SIG (Pages 49 - 60)

The report invites the Executive to consider the work of the Constitution SIG that has been undertaken in terms of preparing to implement the new Overview and Scrutiny arrangements. There are a number of recommendations for consideration.

Recommendation

**It is recommended that with regard to Questions by Members at meetings,**

1. **Para 11.3 should be revised to delete '*member of a Committee or Sub-Committee*' and replace with '*any member of the Council*' may ask the Chairman...**
2. **Para 11.4 (a) should be amended so that members of the Council need to give at least 4 clear working days notice in writing, instead of 7; and**
3. **Para 11.4 (b) add that the question must relate to matters '*that are not already included on the agenda*'; and**

**with regard to Overview and Scrutiny arrangements:-**

4. **the structure of four Overview and Scrutiny Committees, as set out in Annexe 1 be agreed, along with the establishment of the informal Co-ordinating Board whose membership would consist of the Chairmen and Vice-Chairmen of the four Committees;**

5. **the Terms of Reference for the Overview and Scrutiny Committees, as set out in Annexe 2, be agreed;**
  6. **authority be delegated to the Overview and Scrutiny Co-ordinating Board to keep the Terms of Reference under regular review and revise when necessary, subject to an annual report from each Committee to the Council to endorse any changes and amend the constitution accordingly;**
  7. **the four Overview and Scrutiny Committees should consist of 9 Waverley members, and that the Housing Overview and Scrutiny Committee also appoints 2 Tenants Panel Representatives as co-optees;**
  8. **the constitution be amended to enable additional meetings of each O and S committee to be arranged with the agreement of the Chairman and Vice-Chairman;**
  9. **the constitution be amended to agree the revised wording set out in the report regarding chairmanships of the Overview and Scrutiny Committees;**
  10. **the protocol for attendance at meetings of the Executive and Overview and Scrutiny Committees, as set out at Annexe 3, be agreed; and**
  11. **Special Interest Groups be deleted from the establishment, and the role of the Standards Panel be extended to include keeping the constitution under review and making recommendations for revision.**
10. CONSULTATION ON REMOVAL OF BT PAYPHONES IN WAVERLEY  
(Pages 61 - 74)

[Portfolio Holder: Councillor Andrew Bolton & Councillor Brian Adams]  
[Wards Affected: All Waverley Wards]

British Telecom has advised the Council of 48 payphones in the Borough on which it is obliged to consult about removal. They would like to remove the payphones on the grounds that they are used infrequently and are expensive to maintain. BT also has a Universal Service Obligation to ensure there are sufficient payphones for local need.

BT's deadline for response to the consultation is 30 January 2017. Officers have carried out a public consultation, and consulted all affected ward councillors and Town and Parish Councils. The information has been used to help inform Waverley's response. The Council needs to produce two legal notices to send to the Secretary of State and BT; the first setting out our initial position on the removal of the payphones after the consultation (23 December) and the second with the final position (end of January).

Recommendation

**It is recommended that the Executive:**

- 1. determines whether the attached initial position needs any amendment; and**
- 2. agrees that the final position be signed off by the Portfolio Holders, taking into account any outstanding representations received between 10 and 20 January, to enable the posting of the final notice by 30 January 2017.**

11. UPDATING SCHEME OF DELEGATION FOR ENVIRONMENTAL AND ANTISOCIAL BEHAVIOUR ENFORCEMENT (Pages 75 - 84)

[Portfolio Holder: Councillor Jim Edwards & Councillor Kevin Deanus]  
[Wards Affected: All Waverley Wards]

The purpose of this report is to seek the support of the Executive for proposed changes to the Scheme of Delegation in relation to Environmental and Anti-social Behaviour enforcement powers to add clarity, achieve the optimum level of efficiency and ensure that all officers are appropriately and correctly authorised to act.

Recommendation

**That the Executive recommends to the Council that the proposed changes to the Scheme of Delegation relating to Environmental and Anti-Social Behaviour enforcement as set out in the attached schedule, be approved.**

12. DRAFT CALENDAR OF MEETINGS 2017/2018 (Pages 85 - 86)

The draft Calendar of Meetings for 2017/18 is attached for approval. The Calendar takes into account the proposal that there are four Overview and Scrutiny Committees and these have been scheduled to take place at the relevant times of the Council year, as recommended as part of the review of the Overview and Scrutiny function. The names of the Committees will be updated in the Calendar once agreed by the Council.

Provision has also been made for regular dates for the Joint Planning Committee so that members can have prior warning for when these will be convened to consider relevant planning applications.

Recommendation

**It is recommended that the Calendar of Meetings for 2017/18 be approved.**

13. EXECUTIVE DIRECTOR'S ACTIONS

To note any action taken by the Executive Director after consultation with the Chairman and Vice-Chairman since the last meeting. The Register of Decisions will be laid on the table half an hour before the meeting.

14. EXCLUSION OF PRESS AND PUBLIC

To consider the following recommendation on the motion of the Chairman:-

Recommendation

That, pursuant to Procedure Rule 20, and in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following item(s) on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during these items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified at the meeting in the revised Part 1 of Schedule 12A to the Local Government Act 1972.

15. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider matters (if any) relating to aspects of any reports on this agenda which, it is felt, may need to be considered in Exempt session.

**For further information or assistance, please telephone  
Emma McQuillan, Democratic Services Manager, on 01483 523351 or  
by email at [emma.mcquillan@waverley.gov.uk](mailto:emma.mcquillan@waverley.gov.uk)**

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## Waverley Borough Council Key Decisions and Forward Programme

This Forward Programme sets out the decisions which the Executive expects to take over forthcoming months and identifies those which are key decisions.

**A key decision** is a decision to be taken by the Executive which (1) is likely to result in the local authority incurring expenditure or making savings of above £20,000 and/or (2) is significant in terms of its effects on communities living or working in an area comprising two or more wards.

Please direct any enquiries about the Forward Programme to the Democratic Services Manager, Emma McQuillan, at the Council Offices on 01483 523351 or email [committees@waverley.gov.uk](mailto:committees@waverley.gov.uk).

### Executive Forward Programme for the period 11 January 2017 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
<b>POLICY AND GOVERNANCE, HUMAN RESOURCES, BRIGHTWELLS AND LEP CLLR JULIA POTTS (LEADER)</b>						
1. Performance Management	Quarterly combined performance report	Executive		February 2017	Louise Norie	CORP/COMM
<b>CUSTOMER AND CORPORATE SERVICES – CLLR TOM MARTIN (DEPUTY LEADER)</b>						
1. Age Concern Farncombe	To agree new lease arrangements	Executive		February 2017	Kelvin Mills	CORPORATE
2. Customer Services Review	To review and agree the way forward for Customer Services	Executive and Council	√	February 2017	David Allum	CORPORATE

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
<b>PLANNING – CLLR BRIAN ADAMS</b>						
1. CIL Preliminary Draft Charging Schedule	To agree for the basis of consultation	Executive		February 2017	Graham Parrott	COMMUNITY
2. Building Control Options Appraisal	To agree the way forward	Executive and possibly Council		February 2017	Elizabeth Sims	CORPORATE
3. Local Plan Part II – Issues and Options	To seek agreement for consultation	Executive	√	February 2017	Graham Parrott	COMMUNITY
4. Dunsfold and Dunsfold Church Conservation Area Appraisal	For adoption	Executive and Council		March 2017	Graham Parrott	COMMUNITY
5. CIL Preliminary Draft Charging Schedule	To agree the next stage	Executive		May 2017	Graham Parrott	COMMUNITY
6. Local Plan Part II – Approval for Regulation 18 Consultation	For approval	Executive and Council		July/August 2017	Graham Parrott	COMMUNITY
<b>ECONOMIC DEVELOPMENT – CLLR ANDREW BOLTON</b>						
<b>COMMUNITY SERVICES AND COMMUNITY SAFETY – CLLR KEVIN DEANUS</b>						
1. 'Prevent' Counter-Terrorism Strategy	To agree a Strategy and Action Plan	Executive		March 2017	Katie Webb	COMMUNITY

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
<b>ENVIRONMENT – CLLR JIM EDWARDS</b>						
1. Trade Waste Enforcement Policy	To adopt the Trade Waste Enforcement Policy	Executive	√	February 2017	Richard Homewood	COMMUNITY
<b>HEALTH, WELLBEING AND CULTURE – CLLR JENNY ELSE</b>						
1. Cultural Strategy	To receive the action plan for delivery of the strategy	Executive		February 2017	Kelvin Mills	COMMUNITY
<b>FINANCE – CLLR GED HALL</b>						
1. Budget Management [E3]	Potential for seeking approval for budget variations	Executive (and possibly Council)	√	Potentially every Executive meeting	Peter Vickers	CORP/COMM
<b>HOUSING – CLLR CAROLE KING</b>						
1. Housing Delivery Board [E3]	Potential to approve and adopt policies and make decisions to assist in the delivery of affordable homes in the Borough	Executive (and possibly Council)	√	Potentially every Executive meeting	Andrew Smith	CORPORATE
2. Implementing requirements of the Housing and Planning Act 2016	Decisions to implement changes resulting from the Act	Executive (and possibly Council)	√	February 2017	Andrew Smith	CORPORATE
3. Review of Housing Maintenance Contracts [E3]	To review the contracts and consider any recommendations	Executive and Council	√	April 2017	Hugh Wagstaff	CORPORATE

### Background Information

The agenda for each Executive meeting will be published at least 5 working days before the meeting and will be available for inspection at the Council Offices and on the Council's Website ([www.waverley.gov.uk](http://www.waverley.gov.uk)). This programme gives at least 28 days notice of items before they are considered at a meeting of the Executive and consultation will be undertaken with relevant interested parties and stakeholders where necessary.

**Exempt Information** - whilst the majority of the Executive's business at the meetings listed in this Plan will be open to the public and press, there will inevitably be some business to be considered which contains confidential, commercially sensitive or personal information which will be discussed in exempt session, i.e. with the press and public excluded. These matters are most commonly human resource decisions relating to individuals such as requests for early or flexible retirements and property matters relating to individual transactions. These may relate to key and non-key decisions. If they are not key decisions, 28 days notice of the likely intention to consider the item in exempt needs to be given.

This is formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of any of the Executive meetings listed below may be held in private because the agenda and reports or annexes for that meeting contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), and that the public interest in withholding the information outweighs the public interest in disclosing it. Where this applies, the letter [E] will appear after the name of the topic, along with an indication of which exempt paragraph(s) applies, most commonly:

[E1 – Information relating to any individual; E2 – Information which is likely to reveal the identity of an individual; E3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information); E5 Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings; E7 – Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime].

## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE - 10/01/2017

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#### Title:

**BUDGET 2017/18 UPDATE**

**[Portfolio Holder: Cllr Ged Hall]**

**[Wards Affected: All]**

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#### Summary and purpose:

This report outlines the latest position on the 2017/2018 Budget and requests the Joint Overview and Scrutiny Committee to consider the budget proposals ahead of the final budget setting decision in February.

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#### How this report relates to the Council's Corporate Priorities:

The Council could not deliver the Corporate Priorities without a robust budget setting process in place.

#### Financial Implications:

All decisions made with regard to the budget will impact on Waverley's resources.

#### Legal Implications:

There are no direct legal implications as a result of the recommendations of this report. The Council is required to set a balanced General Fund and HRA budget.

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#### Introduction

1. The report outlines the latest budget position for 2017/2018. It includes key financial and topical issues and an update on the Spending Review and Autumn Statement issued on 25 November 2016.

#### General Fund Background

2. The Annual Finance Seminar was held on 30 November 2016 for all members of the Council. The seminar set out the key aims of the Finance Strategy and gave highlights of the current position for the General Fund. It also presented the issues and risks for the next four years and a strategy for balancing the budget. Significant savings will be required over the next four years in view of ongoing Government Grant reductions.

#### Revenue Support Grant Settlement

3. The Government announced on 17 December last year that the Revenue Support Grant will be phased out over the next two years resulting in a £705,000 reduction in funding in the 2017/18 budget and this has been confirmed in the 2017/18 Finance Settlement announced on 15 December. The 2017/18 budget has been planned taking the significant reduction into account.

## **Business Rates**

4. By the end of this Parliament, nationally-set business rates will be abolished allowing local authorities to set their own rates, but the system of top-ups and tariffs will be retained. Consultation has taken place during this year considering options to transfer additional responsibilities. Full details are not yet available to assess the impact upon Waverley beyond 2019/20, although the finance settlement indicates that Waverley will not receive any additional funds in the next three years.

## **New Homes Bonus**

5. The Government consulted on reforms to the New Homes Bonus in Spring 2016 and announced its final proposals alongside the draft finance settlement on 15 December 2016. The Government has confirmed that the New Homes Bonus will continue in the foreseeable future although it will reduce the length of payments from 6 to 4 years and it will be top-sliced to pay for the Better Care Fund. Compared to expected New Homes Bonus income, Waverley will lose £0.7m in 2017/18 and £3.5m over the next 3 years. The Council does not currently rely on New Homes Bonus to support service provision, however, any reduction will impact directly on the Council's invest to save funding.

## **Council Tax Increase**

6. Last year Waverley increased its council tax for the first time in six years after the the Government allowed councils to increase council tax by £5 or up to 2% without triggering a referendum. The provisional finance settlement has confirmed that this option will be available again for 2017/18. The headline budget figures that will be submitted to the Joint Overview and Scrutiny Committee in January show the position before taking into account any council tax increase. Decisions regarding the council tax for 2017/18 will be taken by Council in February 2017.

## **General Fund - Latest Position**

7. In November, Members were advised that the Council would need to identify £3.13m of cost savings and/or additional income in order to balance its budget in the medium term planning 2017/18 to 2019/20. Of this, £1.35m is required to be found in the 2017/18 budget. This savings target was largely the result of the anticipated significant cut in government grant which has now been confirmed. Despite this significant challenge, Members are keen to protect front line services and maintain the overall amount of support provided to community organisations in the Borough.
8. A detailed review of all budgets has been completed to ensure expenditure incurred is necessary and income budgets are maximised in line with risk. The services have been challenged to identify initiatives to address the deficit over a three year period with realistic implementation timescales. The latest position is a budget shortfall of £425,000 still to be resolved. A range of proposals to address this shortfall will be presented to the Joint O and S Committee on 16 January 2017.

## **Housing Revenue Account budget**

9. The Council has a robust 30-year Business Plan in place for delivering the landlord service. Last December the Government introduced some proposals that put the financial position at risk. They are summarised as:

- Government changes will lose Waverley more than £300million
- Rent reductions 1% per year for four years from 2016/17
- Sale of high value voids
- Welfare reform

10. Over the course of this year, a detailed review of the business plan has been completed and proposals to address the deficit and the principles were agreed by the Council in December. Full detailed budgets will be presented to the Joint Overview and Scrutiny Committee in January, before approval by the Executive and Council in February.

## **Recommendation**

In light of the significant budget shortfall, the Executive is asked to:

1. continue to work with officers to identify options to balance the budget; and
2. ask the Joint Overview and Scrutiny Committee to consider the detailed budget proposals at their January meeting and to make any suggestions to the Executive to prioritise options to balance budgets.

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## **Background Papers**

Waverley's Financial Strategy 2016/2017–2019/2020  
Waverley's Budget 2016/2017.

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## **CONTACT OFFICER:**

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## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE – 10 JANUARY 2017

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#### **Title:**

#### **BUDGET MANAGEMENT REPORT**

**[Portfolio Holder: Cllr Ged Hall]**

**[Wards Affected: All]**

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#### **Summary and purpose:**

This report provides a review of the 2016/17 budget for the General Fund and the Housing Revenue Account against forecast to 31 March 2017, based on the latest information available.

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#### **How this report relates to the Council's Corporate Priorities:**

The monitoring and management of the Council's budgets ensures there is financial control over the services that contribute to the Corporate Priorities. Savings identified can be redirected towards Corporate Priorities or action can be taken to rectify overspends.

#### **Resource/Value for Money implications:**

This report reviews the position against the budget to date for the General Fund, the Housing Revenue Account and Capital Programmes. It reviews the progress of service delivery against budget, taking into account 2015/16 outturn implications where necessary, projecting the potential year-end position after the impact of management actions.

#### **Legal Implications:**

There are no direct legal implications relating to this report.

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#### **Introduction**

1. Throughout 2016/17 performance against budget will be monitored on a monthly basis.
2. Financial position reporting will also focus on performance against financial targets such as income, establishment and Star Chamber savings. Financial risk is always inherent in service delivery and service managers will be assisted in the identification, evaluation and mitigation of significant risks and these will be reported throughout budget management as necessary.

#### **General Fund**

3. The current budget management report for 2016/17 shows an underspend of £147,000 which is an underspend change of £248,000 on the £101,000 overspend reported previously. The current position with an underspend of

£147,000 represents -1.0% of the General Fund net budget of £14.3m. This is detailed in the table below:

<b>Estimated variance against 2016/17 budget at outturn</b>			
<b>Service Variations:</b>	<b>Reported previously at 31/10/16</b>	<b>Current position at 30/11/16</b>	<b>Change since 31/10/16</b>
	<b>(Underspend)/ Overspend</b>	<b>(Underspend)/ Overspend</b>	<b>(Decrease)/ Increase</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Finance</b>			
Council Tax Support – grant income	(36)	(36)	
Business Rates – cost of collection – 4 (i)		17	17
Rent Allowance and Rent Rebates – overpayments recovered – 4 (ii)		50	50
<b>Planning</b>			
Building Control – income	120	120	
Development Control – income	80	80	
Development Control – RTP1 training – 5 (i)		(15)	(15)
<b>Communities</b>			
Leisure Centre – income – 6 (i)		(186)	(186)
<b>Environment</b>			
Parking Income - 7 (i)	(92)	(175)	(83)
Saturday Garden Waste	6	6	
School parking permits	20	20	
Contaminated Land	(30)	(30)	
<b>Policy and Governance</b>			
Land Charges - 8 (i)	31	0	(31)
South East Subscription	2	2	
<b>Staffing Establishment</b>			
Establishment Cost - 9		25	25
<b>Overspend/(underspend) against budget</b>	<b>101</b>	<b>(147)</b>	<b>(248)</b>

#### 4. Finance

- i. Cost of Collection of Business Rates is forecast to be an estimated overspend of £17,000. This is a result of
  - a. an increase in instructions to Bailiffs to recover more aged debt
  - b. less Business Rate payers being summonsed due to improved collection.
- ii. Waverley administers housing benefit of £28 million which it receives back from the Department for Work and Pensions (DWP). There is, inevitably, a level of overpayment of benefit due to changes in claimant circumstance. Waverley has focused on maximising recovery from claimants, however, the £50,000 reflects an underachievement of income due to a continuing trend of high overpayment identification and increase in the provision for non-recovery.

## 5. Planning

- i. Development Control Royal Town Planning Institute (RTPI) training budget will not be used in full due to vacant posts only filled after the RTPI registration deadline. The recommendation is that £15,000 be rescheduled to the 2017/18 budget to provide new appointments the opportunity to register for the course.

## 6. Communities

- i. The profit share that Waverley receives from the operation of its leisure centres is projected to be £186,000 in excess of budget in 2016/17 due to strong performance of the centres and high demand for the new facilities provided as part of the Council's leisure investment programme.

## 7. Environment

- i. Parking income during this year has held up against budget and the latest estimate is that income will be £200,000 (4.9%) above budget over the whole year.

## 8. Policy and Governance

- i. Land Charges income has recovered and the latest estimated forecast is to be on budget for the year.

### Staffing Establishment

9. Staffing establishment costs are forecast to be on budget for the year, including use of agency staff.

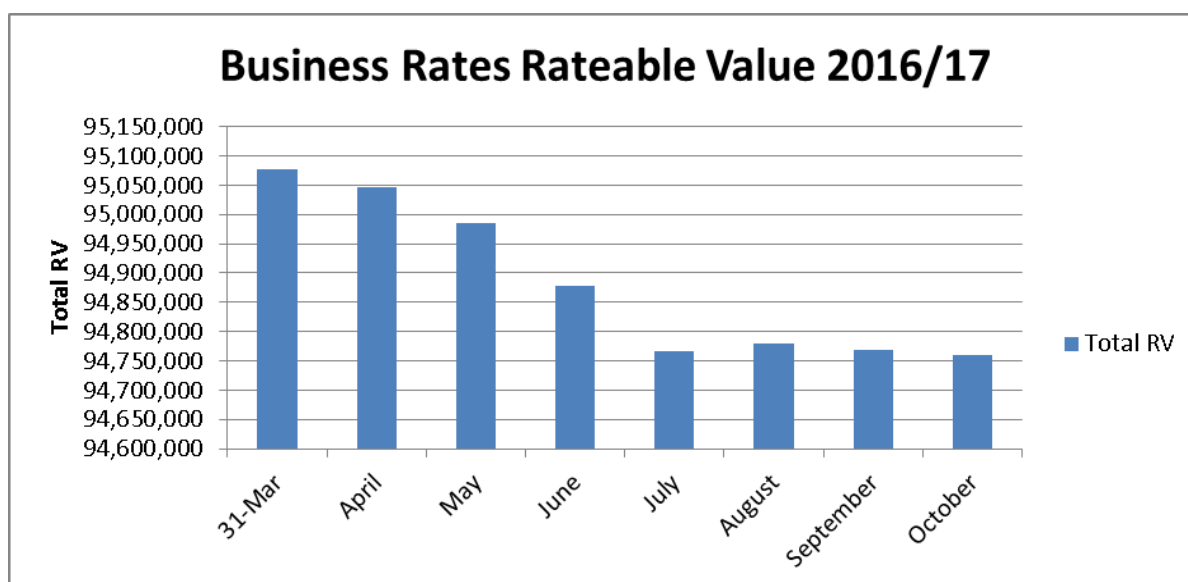
#### Forecast outturn of establishment cost against 2016/17 budget

	£'000
<b>2016/17 Establishment Cost Budget:</b>	
2016/17 Staff Budget	13,436
LESS Vacancy Target	(200)
<b>Approved Budget</b>	<b>13,236</b>
<b>2016/17 Establishment Cost Forecast Outturn:</b>	
Permanent Staff Cost	12,348
Agency Staff Cost	913
<b>Forecast Outturn</b>	<b>13,261</b>
<b>Overspend/(underspend) against budget</b>	<b>25</b>

### Potential Risks

10. Development Control forecasted income is dependent on future applications that cannot be accurately estimated at this time and therefore full year income could be below the current £80,000 shortfall forecast to budget.

11. Parking income during the year so far has been positive but this is subject to seasonality and could change. An updated position on this will be presented in a future budget management report.
12. Housing Benefit Rent Allowances overpayment is increasing due to the success of the government's data matching initiatives. Recovery of overpayments is challenging and will potentially result in a further increase in the provision for unrecoverable overpayment.
13. Business Rates Retention Scheme. Performance is on track; however, the income from Business rates is subject to changes in rateable values (see chart below), appeals and refunds, which can potentially be significant.



### Use of Balances

14. No use of the General Fund working balance was planned within the 2016/17 Budget. Projected movements in 2016/17 are illustrated in the table below. In line with the Financial Strategy the General Fund balance will be maintained at £3.2million.

Forecast General Fund balance movement	
	General Fund £'000
Balance 1 April 2016	3,200
Forecast outturn variation on budget	147
<b>Reduced by Approvals:</b>	
Revenue carry forward from 2015/16	(59)
Supplementary Estimates:	
Local Plan phase 2	(200)
Brightwells Regeneration Scheme Judicial Review	(250)
Legal fees on planning appeals	(30)
Weydon Lane - feasibility study	(50)
New Years Eve Waste Collection	(11)
Leisure Centre options appraisal	(50)
Transfer from Revenue Reserve Fund to meet the above demands	503
<b>Forecast balance 31 March 2017</b>	<b>3,200</b>

Supplementary estimates approved this year are putting significant pressure on the Revenue Reserve Fund. Any future request will put pressure on the capital programme as the Revenue Reserve Fund is now fully allocated.

### **General Fund Capital**

15. The General Fund Capital programme is monitored each quarter. The total capital programme budget for 2016/17 is made up as follows:

<b>Capital Programme for 2016/17</b>		<b>£'000</b>
Original budget approved by Council in February 2016		2,588
Carry forward from 2015/16 approved during 2015/16		2,218
Carry forward from 2015/16 approved by Executive in June 2016		972
New schemes and additional budget approved during 2016/17		951
Manfield Park Industrial Units	917	
Other approvals e.g. S106 projects, viements	34	
Carry forward to 2017/18 approval to be sought at Council in December 2016		(1,852)
<b>Total General Fund Capital Programme for 2016/17</b>		<b>4,877</b>

16. The table below summarises current performance to date:

<b>Current performance against Capital Programme for 2016/17</b>					
	<b>Current Budget</b>	<b>Forecast Outturn</b>	<b>Reschedule</b>	<b>(Underspend)/ Overspend</b>	<b>Comment</b>
<b>Service</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	
Community	1,213	1,173	40		See paragraph 17. below
Customer & Corporate	583	456	52	(75)	See paragraphs 18 & 19. below
Environment	304	304			
Other Projects	391	391			
Memorial Hall	2,177	2,177			
Manfield Industrial Unit	17	17			
Frensham Common	69	69			
Urgent schemes budget	123	123			
<b>Total programme</b>	<b>4,877</b>	<b>4,710</b>	<b>92</b>	<b>(75)</b>	

17. The Community Services budget included £40,000 for an additional classroom at the Pump House for Waverley Training services. In light of Waverley Training Services moving location, this budget has not been spent and will be required in 2017/18 to deliver a fit for purpose space for the service. It is therefore requested that this budget is rescheduled into 2017/18.

18. Within the Customer and Corporate budget two projects will not be completed this financial year and therefore it is requested that the following budgets are rescheduled into 2017/18:

- i. A £40,000 budget was approved for business continuity works to be carried out at the Pump House. In light of Waverley Training Services moving location this budget has not been spent and will be required in

2017/18 to enable the continuity works to be carried out in a suitable location.

- ii. A number of development projects on Agresso, the councils financial system, have been taking place this year. However, it is requested that £12,300 is rescheduled into 2017/18 budget to enable the Agresso projects to be completed next year and to enable an Orchard/Agresso interface.

19. A saving of £75,000 is forecast within the Customer and Corporate capital budget. £60,000 of this has been reported previously, in addition to this:

- i. A saving of £10,000 has been achieved on mobile phones following the new mobile phone contract implementation.
- ii. A small saving of £5,000 has been achieved on the Lammas Lands flood relief channel.

20. A number of projects originally planned for 2017/18 can be accelerated due to availability of savings already achieved in the 2016/17 Capital Programme and also through the use of the Urgent Schemes Provision. These projects are as follows:

- i. Bus Shelter replacement in Farnham - £10,000
- ii. Vending Machine purchase for the Borough Hall - £3,400
- iii. Waste & Recycling Container purchase - £42,505
- iv. Waverley Training Services IT hardware upgrade - £11,000
- v. Shamley Green Parking Scheme - £15,000 (£1,733 from PIC funding)

### **Housing Revenue Account (HRA)**

21. A summary of progress against revenue budget for the HRA is given in the table below. The HRA contains the day to day running cost of managing the Housing Service such as staff costs and repairs, contributions to the capital programmes and financing costs. The forecast outturn on the HRA is £133,000 overspend against budget.

<b>Estimated variance against 2016/17 budget at outturn</b>			
<b>Service Variations:</b>	<b>Reported previously at 31/10/16 (Underspend)/ Overspend £'000</b>	<b>Current position at 30/11/16 (Underspend)/ Overspend £'000</b>	<b>Change since 31/10/16 (Decrease)/ Increase £'000</b>
<b>INCOME</b>			
<b>Dwelling Rent</b>			
Gross Dwelling Rent income	178	178	
Voids income loss	(26)	(26)	
<b>Garage Rent</b>			
Gross Garage rents	(47)	(47)	
Voids income loss	70	70	
<b>Other Income</b>			
Family Support service	(32)	(32)	
<b>COSTS</b>			
<b>Maintenance</b>			
Responsive Repairs (virement approved Dec Council)	250		(250)
Void Repairs (virement approved Dec Council)	215		(215)
<b>Other Costs</b>			
EasyMove Service	(10)	(10)	
<b>Overspend/(underspend) against budget</b>	<b>598</b>	<b>133</b>	<b>(465)</b>

## HRA Capital

### Core Capital

22. The total capital programme approved budget for 2016/17 is made up as follows:

<b>Approved Budget for 2016/17</b>	
	<b>£'000</b>
Original budget approved by Council in February 2016	8,619
Carry forward from 2015/16 approved during 2015/16	810
Carry forward from 2015/16 approved by Executive in June 2016	800
Virements approved in 2016/17 approved by Executive in November 2016	(535)
Carry forward to 2017/18 approved by Executive in November 2016	(25)
Carry forward to 2017/18 approved by Council in December 2016	(720)
<b>Total</b>	<b>8,949</b>

23. The table below summarises current performance to date:

Work Stream	Approved Budget as at 30/11/16 for 2016/17	Forecast Outturn	Reschedule	(Underspend) /Overspend	Comment
	£'000	£'000	£'000	£'000	
Kitchens & Bathrooms	3,327	3,327			
Windows & Doors	572	512		(60)	
Roofing & Associated Work	1,024	604		(420)	
Aids & Adaptions	200	200			
Structural & Damp Work	619	569		(50)	
Health & Safety	550	515		(35)	
Building Services	2,427	2,427			
Communal & Estate Work	265	230		(35)	
Professional Fees & Miscellaneous	165	132		(33)	
Target Savings Core Capital Programme	(200)			200	
<b>Grand Total</b>	<b>8,949</b>	<b>8,516</b>		<b>(433)</b>	

## Stock Remodelling

24. The total stock remodelling capital programme approved budget for 2016/17 is made up as follows:

Work Stream	Approved Budget 2016/17 as at 30/11/16	Forecast Outturn as at 30/11/16	Reschedule	(Underspend)/Overspend	Comment
	£'000	£'000	£'000	£'000	
Approved Schemes	2,323	2,323			
Potential Schemes	1,319	738		(581)	
<b>Total</b>	<b>3,642</b>	<b>3,061</b>		<b>(581)</b>	

## New Build

25. The New Build capital programme approved budget for 2016/17 is made up as follows:

Work Stream	Approved Budget 2016/17 as at 30/11/16	Forecast Outturn as at 30/11/16	Reschedule	(Underspend) /Overspend	Comment
	£'000	£'000	£'000	£'000	
Project management	400	400			
Pre-development expenditure	184	184			
Committed schemes	7,831	7,475		(356)	
Proposed schemes	557	557			
Land and asset purchase	1,182	1,182			
<b>Total</b>	<b>10,154</b>	<b>9,798</b>		<b>(356)</b>	



## **Recommendation**

It is recommended that the Executive notes the report and

1. approves the rescheduling of Development Control RTPI training budget into 2017/18 budget, as set out in paragraph 5 (i);
2. recommends to Council to approve the rescheduling of £40,000 for Waverley Training Services classroom works into 2017/18 as set out in paragraph 17;
3. recommends to Council to approve the rescheduling of £40,000 for Continuity works into 2017/18 as set out in paragraph 18 (i);
4. approves the rescheduling of £12,300 for Agresso works into 2017/18 as set out in paragraph 18 (ii);
5. approves a virement of £10,000 from the Provision for Urgent Schemes for Bus Shelter Replacement as set out in paragraph 20 (i);
6. approves a virement of £3,400 from General Fund Capital Savings for a Vending machine for the Borough Hall as set out in paragraph 20 (ii);
7. recommends to Council to approve a virement of £42,505 from General Fund Capital Savings for Waste and Recycling Containers as set out in paragraph 20 (iii);
8. approves a virement of £11,000 from General Fund Capital Savings for an IT hardware upgrade for Waverley Training Services as set out in paragraph 20 (iv); and
9. approves a virement from General Fund Capital Savings and usage of PIC funding, totalling £15,000, for the Shamley Green Parking scheme as set out in paragraph 20 (v).

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## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE - 10 JANUARY 2017

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#### Title:

#### **CUSTOMER SERVICES REVIEW**

[Portfolio Holder: Cllr Tom Martin]

[Wards Affected: All]

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#### Summary and purpose:

The purpose of this report is to secure the support of the Executive to proceed with the next stage of the Customer Services Review. This will involve an evaluation of the options identified by the Foresight Customer Services Officer Group.

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#### How this report relates to the Council's Corporate Priorities:

Customer Services is a Corporate Priority. The Foresight Customer Services Group comprises a range of officers from front line services around the Council and is led by the Head of Customer and Corporate Services.

#### Financial Implications:

There are no immediate financial implications given that this is the research stage of the review. If the outcome of the review recommends revenue or capital investment, a business case and justification will be presented to members.

#### Legal Implications:

There are no immediate legal implications arising from this report.

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#### Introduction

1. The Corporate Overview and Scrutiny Committee received a presentation on 22 November from the Portfolio Holder and the Head of Customer and Corporate Services. The presentation is attached as Annexe 1.
2. Within the presentation the Foresight Group had put forward a number of options for change which, based on the review work carried out to date, should be explored and evaluated. Examples include:
  - Revise the performance management system to ensure decision makers have a holistic, evidenced diagnosis of how a service is performing
  - Channel shift to encourage customers to make contact in alternative ways
  - Assess options re customer point of contact
  - Assess options re dedicated customer services staff
  - Assess options re the Council's local presence in the community
  - Assess options re customer contact management systems
  - Review strategies, policies and service standards

- Identify and review operational processes which will drive service improvement
- Assess options to facilitate a drive of cultural change (including a commensurate training programme)
- Design a communication plan to support, facilitate and launch the approach to Customer Services

### **Observations from Corporate Overview and Scrutiny Committee**

3. The Corporate Overview and Scrutiny Committee made the following observations at its meeting on 22 November 2016:

Corporate O&S Committee welcomed the initiatives of the Officer Group to improve Customer Service at Waverley. The Committee was pleased that the work was being driven by officers, and that the approach was evolutionary rather than trying to be 'transformational'.

Whilst mindful of the needs of those older residents who found it difficult to use digital services, the Committee agreed that this was likely to be a diminishing proportion of residents, and it was important that on-line services were developed for customers who were able to 'self-serve' and happy to do so.

The Committee discussed whether the closure of the Locality Offices had created a perception of the Council not being accessible; however, it was acknowledged that the Locality Offices were expensive to operate and there were more efficient ways of responding to customer requests, including supporting visiting officers with mobile technology.

The Committee also noted that Customer Service and Value for Money were separate Corporate Priorities, and that there may be a need for investment to improve customer service, without it necessarily being linked to direct cost savings. There were benefits to be had from releasing officers from handling routine transactions, to give them time to respond to more complex enquiries.

In conclusion, the Committee endorsed the recommendations for future work to be carried out by the Customer Service Officer Group, to continue the improvements in Customer Service at Waverley.

### **Recommendation**

It is recommended that the Executive request the Head of Customer and Corporate Services and the officer Foresight Group to continue the review and evaluate/progress the change options specified within the body of the report.

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### **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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# **CUSTOMER SERVICE OVERVIEW & SCRUTINY**

**22 NOVEMBER 2016**



# Project Drivers

- Perceptions of customer service
- The Foresight approach
- Outcomes to be achieved
- Corporate Priorities
- Commitment to continuous improvement



# What is customer service?

*“Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met”.*

*“Customer service is the process of ensuring customer satisfaction with a product or service”*

*“All interactions between a customer and a product provider at the time of sale, and thereafter”*

*“Customer service is the provision of service to customers before, during and after a purchase”*

- For us the way that we interact with people and organisations that live, work or visit the Borough

# What drives customer service?

*Public Services Trust 2010 determined that it is:*

- Quality
- Speed
- Information/Communication
- Attitude/Disposition

# Who are our customers?

Anyone with whom we interact:

- Residents
- Council taxpayers
- Members
- Service users
- Visitors
- Businesses
- Tenants

# Type of customer interaction

- Via Website
- In person – council offices
- In person – other locations
- By phone
- By e-mail
- By letter
- Social media
- Via councillor, MP, outside organisation

# How many customers contact us?

- 52,000 Households
- 3,800 Businesses
- 120,000 Population
- 2,500 every day (or 350 per working hour or 6 every working minute)
- 50% phone (top reason is housing maintenance)
- 26% e-mail (based on generic e-mail boxes only, primarily re waste management, debt, council tax)
- 12% post
- 8% web (primarily council tax, parking fines, garden waste, missed bin collections)
- 4% reception (primarily benefits and planning related)

# Why do people contact us?

- Access services
- Seek advice
- Seek information from us
- Provide information to us (e.g. change of address)
- Payment
- Complaint

# How do we measure customer service?

- Corporate Survey last carried out in 2006
- Residents Panel in 2011 and 2016
- Systematic and ongoing measurement (e.g. Housing, Leisure, Environmental Health) focusing on overall satisfaction and typically breaking down into operational elements
- Bespoke approach no corporate template or methodology

# How do we perform?

- Satisfaction varies significantly between services mainly ranging between 90-75%

In the last Citizen's Panel

- 91% at 5 out of 10 or higher
- 83% scored services at 6 out of 10 or higher
- 75% of people scored the overall service at 7 out of 10 or higher

In the research carried out by the Council's Foresight Group

- 40% of people are very satisfied and when asked couldn't think of any obvious way we could improve services
- 40% think some adjustments would be beneficial
- 20% think significant improvements are required



# What are we doing already?

- Improved payment facilities
- Working with contractors e.g. Mears, Veolia, Glendale
- Channel shift work is underway and in operation in some areas e.g. environmental services
- Improved website
- Improved call handling technology
- Web forms
- Use of text messaging
- Greater use of customer satisfaction monitoring
- Mystery shopping informed improved corporate standards e.g. phone answering, letter content
- Staff customer service training

# What can we improve?

- Business knowledge and system information. Being aware of demand and resource and being aware of where imbalances exist
- Access to services for people contacting the Council by phone.
- Access to services for customers with non-transactional needs who do not live in Godalming.
- Improve the Council's presence in the community.
- Improve data management. This would benefit the Council in terms of demand and workflow and also the customer as any contact they had made would be on record.

Continued/.....

# What can we improve?

Continuation/.....

- Consistency of service quality.
- The culture within the staff body so commitment and personal responsibility to resolving the customers issue is more tangible. Staff need to be appropriately held to account in this area more effectively.
- Review and simplify operational processes underpinning services
- Improve communication and management of expectations

# What are the drivers for change?

- Resilience
- Efficiency and financial savings
- Improve customer satisfaction

## Evidenced by:

- Analysis of data
- Customer feedback
- Complaints/Member Enquiries (casework)

# Options for change?

- Revise the performance management system to ensure decision makers have a holistic, evidenced diagnosis of how a service is performing (the quality issue)
- Channel shift
- Assess options re customer point of contact
- Assess options re dedicated customer services staff
- Assess options re the Council's local presence in the community
- Assess options re customer contact management systems

Continued/.....

# Options for change?

Continuation/.....

- Review strategies, policies and service standards
- Identify and review operational processes which will drive service improvement
- Assess options to facilitate a drive of cultural change (including a commensurate training programme)
- Design a communication plan to support, facilitate and launch the approach to Customer Services

# Member's Vision

- What is important to members?
- What improvements would members like to see?
- Appetite for investment v need for savings

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## WAVERLEY BOROUGH COUNCIL

### REPORT OF THE CONSTITUTION SIG – 15 SEPTEMBER AND 5 DECEMBER 2016

#### EXECUTIVE – 10 JANUARY 2017

Following its last report to the Executive on 12 July 2016 recommending changes to the constitution relating to Questions by Members of the Public, the SIG has met again on two occasions to look at Questions by Members and also to propose the structure for the new Overview and Scrutiny arrangements and recommend some principles about how they will operate. The recommendations from the SIG to the Executive, and then Council, are detailed below.

#### Questions by Members

The SIG reviewed the section of the Constitution relating to Questions from Members and agreed that where possible it should be consistent with the changes made to the section on Questions by Members of the Public.

It is therefore

#### **RECOMMENDED that**

- 1. Para 11.3 should be revised to delete ‘*member of a Committee or Sub-Committee*’ and replace with ‘*any member of the Council*’ may ask the Chairman...**
- 2. Para 11.4 (a) should be amended so that members of the Council need to give at least 4 clear working days notice in writing, instead of 7;**
- 3. Para 11.4 (b) add that the question must relate to matters ‘*that are not already included on the agenda*’.**

#### **Overview and Scrutiny Arrangements**

##### Timing

The SIG gave initial consideration to a number of areas to progress the implementation of the review. The SIG did however agree that it was important to take time over agreeing what the new structure of Committees and arrangements should look like and so the proposed implementation would be in time for the start of the new Council year 2017/2018. Members were keen that the role of Scrutiny Officer was recruited to straight away so that the postholder could help to advise on and shape the new arrangements. At the last meeting, members were informed that the original recruitment exercise had been unsuccessful and officers were taking steps to readvertise the post as soon as possible with some direct targeting of the advert into relevant professional networks.

## Training of Members

A suite of training events to be facilitated by South East Employers had been arranged that would help launch and deliver the necessary messages about good scrutiny and how it would best operate for Waverley. Specific training for Chairmen and Vice-Chairmen of the Scrutiny Committees was identified as an area to be included. It was proposed by the SIG that each training session should be open to all members and relevant officers to jointly attend. Dates had now been finalised and all members and appropriate officers invited.

## Members' Allowances

The SIG was aware that the Members' Allowances Scheme currently included Special Responsibility Allowances (SRAs) for the Chairman and Vice-Chairman of each Overview and Scrutiny Committee. It was identified that consideration would need to be given to the level of SRA payable in the event that the structure of Committees changed and involved the appointment of more (or less) Chairmen and Vice-Chairmen. Officers would include this as part of the considerations by the Independent Remuneration Panel for Members' Allowances which was due to meet again in 2016/2017 to review the current scheme.

## Structure of Committees

The SIG supported the idea of having a structure of four Overview and Scrutiny Committees aligned to the Corporate Priorities. However, it was agreed that because of the service complexities, there should be a specific Committee to deal with housing-related matters. The proposed structure of the Committee is attached at Annexe 1.

The SIG discussed the Co-ordinating Group which would meet informally and consist of the Chairmen and Vice-Chairmen of the four O and S Committees. It was agreed that this group should be defined as the Co-ordinating Board, and that it could meet informally on its own or with the Executive and Directors as appropriate.

## Terms of Reference

The suggested Terms of Reference for each Committee are set out at Annexe 2. The SIG supported the breakdown of service areas into the Terms of Reference for each Committee as a good starting point from which the Committees would operate from 2017/18 onwards, and agreed that it was important to keep the Terms of Reference under constant review, and revisit them after six and twelve months. It was also suggested that the Co-ordinating Board would play a role in deciding where matters which were overarching or relevant to more than one Committee should be considered.

The Terms of Reference of the Committees are set out in the Council's Constitution and so approval is also sought for any amendments to the Terms of Reference to be delegated to the Co-ordinating Board on the basis that if the need arises, there is flexibility to revise the Terms of Reference swiftly. The Terms of Reference would be included in an annual report from each Committee to the Council – and the

constitution would be updated at this point with any changes that had taken place during the year.

**It is recommended that**

- 4. the structure of four Overview and Scrutiny Committees, as set out in Annexe 1 be agreed, along with the establishment of the informal Co-ordinating Board whose membership would consist of the Chairmen and Vice-Chairmen of the four Committees;**
- 5. the Terms of Reference for the Overview and Scrutiny Committees, as set out in Annexe 2, be agreed;**
- 6. authority be delegated to the Overview and Scrutiny Co-ordinating Board to keep the Terms of Reference under regular review and revise when necessary, subject to an annual report from each Committee to the Council to endorse any changes and amend the constitution accordingly.**

Size of Committees

Members discussed the number of members who should be appointed to each Committee and, in view of the in-depth work they were expected to pursue, suggested a membership of 9, with the exception of the Housing O and S Committee which would have a membership of 11, two of whom would be Tenants' Panel representatives.

It was clarified that the system of appointing substitutes for absences would be in operation, and that this provision would also extend to the Tenant's Panel representatives. To facilitate the smooth-running of this process, each Group would provide the Democratic Services Team with a priority order list of which members to call to attend as substitutes to ensure that only those members interested in doing so would be contacted.

**It is recommended that**

- 7. the four Overview and Scrutiny Committees should consist of 9 Waverley members, and that the Housing Overview and Scrutiny Committee also appoints 2 Tenants Panel Representatives as co-optees.**

Timing of Meetings

The SIG agreed that the proposed timing of meetings, six per year, seemed appropriate and that because the Committees would become involved in in-depth review work which may necessitate additional meetings in a short period of time, there should be flexibility to arrange extra meetings when necessary, subject to the agreement of the Chairman and Vice-Chairman.

**It is recommended that**

8. **the constitution be amended to enable additional meetings of each O and S committee to be arranged with the agreement of the Chairman and Vice-Chairman.**

#### Chairmanships

The SIG agreed the principle that the Chairman and Vice-Chairman of each Committee should not be from the same political group.

The SIG received details about how the Chairmen of Overview and Scrutiny Committees were appointed at other authorities, and agreed that with a single party Executive, it was good practice for Scrutiny Committees to be chaired by the opposition. The SIG discussed this in light of the current political composition of the Council and recognised the restrictions that could be placed on a small opposition group when having to find suitable and willing members to fill the Chairman roles on the Committees. The SIG agreed that the most important consideration was for the best person to be appointed to the role, and accepted that this may not always be an opposition member. It was noted that, subject to the trigger of 10% being reached, the Chairmen of the Committees would be nominated by the largest minority group. To this end, the constitution does not need to be changed but will be clarified to read as follows (new text shown in bold and italic type):-

*“In the event of a single party Executive, the Chairmen of the Overview and Scrutiny Committees should be nominated by the largest minority political group on the Council (this can include non-members of the largest minority group or members of the majority group), subject to the total number of Opposition members on the Council exceeding 10% of the overall membership (***in the current composition of the Council, this would equate to 6 members***). ***The Vice-Chairman of the Overview and Scrutiny Committee shall not be from the same political group as the Chairman***”.*

This gives clarity that the entitlement to the role of Chairmen remains with the largest minority group, but they are not obliged to take them and can agree to appoint a member who is not part of their group, who may also be from the majority group. In the event that this happens, the largest minority group are still entitled to the Vice Chairman position on the Committee to comply with the principle that the Chairman and Vice-Chairman are not from the same political group.

#### **It is recommended that**

9. **the constitution be amended to agree the revised wording set out above regarding chairmanships of the Overview and Scrutiny Committees.**

#### Attendance by Executive Portfolio Holders

The SIG was in agreement that there was a role for Executive Portfolio Holders in attending Overview and Scrutiny Committees, as long as this role was clearly defined within the constitution. It was agreed that O and S Committees could invite Portfolio Holders along as part of their forward work programme to talk about their service areas, but they could also invite them along to help with deliberations. A protocol setting out how this would be managed is attached as Annexe 3. The

protocol also covers the Chairman of an Overview and Scrutiny Committee (or, in his or her absence, the Vice-Chairman) attending the Executive to present reports.

**It is recommended that**

- 10. the protocol for attendance at meetings of the Executive and Overview and Scrutiny Committees, as set out at Annexe 3, be agreed.**

Special Interest Groups (SIGs)

The SIG identified that many of the areas of work currently undertaken by SIGs could be better placed as areas of investigation, policy formulation and in-depth review for the Overview and Scrutiny Committees. Whilst there were some concerns about the ability of the Portfolio Holder to be involved in areas affecting their remit if the Overview and Scrutiny Committees were leading, it was agreed that they could be invited to attend meetings on an ad hoc basis. Subject to this, the SIG agreed that Special Interest Groups should be deleted from the Constitution and that the work of the current Constitution SIG could be picked up by the Standards Panel in future. It was further clarified that the appointed Town and Parish Council representatives would not participate in any discussions at the Standards Panel relating to the Waverley constitution.

**It is recommended that**

- 11. Special Interest Groups be deleted from the establishment, and the role of the Standards Panel be extended to include keeping the constitution under review and making recommendations for revision.**

Recommendation

That the Executive recommends to the Council that approval be given to the recommendations 1-11 detailed within the report.

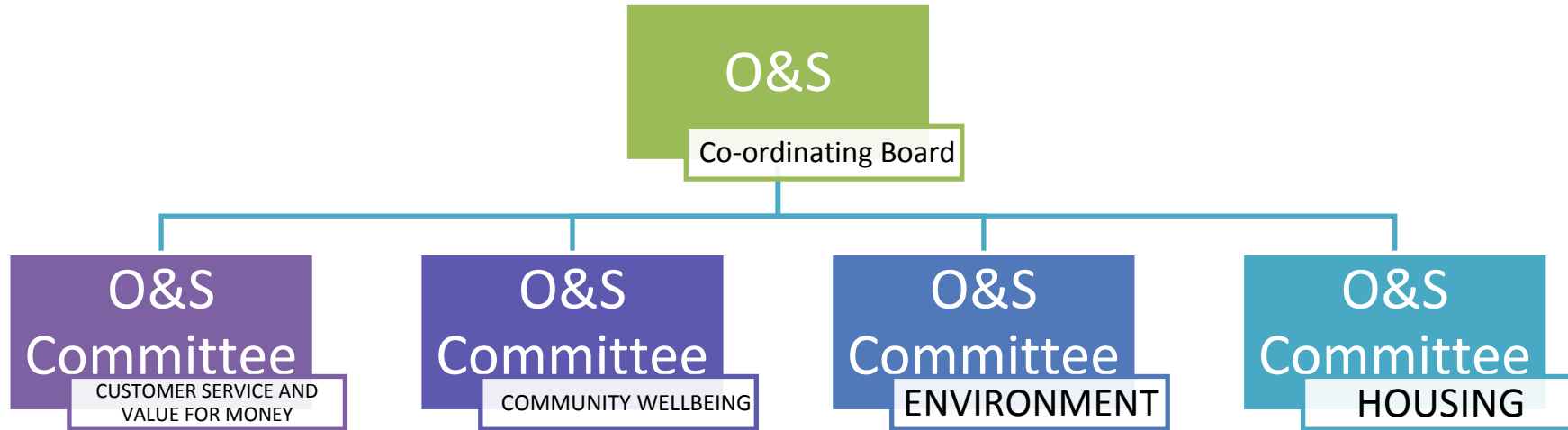
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## REMIT OF EACH OVERVIEW AND SCRUTINY COMMITTEE

**Corporate Priorities:**

**Priority 1:** to deliver excellent and accessible services which meet the needs of our residents

**Priority 2:** to support the wellbeing and vitality of Waverley communities

**Priority 3:** to protect and enhance the environment of Waverley

**Priority 4:** to provide excellent value for money that reflects the needs of our residents

Overview and Scrutiny Committee	Services and Areas of Responsibility Covered
<p><b>1. Customer Service and Value for Money</b></p> <p>To provide effective scrutiny of the achievement of the Council's Corporate Priorities 1 and 4</p>	<ul style="list-style-type: none"> <li>➤ Corporate Plan</li> <li>➤ Customer Services</li> <li>➤ Communications and Public Relations</li> <li>➤ Democratic Services</li> <li>➤ Elections</li> <li>➤ Complaints</li> <li>➤ Corporate Finance</li> <li>➤ Revenues and Benefits</li> <li>➤ Economic Development</li> <li>➤ Business Liaison</li> <li>➤ Property</li> <li>➤ IT</li> <li>➤ Procurement and Commissioning</li> <li>➤ HR and Recruitment</li> </ul>
<p><b>2. Community Wellbeing</b></p> <p>To provide effective scrutiny of the achievement of the Council's Corporate Priority 2</p>	<ul style="list-style-type: none"> <li>➤ Health and Wellbeing</li> <li>➤ Leisure and Sport</li> <li>➤ Arts, Culture and Museums</li> <li>➤ Youth and Young People</li> <li>➤ Waverley Training Services</li> <li>➤ Community Services</li> <li>➤ Day Centres</li> <li>➤ Provision for Older People in the Community</li> <li>➤ Community Safety</li> <li>➤ Grants</li> <li>➤ Licensing</li> </ul> <p>This Committee will act as the designated Crime</p>

	and Disorder Committee for the purposes of Section 19 of the Police and Justice Act 2006.
<b>3. Environment</b>  To provide effective scrutiny of the achievement of the Council's Corporate Priority 3	<ul style="list-style-type: none"> <li>➤ Planning and Major Developments</li> <li>➤ Building Control</li> <li>➤ Refuse, Recycling, Food Waste Collection</li> <li>➤ Car Parking</li> <li>➤ Street Cleaning</li> <li>➤ Parks, Countryside and Open Spaces</li> <li>➤ Rural Issues</li> <li>➤ Land Drainage and Flooding</li> <li>➤ Sustainability</li> <li>➤ Environmental Health</li> </ul>
<b>4. Housing</b>  To provide effective scrutiny of the Council's housing function	<ul style="list-style-type: none"> <li>➤ HRA Business Plan</li> <li>➤ Housing Development</li> <li>➤ Provision of Housing Services</li> <li>➤ HRA Asset Management</li> <li>➤ Homelessness</li> <li>➤ Housing Allocation</li> <li>➤ Sheltered Housing</li> <li>➤ Tenancy and Estates</li> </ul>

The Overview and Scrutiny Committees may meet jointly, in any combination, to consider matters of mutual interest. This will be agreed by the Co-ordinating Board. The appointment of the Chairman and Vice-Chairman of any Joint Committee will be decided by the Co-ordinating Board.

The Co-ordinating Board is also able to decide the most appropriate Committee to consider those matters which do not clearly fall into the remit of one Committee or which may be of interest to more than one.

The Terms of Reference will remain under regular review, and the Co-ordinating Board will be able to revise or amend them mid-year, as necessary.

### PROTOCOL FOR ATTENDANCE BY EXECUTIVE PORTFOLIO HOLDERS AT OVERVIEW AND SCRUTINY COMMITTEES

An Executive Portfolio Holder can attend a meeting of an Overview and Scrutiny Committee to **observe**, and may **speak** if the required notice has been given in accordance with the Council's Constitution.

If an Executive Portfolio Holder is **invited** to attend an Overview and Scrutiny Committee, either to provide an update on their portfolio, to assist with work programming or to be questioned on matters within their remit, the Chairman of the Committee will specify in advance how the meeting will be managed and what their level of involvement will be.

The Head of Policy and Governance will notify the Executive Portfolio Holder at least 10 working days in advance of the meeting at which he/she is required to attend.

### PROTOCOL FOR ATTENDANCE BY OVERVIEW AND SCRUTINY COMMITTEE CHAIRMEN AT THE EXECUTIVE

A Chairman of an Overview and Scrutiny Committee can attend a meeting of the Executive to **observe**, and may **speak** if the required notice has been given in accordance with the Council's Constitution.

If the Chairman (or in his or her absence the Vice-Chairman) is **invited** to attend an Executive meeting, perhaps to present the findings of the Committee following an in-depth review, or to explain the observations of the Committee made on a particular report, the Leader of the Council will specify in advance how the meeting will be managed and what their level of involvement will be.

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## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE

10 JANUARY 2017

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**Title:**

**CONSULTATION ON REMOVAL OF BT PAYPHONES IN WAVERLEY**

[Portfolio Holders: Cllr Andrew Bolton & Cllr Brian Adams]  
[Wards Affected: ALL]

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**Summary and purpose:**

British Telecom has advised the Council of 48 payphones in the Borough on which it is obliged to consult about removal. They would like to remove the payphones on the grounds that they are used infrequently and are expensive to maintain. BT also has a Universal Service Obligation to ensure there are sufficient payphones for local need.

BT's deadline for response to the consultation is 30 January 2017. Officers have carried out a public consultation, and consulted all affected ward councillors and Town and Parish Councils. The information has been used to help inform Waverley's response. The Council needs to produce two legal notices to send to the Secretary of State and BT; the first setting out our initial position on the removal of the payphones after the consultation (23 December) and the second with the final position (end of January).

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**How this report relates to the Council's Corporate Priorities:**

Access to a good range of communication options is important for *community wellbeing*, especially in the most rural areas of the borough. Waverley also has an important role as steward of the local *environment* and needs to consider the built heritage for future generations.

**Financial Implications:**

The consultation will be conducted within existing provision, but advertising the legal notices may require additional funding depending on the requirements.

**Legal Implications:**

The Council needs to ensure that the two legal notices of our draft (23 December) and final (30 January) position are posted within the timetable.

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**Introduction**

1. BT has advised that there are a total of 77 BT payphones in Waverley (a few others are managed outside of BT's remit) which means that in this consultation, more than half are proposed for removal. Of the 48 BT payphones proposed for removal

in Waverley, 30 are traditional red boxes and 18 are glass boxes. Outside of the consultation, there are 10 Grade II listed red boxes in Waverley which are all safe from the removal list – one of these (Dyehouse Lane, Thursley) has been adopted so its telephone mechanism has been removed. A total of five payphones have been adopted so far in Waverley under BT's 'adopt a kiosk' scheme.

## Consultation

2. Officers wrote to all ward councillors to inform them of the consultation and ask for comments. All Town and Parish clerks were also asked for their Council's views and a public consultation was launched through a dedicated webpage, with press release and social media. The public consultation closed on 16 December.
3. The Council's 'initial' position on each of the 48 payphones is set out in the table at [Annexe 1](#). This has now been published on our website as part of the legal process. **We now need to decide whether it needs any changes before responding with our final position.**

## Responses received

4. Several responses have been received to the consultation. A few people have raised concerns about poor mobile phone signal in an emergency and the need for payphones in rural areas. However, most concerns have been raised about the traditional red boxes and potential loss from the street scene.
5. The Historic Buildings Officer has surveyed the location and heritage significance of the surviving historic K6 boxes (see [Annexe 2](#)). These payphones were commissioned by the General Post Office in 1935 to commemorate the silver Jubilee of King George V. Of the 48 payphones in the consultation, 27 of these are the K6 type. It is proposed that the following five are put forward for listing to add to the 10 which are already listed:
  - Brook Road, Wormley GU8 5UD
  - Churt Road, Hindhead, GU26 6NR
  - The Village, Ewhurst, GU6 7PB
  - Blackheath Lane, Blackheath, GU4 8QT
  - The Square Rowledge, GU10 4AA (not on consultation list)
6. The Council objected to the removal of all of these boxes during the last consultation in 2008. Whilst the remaining red boxes are of heritage value, they do not meet the criteria for listing. Depending on the strength of public feeling, we could object to their removal in our response to BT. We are also advising the public to contact their town and parish councils to consider BT's 'adopt a kiosk' scheme where communities can purchase the shell for a £1 and take on its maintenance.

## Conclusion

7. Waverley needs to reply to BT, giving the Council's final position on each of the affected 48 payphones, by 30 January 2017.

## **Recommendation**

It is recommended that the Executive:

1. determines whether the attached initial position needs any amendment; and
2. agrees that the final position be signed off by the Portfolio Holders, taking into account any outstanding representations received between 10 and 20 January, to enable the posting of the final notice by 30 January 2017.

## **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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BT Payphone Consultation in Waverley 2016/7 – comments and initial position

ANNEXE 1

Postcode	Location	Type	No of calls 12 months	Initial Position 2016	Brief comments
GU8 6DT	Beacon View Road, Elstead	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU9 0JE	Upper Hale Road, Farnham	Glass	9	BOX ALREADY REMOVED	Confirmed this box has gone
GU9 8SE	Shortheath Road	Glass	6	REMOVE	
GU10 4PP	The Street, Wrecclesham	Glass	3	REMOVE	
GU9 8RF	Upper Way	Glass	4	REMOVE	
GU9 8DL	Tilford Road, by station	Glass	118	OBJECT TO REMOVAL	Relatively high usage, near station
GU9 9BE	Farnborough Road, Farnham	Glass	34	OBJECT TO REMOVAL	High traffic area
GU10 4TL	Applelands Close, Boundstone/ Gardener's Hill Wrecclesham	Red	53	OBJECT TO REMOVAL	Red heritage box, relatively high usage, residential area
RH12 3AR	Ellens Green, Rudgwick	Glass	6	REMOVE	
RH12 3AD	Baynards	Red	0	OBJECT TO REMOVAL	Important landmark to local people, rural area
GU26 6RZ	Eight Acres, Hindhead	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU26 6NL	Churt Road, Hindhead	Red	5	OBJECT TO REMOVAL (recommend for listing)	Recommend for Grade II listing – historic value
GU27 1HN	Weyhill	Glass	161	OBJECT TO REMOVAL	Relatively high usage
GU27 1JL	Lion Lane, Haslemere	Red	78	OBJECT TO REMOVAL	Red heritage box, relatively high usage
GU27 1EE	Parsons Green, Haslemere	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU27 1LS	Critchmere Hill	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 5PL	Petworth Road, Witley	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 5UL	Haslemere Road, Brook	Glass	41	OBJECT TO REMOVAL	Relatively high usage, main road
GU8 5SJ	Petworth Road, Wormley	Red	33	OBJECT TO REMOVAL	Relatively high usage
GU8 5RP	Sunnydown, Witley	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 4XT	Skinnars Lane, Chiddingfold	Red	7	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 4RA	Woodside Road, Chiddingfold	Red	3	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 5UD	Brook Road, Wormley	Red	1	OBJECT TO REMOVAL (recommend for listing)	Recommend for Grade II listing – historic value
GU8 5RJ	Gasden Lane, Witley	Red	4	OBJECT TO REMOVAL	Red heritage box, residential area

## BT Payphone Consultation in Waverley 2016/7 – comments and initial position

GU10 2JP	Moreton Close, Churt	Glass	0	REMOVE	
GU8 4LA	Telephone Exchange, Dunsfold	Red	5	OBJECT TO REMOVAL	Red heritage box, rural area, poor mobile signal
GU8 4JG	Hascombe	Red	12	OBJECT TO REMOVAL	Red heritage box, rural area, poor mobile signal
GU6 7JY	Avenue Road, Cranleigh	Red	1	OBJECT TO REMOVAL	Red heritage box, residential area
GU6 8QP	Smithwood Common, Cranleigh	Red	3	OBJECT TO REMOVAL	Red heritage box, residential area
GU6 7HN	Stocklund Square, Cranleigh	Glass	6	REMOVE	
GU6 7RR	The Green, Ewhurst	Red	5	OBJECT TO REMOVAL	Red heritage box, residential area
GU6 7PB	The Village, Ewhurst	Red	17	OBJECT TO REMOVAL (recommend for listing)	Recommend for Grade II listing – historic value
GU6 7PA	The Street, Ewhurst	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU8 5AU	Station Lane, Milford	Glass	4	REMOVE	
GU7 2PG	Deanery Road, Godalming	Red	1	OBJECT TO REMOVAL	Red heritage box, residential area
GU7 3SS	Spring Grove, Godalming	Red	2	OBJECT TO REMOVAL	Red heritage box, residential area
GU7 2LG	Aarons Hill, Godalming	Red	2	OBJECT TO REMOVAL	Red heritage box, concentration of social housing
GU7 3RU	Copse Side, Godalming	Glass	1	REMOVE	
GU5 0UZ	Lords Hill Common, Shamley Green	Red	0	OBJECT TO REMOVAL	Red heritage box, rural area, poor mobile signal
GU5 0PN	Blackheath Lane, Wonersh	Red	0	OBJECT TO REMOVAL	Red heritage box, rural area, poor mobile signal
GU5 0LT	Thorncombe Street	Glass	0	REMOVE	
GU5 0JA	Birtley Road, Bramley	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area
GU5 0RT	Guildford Road, Shamley Green	Glass	4	REMOVE	
GU9 9QH	Hale Road, Farnham	Glass	4	REMOVE	
GU9 7BG	Three Stiles Road, Crondall Lane	Glass	3	REMOVE	
GU9 7HH	The Chantrys, West Street, Farnham	Red	225	OBJECT TO REMOVAL	High usage, central town area, red box
GU4 8QT	Blackheath Lane	Red	0	OBJECT TO REMOVAL (recommend for listing)	Recommend for Grade II listing – historic value
RH14 0PL	Durfold Wood, Plaistow	Red	0	OBJECT TO REMOVAL	Red heritage box, residential area

**Historic K6 telephone boxes in Waverley**



Seán Rix

29th November 2016

1. This report should be used as a guide to the location and heritage significance of the surviving historic K6 telephone boxes in Waverley. It is not a structural survey of the telephone boxes. Nor is it an assessment of the need for a public payphone in the location of each box.
2. BT invited the Council to reply to a consultation by 30 January 2017. This consultation concerns the proposal to remove payphones where low use suggests there is no longer a need. The removal of these payphones will also include the structures housing them.
3. Of the 48 telephone boxes proposed to be removed 27 are the K6 type designed by Sir Giles Gilbert Scott. The K6 kiosk was commissioned by the General Post Office in 1935 to commemorate the Silver Jubilee of King George V. They were installed between 1936 and 1968 and are the most common type of cast iron telephone box surviving in the British Isles. As a result of the ubiquity of this model they have become internationally recognisable structures. They were often placed alongside a post box or outside a post office.
4. Among the reasons for listing K6 telephone boxes, Historic England state that the structure contributes to the street scene or rural landscape setting in which it stands and it is a representative example of this important C20 industrial design.
5. Given the high number of survivals it is necessary for Historic England to apply strict selection criteria when assessing boxes for designation. Designation will be based on the heritage value of individual boxes. The criteria for listing was agreed

by the Department for Culture, Media and Sport in 2010 following discussions between Historic England (called English Heritage in 2010) and BT. These criteria can be found at Appendix 1.

6. There are 2175 listed K6 telephone boxes in England. Waverley has 10 listed structures. They are located at;

Castle Street, Farnham  
Crownpits Lane, Godalming  
Dyehouse Lane, Thursley  
High Street, Bramley  
Mill Lane, Godalming (a pair)  
Rosemary Lane, Alfold  
Tilford Street, Tilford  
The Street, Wonersh  
Vann Lane, Hambledon  
West Street, Farnham

7. This survey has identified the surviving K6 telephone boxes proposed to be removed. It has also identified three further boxes, presumably remaining in BT's ownership and not included on the list for proposed removal. It may be that other boxes exist within Waverley but it has not been possible to assess all as part of this survey.
8. Of these boxes some meet the criteria for selection used by Historic England. It is proposed that these remaining K6 telephone boxes are put forward for listing in order that the heritage of the Borough is preserved. They are;

Brook Road, Wormley GU8 5UD – A picturesque location in a rural hamlet and at the edge of a wood.

Churt Road, Hindhead GU26 6NR – A picturesque location popular during the inter war years when motoring became a leisure activity.

The Square, Rowledge GU10 4AA – A central location outside the post office and village pub. The pub predates the late nineteenth century post office and is a building of local merit (Hare & Hounds).

The Village, Ewhurst GU6 7PB – A village green location and outside the nineteenth century post office (Deblins Green, listed grade II). Although the post office had moved to another location in the early twentieth century, this box is viewed within a picturesque village setting surrounded by listed buildings. The Bull's Head is an attractive public house in a location that would have been popular with walkers and motorists during the inter war period.

Blackheath Lane, Blackheath GU4 8QT – A village location placed outside the early twentieth century post office. It is viewed as part of the conservation area although not sited within the boundary.

9. The remaining boxes are of heritage value but do not meet the criteria for listing as stated by Historic England. It is proposed that the Council make a case that despite these historic telephone boxes not meeting the listing criteria they should be retained as a part of the Borough's heritage. This is particularly important where they may be the only structure of historic and architectural interest visible in the public realm.

## Appendix 1

### LISTING CRITERIA FOR K6 TELEPHONE KIOSKS

**This document has been agreed by DCMS, following discussions with BT**

#### Overall Summary of Importance

The archetypal K6 was designed by the eminent architect Sir Giles Gilbert Scott (of Battersea Power Station and Liverpool Cathedral fame) in 1935 to celebrate the Silver Jubilee of King George V, and was a development on Scott's 1924 K2 design. The K6 kiosk is made of cast iron, with glazed door and sides beneath a domical roof; there are narrow panes on either side of the horizontal glazing. In the segmental upper structure on each side is a relief crown, placed above a glazed panel bearing the word TELEPHONE. Generally painted red, the Neoclassical design, influenced by the work of the Regency architect Sir John Soane, is of special architectural interest for the quality of the architectural design as applied to an industrially produced object of mass communication. Some 70,000 K6's were ultimately produced.

#### Need for Selectivity

PPG 15 states that "*...the listing of buildings primarily for historical reasons is to a greater extent a comparative exercise, and needs to be selective where a substantial number of buildings of a similar type and quality survive. In such cases the Secretary of State's aim will be to list the best examples of the type which are of special historic interest.*" It is therefore necessary to identify the best examples of the type for designation

Mid-C20 telephone kiosks are iconic national objects, and they often contribute to the appreciation of places. Selection is nonetheless required when assessing them for listing, given the high number of survivals. Because of their ubiquity, supplementary criteria are required to guide us in our selection-making. It is accepted that listing all examples is not appropriate. Although they possess clear aesthetic and practical value to communities, statutory designation needs to be based on the heritage value of the structures.

#### Criteria for Selection

**Group value** – This can involve proximity to one or more listed building dependant on grade and context. To be listable a kiosk needs to have a strong visual relationship with more than one listed building. However, if the setting was of exceptional special interest in its own right; or the kiosk was in proximity to a single Grade I listed building; or the single Grade II building it is nearby has a particular contextual relationship to the kiosk, such as a rural post office; then these examples may be deemed to meet the criteria. These are deliberately flexible to allow the comparative judgement necessary when listing a characteristic, but ubiquitous, heritage asset.

**'Strong visual relationship'** – This should mean a directly adjacent location in which both kiosk and listed building(s) can be readily taken in simultaneously by the viewer.

**'One or more listed building'** – the more listed buildings in the immediate vicinity of the kiosk, the stronger the case for designation. Contemporary mid C20 buildings will often have particular resonance with kiosks, but sometimes it is the juxtaposition with very different kinds of historic building that creates the special interest we seek to recognise through designation.



**Settings of exceptional special interest** – As with any other candidate for listing, group value with other designated buildings is not the only consideration. An isolated **rural** kiosk can have considerable presence: a judgment would have to be made as to the picturesque claims made for the setting, and for the particular contribution made to the landscape by the kiosk. Applicants for listing would need to articulate the claims of new candidates. Some **urban** kiosks may be some distance from listed buildings, but nevertheless make a crucial visual contribution to a prominent area: a kiosk on an esplanade, for instance, or a kiosk (or group of kiosks) placed at a significant point in town planning terms, such as a termination of an avenue. An interwar context might strengthen the claim in this regard.

**Other forms of kiosk** – Earlier telephone kiosks are generally listable on rarity grounds. Where K6's are adjacent to such earlier examples, a strong case exists for designating both variants.

**Condition** – Attention needs to be paid to the condition of the K6 kiosk. They should be in as near their original configuration as possible.

May 2006

## **CRITERIA FOR LISTING K8 TELEPHONE BOXES**

The K8 telephone box was designed by Bruce Martin, following a competition held in 1965, and first appeared on streets in 1968. By 1983, 4000 had been produced. Again of cast iron, it too had a solid rear wall, with glazed sides and door. This time, the glazing consisted of single sheets of toughened glass, set within frames with rounded corners. Around the top of the kiosk were illuminated panels bearing the word TELEPHONE in capitals. While their broad similarity with K2s and K6s is evident, they lack any explicit classical references and instead offered a contemporary approach to the design challenge. Developments in glass manufacturing made possible the utilising of large sheets of reinforced glazing.

Very few of these kiosks now remain in situ – a recent estimate (from the Twentieth Century Society, which in 2007 started to campaign for the preservation of remaining examples) numbers the survivors at a mere dozen. While the design lacks the ageless appeal of the Scott designs for K2s and K6s, the K8 was a contemporary response to the challenge of kiosk design and, with the passage of time and the return to favour of 1960s design, its positive place in the story of communications technology design can now be recognised.

Because so few examples remain of this once-common type, selectivity is not so essential: the presence close by of already-listed buildings will be less important. Surviving examples which remain in good condition should therefore be regarded as strong candidates for listing.

October 2007

## **CRITERIA FOR LISTING SEVERAL K6 TELEPHONE BOXES ALONGSIDE EACH OTHER**

When several K6 kiosks survive alongside each other, a judgment must be reached whether more than one warrants listing. Our view is that if one kiosk in a pair or row of identical K6 kiosks meets the statutory criteria then it follows that each kiosk in that row meets the criteria. Since no one kiosk in a pair or row can be more representative or significant than the others, and the kiosks cannot otherwise be compared, the recommendation in such cases ought to be to list each of the kiosks.

RHB  
September 2008  
Revised February 2010



## **Appendix 2**

### **Listed K6 telephone boxes**

Castle Street, Farnham  
Crownpits Lane, Godalming  
Dyehouse Lane, Thursley  
High Street, Bramley  
Mill Lane, Godalming (a pair)  
Rosemary Lane, Alfold  
Tilford Street, Tilford  
The Street, Wonersh  
Vann Lane, Hambledon  
West Street, Farnham

### **Unlisted K6 telephone boxes proposed to be removed by BT (Revised address in brackets)**

Applelands Close, Wrecclesham GU10 4TL (Boundstone Road, GU10 4TQ)  
Aarons Hill, Godalming GU7 2LG  
Avenue Road, Cranleigh GU6 7JY (GU6 7LE)  
Baynards, RH12 3AD (Cox Green Road RH12 3AD)  
Beacon View Road, Elstead GU8 6DT  
Birtley Road, Bramley GU5 0JA  
Blackheath Lane, Blackheath GU4 8QT  
Brook Road, Wormley GU8 5UD  
Churt Road, Hindhead GU26 6NL (GU26 6NR)  
Critchmere Hill, GU27 1LS  
Deanery Road, Godalming GU7 2PG  
Durfold Wood, Plaistow RH14 0PL  
Eight Acres, Hindhead GU26 6RZ  
Gasden Lane, Witley GU8 5RJ  
Lion Lane, Haslemere GU27 1JL  
Lords Hill Common, Shamley Green GU5 0UZ

Parsons Green, Haslemere GU27 1EE  
Petworth Road, Witley GU8 5PL  
Petworth Road, Wormley GU8 5SJ  
Skinners Lane, Chiddingfold GU8 4XT (Petworth Road, Chiddingfold GU8 4UP)  
Spring Grove, Godalming GU7 3SS  
Sunny Down, Witley GU8 5RP  
Smithwood Common, Cranleigh GU6 8QP  
Telephone Exchange, Dunsfold GU8 4LA  
The Green, Ewhurst GU6 7RR (GU6 7SG)  
The Street, Ewhurst GU6 7PA (GU6 7RH)  
The Street, Hascombe GU8 4JG (GU8 4JR)  
The Village, Ewhurst GU6 7PB  
Woodside Road, Chiddingfold GU8 4RA (GU8 4RB)

**Unlisted K6 telephone boxes not included on proposed  
removal list but assessed as part of this survey**

Bookhurst Road, Cranleigh GU6 7DN  
Frensham Road, Frensham GU10 3DS  
The Square, Rowledge GU10 4AA

## WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 10 JANUARY 2017

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### Title:

#### **UPDATING THE SCHEME OF DELEGATION FOR ENVIRONMENTAL AND ANTI-SOCIAL BEHAVIOUR ENFORCEMENT**

**[Portfolio Holders: Cllr James Edwards  
Cllr Kevin Deanus]  
[Wards Affected: All]**

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### Summary and purpose:

The purpose of this report is to seek the support of the Executive for proposed changes to the Scheme of Delegation in relation to Environmental and Anti-social Behaviour enforcement powers to add clarity, achieve the optimum level of efficiency and ensure that all officers are appropriately and correctly authorised to act.

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### How this report relates to the Corporate Priorities:

The Council has identified protecting and enhancing the environment and supporting the well-being and vitality of its communities as two of its core priorities and has a vision of making Waverley a better place to live and work. The Council has demonstrated its commitment to this by providing additional resources for environmental enforcement and supporting proposals for a joint enforcement initiative with Surrey Police and the PCC to address anti-social behaviour and environmental crime.

### Legal Implications

Updating the Scheme of Delegation will reduce the likelihood of successful legal challenge to officers exercising powers delegated to them.

### Financial Implications

Implementing this updated Scheme of Delegation will have no direct financial implications.

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### Background

1. There have been a raft of changes to legislation in these areas over the years with the Environment Protection Act 1990, Environment Act 1999, Clean Neighbourhoods and Environment Act 2005, Refuse Disposal Amenity Act 1978, CPAA 1989, and the Anti-social Behaviour Crime and Policing Act amongst them.
2. The Scheme of Delegation has been amended several times to accommodate these changes in legislation. In seeking to adopt a clearer, corporate approach and engage teams across the Council in this initiative, a review of the current Scheme of Delegation has identified some inconsistencies and omissions to the

scheme of delegation which need to be corrected to enable all relevant officers to participate in the initiative and drive forward the Council's vision and priorities.

3. This report and the schedule at Annexe 1 therefore propose a comprehensive update of the Scheme of Delegation as it relates to Environmental and Anti-Social Behaviour enforcement and a simplification of the delegations by delegating most powers to the appropriate Heads of Service, who are then empowered to further delegate selected powers to their teams or individual officers as deemed appropriate and necessary. The report recommends that Council make the deletions to the attached Scheme of Delegation marked in red and adds the attached Schedule of Anti-Social Behaviour & Environmental enforcement powers to the Scheme of Delegation.

### **Recommendation**

That the Executive recommends to the Council that the proposed changes to the Scheme of Delegation relating to Environmental and Anti-Social Behaviour enforcement as set out in the attached schedule, be approved.

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### **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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WAVERLEY BOROUGH COUNCILEXTRACTS FROM SCHEME OF DELEGATION TO OFFICERS

Where it is proposed that the Scheme of Delegation needs to be amended, the relevant pages are set out below, with the changes shown in red type or struck through.

Any changes to numbering as a consequence of the changes will be picked up by officers and amended at a later date before publishing the revised Scheme on the website.

**EXECUTIVE - GENERAL POWERS****ENVIRONMENT**

38.

52. Enforcement of the provisions of the Clean Neighbourhoods and Environment Act 2005      See Anti Social Behaviour and Environmental Enforcement schedule.

***ENVIRONMENTAL HEALTH SERVICE SCHEME OF DELEGATION*****Clean Neighbourhoods and Environment Act 2005**

1. Environmental Health Manager to be able to take action and authorise appropriately qualified and competent Officers to take action to deal with noise nuisance and nuisances in respect of light pollution and insects.
2. Environmental Health Manager to be able to issue fixed penalty notices, and to authorise appropriately qualified and competent Officers, and take enforcement action in respect of noise, and dogs under sections 4, 18 to 20, 23 to 27, 33, 35, 36, 40, 41, 42, 43, 44, 53, , 83 and 105, including the amendments made by the above sections to the Environmental Protection Act 1990 and other primary and secondary legislation.
3. Environmental Health Manager to be able to authorise officers to exercise powers of entry in relation to alarms under sections 77 to 80

See Anti Social Behaviour and Environmental Enforcement schedule.

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## Anti-Social Behaviour and Environmental Enforcement Schedule

Legislation	Power	Delegated to
<b>Anti Social Behaviour Crime and Policing Act</b>		
	<b><i>Power to exercise the Council's functions and all enforcement powers under the Act, including:</i></b>	
Sections 1, 8, 10	Securing civil injunctions, variation thereof, and arrest warrant on suspected breach.	Head of Housing Operations; Head of Environmental Services; Head of Community Services and Major Projects; Head of Planning
Sections 43 and 45	Issuing community protection notices, including powers applicable where occupier/owner unascertainable	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Section 51	Seeking and executing warrants of entry to seize items used in commission of offences of non-compliance with a community protection notice	"Designated person" (has specific meaning, defined in Act)
Section 52	Issuing fixed penalty notices on reasonable belief of commission of offence of failure to comply with community protection notice	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Section 59, 60 and 61	Implementing, extending, varying and discharging public space protection orders	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Sections 76, 80, 82 and 83	Issuing closure notices of up to 24 hours, securing closure orders, extensions to and discharge of closure orders	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Sections 76 and 77	Issuing closure notices of up to 48 hours and extending closure notices by up to 24 hours	Executive Director or person designated by Executive Director for the purposes of Section 77(2)(b) / 77(4)(b)

Section 78	Issuing cancellation/variation notice (of closure notice)	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning. (Unless the closure notice was issued/extended by the Executive Director/person designated by Executive Director in accordance with Section 77(2)(b)/77(4)(b) above, in which case cancellation/variation notice to be signed by the person who signed the closure notice/extension or, if that person is not available, a person who could have signed the closure notice/extension).
Section 84	Commencing appeals in respect of all matters specified in Section 84	Borough Solicitor on the request of: Head of Housing Operations / Head of Environmental Services/ Head of Community Services & Major Projects / Head of Planning
Section 88	Applying to court for reimbursement of costs in connection with clearing/securing/maintaining premises subject to closure order	Borough Solicitor on the request of: Head of Housing Operations/ Head of Environmental Services/ Head of Community Services & Major Projects/ Head of Planning
	<b><i>appointing authorised Officers:</i></b>	
Section 47	to carry out remedial action on failure to comply with a requirement of a community protection notice and enter premises to the extent reasonably necessary for that purpose	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Section 63	for the purposes of Section 63 (to require a person not to consume alcohol or anything reasonably believed to be alcohol in breach of a public spaces protection order/ to surrender alcohol)	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning



Section 68	for the purposes of Section 68 (issuing fixed penalty notices on reasonable belief Section 63/Section 67 offence committed)	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Section 85	to exercise Section 85 powers to enforce closure orders	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Clean Neighbourhoods and Environment Act 2005</b>		
	<b><i>Power to exercise the Council's functions and all enforcement powers under the Act, including:</i></b>	
Sections 3, 4, 5, 6, 7	Enforcement powers in respect of nuisance parking of vehicles including power to authorise officers to issue fixed penalty notices and power to require name and address.	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Refuse Disposal (Amenity) Act 1978</b>		
	<b><i>Power to exercise the Council's functions and all enforcement powers under the Act, including:</i></b>	
<b>Sections 2, 2A, 2B, 3, 8</b>	Enforcement powers in respect of abandoning a vehicle or other thing, including power to authorise officers to issue fixed penalty notices, to require name and address, to remove vehicles, and to authorise persons in relation to power of entry	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning

<b>Environmental Protection Act 1990</b>		
	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
Parts II and IV, and regulations made thereunder, Schedule 3A	Enforcement powers in respect of waste on land, litter, etc, and unauthorised distribution of free matter, including power to authorise officers to issue fixed penalty notices.	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Environment Act 1995</b>		
	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
	Power to authorise persons to exercise Section 108(4) powers	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Noise Act 1996</b>	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
	Power to exercise the Council's functions and all enforcement powers under the Act	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Town and Country Planning Act 1990</b>	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
Section 215	Issuing notice requiring proper maintenance of land).	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning

Section 216	Instituting proceedings for offence of non-compliance with notice	Borough Solicitor on the request of: Head of Housing Operations/ Head of Environmental Services/ Head of Community Services & Major Projects / Head of Planning
<b>Local Government (Miscellaneous Provisions) 1982</b>	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
Sections 29-30	Works to prevent unoccupied buildings becoming a danger to public health	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Building Act 1984</b>	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
Sections 76-79	Works to defective, dangerous, ruinous or dilapidated buildings and neglected sites)	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>Planning (Listed Buildings and Conservation Areas) Act 1990</b>	<b>Power to exercise the Council's functions and all enforcement powers under the Act, including:</b>	
Section 48	Service of repairs notice requiring works that are reasonably necessary for the proper preservation of a listed building	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
Section 54 or 76	Works urgently necessary for the preservation of an unoccupied listed building or building in a conservation area	Head of Housing Operations; Head of Environmental Services; Head of Community Services & Major Projects; Head of Planning
<b>All Acts within this schedule</b>		

	Instituting proceedings for all offences under the Acts within this schedule and under regulations made under such Acts.	Borough Solicitor on the request of: Head of Housing Operations/ Head of Environmental Services/ Head of Community Services & Major Projects / Head of Planning
	Authorising officers to seek and execute warrants of entry under the Acts within this schedule and regulations made under such Acts	Head of Housing Operations/ Head of Environmental Services/ Head of Community Services & Major Projects / Head of Planning

**MAY 2017**

1 M Bank Holiday  
 2 T  
 3 W  
 4 Th ELECTIONS – (SCC)  
 8 M  
 9 T **ANNUAL COUNCIL**  
 10 W AREA PLANNING (S&W)  
 15 M Overview and Scrutiny 1  
 16 T Overview and Scrutiny 2  
 17 W AREA PLANNING (E&C)  
 22 M LICENSING  
 Overview and Scrutiny 3  
 23 T Overview and Scrutiny 4  
 24 W JPC (if required)  
 29 M BANK HOLIDAY  
 30 T  
 31 W JPC (if required)

**JUNE 2017**

5 M Member Briefing (tbc)  
 6 T EXECUTIVE  
 7 W AREA PLANNING (S&W)  
 12 M STANDARDS  
 13 T  
 14 W AREA PLANNING (E&C)  
 19 M LICENSING  
 20 T Member Briefing (tbc)  
 21 W JPC (if required)  
 26 M Overview and Scrutiny 1  
 27 T Overview and Scrutiny 2  
 28 W JPC (if required)

**JULY 2017**

3 M Overview and Scrutiny 3  
 4 T AUDIT  
 5 W AREA PLANNING (S&W)  
 10 M Overview and Scrutiny 4  
 11 T EXECUTIVE  
 12 W AREA PLANNING (E&C)  
 17 M  
 18 T COUNCIL  
 19 W  
 24 M  
 25 T  
 26 W JPC (if required)  
 31 M

**AUGUST 2017**

1 T  
 2 W AREA PLANNING (S&W)  
 7 M  
 8 T  
 9 W AREA PLANNING (E&C)  
 14 M  
 15 T  
 16 W JPC (if required)  
 21 M  
 22 T  
 23 W JPC (if required)  
 28 M SUMMER BANK HOLIDAY  
 29 T  
 30 W AREA PLANNING (S&W)

**SEPTEMBER 2017**

4 M  
 5 T EXECUTIVE  
 6 W AREA PLANNING (E&C)  
 11 M Overview and Scrutiny 1  
 12 T Overview and Scrutiny 2  
 13 W JPC (if required)  
 18 M Overview and Scrutiny 3  
 19 T Overview and Scrutiny 4  
 20 W JPC (if required)  
 25 M LICENSING  
 26 T AUDIT  
 27 W AREA PLANNING (S&W)

**OCTOBER 2017**

2 M  
 3 T Member Briefing (tbc)  
 4 W AREA PLANNING (E&C)  
 9 M  
 10 T EXECUTIVE  
 11 W JPC (if required)  
 16 M  
 17 T  
 18 W **COUNCIL**  
 JPC (if required)  
 23 M Member Briefing (tbc)  
 24 T  
 25 W AREA PLANNING (S&W)  
 30 M Overview and Scrutiny 1  
 31 T Overview and Scrutiny 2

**NOVEMBER 2017**

1 W AREA PLANNING (E&C)  
 6 M FINANCE SEMINAR  
 7 T EXECUTIVE  
 8 W JPC (if required)  
 13 M Overview and Scrutiny 3  
 14 T Overview and Scrutiny 4  
 15 W JPC (if required)  
 20 M LICENSING  
 21 T AUDIT  
 22 W AREA PLANNING (S&W)  
 27 M JOINT TOWNS AND PARISHES  
 28 T EXECUTIVE  
 29 W AREA PLANNING (E&C)

**DECEMBER 2017**

4 M  
 5 T **COUNCIL**  
 6 W Member Briefing (tbc)  
 11 M  
 12 T  
 13 W JPC (if required)  
 18 M JPC (if required)  
 19 T  
 20 W  
 25 M CHRISTMAS DAY  
 26 T BOXING DAY  
 27 W OFFICES CLOSED  
 28 TH OFFICES CLOSED  
 29 F OFFICES CLOSED

**JANUARY 2018**

1 M BANK HOLIDAY  
 2 T  
 3 W AREA PLANNING (S&W)  
 8 M  
 9 T EXECUTIVE  
 10 W AREA PLANNING (E&C)  
 15 M LICENSING  
 JOINT O AND S  
 16 T Member briefing (tbc)  
 17 W JPC (if required)  
 22 M STANDARDS  
 Overview and Scrutiny 1  
 23 T Overview and Scrutiny 2  
 24 W JPC (if required)  
 29 M Overview and Scrutiny 3  
 30 T Overview and Scrutiny 4  
 31 W AREA PLANNING (S&W)

**FEBRUARY 2018**

5 M  
 6 T EXECUTIVE  
 7 W AREA PLANNING (E&C)  
 12 M  
 13 T  
 14 W JPC (if required)  
 19 M  
 20 T **COUNCIL**

21 W JPC (if required)  
 26 M Member Briefing (tbc)  
 27 T  
 28 W AREA PLANNING (S&W)

**MARCH 2018**

5 M LICENSING  
 6 T EXECUTIVE  
 7 W AREA PLANNING (E&C)  
 12 M Overview and Scrutiny 1  
 13 T Overview and Scrutiny 2  
 14 W JPC (if required)  
 19 M Overview and Scrutiny 3  
 20 T Overview and Scrutiny 4  
 21 W AREA PLANNING (S&W)  
 26 M  
 27 T AUDIT  
 28 W  
 29 TH  
 30 Fri GOOD FRIDAY

**APRIL 2018**

2 M EASTER MONDAY  
 3 T  
 4 W  
 9 M  
 10 T EXECUTIVE  
 11 W AREA PLANNING (E&C)  
 16 M Member briefing (tbc)  
 17 T  
 18 W JPC (if required)  
 23 M  
 24 T **COUNCIL**  
 25 W JPC (if required)

**MAY 2018**

1 T  
 2 W  
 3 TH  
 7 M  
 8 T **ANNUAL COUNCIL**  
 9 W

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