

To: All Members of the EXECUTIVE

When calling please ask for:

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Calls may be recorded for training or monitoring

Date: 19 December 2014

Membership of the Executive

Cllr Robert Knowles (Chairman)
Cllr Julia Potts (Vice Chairman)
Cllr Brian Adams
Cllr Carole King
Cllr Tom Martin

Cllr Donal O'Neill
Cllr Stefan Reynolds
Cllr Stewart Stennett
Cllr Adam Taylor-Smith
Cllr Simon Thornton

Dear Councillors

A meeting of the EXECUTIVE will be held as follows:

DATE: TUESDAY, 6 JANUARY 2015

TIME: 6.45 PM

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

The Agenda for the Meeting is set out below.

[In the event that adverse weather conditions prevent this meeting from proceeding, the meeting will be held instead at 2.00pm on Friday 9 January 2015]

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

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INVESTOR IN PEOPLE



This meeting will be webcast from the conclusion of Informal Question Time and can be viewed by visiting www.waverley.gov.uk

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.

Prior to the commencement of the meeting, the Chairman to receive any informal questions from members of the public, for a maximum of 15 minutes.

AGENDA

1. **MINUTES**

To confirm the Minutes of the Meeting held on 2 December 2014.

2. **APOLOGIES FOR ABSENCE**

To advise the Executive of any 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**

The Chairman to respond to the following questions received from Ken Reed of Cranleigh for which notice has been given in accordance with Procedure Rule 10:-

“In answer to my question, at a meeting of the Council in December, Cllr Adams said, “While the overall SHMA figure is Borough-wide, there is plenty of information in the SHMA which provides information on housing need in Cranleigh”. He then suggested that various tables showed how this need was assessed and ended by saying, “Finally Table 27 estimates Cranleigh’s future overall housing need. That is the complete record of what is required in Cranleigh”.

Table 27 shows an unvarnished requirement for “Newly arising need 2013 - 2031” across the Borough; the figures for each areas need is quoted as: Godalming 1,826; Farnham 3,217; Haslemere 812; Cranleigh 710; Rest of Borough 3,060. The total for the Borough for “Newly arising need 2013 - 2031 being 9,625. Hence the need for Cranleigh is just 7.4% of the total for the Borough taken as a whole.

The Draft SHMA and the latest consultation suggested that the total requirement for new dwellings up to 2031 is 8,450 or 470 per year. If Table 27 is the complete record of what is required in Cranleigh, then it follows that the need must be 7.4% of 8,450, i.e. 623 dwellings up to 2031 or 35 per year. Hence the proposed development for 425 homes from Berkeley Homes is not required to meet a need in Cranleigh.

Would Cllr Adams please tell us what housing need figure for Cranleigh he believes the Council's evidence points to?"

5. EXECUTIVE FORWARD PROGRAMME (Pages 11 - 16)

To adopt the forward programme of key decisions for Waverley Borough Council for January 2015 onwards.

6. MOTION FROM COUNCIL MEETING

At the Council meeting held on 9 December 2014, the following motion was proposed by Cllr David Munro, seconded by Cllr Pat Frost and then referred without further discussion to the Executive:-

"In view of a recent postal survey on the desirability of pedestrianisation in Farnham Town Centre that was supported by a majority of those Farnham residents who responded, and the need to improve air quality in the centre of Farnham, this Council:

- Supports the general principle of providing more pedestrian-friendly areas in Farnham town centre.
- Urges the highways authority to work with Waverley Borough Council and others to devise and implement a financially-affordable package of measures to achieve this aim."

Recommendation

It is recommended that the Executive instructs officers to carry out detailed research with the Highways Authority and other partners and to report back when complete.

7. PETITION

A petition was submitted to the Council on 8 December 2014. The prayer of the petition is as follows:-

1. We the undersigned express our concern and objection to any closure and removal of the Park's public toilets.
2. The toilets should be maintained and managed to a good usable standard for the many wide ranging users of Godalming's park.

The petition contains 1,601 valid signatures from residents of the Borough and the petition falls into the category of containing between 1,000 and 1,999 signatures. In accordance with the Waverley petition scheme, the petition is considered at a meeting of the Executive.

Recommendation

It is recommended that the Executive agrees a response to be sent to the petitioner, in light of the recent decision taken at the Council meeting on 9 December 2014.

8. BUDGET MANAGEMENT REPORT (Pages 17 - 32)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All Waverley Wards]

The report provides a projection of the expenditure and income position for the 2014/15 Budget compared with the approved budget for the General Fund and the Housing Revenue Account. The projection is based on the position to date.

Recommendation

It is recommended that the Executive notes the report and gives approval to

1. **the virement request from additional Planning income to cover additional agricultural consultant's costs of £20,000 within Development Control appeals; and**
2. **slippage of £500,000 for Sheltered Housing Lighting within the HRA Capital Programme from 2014/15 to 2015/16.**

9. BUDGET UPDATE 2015/2016 (Pages 33 - 36)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All Waverley Wards]

The report outlines the latest position on the 2015/2016 Budget and requests the Overview and Scrutiny Committees to consider the budget proposals within their remit ahead of the final budget setting decision in February.

Recommendation

The Executive is asked to:

1. **endorse the approach taken to the budget preparation for 2015/2016; and**
2. **ask the Overview and Scrutiny Committees to consider the detailed Budget proposals within their remit at their January meetings and to make any observations to the Executive.**

10. BRIGHTWELLS GOSTREY CENTRE - RESULTS OF FEASIBILITY STUDY FOR MOVING SERVICES TO A REDEVELOPED MEMORIAL HALL (Pages 37 - 46)

[Portfolio Holder: Councillor Carole King, Councillor Julia Potts, Councillor Simon Thornton]

[Wards Affected: All Wards]

To agree revised plans for the redevelopment of the Memorial Hall to provide a base for Gostrey Centre services and create a new Community and Wellbeing Centre for Farnham and the surrounding area.

The report also seeks authority to submit a planning application and progress to the tender and build phases for construction of this community facility at the Memorial Hall in Farnham.

Recommendation

It is recommended that

- 1. approval be given to officers to submit a planning application for the refurbishment and extension of the Memorial Hall in Farnham in line with the designs identified at Annexe 1; and**
- 2. provision of up to £40,000 be made in the 2015/16 capital programme funded from the emergency schemes budget to take the proposed project to the planning stage and, subject to Council approval of the overall scheme, to progress to the tender stage for the construction of this new facility with the necessary consultancy support.**

11. CONTAMINATED LAND: POTENTIAL OPTIONS FOR FORMER LANDFILL SITE, WEYDON LANE, FARNHAM (Pages 47 - 128)

[Portfolio Holder: Councillor Donal O'Neill]

[Wards Affected: Farnham Firgrove]

The Council has been exploring the scope and viability for undertaking works on the former Landfill site on Weydon Lane, Farnham to enable the site to be made available, for example, for formal recreational use. The report provides up-to-date information from specialist land management consultants, Card Geotechnics Ltd (CGL) on a number of options available for the site.

The aim of CGL's studies was twofold; firstly to better understand the current condition, and ongoing maintenance requirements of the site; and secondly to assess the site and to explore if there is an affordable approach to bring this major area of land into full use for the benefit of the local community.

Corporate Overview & Scrutiny Committee considered the report at its meeting on 25 November and its observations to the Executive are set out in the report.

Recommendation

That the Executive agrees:

1. **the short-term management plan for the site; and**
2. **that a Special Interest Group (SIG) be established to assist the Portfolio Holder in reviewing the options and exploring alternative uses for the site in the longer term.**

12. SHARED OWNERSHIP IN WAVERLEY (Pages 129 - 134)

[Portfolio Holder: Councillor Stewart Stennett]

[Wards Affected: All Waverley Wards]

The report responds to the request from the Corporate Overview & Scrutiny Committee meeting on 24 June 2014 for provision to be made for those working or seeking work in essential jobs in the borough and for the criteria to prioritise village connections on exception sites in rural areas to be included in the prioritisation process for shared ownership properties in Waverley. It presents a revised priority list based on the results of a survey of local employers on affordability and access to housing issues affecting their staff and recommends establishing a practice note for local housing associations.

Recommendation

It is recommended that the framework for prioritising shared ownership applications be agreed, which will come into effect immediately.

13. SAFEGUARDING POLICIES - ADULTS AND CHILDREN (Pages 135 - 180)

[Portfolio Holder: Councillor Carole King, Councillor Simon Thornton]

[Wards Affected: All Waverley Wards]

The report presents the need for updated policies on Safeguarding Adults and Children and recommends their adoption to the Council.

Recommendation

It is recommended that the Executive

1. **agrees that the Corporate Overview & Scrutiny Committee receives an annual monitoring report on Safeguarding issues at Waverley; and**
2. **recommends to the Council that the Safeguarding Policies for Adults and Children be adopted.**

14. COMPLAINTS HANDLING IN WAVERLEY 2013/14 (Pages 181 - 198)

[Portfolio Holder: Councillor Robert Knowles]

[Wards Affected: All Waverley Wards]

The report reviews the Council's policy on dealing with complaints, and in particular the guidelines for dealing with complaints received from unreasonable, unreasonably persistent or vexatious complainants. The report also provides information on complaints handling in Waverley in 2013/14, including the number of complaints received, Waverley's performance in responding to complaints, outcomes, and lessons learned.

Recommendation

It is recommended that

- 1. there should be a 'stand alone' policy for dealing with unreasonably persistent complainants; and**
- 2. the timescale for dealing with Level 2 and 3 complaints should be increased from 10 to 15 working days.**

15. COMPLAINTS ABOUT WAVERLEY'S SERVICES RECEIVED BY THE LOCAL GOVERNMENT OMBUDSMAN AND HOUSING OMBUDSMAN IN 2013/14 (Pages 199 - 212)

[Portfolio Holder: Councillor Robert Knowles]
[Wards Affected: All Waverley Wards]

The report is in two parts. The first part summarises the complaints made to the Local Government Ombudsman about Waverley's services in 2013/14. The second part summarises the complaints made by Waverley's tenants and leaseholders to the Housing Ombudsman Service which assumed responsibility for investigating complaints about a local authority's landlord functions with effect from 1 April 2013. As a result of this change, and changes to the internal business processes of the Local Government Ombudsman, the report contains only very limited comparative information on Waverley's performance in dealing with Ombudsman complaints in previous years.

Recommendation

It is recommended that the information contained within the report be noted.

16. PROPERTY MATTERS (Pages 213 - 224)

[Portfolio Holder: Councillor Julia Potts, Councillor Simon Thornton]
[Wards Affected: Cranleigh West; Farnham Weybourne and Badshot Lea]

To consider a number of property-related issues in the Borough.

Recommendation

It is recommended that

- 1. an easement of access be granted over Waverley-owned common land as shown on the plan at Annexe 1, on the terms and conditions set out in (Exempt) Annexe 2, with other terms and conditions to be negotiated by the Estates and Valuation Manager; and**
- 2. a surrender of the tenant's current lease of the premises outlined in red on Annexe 3 is accepted and a new lease simultaneously completed for a term of years expiring in 2138, with the other terms and conditions as set out in (Exempt) Annexe 4.**

17. PERFORMANCE MANAGEMENT EXCEPTION REPORT - QUARTER 2 (JULY - SEPT) 2014/15 (Pages 225 - 232)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: All Waverley Wards]

Waverley's Performance Management Framework (PMF) contains a number of indicators that assist Members and officers in identifying current improvement priorities and progress against targets.

The indicators in Waverley's PMF are reviewed quarterly by the Executive. This report details performance, at Annexe 1, for the three-month period 1 July – 30 September 2014.

The Overview and Scrutiny Committees and their respective sub-committees have considered the full list of indicators. Their comments on the indicators in this report and their recommendations are included in the report.

Recommendation

It is recommended that the Executive:

- 1. notes the performance figures for Quarter 2 2014/15 (July - September 2014) as set out at Annexe 1;**
- 2. thanks the Overview & Scrutiny Committees for their observations regarding the Quarter 2 performance and considers their recommendations, as follows:-**
 - a. for indicator NI 195 – levels of litter, detritus, graffiti and fly-posting, the target should be increased to 90%;**
 - b. for indicator LPL 3b – percentage of enforcement cases actioned within 12 weeks of receipt, the target should be increased to 80%; and**
 - c. for indicator LI8 – average annual rate of return on Council Investments above market rates, the target be revised in the 2015/16 Treasury Management Strategy to reflect performance against currently achievable levels of interest available on the market.**

18. EXECUTIVE DIRECTOR'S ACTIONS

To note the following 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:

Emergency works to replace water main

To authorise emergency works to replace the water main at the Council Offices in Godalming which was in need of replacement due to age and condition, at a cost of £9,500.

19. 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.

20. 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**

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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.

Executive Forward Programme for the period December 2014 onwards

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
POLICY AND GOVERNANCE, STRATEGIC HR – CLLR ROBERT KNOWLES (LEADER)						
FINANCE AND PROPERTY, WAVERLEY TRAINING SERVICES – CLLR JULIA POTTS (DEPUTY LEADER)						
1. Budget Management	Potential for seeking approval for budget variations	Executive (and possibly Council)	√	Every Executive meeting	Peter Vickers	CORP/COMM
2. Age Concern Farncombe	To agree new lease arrangements	Executive		February 2015	Kelvin Mills	CORPORATE
3. Performance Management	To receive an exception report for over and under performance in the appropriate Quarter	Executive		March 2015	TBC	CORP/COMM

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
4. Property Asset Management Strategy	To agree a strategy for adoption	Executive		March 2015	Roger Standing	CORPORATE
5. Treasury Management Strategy	To approve the policy and strategy for 2015/16	Executive	√	February 2015	Peter Vickers	CORPORATE
6. Budget, Council Tax, Rent Levels, Capital Programme and Fees and Charges	To agree the budget for 2015/16	Executive and Council	√	February 2015	Peter Vickers	BOTH
PLANNING – CLLR BRIAN ADAMS						
1. Crownpits Conservation Area Appraisal	For adoption	Executive and Council		March 2015	Sarah Wells	COMMUNITY
2. Witley Conservation Area Appraisal	For adoption	Executive and Council		March 2015	Sarah Wells	COMMUNITY
3. WBC Local Plan	To agree the draft Local Plan	Executive	√	February 2015	Matthew Evans	COMMUNITY
4. Community Infrastructure Level (CIL)	To seek authority to consult	Executive	√	February 2015	Matthew Evans	COMMUNITY

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
HOUSING OPERATIONS, COMMUNITY SAFETY, OLDER PEOPLE, HEALTH AND WELLBEING – CLLR CAROLE KING						
1. Ageing Well Strategy for Waverley	To develop and agree a Strategy	Executive and Council	√	February 2015	Kelvin Mills	COMMUNITY
2. Health and Wellbeing Plan	To develop and implement a plan for Waverley	Executive and Council	√	March 2015	Kelvin Mills	COMMUNITY
3. Capital Works and Professional Consultants Fees [E3]	Potential for seeking approval for procurement of services and appointment of contractors	Executive (and possibly Council)	√	March 2015	Hugh Wagstaff	CORPORATE
HOUSING STRATEGY AND DELIVERY – CLLR STEWART STENNETT						
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)	√	February 2015	Jane Abraham	CORPORATE
2. Review of Age-Restricted Properties	To review the policy	Executive		February 2015	Jane Abraham	CORPORATE
3. Review of Funding Arrangements for Disabled Facilities Grants	To identify any actions necessary in response to changes	Executive (and possibly Council)	√	February 2015	Jane Abraham	CORPORATE

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
4. Review of Housing Support Services to Vulnerable People across the Borough	To review options	Executive		February 2015	Jane Abraham	CORPORATE
IT AND CUSTOMER SERVICES, CLIMATE CHANGE – CLLR TOM MARTIN						
1. Carbon Management Plan	To adopt a new plan	Executive and Council	√	February 2015	Roger Standing	CORPORATE
2. Superfast Broadband	To review coverage of the Borough following SCC broadband roll-out	Executive		February 2015	Kelvin Mills	CORP/COMM
ENVIRONMENT – CLLR DONAL O'NEILL						
1. Review of Corporate Health and Safety Policies	To review and update current health and safety policies across the Council	Executive and Council		March 2015	Rob Anderton	CORPORATE
2. Scrap Metal Dealers Policy	To consider a draft policy	Executive		March 2015	Rob Anderton	COMMUNITY
European Waste Framework Directive	To endorse the findings of the 'TEEP' analysis	Executive	Y	February 2015	Rob Anderton	Communit

TOPIC	DECISION	DECISION TAKER	KEY	ANTICIPATED EARLIEST (OR NEXT) DATE FOR DECISION	CONTACT OFFICER	O AND S
Joint Municipal Waste Management Strategy	To endorse the strategy	Executive and Council	Y	February 2015	Rob Anderton	Communit v
MEMBER SUPPORT AND COMMUNICATIONS, GRANTS - CLLR STEFAN REYNOLDS						
1. Commissioning Pilot Framework	To discuss the provision of health and wellbeing community activities in 2015/16	Executive		February 2015	Kelvin Mills	COMMUNITY
MAJOR PROJECTS AND BRIGHTWELLS, ECONOMIC DEVELOPMENT – CLLR ADAM TAYLOR-SMITH						
1. Brightwells Redevelopment, Farnham [E3]	To receive an update	Executive		February 2015	Kelvin Mills	CORP/COMM
LEISURE AND CULTURE – CLLR SIMON THORNTON						

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). 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 – 06 JANUARY 2015

Title:

BUDGET MANAGEMENT REPORT

[Portfolio Holder: Cllr Julia Potts]

[Wards Affected: All]

Summary and purpose:

This report provides a projection of the expenditure and income position for the 2014/15 Budget compared with the approved budget for the General Fund and the Housing Revenue Account. The projection is based on the position to date.

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.

Equality and Diversity Implications:

There are no direct equality and diversity implications relating to this report.

Financial Implications:

This report shows the budget management position to date for the General Fund and the Housing Revenue Account. It monitors the progress of revenue expenditure and income and projects the potential year-end position, based on activity to date. The Housing Revenue Account position is given in the report.

Legal Implications:

There are no direct legal implications relating to this report.

1. Introduction

1.1 Throughout 2014/15 all budgets are being monitored on a monthly basis with budget performance reported after taking account of the following:

- Spend to date, including commitments
- Last year's outturn
- Variations to the budget based on forecast outturn that includes the effect of management action taken where required
- Consultation with managers and budget holders on service performance
- Virements identified where possible from existing budgets to cover budget pressures and budget approvals actioned as required

- Service managers review and sign off their budget forecasts and explanations

1.2 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 identification, evaluation and mitigation of significant risks and will report appropriately.

2. General Fund

2.1 The General Fund forecast outturn to the year end against the approved budget is given in the table below. The table presents significant variances by service and compares the current position to that reported to the previous Executive. The latest forecast is an underspend of £608,000, after allowing for all requested approvals. This is a net £140,000 increase in the underspend from the position reported to the Executive on 2 December 2014.

2.2 The figures are reported on an exception basis, with explanations given for changes in forecasts. Variances identified in the last report are detailed in the previous Budget Management Report presented to the Executive on 2 December 2014.

2.3 Current forecast outturn variance against budget:

	Variance on budget		
	Last Report £'000	This Report £'000	Change £'000
Service Variations			
Policy and Governance			
Land Charges – projected additional income	(240)	(240)	0
Legal (see 2.4)	0	(24)	(24)
Planning			
Development Control – projected net additional income (see 2.5)	(70)	(150)	(80)
Community			
Waverley Training Services – projected net increased surplus (see 2.6)	(30)	(15)	15
Careline- additional Income (see 2.7)	0	(69)	(69)
Environment			
Car Parks – net additional income (see 2.8)	(108)	(123)	(15)
Christmas Refuse Collections	10	10	0
Finance			
Rent Allowances (see 2.9)	0	53	53
Corporate budget			
Inflation provision not required (see 2.10)	(30)	(50)	(20)
Overspend/(underspend) against budget	(468)	(608)	(140)

2.4 Legal – additional legal fee income from increased volume of externally requested work (eg Section 106 agreements), supplemented by several large applications of work.

- 2.5 Development Control – additional £100,000 is reported this month on top of previous increases. However, it is requested to vire £20,000 of the increase to cover specialist agricultural consultancy costs associated with two recent planning appeals. The net improvement for this month is therefore £80,000.
- 2.6 Waverley Training Services – the underlying increase in the surplus remains at £30,000. However, the net surplus has been reduced to £15,000 to reflect the review of the service at a cost of £15,000 agreed by the Executive on 2 December 2014.
- 2.7 Careline – Additional Income of £68,700 is reported. Much of this arises from private customers following successful promotion of the service.
- 2.8 Car Parks – Net additional income has improved by a further £15,000 during the past month. This appears to be due to increased use across the Borough, possibly reflecting an improvement in the local economy.
- 2.9 Rent Allowances – final 2014/15 Discretionary Housing Payments (DHP) subsidy income will be £29,000 lower than budgeted due to the Government DWP clawing back £29,000 of subsidy they overpaid the Council in 2013/14. 2014/15 and previous years budgets have, in error, omitted the DHP expenditure budget of £24,000. This £24,000 overspend in 2014/15 is therefore due to a lack of budget rather than exceptional expenditure.
- 2.10 Since the previous report, inflation has now been allocated for all the major contracts. As a result, a further saving of £20,000 is reported as not being required.
- 2.11 Each year, an establishment vacancy management target is included within the budget to ensure that the establishment complement is scrutinised for efficiency savings and reflects the needs of ongoing service delivery. The current forecast outturn for the end of the year shows that the General Fund element of the target should be achieved.
- 2.12 The 2014/15 General Fund revenue budget was set to self-balance without the need to draw upon the General Fund balance. Projected movements in 2014/15 are illustrated in the table below. The excess of balance beyond £3.2m will be transferred to the Revenue Reserve Fund at the year end in accordance with the Financial Strategy.

Forecast General Fund Balance movement	
	£'000
Balance 1 April 2014	(3,361)
Increased by the forecast outturn variation on budget	(608)
Reduced by Approvals:	
Revenue carry forward from 2013/14	139
Planning Enforcement - executive 3 June 2014	40
Transfer to Revenue Reserve Fund	590
Forecast balance 31 March 2015	(3,200)

2.13 Within the General Fund services there are some potential service changes and financial risks that as yet are not reflected in the forecasts due to their uncertainty, these are:

- Rent allowances and rent rebates represent £32m in income and expenditure for the council. Whilst the majority of this money is recovered from central Government, there is a performance element attached to recovery. Any fluctuation can be significant to the overall budget. Therefore performance is closely monitored. At this point there is no concern.
- Council tax and business rates are collected on behalf of Waverley, Surrey County Council, and DCLG. The recovery is usually around 99% for council tax and business rates. Any losses in collection are shared between the preceptors. The overall cash-flow is used as collection performance indicator. There are no concerns to report.

3 **General Fund Capital**

3.1 General Fund Capital programme is on track with no significant variances on major schemes. The table below summarises the overall position and more detail is provided at [Annexe1](#).

General Fund Capital and Revenue Projects					
	Current Budget	Forecast Outturn	(Saving)/ Overspend	Change from Last report	Comment
Service	£'000	£'000	£'000	£'000	
Community	5,628	5,406	(73)	(77)	See 3.2 below
Customer, Office & IT	770	664	(106)	(36)	See 3.3 below
Environment	396	396	0	0	
Finance	8	2	(6)	0	
Housing	498	440	(58)	0	
Planning	20	20	0	0	
Policy & Governance	101	74	(27)	0	
Special Projects	969	969	0	0	
Urgent schemes budget	45	45	0	0	See 3.4 below
Total programme	8,435	8,016	(270)	(113)	

3.2 Within this line there are two changes:

- The Phillips Memorial Project has been undertaking improvements to the memorial cloisters and park in Godalming over the past four years and has a further two years remaining. Following a review on progress through the project the scheme has evolved therefore a saving of £140k of Waverley funding has now come to light.
- Following the 2 December 2014 Executive approval of the Broadwater Conveniences project this has been funded from overall capital programme savings, therefore reducing the saving contribution made in Community Services.

3.3 Civica Contact Manager is a system currently used by Environmental Services to provide customer contact information as a call is taken to help provide good customer service. It was intended to implement this in additional services across the council to manage customer contacts in a joined up way and help staff provide good customer service however the system is no longer going to be implemented as widely as initially hoped.

3.4 The Executive Director has authorised expenditure of £9,500 to replace the main water supply to the Council Offices following a leak and the requirement for urgent works being identified on 5 December 2014.

4 Housing Revenue Account (HRA)

4.1 The HRA overview is given in the table below. The overview is structured to draw attention to the different operational aspects of HRA service delivery in providing a housing landlord service, housing maintenance and development of the housing stock. Where necessary, for clarity, more detail is given in the annexes to this report.

4.2 Where there are changes identified in this report from the last report explanations are given below on an exception basis. Variances identified in the last report are detailed in the Budget Management Report and Mid-Year Budget Review presented to the Executive on 2 December 2014.

Housing Revenue Account	Current Budget £'000	Last Report £'000	Forecast Variance on budget to year end		
			This Report £'000	Change £'000	
Repairs and Maintenance					
Responsive repairs and voids	2372				
Cyclical Maintenance	1605				
Bellwin shortfall of Storm Damage		39	39	0	
Supervision and Management					
General (4.4)	4,489	40	40	0	Staff & Insurance
Special	545	-	-	-	
Rents rates taxes and other charges					
Waverley Families	95	-	-	-	
'Back-Funded' pension contributions	550	-	-	-	
Interest receivable (4.5)	(135)	20	0	(20)	Additional investment interest offsets contribution to Fraud Initiative
Rent rebate subsidy (4.6)	300	(150)	(150)	0	Mid year calculation
Interest on HRA debt	5,877	-	-	-	
Capital charges					
Housing capital programme (4.7)	5,913	(19)	(840)	(821)	Estimated slippage into next year and transfer to Rolston House

New Affordable Homes Programmes	3,534				
Stock Remodelling (4.9)	3,534	-	310	310	Towards Rolston House
Income					
Gross rents (4.10)	(28,256)	90	110	20	£95k decant loss, £15k additional void loss
Garage rents	(304)	10	10	0	
Other Income	(119)	21	21	0	Solar panel income
(Surplus)/Deficit for the year	0	51	(460)	(511)	

- 4.3 Responsive repairs and voids and cyclical repairs budgets cover the day to day and planned maintenance of the housing stock. As the use of the interface between the Orchard system and Mears (the housing contractor) continues to bed in, greater control of expenditure will be gained. It is currently projected that day to day repairs will be achieved within the revised budget. Detail of the expenditure to date is given in [Annexe 2](#).
- 4.4 Supervision and management includes the cost of staff salaries and accommodation related costs incurred in running the housing service. Each year, an establishment vacancy management target is included within the budget to ensure that the establishment complement is scrutinised for efficiency savings and reflects the needs of ongoing service delivery. The £40k is comprised of £30k underachievement on the vacancy target and £10k overspend on building insurance (premium increase due to claim value last year)
- 4.5 Interest receivable is estimated to increase by approximately £20k due to the increasing HRA balances due to longer than expected lead in times for Capital expenditure.
- 4.6 Rent rebate subsidy (repayment of housing benefit above Government targets) actual mid year calculation is below previously estimated figure. This may change at year end when final calculations are made.
- 4.7 HRA Capital Programme detailed monitoring report is attached at [Annexe 3](#). There is currently £530k estimated work to be rescheduled and reviewed.
- 4.8 The New Affordable Homes Programme detailed approved budget, latest anticipated costs and expenditure to date are shown at [\(Exempt\) Annexe 4](#).
- 4.9 The latest position for Stock Remodelling is shown at [Annexe 5](#). The final phase of remodelling work at Rolston House is now in progress. Some minor works have been removed from the project to avoid budget overrun and these will be addressed in a subsequent year when separate budget approval has been sought. A virement of £310k requested to transfer previously agreed funds from general housing capital funds for Rolston.
- 4.10 Rental Income is reduced due to the number of decant (£95k) and additional void loss on long term void properties (£15k). Decants are when a tenant is moved into another property to allow major repairs to take place on their assigned property. They continue to pay their normal rent but the temporary

property is free of charge. This year the number of decant properties in use has been around 17 each month (several for the displaced Wey Court tenants). The additional void loss is over and above the rent loss allowance reflected in the anticipated income and reflects the increasing number of voids requiring substantial structural work. This loss of income is currently under investigation and detailed analysis of the situation will be reported to the Executive on 3 February as part of the next Budget Management report.

- 4.11 Due to complexities arising from the procurement process, the Sheltered Housing Lighting scheme allocation of £500,000 within the HRA Capital Programme will slip from 2014/15 to early in 2015/16 and a recommendation to action this is included.

5 Conclusion

- 5.1 Generally service performance is stable against the budget. For the General Fund the underspend continues in a favourable direction. The Housing Revenue Account continues to be monitored closely. Capital spend is generally on track with no concerns to report at this stage.

Recommendation

It is recommended that the Executive notes the report and gives approval to

1. the virement request from additional Planning income to cover additional agricultural consultant's costs of £20,000 within Development Control appeals; and
2. slippage of £500,000 for Sheltered Housing Lighting within the HRA Capital Programme from 2014/15 to 2015/16.

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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Service	Project	Current Budget	Forecast Outturn	Requested Slippage	(Saving)/Overspend	Notes
	Budget for urgent sche Budget for urgent schemes	45,600	45,600			£ 150k less; £30k to Museum of Farnham, £27k to Microfiche Scanning, £16.1k to flood risk prevention. £5k earmarked for cemetery memorial safety works. £15k for heating at Museum of Farnham heating. £1.8k for Borough Hall Ceiling Survey, £9.5k for water main at The Burys.
Community	Memorial Hall	14,000	14,000			External works have been carried out.
Community	Borough Hall	7,500	7,500			Final works to be carried out mid November.
Community	Farnham Maltings	35,000	0	35,000		Not received first round funding, so planning to resubmit. Outcome will be known in February. £35k requested slippage.
Community	Museum of Farnham	60,000	60,000			£30k from provision for urgent schemes 2/9/14. Starting work again in January.
Community	Central Communications - Careline	30,000	30,000			Equipment purchased.
Community	PV's on Cranleigh Leisure Centre	25,000	25,000			Roof maintenance works required before installation.
Community	Energy Audits for Cranleigh & Farnham Leisure Centre	5,000	5,000			Complete.
Community	Village Notice Board, Peper Harow	1,090	1,090			Work to be undertaken by parish council.
Community	Kitchen Upgrade, Ewhurst Village Hall	1,010	1,010			Work to be undertaken by parish council.
Community	Day Centres	10,000	10,000			Maintenance work will be carried out as necessary.
Community	Godalming Leisure Centre	48,699	50,141		1,442	S106 approval 24/7/14. Small overspend. Contribution to Cricket Club included.
Community	Haslemere Leisure Centre	3,669,570	3,669,570			S106 approval 24/7/14. Works underway, scheduled to finish at the end of the year. Official opening in January.
Community	Flood Risk Prevention	26,100	26,100			£16.1k from provision for urgent schemes 19/9/14 for emergency dredging works.
Community	Wyphurst Rd, Ditch Bank	20,000	22,000		2,000	Environment Agency holding up works.
Community	Ditch Works - improving flood resilience	35,000	35,000			Works underway
Community	Recreation Ground Improvements	2,368	2,368			Order placed for gate, will spend remaining on fencing.
Community	Pavilions-Capital Works	40,000	40,000			High Lane heating needing replacement due to leak.
Community	Recreational Facilities for young people	6,251	6,251			Order placed for additional bin.
Community	Playground Replacement	209,881	209,881			Designs due back before end of December, will order in new year. Land drainage issue so cannot lay safety flooring at Phillips memorial.
Community	Parks Signage	21,863	21,863			Have designs, will be placing orders.
Community	Phillips Memorial Garden Improvement Programme	308,352	168,352		(140,000)	Project will underspend overall due to project change over 5 year length.
Community	Parks Infrastructure works and DDA improvements	83,583	83,583			Nearly completed works at Weybourne car park.
Community	Badshot Lea Football Club	50,000	50,000			Planning permission approved. Awaiting project plans.
Community	Hérons Skate park	101,005	101,005			S106 approval 24/7/14. Additional £30k funding from SCC due. Awaiting confirmation. Started works.
Community	Woodland Work	44,097	44,097			Works will be underway before end of the year.
Community	HLS Countryside Works	102,152	102,152			Works underway and orders placed for most schemes.
Community	Countryside Health & Safety works	1,118	3,341		2,223	Overspent.
Community	Frensham Common - Site Facilities Redevelopment	12,323	12,323			Consultant working on scheme.
Community	Farnham Football Pitch Drainage	68,000	18,000	50,000		Planned works not allowed to go ahead for archaeological reasons. Looking at other methods.
Community	Farnham Park SPA	12,086	12,086			Project underway.
Community	Tennis court resurfacing, Coxcombe rec ground	6,551	6,551			Contribution paid.
Community	Lordshill playground	1,073	1,073			Contribution paid.
Community	Drainage at Thursley Rd Rec ground	1,184	1,184			Contribution paid.
Community	Cricket Pitch at Hascombe Rec ground	811	811			Renovation project underway.
Community	Godalming Lawn Tennis Club	50,000	50,000			Contribution paid.
Community	Client Rolling Programme	90,000	90,000			Works to be carried out at Cranleigh on roofing. Christmas period will have lots of works underway.
Community	Client Rolling Programme - Haslemere Leisure Centre	289,000	289,000			Allocated towards main budget.
Community	Client Rolling Programme - Contingency	25,000	25,000			Possible underspend, will only be used if emergency works required.
Community	Godalming LC equipment	5,565	5,140		(425)	Contribution paid.
Community	Farnham LC - spin bikes, table tennis, inflatables	10,450	9,025		(1,425)	Contribution paid.
Community	Borough Hall Ceiling Survey	1,800	1,800			Exec - 4/11/14. To be carried out over Christmas period.
Community	Museum of Farnham heating	15,000	15,000			Exec - 4/11/14. Currently being installed. To be completed by mid December.
Community	Broadwater Toilets Refurbishment	63,000	63,000			Exec - 2/12/14. Funded from savings
Community	Borough Hall PA system	5,000	5,000			System installed.
Community	Cranleigh Leisure Centre	10,656	10,656			MyZone equipment to be procured by Places for People.
Community	Outdoor Gym Equipment, Frensham	1,200	1,200			Frensham Parish Council undertaking project.
Community	Replacement of equipment at Alfold Playground	766	766			Works to be carried out as soon as possible to avoid further degradation of equipment over winter.
Customer, Office & IT	Forward Programme/Legislative Changes	14,393	14,393			Additional funding received from DWP.
Customer, Office & IT	Desktop/Server Upgrades	25,000	25,000			New server and more monitors.
Customer, Office & IT	Car Park - SPUR software	0	0			Creditor for half of project as software not yet working as planned.
Customer, Office & IT	Adelante upgrade	3,162	3,162			New system should go live in November.
Customer, Office & IT	Mobile Working Solutions	52,147	52,147			Food hygiene module installed.
Customer, Office & IT	GIS Environment upgrade	20,000	20,000			Supplier selected.
Customer, Office & IT	Records Scanning	61,281	61,281			Lots of back scanning underway.
Customer, Office & IT	Paper Free Planning	2,550	2,550			Work underway.
Customer, Office & IT	Microfiche Scanning Project	48,000	48,000			Approved Executive 2/9/14, £21k PDG funded, £28k from provision for urgent schemes. Quotes received.
Customer, Office & IT	Local Land Charges	30,250	0		(30,250)	Uncertainty on land charges.
Customer, Office & IT	Network Upgrade & Flexible Working	15,000	15,000			Orders out.
Customer, Office & IT	Implement Contact Manager	82,000	6,000		(76,000)	Contact Manager not being implemented as widely as planned.
Customer, Office & IT	Orchard Modules	20,000	20,000			Works underway.
Customer, Office & IT	SharePoint	40,907	40,907			Implementation ongoing.
Customer, Office & IT	MS SQL Server Rationalisation & Licensing	24,000	24,000			Works underway.
Customer, Office & IT	PSN Compliance & Endpoint Management	45,000	45,000			Failed compliance, will be some spend on minor items.
Customer, Office & IT	Mobile Working Solutions - Housing	30,000	30,000			Project underway.
Customer, Office & IT	Asbestos Removal - the Burys	20,000	20,000			Hope to have survey results by end of December.
Customer, Office & IT	Asbestos Removal - corporate properties	20,000	20,000			Hope to have survey results by end of December.
Customer, Office & IT	Inspection of culverted land drainage assets	25,000	25,000			Work underway.
Customer, Office & IT	Improved Working Environment	100,000	100,000			Ventilation, air conditioning & heating works to be carried out.
Customer, Office & IT	Office Maximisation	74,616	74,616			Around £7k back from Surrey County Council. Overspent.
Customer, Office & IT	Office Lighting Replacement - housing	7,000	7,000			Completed.
Customer, Office & IT	Water Main at The Burys	9,500	9,500			Executive Directors approval.

Service	Project	Current Budget	Forecast Outturn	Requested Slippage	(Saving)/Overspend	Notes
Environment	Contaminated Land	46,827	46,827			Weydon Lane invoice has come in. Possible works needed at Windrush Close. Possible carry forward request.
Environment	Noise Recording Equipment	13,000	13,000			Equipment in place.
Environment	Air Quality Monitoring	19,830	19,830			£60k DEFRA funding received in 2013/14. Need to decommission the Hindhead monitoring station.
Environment	Demolition of Broadwater Park Conveniences	6,000	5,005		(995)	Used to keep in use.
Environment	Replacement of Wheeled Bins	9,000	9,000			Waiting for storage space to clear of green waste bins. Order to be placed in January.
Environment	Garden Waste	129,446	129,446			Additional bins required due to good take up of new service. Currently 9,500 customers.
Environment	Rolling Programme	65,000	65,000			Spend dependant on winter maintenance.
Environment	Cashless Parking/Parking Equipment	10,517	10,517			To go live in December. Some additional machines.
Environment	North Street Car Park	0	260		260	Overspent
Environment	Car Park Lighting	3,411	3,832		421	Overspent
Environment	Car Park Lining	6,000	6,000			Works underway
Environment	Crown Court Car Park	0	0			Creditor for retention from 2014/15.
Environment	Central Car Park	0	0			Creditor for retention from 2014/15.
Environment	Croft Road	0	0			Creditor for retention from 2014/15.
Environment	High Street Haslemere	86,320	86,320			Report to Executive Briefing.
Finance	iTrent	4,000	2,000		(2,000)	Project complete.
Finance	E-tendering	4,000	284		(3,716)	Spend incurred in 2013/14.
Housing	Disabled Facilities Grants	457,900	400,000		(57,900)	Received more grant than expected.
Housing	Warm Homes Project	40,000	40,000			Focusing on park homes. Holding back to try and achieve additional external funding.
Planning	Castle Steps	11,209	11,209			Work progressing, interpretation panels on order. Hoping to be completed by end of the year. Extended funding agreement until November.
Planning	Dockenfield Sign	2,000	2,000			Contribution paid to Dockenfield Parish Council.
Planning	Wiggins Yard	5,000	5,000			Exec - 4/11/14 S106 funded. Set up steering group.
Planning	Fingerpost at Shortfield Common	1,200	1,200			Contribution paid to Frensham Parish Council.
Policy & Governance	Agenda Management System	16,500	16,500			Procurement process has been carried out. Project on track.
Policy & Governance	Website Upgrade & Redesign	38,500	38,500			Project due to start in September, aiming to launch June 2015.
Policy & Governance	Intranet Migration	46,200	18,720		(27,480)	Underspend due as budget was speculative & much of the work will now be carried out in-house. Launch in December.
Reallocated savings	Reallocated savings	0	0		63,000	£63k to fund Broadwater toilets refurbishment.
Special Projects	Riverside	910,188	910,188			Construction at tennis courts and pavilion due to finish in December. Have planning permission for temporary car park, completion due in January.
Special Projects	Brightwells - Development Consultancy	40,000	40,000			Awaiting completion of Riverside and negotiations with developers.
Special Projects	Gostrey Day Centre	18,977	18,977			Feasibility study completed. Continuing consultations. Will require some redesign after consultation completed.
Total		8,434,535	8,015,690	85,000	(270,845)	

HRA Repairs and Maintenance	Current Budget £'000	Actual to date £'000
Responsive Maintenance		
Boiler Maintenance	30	6
Communal boilers	20	2
General Repair	1,649	1,059
Stock Survey	20	1
Total Responsive repairs main contract	1,718	1,068
Void Properties		
Boiler maintenance	36	8
General Repair	-	-
Internal decoration	42	7
Void works	575	378
Total: Voids	654	393
Total: Responsive repairs and voids	2,372	1,461
Cyclical Maintenance		
Boiler maintenance	592	348
Communal Boilers	70	0
Environmental analysis (asbestos)	205	47
External Decoration	397	218
Electrical work	48	21
Fire Safety	124	54
Internal decoration	26	-
Lift Servicing	41	13
Pest Control	25	7
Risk Assessment	77	12
Stock Survey	-	1
Total: Cyclical repairs	1,605	721

HRA Capital programme	Revised budget	Actual to date	Forecast outturn	Variance on budget	Rescheduled	Comments
Decent Homes						
Kitchens	1,124,000	558,800	929,000	(195,000)	(195,000)	Expected rescheduling
Bathrooms	567,300	334,000	471,300	(96,000)	(96,000)	Expected rescheduling
Heating	720,000	621,000	720,000	0		Work under way
Windows	255,500	86,000	255,500			Requested change of use for slippage to sheltered lighting - May Exec
Doors	87,600	78,000	87,600	0		Work under way
Rewiring	343,000	125,000	243,000	(100,000)	(100,000)	Properties to be submitted for approval
Roofing	400,000	166,000	400,000	0		Asbestos surveys required
Wall Finish	160,000	100,000	160,000	0		Work planned
	3,657,400	2,068,800	3,266,400	(391,000)	(391,000)	
Voids						
Kitchens	425,000	429,500	437,000	12,000		Some voids from DH scheduled work
Bathrooms	263,500	230,000	263,500	0		Some voids from DH scheduled work
Heating	208,000	51,273	208,000	0		Work under way
Windows	77,000	25,000	77,000	0		Work under way
Doors	26,400	10,000	26,400	0		Work under way
Rewiring	38,500	5,000	38,500	0		work under way
Roofing	8,000	0	0	(8,000)		transferred to kitchen spend
Wall Finish	4,000	0	0	(4,000)		transferred to kitchen spend
	1,050,400	750,773	1,050,400	0	0	
MRA work						
Fire safety	87,500	91,400	91,400			Rolston - see decisions from meeting on 3.6.14
Sheltered Doors	27,500	22,300	22,500			£17,500 for Rolston (3.6.14), £4,800 Rolston locks (3.6.14).
Soffit and guttering	88,400	78,400	88,400	0		Finlock Guttering
Asbestos	125,000	98,550	125,000			£50,000 Rolston (3.6.14), £51,000 Ridge consultancy to be funded by revenue
Water Supply	10,000	7,700	10,000	0		Work under way
Sewerage Plant	100,000	1,000	80,000	(20,000)	(20,000)	Tender's being evaluated
Fire walls	50,000	50,000	50,000	0		Rolston (3.6.14)
Storage Heaters	50,000	3,000	50,000	0		Work due to start in 6 properties
Parking and paths	80,000	0	50,000	(30,000)	(30,000)	committed
Aids and adaptations	300,000	216,000	300,000	0		Adhoc demand
Warden system	30,000	0	30,000	0		Work being identified
Garages	25,000	12,000	25,000	0		Work underway
Communal heating and hot water	100,000	30,000	30,000	(70,000)	(70,000)	Survey results being analysed - urgent work required
Thermal Insulation	60,000	31,000	60,000	0		Work underway
Wash basins	25,000	0	0	(25,000)		part of bathroom refurb
Layout alterations	200,000	0	200,000	0		part of refurb
Drainage	0	2,500	2,500	2,500		Adhoc demand
General repair	0	25,000	25,000	25,000		Uninsured work - Wey Court
Structural Work	400,000	520,000	600,000	200,000		List constantly being updated
Damp Proofing	400,000	200,000	200,000			The Oval £45,000, Cavity wall removal £200,000
Energy Initiatives	100,000	99,000	100,000			Includes solar panel income. Bowring House new Meters to separate community facilities from main building
Community Rooms	18,500	0	0	(18,500)	(18,500)	Programme to be rescheduled into next year
Sound insulation	135,000	16,000	135,000			2 properties completed, improvement verification under way
Professional Fees	199,340	48,000	199,340	0		Adhoc demand
Lifts	29,600	0	28,000	(1,600)		Work to be identified
Sheltered Lighting	550,000	500,000	550,000	0		Consultants working on specification
Remodelling	100,000	100,000	100,000	0		Rolston (3.6.14)
Grants / Donations / Compensation						
	3,290,840	2,151,850	3,152,140	(138,700)	(138,500)	
Total	7,998,640	4,971,423	7,468,940	(529,700)	(529,500)	
Capital programme financing reserve						
Balance 1 April 2014	5,850,787					
Estimated capital receipts in Year	250,000					
Contribution from HRA	5,913,000					
Planned capital expenditure	(7,468,940)					
Balance 31 March 2015	4,544,847					

STOCK REMODELLING PROGRAMME

	Approved Budget 2014/15 £	Slippage B/Fwd £	Revised Position 2014/15 £	Spend to Date 2014/15 £	
Estimated Resources					
Brought Forward from previous year	6,026,760		6,026,760		
Estimated contribution from HRA (See table 4.2 in report)	3,534,000		3,534,000		
Virement from HRA Capital Budget			310,000		
Total Estimated Resources	9,560,760		9,870,760		
Estimated Costs	£	£	£	£	
Scheme Design and Project Management	66,230		66,230		
Approved Schemes					
Rolston House provision	1,074,100	44,843	1,478,943	913,082	Practical completion expected 19 December 2014
Conversion of Blundon Court Guest Room			5,000		
Potential Schemes					
Conversion of former staff accommodation	110,000		110,000		
- Faulkner Court (Provisional)	70,000		70,000		Expected start on site 12 January 2015
- Bowring House	70,000		70,000		Expected start on site 12 January 2015
Ockford Ridge Remodelling	795,000		795,000	1,975	Survey work expected to commence early 2015. Budget carry forward likely to be sought
39a Parkhurst Fields		18,270	18,270		
SUB-TOTAL	2,119,100	63,113	2,547,213	915,057	
TOTAL ESTIMATED COST	2,185,330	63,113	2,613,443	915,057	
ESTIMATED BALANCE C/FWD			7,257,317		

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

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 6 JANUARY 2015

Title:

BUDGET UPDATE 2015/2016

[Portfolio Holder: Cllr Julia Potts]

[Wards Affected: All]

Summary and purpose:

This report outlines the latest position on the 2015/2016 Budget and requests the Overview and Scrutiny Committees to consider the budget proposals within their remit ahead of the final budget setting decision in February.

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.

Equality and Diversity Implications:

There are no direct equality and diversity implications as a result of the recommendations of this report.

Resource 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.

Introduction

1. The report outlines the latest budget position for 2015/2016. It includes key financial and topical issues and an update on the provisional 2015/16 Revenue Support Grant Settlement that was announced on 18 December.

General Fund Background

2. Over the past few years Waverley has faced significant financial pressures. The Council has responded to these challenges and already delivered considerable savings now exceeding £10m achieved over the past 7 years. The Finance Seminar took place on 9 September 2014 to update Members on Waverley's emerging financial position. Significant savings are likely to be required over the next four years in view of ongoing Government Grant reductions.

Revenue Support Grant Settlement 2015/16

3. The Government has confirmed that Waverley's grant will be cut by £618,000 in 2015/16 which is a 29% reduction from the current year. This cut comes on top of the substantial reductions that Waverley has already suffered in recent years and it is clear from the Autumn Statement that further significant reductions are inevitable in future years.

Council Tax Increase

4. The Government has confirmed that it will, again, offer local authorities who don't increase their council tax an additional grant equivalent to a 1% council tax increase which would be £90,000 for Waverley. The headline budget figures that will be submitted to Overview and Scrutiny Committees in January show the position before taking into account any council tax increase. Waverley's Council Tax has been held at £161.91 since 2010/11. Decisions regarding the council tax for 2015/16 will be taken by Council in February 2015.

Inflation

5. An average annual figure of 2% has been assumed for Budget projections where appropriate.
6. Where Waverley has discretion over fees and charges these will be reviewed as part of the budget process, however the working assumption is that fees and charges will be increased in line with the CPI (for which an average 2% has been assumed).

General Fund - Latest Position

7. In September, Members were advised that the Council would need to identify £1m of cost savings and/or additional income in order to balance its budget in 2015/16. 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. Various measures have been taken to help balance next year's budget and these will continue until the budget is agreed in February:
 - Foresight efficiency projects
 - 'Star Chamber' examination of services and budgets
 - Members challenge throughout the committee process – see initial comments from overview and scrutiny committees below
 - Invest to save opportunities – spending on projects that deliver and revenue saving or income
 - Revise income estimates in line with current projections

9. The latest position is that a draft budget has been prepared which contains a range of savings, growth proposals and capital projects and this will be presented in detail to the overview and scrutiny committees in January before final approval by the Council in February.

Comments from Overview and Scrutiny Committees on the Initial Budget Report in November 2014

10. The Community Overview and Scrutiny Committee enquired about procedures for increasing the council tax base following property extensions. They also considered that more use could be made of those Councillors with knowledge in relevant areas.
11. The Corporate Overview and Scrutiny Committee did not have any comments on the budget proposals at this stage.

Housing Revenue Account budget 2015/16 and beyond

12. Waverley has a robust 30-year Business Plan in place for delivering the landlord service. Priorities going forward are:
- Maintain the investment in the Business Plan for New Affordable Homes and Stock Remodelling.
 - Keep rents affordable and at a level that enables the Business Plan aims to be achieved.
 - Deliver a significant programme of day-to-day and major maintenance work as well as stock remodelling and building new homes.
 - The challenge of maintaining our homes in decent condition after clearing the backlog work.
 - Continue to improve contract management.
 - Prepare for dealing with legislative change, especially in the area of welfare benefit change.
13. The 30-year Business Plan drawn up in 2012-13 was based on a range of assumptions and these have been reviewed each year and adjusted as necessary. The Business Plan provides the funding for investment in improving Waverley's existing homes and for building new affordable houses to meet the Borough's needs. All budgets have been considered as part of the 2015/16 budget setting process and the proposals will be presented in detail to the overview and scrutiny committees in January before final approval by the Council in February.
14. The continuation of the robust rent-setting policy agreed by Council is essential to provide the necessary investment in maintaining and improving Waverley's affordable homes. The proposed rent increase for 2015/16 under the current policy will be September RPI (2.3%) plus ½% giving an increase of 2.8% plus up to £2/week for the small number of properties that have historically low rents.

Recommendation

The Executive is asked to:

1. endorse the approach taken to the budget preparation for 2015/2016; and
2. ask the Overview and Scrutiny Committees to consider the detailed Budget proposals within their remit at their January meetings and to make any observations to the Executive.

Background Papers

Waverley's Financial Strategy 2014/2015–2018/2019
Waverley's Budget 2014/2015.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 06/01/2015

Title:

BRIGHTWELLS GOSTREY CENTRE, FARNHAM – RESULTS OF FEASIBILITY STUDY FOR MOVING SERVICES TO A REDEVELOPED MEMORIAL HALL

**[Portfolio Holder: Councillors: Carole King, Julia Potts and Simon Thornton]
[Wards Affected: All]**

Summary and purpose:

To agree revised plans for the redevelopment of the Memorial Hall to provide a base for Gostrey Centre services and create a new Community and Well-Being Centre for Farnham and the surrounding area which will secure the future of these vital local services.

The report also seeks authority to submit a planning application and progress to the tender and build phases for construction of this Community facility at the Memorial Hall in Farnham.

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

Value for money

Brightwells Gostrey Centre

Funding is set aside within the annual budget to maintain the current building and cover the utility costs for 2014/15. A potential re-location from the existing premises to a new building will enable a significant saving in ongoing running costs and the provision of financial support.

Memorial Hall

Refurbishment of the existing Hall would improve the current community facilities making it a more attractive venue, increasing the potential for income generated from bookings. It will also result in an improved, energy-efficient venue, generating savings in future running costs and removing the need for costly major repairs.

Multi-use Centre

One building instead of two will allow the already reduced running costs to be spread over a wider range of stakeholders, those associated with the Gostrey Centre and those with the Memorial Hall.

Leisure and Lives

In addition to continuing day centre provision, a community centre would be provided. This will create new, and enhance existing, activities and facilities for older people. Existing leisure services at the memorial hall will be enhanced and expanded and cater for the wider community.

Understanding residents' needs

The 2012/13 Adult Health and Social Care Commissioning Profile demonstrated a high level of adult social care and health need in Waverley. The 2011 census shows Waverley is the borough in Surrey with the highest number of residents over 85 years old (3.2% of the borough's population). This figure is forecast to grow by 28.6% in 2020. 19.6% percent of Waverley's population is aged 65+. This is the second highest in Surrey and is projected to rise by 14.3% in 2020.

The potential extension of the Memorial Hall would provide older residents in the Farnham and surrounding area with a dedicated space for services that they need, reducing experiences of social isolation and associated health needs. It will have the flexibility to expand and change to meet the needs of this growing demographic.

The provision of an exemplar Community Centre would bring together a variety of agencies with a common aim, under the same roof, with plans for a dedicated space for Carers Support, the provision of a Telecare demonstrator suite and flexible space for new partner organisations.

Environment

Brightwells Gostrey Centre and the Memorial Hall are not currently energy-efficient. Improvements to the existing Hall and a new day centre would result in significant energy-efficiency savings. The area surrounding the building will be landscaped and current major flooding issues would be remedied.

Financial Implications:

Financial support for the Gostrey Day Centre is circa £100,000 per annum which is a combination of grant funding to deliver the day centre service and revenue funding to maintain the building. This new facility would result in a significant reduction to these costs. Details of how quickly these savings in running costs and grant support would be achieved are yet to be developed. Monies would be saved from the maintenance and running costs of the Gostrey Centre, with the expectation that the Centre would become a self-sustaining venue given the potential additional income generated from rental hire and services provided. The Gostrey Centre, in its current state requires significant capital spend and work has been identified over the next 3 years totalling £214,000. The Memorial Hall requires further capital in excess of £395,000 for building repairs for the same 3 year period. Neither of these costs are included in the budget currently. These cost demands would be eliminated by the new building, securing the future of both the Memorial Hall and the Gostrey Centre.

The cost of building a new day centre as an extension to the Memorial Hall is estimated at £1.5m. This would form a project bid to be included within Waverley's 2015/16 and 2016/17 Capital Programme. This will be subject to approval by the Council in February 2015.

External funding will be sought from agencies with a health and well-being remit that would benefit from a new centre being built. It is expected that part of the funding could come from the Brightwells scheme and initially this element could be bridge-financed by Waverley's capital reserves.

There may be potential for further funding from SCC for the centre. This is in addition to £55,000 for a Health and Wellbeing suite and £7,500 for Telecare demonstration equipment that has already been committed.

Legal Implications:

Whilst the Section 106 Agreement which forms part of the planning permission for the Brightwells scheme expects the provision of a replacement community facility (Gostrey Centre) on-site, the Brightwells Development Agreement allows the opportunity for the Gostrey Centre to relocate elsewhere in reasonable proximity to the town centre.

Introduction

1. Following a request from Gostrey Centre Trustees to explore a permanent move away from the main Brightwells site to the Memorial Hall, the Executive gave authorisation to carry out a feasibility study to test this proposal as it represents the opportunity to secure the future of two key community facilities.
2. As part of the approved Brightwells redevelopment, a new Brightwells Gostrey Centre is to be provided within the Brightwells scheme or in reasonable proximity of the town centre.
3. The Portfolio Holders for Older People and Major Projects requested that Officers investigate the feasibility of moving the Brightwells Gostrey Centre away from its current location to the Farnham Memorial Hall, a potentially more beneficial site for the objectives of the Council and Day Centre.
4. A meeting took place with Gostrey Centre trustees on 7th November 2013 to discuss the way forward and the future of the Centre. Following this meeting, an email was received from the Centre trustees indicating their support for the possible move from the existing premises. The email stipulated that 'We would expect that any new centre would be no smaller than that proposed in the East Street Development, and that the accommodation would be similar in design.
5. The proposed scheme ensures that Brightwells Gostrey Centre and their clients would not suffer any disruption to services from the main Brightwells scheme construction as the objective would be to relocate the service before the main work starts on the site.

Feasibility Study

6. In December 2013, the Executive agreed to allocate £30,000 from the Capital Budget for the tender and appointment of external advice to carry out the feasibility study of the relocation of the Brightwells Gostrey Centre. Michael Edwards Associates (Quantity Surveyors) and Lyttle Associates (Architectural Services) were subsequently appointed to carry this out.

7. Stakeholder consultation has taken place with Gostrey Centre trustees, in addition to representatives from the North East Hampshire & Farnham Clinical Commissioning Group and Surrey County Council Commissioning team, regarding their requirements for a new Centre, and visits to a variety of Community Centres in Elmbridge and Woking have taken place to identify best practice to help to design a fit for purpose exemplar Community Centre for Farnham and Waverley.
8. Regular hirers of the Memorial Hall have been consulted and feedback has been collated and where possible informed some design changes to the initial draft plans.

Outcomes of Feasibility Study

9. The design shown in Annexe 1 was selected as this meets with the space requirements specified by the Gostrey Centre trustees and provides greater potential for future use and therefore income. The Gostrey Centre has a legal entitlement as a result of the Section 106 agreement generated by the main Brightwells regeneration scheme and its trustees are therefore considered prime consultees. Their requirement for 870sq metres of space, 4 multi-purpose rooms, a café and a hall have been fulfilled. It should also be noted that the 907sq metres of space being created by the refurbishment represents a 45% increase on the current site which stands at c624 sq metres.
10. Key considerations for regular hirers of the Memorial Hall included provision of storage space, ease of access and retention of as much of the hall floor space as possible. These have all been catered for in the design, including maintaining as much of the current hall floor space as possible. An additional concern centred around continuing activities during the build process and research has been undertaken to establish alternative venues.
11. The aesthetically pleasing design and flexible layout would mean that the Memorial Hall could become commercially viable as a facility, eventually becoming self-sustaining by being hired for events such as weddings. In addition to providing the space required for service delivery by the Gostrey Centre, partner agencies contractually renting space will generate income whilst maintaining the community aspect for the wider community within the Memorial Hall.
12. In addition to the financial benefits of a single, flexible space, the new centre, with its wider usage, will help bring together different groups within the community under one roof. Its location is also beneficial, being close to the centre of town while providing good access and parking in a landscaped environment. This underlines Waverley's commitment to improving leisure and lives of its residents.

Conclusion

13. Building a new community centre, backed by Gostrey Centre trustees, at the Memorial Hall represents the most financially viable future for both the Gostrey Centre and Memorial Hall.
14. This new and enhanced building will provide the Gostrey Centre with not only the space they require, but ensure that there is the flexibility and versatility needed for a community space in the long term. One where facilities can be used to serve the community and provide a means of gaining financial stability and independence for the building.

Recommendation

It is recommended that

1. approval be given to officers to submit a planning application for the refurbishment and extension of the Memorial Hall in Farnham in line with the designs identified in Annex 1; and
2. provision of up to £40,000 be made in the 2014/15 capital programme funded from the emergency schemes budget to take the proposed project to the planning stage and, subject to Council approval of the overall scheme, to progress to the tender stage for the construction of this new facility with the necessary consultancy support.

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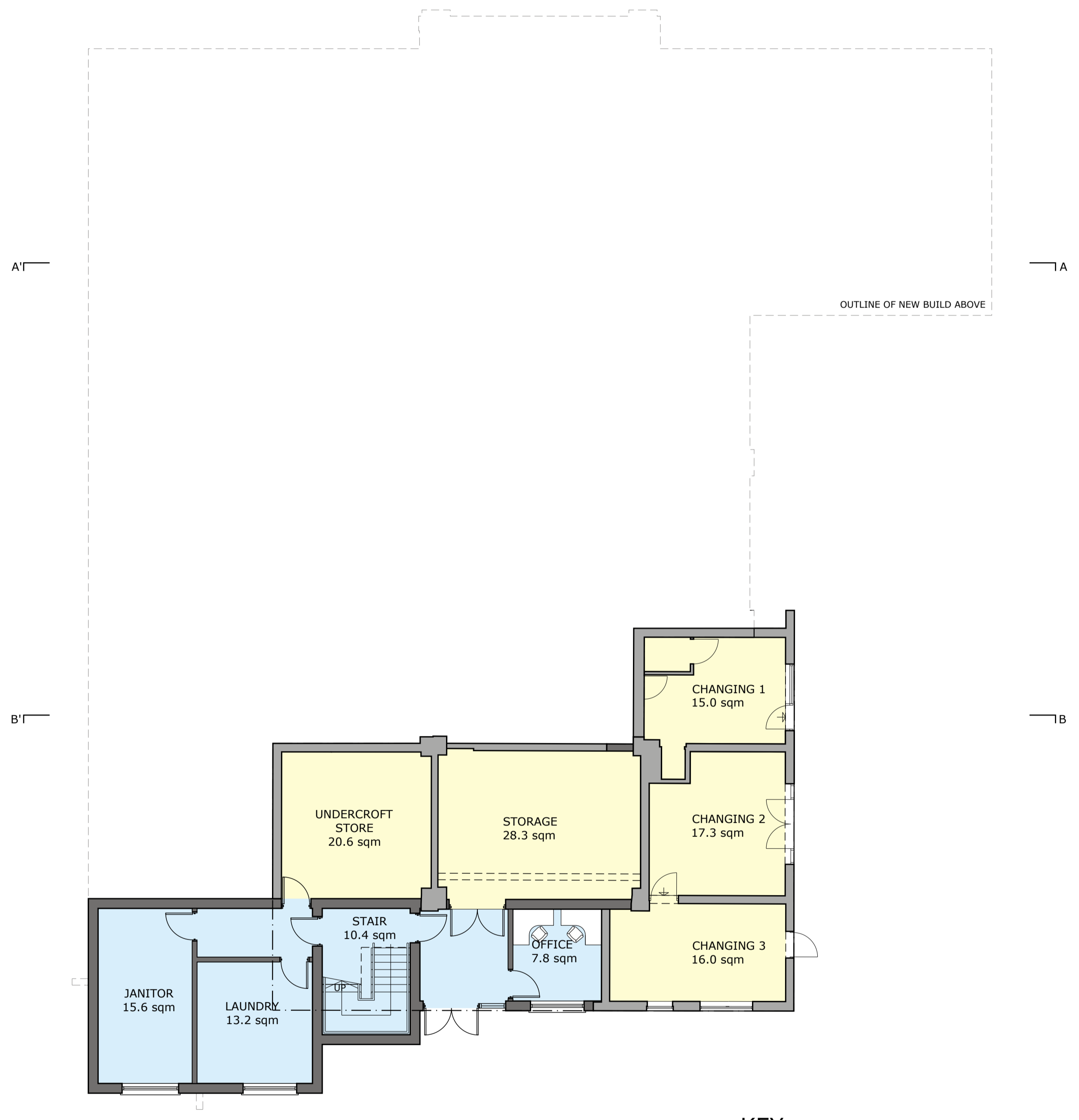
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Lower Ground Floor Plan

- KEY**
- Existing Wall
 - Refurbished Area: 101 sqm
 - New Wall
 - New Build Area: 63 sqm

Total LG-F Area: 164 sqm

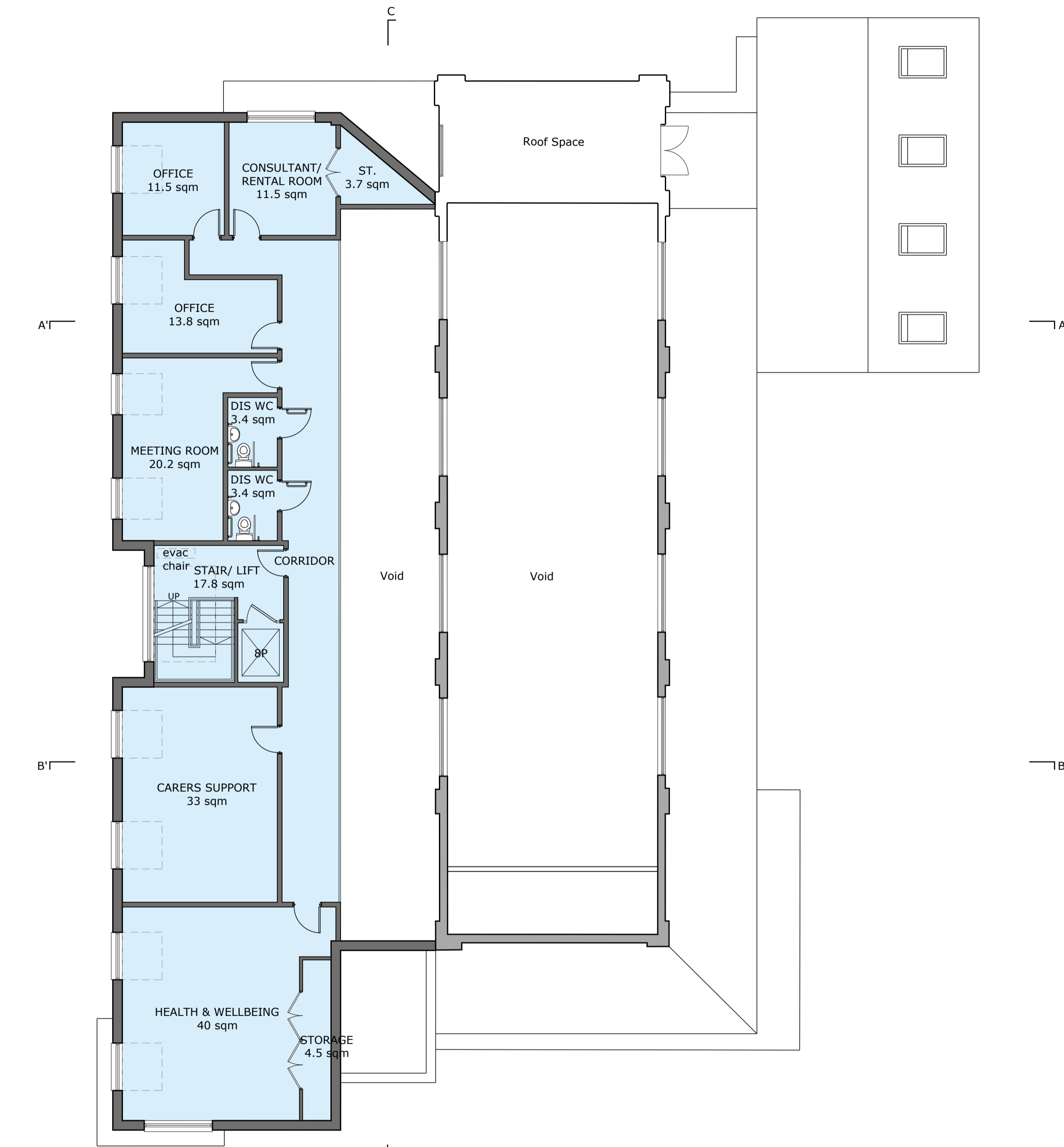


Ground Floor Plan

- KEY**
- Existing Wall
 - Refurbished Area: 292 sqm
 - New Wall
 - New Build Area: 378 sqm

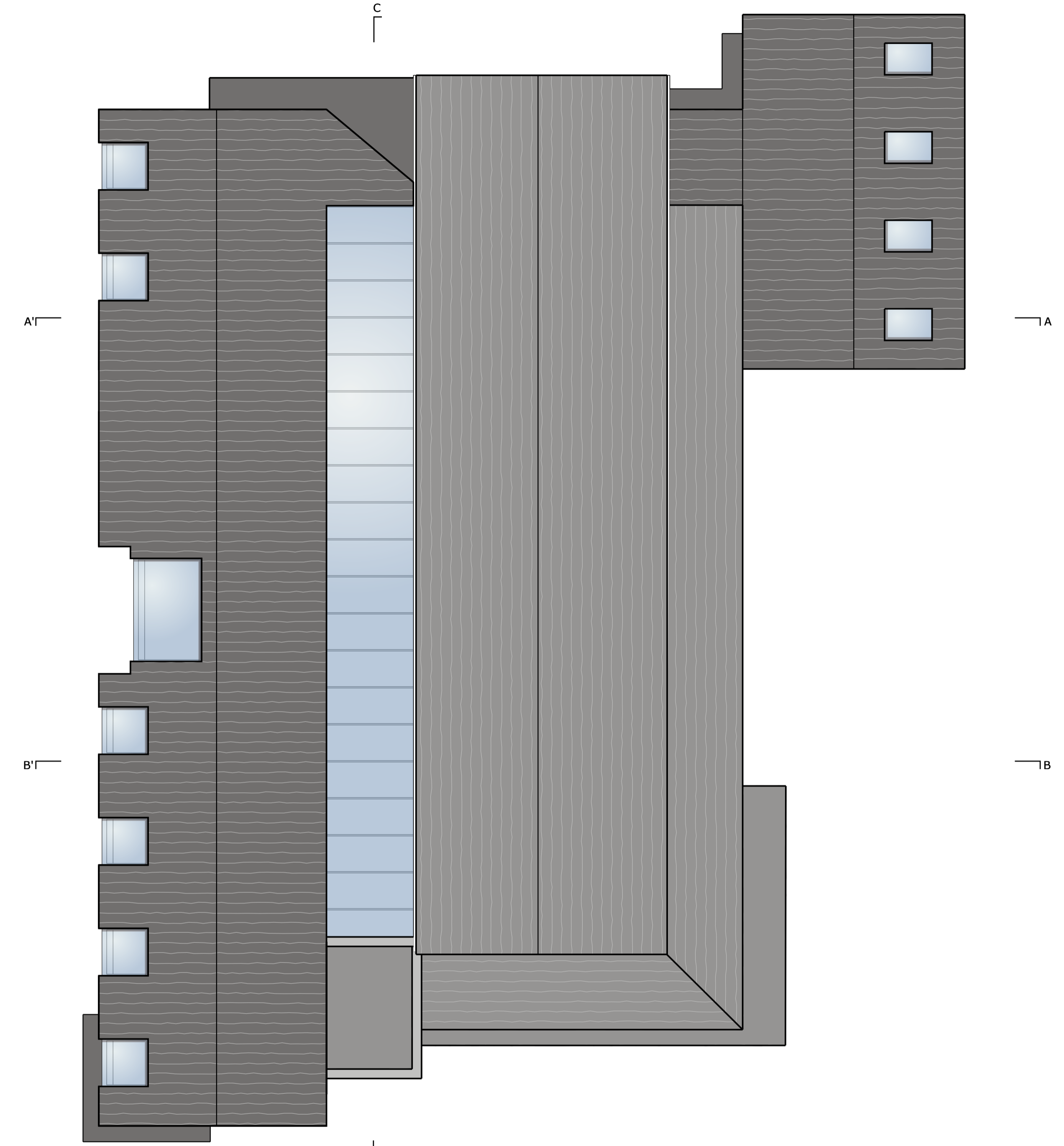
Total G-F Area: 670 sqm

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First Floor Plan

- KEY**
- Existing Wall
 - Refurbished Area: 0 sqm
 - New Wall
 - New Build Area: 214 sqm



Roof Plan

- Total Refurbished Area: 287 sqm
- Total New Build Area: 620 sqm
- Total Internal Area: 907 sqm**

PRELIMINARY ISSUE
This drawing and design is for use only in connection with the project described. The drawing and design is the property of Lytle Associates Architects and must not be re-used, copied, or otherwise published without the prior written consent of Lytle Associates Architects. All dimensions and notes are for reference only and do not constitute a contract. The drawing is to be read in conjunction with all other information relevant to the project. Any apparent discrepancy is to be brought to the attention of Lytle Associates Architects.

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C	Layout updated following client user group input	DP	DP	18/09/14



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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 6 JANUARY 2015

Title:

**CONTAMINATED LAND: POTENTIAL OPTIONS FOR FORMER LANDFILL SITE,
WEYDON LANE**

**[Portfolio Holder: Cllr Donal O'Neill]
[Wards Affected: Farnham Firgrove]**

Summary and purpose:

The Council has been exploring the scope and viability for undertaking works on the former Landfill site on Weydon Lane, Farnham to enable the site to be made available, for example, for formal recreational use. The report provides up-to-date information from specialist land management consultants, Card Geotechnics Ltd (CGL) on a number of options available for the site.

The aim of CGL's studies was twofold; firstly to better understand the current condition, and ongoing maintenance requirements of the site; and secondly to assess the site and to explore if there is an affordable approach to bring this major area of land into full use for the benefit of the local community.

Corporate Overview & Scrutiny Committee considered the report at its meeting on 25 November and its observations to the Executive are set out below.

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

This report relates to the Council's **Environment** priority; monitoring contaminated land is an important duty that the Council performs.

It also relates to the Council's **Leisure & Lives** priority, and the aim to "encourage residents to use the Borough's open spaces and countryside as an important recreational resource, and to work with local residents and park users to develop appropriate management plans".

Financial Implications:

The report requires a number of short-term actions; costs are included in the report. A wide range of future costs will result, depending on the decision on future use of the site. The short-term measures identified should be undertaken in 2015-16, and- pending a decision to proceed on this basis- appropriate bids will need to be made through the forthcoming budget-setting process.

The costs for the larger scale options are very significant, and the Council does not currently have a budget for these works. Whilst an initial assessment of potential external sources of funding has been undertaken (including Defra), no funding has yet been identified. Therefore in the absence of external funding, most of the options (beyond short-term remedial works) are currently unaffordable.

Legal Implications:

Waverley Borough Council owns the Weydon Lane Former Landfill Site and has a duty of care to users of the land.

The land was conveyed to Farnham Urban District Council in 1972. The terms of the conveyance deed included that the land should not be used for any purpose "*other than that of a recreation ground or public open space...*"

Introduction

1. The Weydon Lane Former Landfill Site is located to the south of the centre of Farnham and amounts to some 10 acres. The site is a former sand and gravel extraction site which was subsequently used for landfill before being conveyed to Farnham Urban District Council in 1972.
2. As a former landfill site, Weydon Lane is still actively gassing, and as a result, it continues to be monitored on a regular basis by the Council's Environmental Health (Environmental Protection) Team in order to better understand the gassing regime, and the condition of the clay cap- and to ensure the safety of site users and neighbours.
3. Since the 1980's, the site has been used informally for dog walking- and over recent years, Waverley has received a number requests from members of the public to explore options for the future use of the site, with a particular focus on creating a more formal open space and/ or sports ground on the site.
4. In order to better understand the ongoing maintenance requirements, and the implications of formalising use going forward, the site was subject to an assessment report in May 2012. Further studies have subsequently been carried out, and these have culminated in the production of three reports now appended to this report, as follows:
 - a. Options Feasibility Report- September 2014 (Annexe 1)
 - b. Management Plan Report- August 2014 (Annexe 2)
 - c. Abnormal costs report- September 2014 (Annexe 3)
5. The need to ensure that the risks identified in the May 2012 report are dealt with is confirmed by these latest studies.
6. There are a number of options available for the future use of the site and these were included in the scoping discussions of the report commissioned by the Council this year. The options are:
 - a. to do nothing
 - b. to reinstate the boundary fencing and prohibit public access
 - c. to formalise the current use of the former landfill site (maintain as 'scrub land for use as a dog walking area and an informal open space)
 - d. to create a formal park environment

- e. to develop the site as a sports facility, for example a sports pitch or sports pitch and pavilion including some formal park facilities

7. The reports provided by CGL look at the following:

- a. Is the site properly managed in respect of its current use (informal open space)?
- b. Will changes in the use of the site affect the risk-management plan?
- c. Are there maintenance or other requirements for the site in the short-, medium-and long-term regardless of development or changes of use?
- d. What would need to be done (and at what cost) to accommodate:
 - Use as formal public open space;
 - Use as a sports ground; and
 - Use as a sports ground with a pavilion

Short Term Management Plan

8. In summary, it concluded that in the short-term:

- a) The gas generating (methane and CO₂) characteristics of the site remain as determined by previous monitoring and therefore that gas monitoring should continue. This would include limited vegetation clearance to locate overgrown monitoring wells. These actions ensure the venting trench is regularly assessed and that any future risk to nearby homes is appropriately managed.
- b) The current capping layer of clay material is of varying depths, is undulating due to differential settlement (leading to ineffective drainage) and is cracking. The clay cap should be monitored and if necessary, augmented.
- c) The ventilation trench itself is now overgrown, but vegetation may not be affecting its performance. Ecological issues need to be determined but the trench should be managed in its current state unless monitoring shows it is being impeded.
- d) Groundwater monitoring is recommended, particularly if the clay cap is not augmented and surface water ponding gives rise to leachate generation within the landfill and the potential to affect controlled waters.

Options for future use of the site

- 9. As previously stated, the study commissioned by the Council also considered the feasibility of a range of future land use options for the site, from 'do nothing' to the creation of a sports ground with accompanying pavilion (as detailed in paragraph 6, above).
- 10. The report shows that with an unlimited budget, all options are possible. The report also identifies four sub-options for the creation of a sports pitch, attempting to balance initial capital costs against ongoing maintenance requirements.
- 11. Given the age of the landfill and the levels of historical maintenance, there is a need (whichever long-term option is decided upon) to undertake some works, as listed in Paragraph 8 above, during 2015-16, if the site is to be kept available to allow for continued use as informal public open space in the short term. Tasks falling to the Council would be:

- (i) Vegetation clearance to locate missing boreholes
- (ii) Mitigation measures identified by 12(i)-(v) below
- (iii) Capping inspection visits and, where necessary, clay cap augmentation

12. The items below would need to be carried out by specialist contractors, as good practice, in order to better understand the condition of the site:

- (i) six rounds of gas & groundwater monitoring over a 3 month period
- (ii) two rounds of groundwater sampling
- (iii) surface emission monitoring
- (iv) lead hotspot delineation and assessment
- (v) DSEAR (Dangerous Substances and Explosive Atmospheres Regulations 2002) assessment

13. The CGL report sets out estimated costs for abnormal groundworks, and provides their own fee proposals for carrying out the short-term works and the additional geotechnical and geoenvironmental consultancy services needed in the medium- to long-term.

14. Although the development considerations have been looked at in terms of abnormal ground-related requirements, i.e. the extra construction works required due to the nature of the former landfill use, actual development plans have not been confirmed and therefore it is not possible to provide full costs. However, in headline terms, the potential costs (and risk implications) of the available options are set out in the following overleaf.

	Option	Indicative up-front costs	Indicative ongoing revenue costs per annum	Issues/ Implications
		£	£	
a)	Do nothing	0	10-15k	Provides some funding for the necessary maintenance to the clay cap. However, does not formalise public access in a managed way.
b)	Prohibit public access by reinstating the boundary palisade fencing and. Carry out minimum safety/ monitoring work	75,000	10-15k	Would restrict use of this well used and popular public amenity.
c)	Formalise current use-maintain as 'scrub land for use as a dog walking area and an informal open space (assumes £50k for localised clay cap augmentation)	71,000	15-20k	Does not address potential long-term liability of large scale deterioration of clay cap/ change in gassing regime.
d)	Create a formal park environment (includes full clay cap augmentation, land drainage, additional assessments & surveys, etc)	2,750,000	15-20k *	Addresses long term liability, removing risks of future clay cap deterioration and consequent changes to the gassing regime. However, risks associated with tree planting potentially compromising the integrity of the cap. No available funding
e)	Develop as a sports facility, for example a sports pitch and pavilion (includes (d) above- plus grass pitch construction, pavilion foundations, sub-floor ventilation and pavilion construction	3,550,000-£3,720,000	15-20k *	Addresses long term liability, removing risks of future clay cap deterioration and consequent changes to the gassing regime No available funding

Note- options (d) and (e) would result in additional grounds maintenance costs- but the assumption has been made that these would be met by sports clubs/ community/ friends group through maintenance/ lease agreements.

Conclusion

15. It is approximately 30 years since the site was closed to landfill and capped. Monitoring of gas has been routinely undertaken. However, settlement and decomposition over time has led to a risk that the capping layer may no longer function as intended. The works identified for 2015-16 would overcome this issue in the short term.
16. The site has become used regularly by dog walkers and members of the public as an informal open space.
17. Formal recreational use would require careful management and would involve considerably higher costs – for example, the planting of trees on a clay cap could lead to the cap becoming ineffectual and a rise in public risk. Sports pitch use, at the present time, is the most expensive option. However, this also represents the most effective long-term solution, properly addressing any future risks or liabilities by properly remediating the site. Therefore, (if the necessary funding can be sourced), this option should be seriously considered before being dismissed as too expensive.

Corporate Overview & Scrutiny Committee Comments

18. Corporate O&S Committee was sympathetic to the aspirations of the local community to turn the area into a park, but the cost of carrying out the groundworks necessary to achieve this would be prohibitive without external funding being identified. Of the options presented in the report, the most practical appeared to be to formalise the current use of the area as an informal open space, with some localised augmentation of the clay cap and ongoing monitoring and maintenance.
19. Committee members also suggested that it may be worth exploring the possibility of developing part of the site for housing in order to raise funds to make the remainder a formal park; or, designating the site as Suitable Alternative Natural Greenspace (SANG) so that developers' contributions could be used to fund remedial works.
20. The Committee's comments and suggestions reflected the complexity of the problem and also the wish to see the site maintained for the benefit of the local community.
21. The Corporate O&S Committee agreed to endorse the short-term management plan for the site, and to recommend to the Executive that a Special Interest Group (SIG) be established to assist the Portfolio Holder in reviewing the options and exploring alternative uses for the site in the longer term. The advantage of a SIG was that it could include non-Council members, such as representatives of the Friends of Brambleton Park.

Recommendation

That the Executive agrees:

1. the short-term management plan for the site; and

2. that a Special Interest Group (SIG) be established to assist the Portfolio Holder in reviewing the options and exploring alternative uses for the site in the longer term.

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

**Weydon Lane Landfill,
Farnham**
*Updated site maintenance and
management plan*




August, 2014



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- 4 Long term monitoring points**

APPENDIX

- A Summary of maintenance and management plan (including the Gas Management Plan)**

EXECUTIVE SUMMARY

Card Geotechnics Limited) was commissioned by Waverley Borough Council to complete an assessment of the former landfill located off Weydon Lane in Farnham. The assessment included reviewing the feasibility and development potential for the site for a number of possible development options and producing a maintenance and management plan to allow the site to remain as informal, or become formal, public open space.

This report forms the maintenance and management plan for the site. The plan has been divided into the requirements recommended in the short, medium and long term and details are summarised in the table presented in Appendix A.

In summary the requirements include:

1. Additional gas and groundwater monitoring;
2. Surface emission monitoring;
3. Inspections, re-levelling and augmentation of the clay cap, as required;
4. Managing and maintenance of the vegetation to ensure that the vent trench is not further covered/blocked;
5. Ecology surveys;
6. Drainage/control of surface run-off;
7. Producing a DSEAR (Dangerous Substance and Explosive Atmospheres Regulations) assessment.

1. INTRODUCTION

Card Geotechnics Limited (CGL) was commissioned by Waverley Borough Council (WBC) to complete an assessment of the former landfill located off Weydon Lane in Farnham. The scope of works included assessment of the feasibility and development potential for the site for a number of possible development options. In addition, a maintenance and management plan is also to be produced to allow for the site remain as informal public open space. CGL has also produced an updated summary and data review report¹ for the site, which included a review of the various investigations and reports that have been completed previously for the site.

This report provides an assessment of the site and provides long term maintenance and management requirements, including an indication of timescales, for on-going use as public open space. The report includes:

- Feasibility for use of the site as an informal public open space;
- Assessment of settlement impact on the clay cap and implications;
- Assessment of risks associated with ponded standing water;
- Assessment of the need for near surface gas monitoring;
- Long term maintenance requirements for the existing vent trench and ecological implications;
- Recommendations for additional investigation/survey work; and
- A formal gas management plan.

¹ Card Geotechnics Limited (2014). *Updated summary of data review and site walkover, Weydon Lane Landfill, Farnham.* CG5934. July 2014.

2. SITE CONTEXT

2.1 General

Various investigations and reports have previously been completed for the site including the following:

- Card Geotechnics Limited, 2013 Ground Gas Monitoring Report, Weydon Lane Landfill, Farnham. CG/5934A. July 2013
- Card Geotechnics Limited, Land development feasibility report, Weydon Land Landfill, Farnham. CG/5934. April 2012²
- Card Geotechnics Limited, Preliminary summary report on report review and site walkover, Weydon Land Landfill, Farnham. CG/5934. March 2012
- Card Geotechnics Limited, Site maintenance and management plan, Weydon Land Landfill, Farnham. CG/5934. March 2012
- Ground-Gas Solutions Ltd, GGS DataPack, Weydon Lane Landfill, Farnham. GGS187/DP. October 2011
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0001-UA003194-GDR-01. March 2011
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0110-GD00720-GDR-AO. May 2009
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0106-GD00720-GDR-AO-2. February 2009
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Groundwater and Human Health Assessment, Ground Investigation and Interpretation. 0001-GD00720-GDR-02. August 2008.

² Card Geotechnics Limited (2012). *Land development feasibility report, Weydon Lane Landfill, Farnham*. CG5934. March 2012.

- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Landfill Gas Assessment of Adjacent Residential Properties, Landfill Gas Assessment Report. 0001-GD00720-GDR-02. March 2007
- Hyder Consulting (UK) Ltd. RPS Report Non-Technical Summary, October 2006
- RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006
- Card Geotechnics Ltd. Weydon Lane, Review of construction options for recreational facilities. CG/4053. May 2005.
- RPS Planning Transport and Environment. Environmental Site Report, Weydon Lane, Farnham, Surrey. Revision 1. JER 2963. February 2005³.
- Environmental Safety Group. An investigation of methane concentrations in and around a landfill site at Weydon Lane, Farnham, Surrey. May 1982.⁴

The full reports should be reviewed for detailed information; however, a summary of the reports is provided in the CGL preliminary summary report¹ and pertinent information is provided below.

2.2 Site location and description

A site walkover was conducted by CGL on 25 June 2014. At that time, the site was used as an informal public open space, which the surrounding residents used primarily for dog walking and jogging. The site was generally overgrown with tall grass and a variety of trees/shrubs, with a footpath around the perimeter of the site.

The ground level at the site dropped from south to north and the surface of the site was undulating. In some areas, generally within the centre and south of the site several depressions were noted, which have previously been observed to contain ponded water. It is understood from WBC that during wetter weather conditions a large area of surface ponding occurs. Reeds were noted within these areas indicating that wetter ground conditions have occurred previously and over an extended period of time.

A gravel trench approximately 1m wide was located along the boundaries of the site. The

³ A copy of the RPS 2005 report was not available for review, however it is understood that information from this report has been incorporated into the 2006 RPS report.

⁴ Text unclear.

majority of the trench was covered at the surface by overgrown vegetation including brambles and nettles. The trench was only visible where footpaths crossed it along the eastern and south western boundaries.

The site appeared to be generally free of fly tipping; however, grass cuttings (likely to be from the adjacent residential properties) were noted along the eastern boundary.

The site was bounded by Weydon Lane to the north, residential properties to the west and east and Upper Way to the south. Residential properties were located beyond the roads to the north and south of the site.

The site location plan and site layout plan are presented in Figures 1 and 2, respectively. Photographs taken at the time of the walkover survey are provided within the July 2014 summary report¹.

2.3 Ground conditions – Geology, hydrogeology and hydrology

The previous investigations within the site boundary identified the following ground conditions:

- Topsoil/capping – 0.8m to 3m thick (mix of granular and cohesive soils)
- Landfill material – Proven to between 7.2mbgl and 14.7mbgl
- Folkestone Formation – Thickness not proven (silty slightly gravelly sand/sandstone; occasional pockets of silt and clay)
- Groundwater – level at approximately 16mbgl within the Folkestone Formation. Leachate and perched groundwater was also encountered within the landfill material.

The Folkestone Formation is classified as a Principal Aquifer; however, the site is not located within a groundwater source protection zone. The closest groundwater abstraction point is at the Bourne Pumping Station approximately 1km to the south east of the southern site boundary. The closest surface water receptor is the River Wey, which is located approximately 200m to the north of the site.

2.4 Historical development

The site lies in an area where historically gravel pits have been worked. Gravel extraction at the site started in the mid-1930s. It is understood that landfilling commenced at the site in 1972 and was completed in 1981. A mixture of waste was landfilled including commercial, inert and domestic waste; including putrescible waste. The site was restored to grass land in about 1986 and has been under the management of Waverley Borough Council since then.

2.5 Previous investigations and reports

2.5.1 RPS, Hyder Consulting and GGS reports

Various phases of ground investigations have been completed at the site and in the surrounding area since the landfill was closed in the 1980s.

In the early 1980s investigations and monitoring identified elevated gas concentrations in the back gardens of residential properties at Pilgrim Close (western boundary). A trial venting trench was installed along the western boundary, which appeared to be successful in reducing gas concentrations. As a result, in 1984 a venting trench was installed around the entire site perimeter. Construction details are unclear for the full trench but they are likely to have been similar to the details for the trial trench, which included a 1m wide trench 5m in depth filled with uniformly graded stone with a perforated pipe in the base.

The investigations and assessments completed by RPS and Hyder Consulting (Hyder) indicated that soil, leachate and groundwater concentrations pose a low risk to human health (based on the end use as open space) and a low risk to controlled waters. A hotspot of lead was recorded in shallow soils (<0.2m bgl) in one location. It is understood from the Hyder 2008 report that some large assumptions were used in the detailed quantitative risk assessment for controlled waters, particularly the groundwater flow direction. However, according to the report (and supported by discussions with WBC), the Environment Agency considered further investigations to reduce the uncertainties would be desirable but not essential.

Elevated methane and carbon dioxide concentrations were encountered within the landfill. Monitoring undertaken by Hyder in March 2011 indicated: maximum carbon dioxide = 17.9%, maximum methane = 38.5%, maximum flow = 0.1l/hr. Monitoring of boreholes within the gardens of the residential properties in November 2008 recorded lower soil gas

concentrations and flow rates (maximum carbon dioxide = 4.8%, maximum methane = 0.2%, maximum flow = 1.3 l/hr). Based on the off-site monitoring at the adjacent residential properties, the risk to residents from soil gas migrating from the landfill was considered to be low and no retrospective gas protection measures are considered necessary.

Figures 3a and 3b present the exploratory hole locations from the RPS and Hyder investigations, respectively.

In addition to works within the site, monitoring was completed by Hyder at 29 standpipes within the gardens of the adjacent residential properties at weekly basis, for 6 weeks, between November 2006 and January 2007. Further monitoring rounds were undertaken in August 2007 and November 2008. These monitoring rounds indicated that generally near normal oxygen concentrations were detected off-site, with low carbon dioxide (<5%) and methane concentrations (<1%), and the risk to occupants was considered to be low. Therefore, it was agreed with WBC at the time that no further monitoring would be required as sufficient data was available from boreholes outside the gas venting trench.

2.5.2 CGL reports

Monitoring by CGL at selected boreholes at the site in March 2012, July 2013 and June 2014 recorded generally similar elevated soil gas concentrations within the landfill (maximum methane: 71.1%; maximum carbon dioxide: 26.6%) and relatively low flow rates (maximum 4 l/hr). It was noted during the June 2014 monitoring visit that only two of the monitoring wells outside of the vent trench could be found due to overgrown vegetation.

CGL has previously undertaken feasibility assessments for potential development options for the site in 2005 and 2012. The reports concluded that the two options considered (tennis courts, bowling greens and pavilion buildings in 2005 and sports pitches with pavilion in 2012) were feasible and provided recommendations to address potential risks associated with settlement, soil gas and to protection human health and controlled waters. It was also recommended that the existing cap be augmented to a depth of 1m with suitable cohesive material and a growth medium.

3. ASSESSMENT

3.1 Feasibility for use as informal public open space

Based on the information obtained from the previous investigations at the site it is considered feasible for the continued use of the site as an informal/formal public open space.

Human health assessments of soil contaminants have been completed by RPS and Hyder. The assessments reported that, although an isolated elevated concentration of lead was recorded within the shallow soils, this was not considered to be representative of the shallow soils beneath the site and was potentially an isolated occurrence. It was concluded that the risk to human health and controlled waters is low. It has been assumed that these assessments, including the generic assessment criteria and site specific criteria derived, have been approved by WBC.

Over a 10 year period (although not at regular intervals and not consistently at the same locations) 19 rounds of gas monitoring have been conducted at boreholes across the site. Recent monitoring has shown that although soil gas concentrations are still relatively high (maximum carbon dioxide at approximately 20% and maximum methane between approximately 30-70%), flow rates are generally low (typically <0.1 / 0 l/hr; maximum of 4 l/hr recorded in 2012). On this basis the soil gas regime has been classified as Characteristic Situation 3⁵. This classification system is not specifically applicable to public open space and is generally applied for the selection of appropriate gas protection measures when considering the presence of buildings where soil gases can accumulate beneath a structure. With the open space end use the risk of accumulation of soil gases is considered to be low given the open nature and ventilation available. The soil gas concentrations above also relate to monitoring points that have been installed into the landfill material and not surface emissions. Very limited monitoring by CGL in 2012 indicated that no significant soil gas concentrations have been detected at the surface through the landfill cap (carbon dioxide concentration of 0.2%, volatile organic compound concentrations between 0ppm and 3ppm, no methane detected).

For the continued use as open space the following is required and these are discussed in further detail below and the proposed strategy is presented in Section 4:

⁵ CIRIA. *Assessing risks posed by hazardous ground gases to buildings*. C665. 2006

1. Gas and groundwater monitoring;
2. Monitoring and augmenting of the clay cap;
3. Assessment of ecological issues;
4. Maintenance of ventilation trench;
5. Near surface gas monitoring;
6. Control of surface run-off;
7. Implementation of a gas management plan.

The proposed strategy assumes that on-going soil gas and groundwater monitoring indicates that conditions remain similar to those previously recorded.

3.2 Gas and groundwater monitoring

Ongoing soil gas monitoring is required to check that the venting trench continues to be effective. During the 2014 monitoring visit, only two of the monitoring wells outside of the vent trench could be found due to overgrown vegetation. Therefore, it is recommended that limited vegetation clearance is undertaken to locate these boreholes so that the monitoring network can be re-established.

The risk assessment undertaken by Hyder in 2008 indicated that the potential risk to controlled waters was low. That assessment was based on groundwater conditions at the time, including a groundwater flow direction to the south. It is recommended that additional monitoring is undertaken to provide up to date information of groundwater quality and the groundwater flow direction to confirm that conditions have not adversely changed. In addition, the results of the monitoring should be provided to the Environment Agency to confirm that conclusions of the previous assessment still meet their requirements.

3.3 Clay cap

The cap currently present across the site is inconsistent in thickness and composition (granular and cohesive). Monitoring has also shown that to some degree the cap is limiting infiltration as significant leachate/perched water has not been encountered within the landfill material. In addition, the risk assessments undertaken to date indicate that, based

on current conditions, the risk to controlled waters is low and the potential risk presented to human health from contaminants in shallow soils is low, with the exception of an isolated elevated lead concentration.

In the event that long term use of the site continues to be open space, consideration should be given to upgrading the cap to allow continued protection to site users by providing a consistent cohesive layer above the landfill material. This could be combined with re-levelling works likely to be required if the site is converted into a managed open space.

It may not be cost effective to complete this work should the plans to redevelop the site for other purposes be imminent as previous assessments indicate that the augmentation of the cap is unlikely to be required in the short term.

A localised hotspot of lead has been identified in shallow soils, which presents a potential risk to human health. Further assessment and/or remedial works should be undertaken to address this potential risk.

Typically, for landfills, most settlement takes place over 30 years with the majority occurring in the initial 5 year period⁶. Therefore, self-settlement of this landfill should generally be completed (approximately 28 years since closure). However, it is recommended that the cap is inspected regularly, including after re-levelling and augmentation, should this be undertaken, to confirm if settlement is still occurring and if differential settlement has resulted in cracks/undulations. Such cracks/undulations could provide a pathway for soil gases to migrate to the surface, allow infiltration of water or permit ponding of water at the surface.

Should works be undertaken on the cap, gas monitoring should subsequently be completed at the boreholes on the periphery of the site (and off-site if possible) to confirm that the works have not changed the off-site migration of soil gases (a clay cap on an unlined landfill may encourage lateral migration⁷). The requirements for this monitoring are further discussed in Section 4.

⁶ Environment Agency (2007). *Guidance for the Landfill Sector. Technical Requirements of the Landfill Directive and Integrated Pollution Prevention Control (IPPC S5.02)*. April 2007.

⁷ Environment Agency (2004). *Guidance on the management of landfill gas*. Landfill directive. LFTGN 03. September 2004.

3.4 Control of surface water run-off

Ephemeral areas of standing water are present in the centre and south of the site. Although investigations have shown that the risk to controlled waters is low, this surface water could slowly migrate through the capping and into the landfill material and be a continued source resulting in the generation of leachate, which could increase the potential risk to controlled waters. Therefore, should the long term development plan for the site be an open space, some form of surface water drainage is recommended.

3.5 Surface emission monitoring

To demonstrate compliance with the Landfill Directive monitoring of methane emissions through the cap of a landfill should be undertaken to identify faults in the gas management system and quantify the total emissions of this important greenhouse gas. The Environment Agency does not regulate closed historical landfill sites that no longer have a permit. However, they maintain an interest in these sites because of their potential to release greenhouse gases.

Very limited and preliminary surface monitoring completed by CGL in 2012 with a Photo Ionisation Detector (PID) indicated very low surface emissions. However, this could be confirmed by monitoring as recommended by the Environment Agency⁸. There are two stages involved with assessing surface emissions:

1. First stage – This comprises a walkover survey to identify emissions at the surface with a Flame Ionisation Detector (FID). This hand held equipment is used to scan the air close to the surface of the cap and therefore detect significant concentrations of methane.
2. Second stage – This involves a flux box survey, which is used to more accurately determine the rate of surface emission and compliance with the emission standard (<0.001 mg/m²/second). However, given the low flow rates encountered, it is unlikely that significant surface emissions will occur at the site. Therefore, it is recommended that a flux survey is only required should significant flow rates be encountered during gas monitoring or should significant concentrations be encountered (i.e. >100ppm above the surface of the site or >1000ppm over features such as monitoring wells and the venting trench) with the FID. If

⁸ Environment Agency (2010). *Guidance on monitoring landfill gas surface emissions*. LFTGN07 v2 2010.

completed, another flux survey would not be required provided there have been no significant changes to the site conditions.

3.6 Venting trench

It is understood that Hyder previously suggested that the overgrown vegetation along the venting trench may potentially adversely affect the performance of the venting trench. Although the density of the vegetation in the past is unknown, the brambles across the venting trench have been present since the 2004 walkover by RPS and subsequent gas monitoring has shown that soil gas concentrations beyond the trench and within the nearby private gardens have been low. Therefore, it appears that the vegetation across the trench is not currently significantly impacting its performance.

Removal of this vegetation may have ecological implications that need to be considered before vegetation is cleared. The vegetation also provides a barrier that stops the public from coming into contact and interfering with this gas venting feature. Therefore, unless continued monitoring shows that the performance of the venting trench is being impeded by vegetation (see Section 4); it is considered that the vegetation provides a benefit, both ecologically and as a barrier mechanism, to the site. Further details regarding ecological issues are discussed below.

3.7 Ecological issues

There are currently trees and vegetation present along the boundaries of the site and it is assumed if the site is converted into a managed open space area, some landscaping or vegetation clearance may be completed. However, such clearance may result in an ecological impact. In addition, it is anticipated that some vegetation removal would be required to locate missing boreholes and to clear the vent trench.

An ecological appraisal was completed by RPS in 2004, which stated that the site was likely to be of local ecological significance and the ecological value of the site was largely restricted to the periphery.

CGL previously obtained a preliminary ecological assessment (by Remenham Associates) based on the photographs taken during the site walkover in March 2012. A summary of this assessment is provided below:

The site generally - and in particular the gas trench and its vegetation - present suitable habitat for nesting birds around the edge of the site and in the vegetation, amphibians and reptiles (although only the common species and at relatively low density). There is some standing water on the site shown in the photographs, but this looks as though it may be seasonal and so the potential for Great Crested Newts is limited from the site itself.

However, the risk of Great Crested Newts living in ponds around the site's perimeter can't be ruled out and the vegetation does provide suitable terrestrial habitat for them. There MAY be bats in the trees which are shown the photographs - an inspection would be needed to confirm presence / absence as the quality of the trees as suitable habitat is unclear.

The additional survey works required to address these issues are further discussed in Section 4.

4. SITE MAINTENANCE AND MANAGEMENT PLAN

4.1 General

The maintenance and management requirements for the short, medium and long term are outlined below. A summary of the maintenance and management plan for the site (including the Gas Management Plan) is presented in Appendix A. Should the end use of the site change, this plan will need to be amended and possibly replaced with a remedial/verification plan.

4.2 Short term

4.2.1 Gas and groundwater monitoring

4.2.1.1 Soil gas

With the continued use of the site as open space, the main receptors at risk from landfill gases are the occupants of the adjacent residential properties. Previous monitoring has indicated that the venting trench is effective. However, vegetation is present within the trench and due to overgrowth vegetation only two monitoring wells outside the trench could be located during the recent monitoring visit. Therefore, on-going monitoring is required to confirm that the venting trench remains effective. In addition, re-levelling and augmenting of the landfill cap may adversely affect the soil gas regime.

4.2.1.2 Groundwater

Further groundwater monitoring and sampling is recommended to confirm the current groundwater regime for comparison against the findings of the previous risk assessment undertaken by Hyder in 2008.

4.2.1.3 Gas and groundwater monitoring programme

Based on the findings of previous assessment and observations during the recent site walkover, the monitoring programme is focussed on:

- re-establishing the monitoring network;
- confirming whether vegetation is adversely affecting the performance of the

venting trench;

- confirming the off-site gas regime is not adversely changed by works to repair/augment the capping layer (if undertaken); and
- Confirming the current groundwater regime beneath the site.

Initially, limited vegetation clearance should be undertaken to locate the missing boreholes outside of the vent trench. Gas monitoring should then be completed twice a month for three months. Unless monitoring shows significant adverse changes in the soil gas regime outside the landfill (methane >1%, carbon dioxide >5%, Characteristic Situation > 1) it is considered that no further gas monitoring is required unless development occurs at the site that may affect the soil gas regime, or if during inspection visits the vegetation along the trench has significantly overgrown and blocked the trench. It may, however, be prudent to continue to undertake gas monitoring on an annual basis, unless vegetation along the trench is cleared/maintained regularly.

Figure 4 shows the locations of the proposed gas monitoring boreholes and these are also highlighted below in Table 1. Monitoring should be completed during various conditions, which include both low (including falling) and high atmospheric pressure conditions and should include determination of carbon dioxide, methane and oxygen concentrations, volatile organic compound levels (PID) and flow rates.

Table 1. Boreholes for short term monitoring

Borehole	Location
HS304, BH01	Northern boundary; outside venting trench
BH03, BH107	Eastern boundary; outside and inside venting trench
BH101, BH102	Eastern boundary; outside and inside venting trench
HS301, BH103	Southern boundary; outside and inside venting trench
BH02	Southern boundary; outside venting trench
BH114, BH105	Western boundary; outside and inside venting trench
HS302, BH104	Western boundary; outside and inside venting trench

Note:

1. Access should be maintained to all existing monitoring points on site
2. Where access is possible boreholes within the private gardens of surrounding residential properties should also be monitored.

It is recommended that groundwater levels are recorded during each monitoring visit to enable an assessment of the current groundwater flow direction. Groundwater samples should be obtained from the deep monitoring wells (BH401, BH402 and BH03) and selected shallow monitoring wells including BH501) on two occasions during the three month period to establish the current groundwater quality beneath the site. The results should be compared against the findings of the risk assessment undertaken by Hyder in 2008. It is recommended that the Environment Agency be consulted to confirm their current requirements.

4.2.1.4 Surface emission monitoring

During monitoring of the boreholes (six visits over three months) surface emissions (<5cm from surface) should be monitored with a hand held FID (more sensitive to flammable gases) at approximate 75m spacing across the site. A flux survey would only be required if significant concentrations (i.e. >100ppm above the surface of the site or >1000ppm over features such as monitoring wells and the venting trench) have been encountered. Prior to undertaking the flux survey an assessment should be undertaken to determine the likely cause for the increase in surface emissions and remedial measures put in place (if required). The surface emission should then be re-checked with the FID to ensure concentrations are below the values above before proceeding with the secondary flux survey. Further assessment of the site conditions may be required if the emission standard (<0.001 mg/m²/second) has not been met. If completed, another flux survey would not be required provided there have been no significant changes to the site conditions.

In addition, it is recommended that additional monitoring visits be undertaken in the event that works are undertaken to augment/improve the clay cap.

4.2.2 Clay cap

As discussed in Section 3, the risk assessments undertaken to date indicate that, based on current conditions, the risk to controlled waters is low and across the majority of the site the potential risk presented to human health from contaminants in shallow soils is low. Therefore, the proposed strategy for management of the cap in the short term comprises:

- Visual inspection of cap to check for cracks/depressions and undertake remedial works if identified.
- Further assessment and/or mitigation of hotspot of lead identified in shallow soils.

During the gas monitoring visits (6 visits in 3 months) the ground level should be visually inspected and the capping inspected for differential settlement, cracking or surface water ponding at the surface. This could include a topographical survey to enable future settlement monitoring to be undertaken. Once the gas monitoring is completed it is recommended that the ground level and clay cap is inspected twice a year to confirm no significant changes have occurred. Depending on the observations made during inspection visits surface maintenance of the capping may be required.

Should it be necessary to import material to site to repair the cap, it should be sourced from a reputable source and be chemically and geotechnically suitable for use at the site. The imported material should meet the specification provided in Appendix A.

Prior to import onto site laboratory test data should be provided by the supplier to show that the soil meets the required specification and verification testing would be required once on site.

4.2.3 Venting trench

The three months of gas monitoring (see above) will allow the functioning of the venting trench to be assessed. Depending on the findings of the assessment, and the associated ecological constraints (see below), it may be necessary to undertake some vegetation clearance within the trench. As a minimum, the vegetation along the trench should be managed and maintained to ensure that the trench is not further covered/blocked as this may affect its function.

4.2.4 Ecological surveys

For continued use as open space, the initial recommendation is to carry out a Constraints Survey (factual report and recommendations for further works, if necessary) for the site prior to clearing vegetation. In addition to the site survey, a data search is recommended to confirm if a Great Crested Newt survey is required. These surveys would be required to identify the potential constraints associated with clearing vegetation within the vent trench and to locate the missing boreholes, and enable mitigation measures to be defined. Additional surveys would be required should additional vegetation clearance be required (for example to enable remedial works to the clay cap).

Should development plans change to include sports pitches with a pavilion, prior to the development of the site it is recommended that an Extended Phase 1 Habitat Survey is

completed to confirm the ecological issues, if any, at the site and the mitigation measures required prior to development and clearance of vegetation. The Extended Phase 1 Habitat Survey will include identifying the potential for relevant protected species (including bats) and set out recommendations for the procedures to follow during site clearance. This survey should be suitable for submission as part of a planning application for near future development, if required. However, it should be noted that there is a 'shelf-life' attached to these surveys as site circumstances change.

4.3 Medium term

4.3.1 Clay cap

Should the use of the site remain as informal open space in the medium term, then it is recommended that the ephemeral areas of standing water are re-levelled to reduce the standing water on site. This will also assist with controlling surface water run-off (see below). Should material be imported to site this should meet the requirements presented in Section 4.2.2.

4.3.2 Controlling surface water run-off

It is likely that the surface water is ponding within the undulations at the site. Therefore, re-levelling of the standing water areas, along with the use of the natural topography (dropping from south to north) would allow the surface water to drain and prevent significant ponding.

4.3.3 Venting Trench

Vegetation along the trench should be managed and maintained to ensure that the trench is not further covered/blocked, which may affect its function.

4.4 Long term

4.4.1 Clay cap

Should the long term use for the site remain as public open space, a consistent clay cap (minimum of 1m thick⁹) should be present across the site (the location and extent would

⁹ Environment Agency. *LFE4 – Earthworks in landfill engineering. Design, construction and quality assurance of earthworks in landfill engineering.*

be informed by the information from the existing exploratory holes). Where possible, the capping (and topsoil) at the site should be reused to create the cap and a growth medium. This could be accomplished through waste exemptions, environmental permits or through the Development Industry Code of Practice¹⁰. The latter has been developed to enable earthworks on site using site won material.

Should material be imported to site this should meet the requirements presented in Section 4.2.2.

After re-levelling and upgrading of the clay cap a topographical survey should be completed at the site to enable future settlement monitoring to be undertaken.

4.4.2 Drainage

It is recommended that the works undertaken to provide a consistent clay cap should include re-levelling of the site. This, combined with the use of the natural topography (dropping from south to north) would allow the surface water to drain and prevent significant ponding. Alternatively, more formal drainage options could be considered.

4.4.3 Venting Trench

Vegetation along the trench should be managed and maintained to ensure that the trench is not further covered/blocked, which may affect its function.

4.4.4 DSEAR assessment

In the long term condition, the site should be classified in line with the Dangerous Substance and Explosive Atmospheres Regulations 2002 (DSEAR), for a more robust appraisal of the site. DSEAR require employers to control the risks to safety from fire and explosions. Under DSEAR employers are required to:

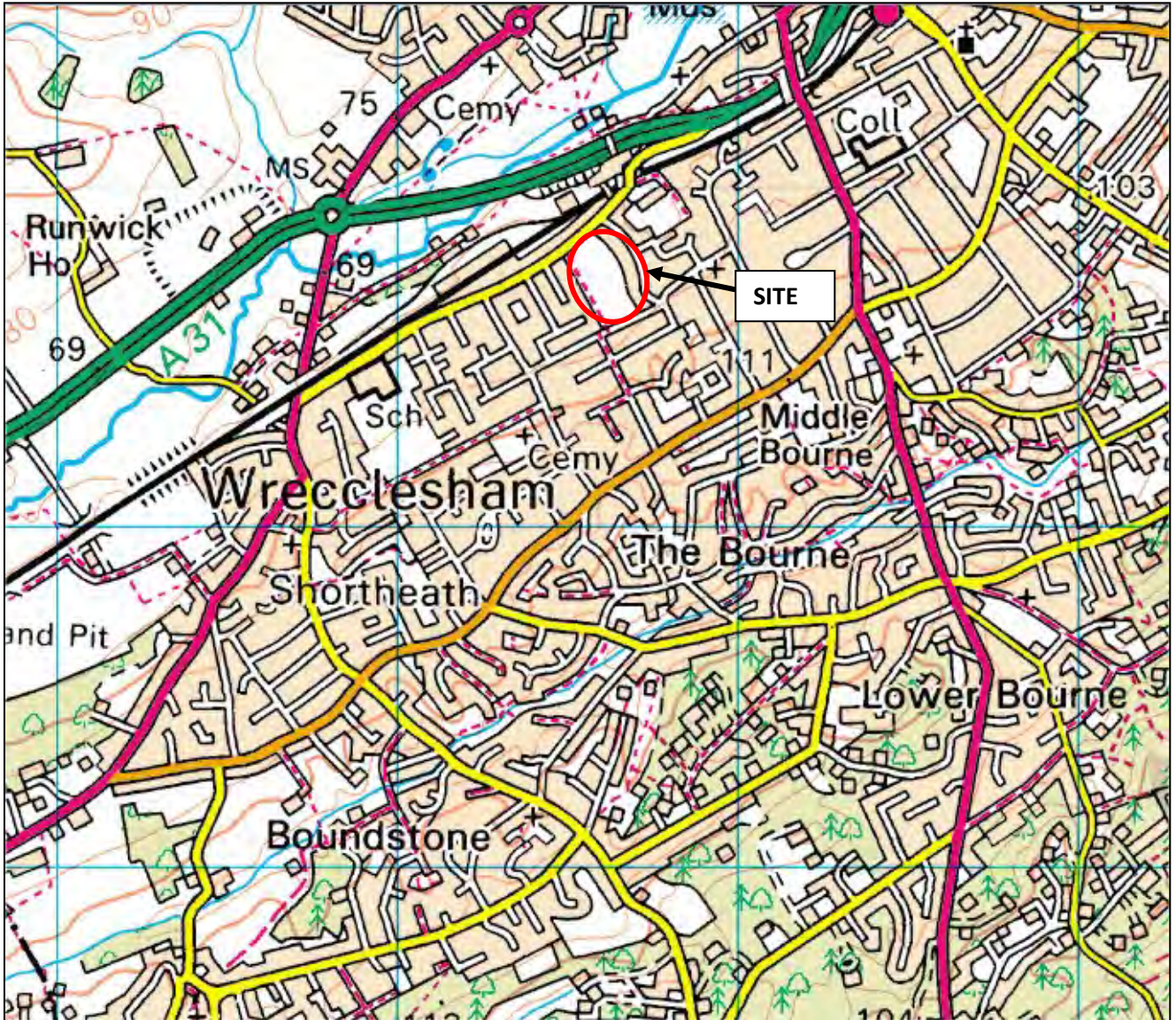
- Find out what dangerous substances are in their workplace and what the fire and explosion risks are;
- Put control measures in place to either remove those risks or, where this is not possible, control them;

¹⁰ CL:AIRE. *The Definition of Waste: Development Industry Code of Practice*. Contaminated Land: Application in Real Environments. Version 2. March 2011.

- Put controls in place to reduce the effects of any incidents involving dangerous substances;
- Prepare plans and procedures to deal with accidents, incidents and emergencies involving dangerous substances;
- Make sure employees are properly informed about and trained to control or deal with the risks from the dangerous substances;
- Identify and classify areas of the workplace where explosive atmospheres may occur and avoid ignition sources (from unprotected equipment, for example) in those areas.

CGL has had experience where a DSEAR assessment was required as part of the planning conditions prior to development on a former landfill.


FIGURES

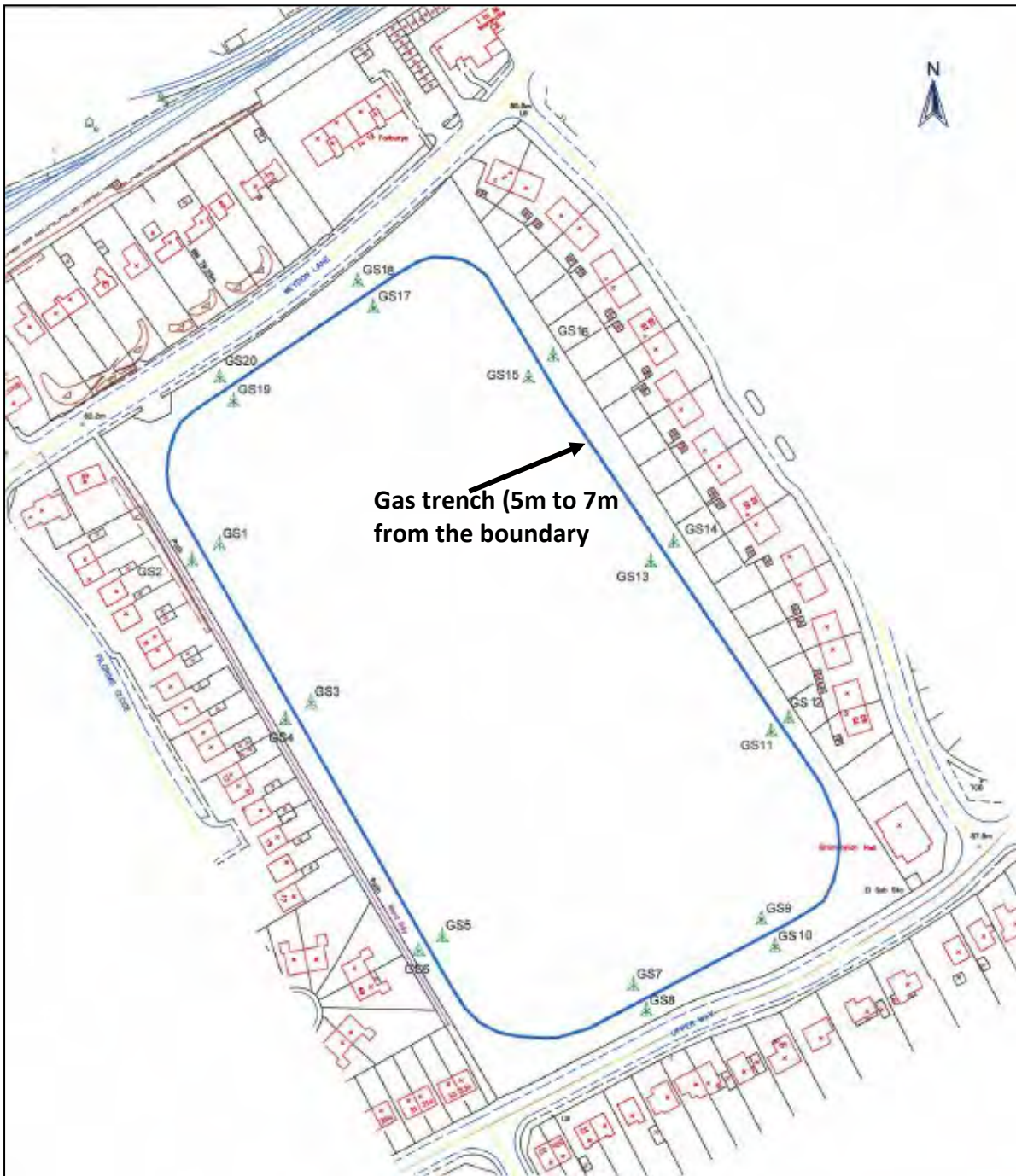


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<p>Client</p> <p>Waverley Borough Council</p>	<p>Project</p> <p>Weydon Lane Landfill, Farnham</p>	<p>Job No</p> <p>CG/5934C</p>
	<p>Title</p> <p>Site location plan</p>	<p>Figure 1</p>




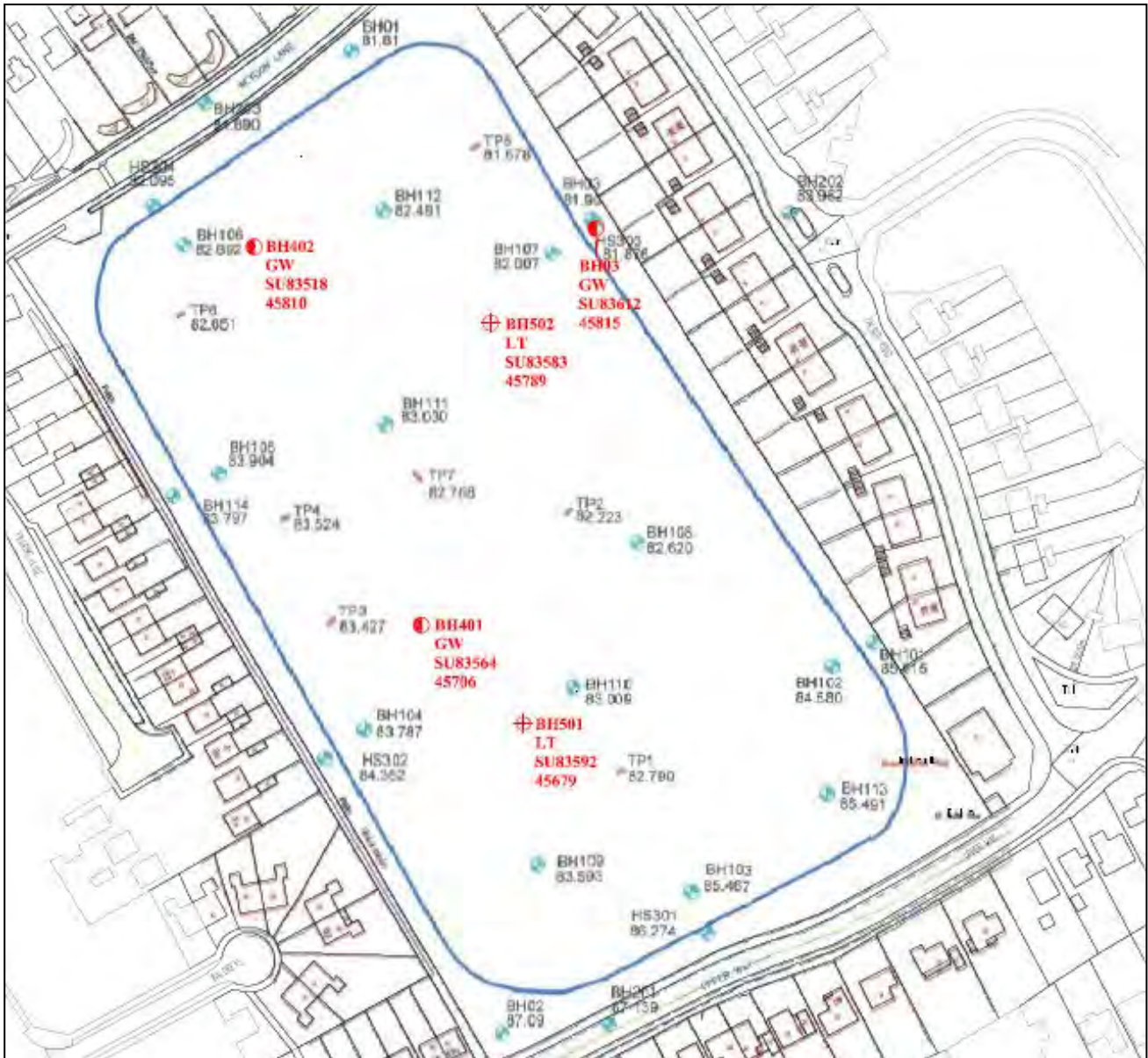
Reference: RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Site layout plan	Figure 2




Reference: RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006

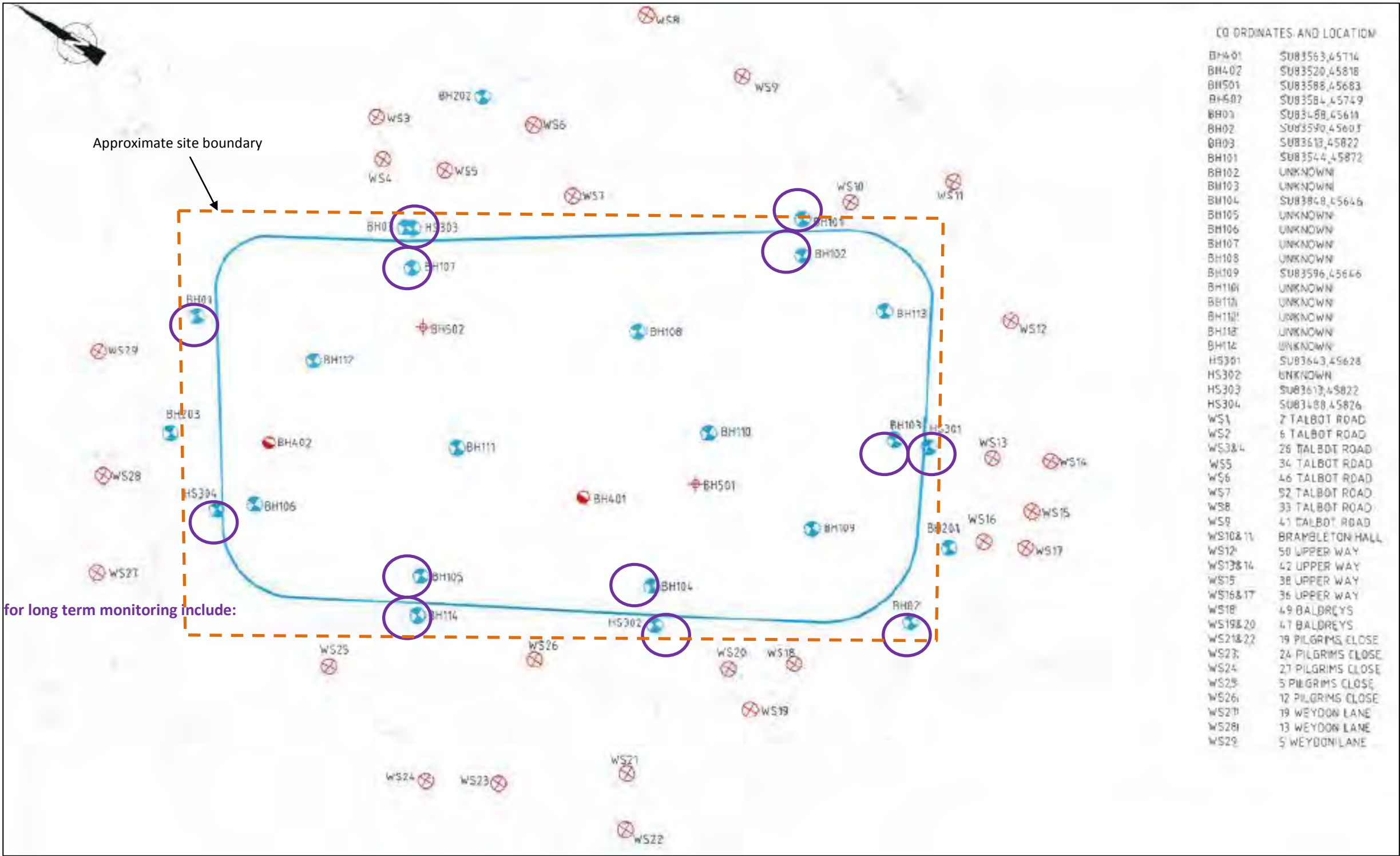
Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Exploratory hole location plan - RPS	Figure 3a



Reference: Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Groundwater and Human Health Assessment, Ground Investigation and Interpretation. 0001-GD00720-GDR-02. August 2008.

(75 hand dug trial pits also excavated across the site based on a herringbone pattern and a grid size of 16.6m by 16.6m)

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Exploratory hole location plan – Hyder Consulting	Figure 3b



CO ORDINATES AND LOCATION


BH401	SUB3563,45714
BH402	SUB3520,45818
BH501	SUB3588,45683
BH602	SUB3584,45749
BH03	SUB3488,45619
BH02	SUB3590,45803
BH03	SUB3613,45822
BH101	SUB3544,45872
BH102	UNKNOWN
BH103	UNKNOWN
BH104	SUB3848,45646
BH105	UNKNOWN
BH106	UNKNOWN
BH107	UNKNOWN
BH108	UNKNOWN
BH109	SUB3596,45646
BH110	UNKNOWN
BH111	UNKNOWN
BH112	UNKNOWN
BH112	UNKNOWN
BH112	UNKNOWN
BH114	UNKNOWN
HS301	SUB3643,45628
HS302	UNKNOWN
HS303	SUB3613,45822
HS304	SUB3488,45826
WS1	7 TALBOT ROAD
WS2	6 TALBOT ROAD
WS3&4	26 TALBOT ROAD
WS5	34 TALBOT ROAD
WS6	46 TALBOT ROAD
WS7	52 TALBOT ROAD
WS8	33 TALBOT ROAD
WS9	41 TALBOT ROAD
WS10&11	BRAMBLETON HALL
WS12	50 UPPER WAY
WS13&14	42 UPPER WAY
WS15	38 UPPER WAY
WS16&17	36 UPPER WAY
WS18	49 BALDREYS
WS19&20	47 BALDREYS
WS21&22	19 PILGRIMS CLOSE
WS23	24 PILGRIMS CLOSE
WS24	27 PILGRIMS CLOSE
WS25	5 PILGRIMS CLOSE
WS26	12 PILGRIMS CLOSE
WS27	19 WEYDON LANE
WS28	13 WEYDON LANE
WS29	5 WEYDON LANE

NOTE:

Proposed boreholes for long term monitoring include:

- HS304
- BH01
- BH03
- BH107
- BH101
- BH102
- HS301
- BH103
- BH02
- BH114
- BH105
- HS302
- BH104

If access is available installations within the private gardens of surrounding properties should also be monitored.

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Long term monitoring points	Figure 4

APPENDIX A

Summary of long term maintenance and management plan

Reference	Principal requirements	Site visit required	Supporting documentation
1.0 General principles	The following provides a summary of the maintenance and management plan for the former landfill off Weydon Lane in Farnham. The following is based on the continued use of the site as open space for the community. Should the development plans for the site change the following will need to be amended and possibly replaced with a remedial/verification plan.	YES As detailed below	As detailed below
2.0 Compliance with legislation	The activities on the site should be undertaken in accordance with all current health and safety and environmental legislation.	-	-
SHORT TERM			
3.0 Monitoring of installations – Gas monitoring	<p>Gas monitoring should be completed twice a month for 3 months (i.e. 6 in total). Unless monitoring shows significant adverse changes in the soil gas regime outside the landfill (methane >1%, carbon dioxide >5%, Characteristic Situation > 1) no further gas monitoring is required unless development occurs at the site that may adversely affect the soil gas regime or during inspection visits the vegetation along the trench has significantly overgrown and blocked the trench.</p> <p>It may, however, be prudent to continue to undertake gas monitoring on an annual basis, unless vegetation along the trench is cleared/maintained regularly.</p> <p>Figure 4 shows the locations of the boreholes proposed for monitoring. These are also highlighted below in Table A4.</p> <p>Monitoring should be completed during various conditions which include both low (including falling) and high atmospheric pressure conditions and should include determination of carbon dioxide, methane and oxygen concentrations, volatile organic compound levels (PID) and flow rates.</p>	YES Gas monitoring visits	Gas monitoring records
4.0 Monitoring of installations – Groundwater monitoring	<p>During each gas monitoring visits the groundwater levels should be recorded.</p> <p>In addition, groundwater samples should be obtained from the deep monitoring wells (BH401, BH402 and BH03) and selected shallow monitoring wells including BH501 on two occasions during the three month period.</p>	YES Groundwater sampling visits	Groundwater monitoring records Laboratory test certificates

Reference	Principal requirements	Site visit required	Supporting documentation
	<p>In-situ groundwater parameters should also be recorded including: dissolved oxygen, redox potential, pH, temperature, total dissolved solids, and electrical conductivity.</p> <p>Samples should be sent for chemical analysis at a UKAS and MCERTS accredited laboratory and should be analysed for a similar suite of contaminants as completed during previous investigations.</p> <p>The results should be compared to the findings of the risk assessment undertaken by Hyder in 2008 to confirm if the conditions have changed and the Environment Agency should be consulted to confirm their current requirements.</p>		
5.0 Surface emission	<p>To be completed generally in accordance with Environment Agency Guidance (<i>Guidance on monitoring landfill gas surface emissions. LFTGN07 v2 2010.</i>)</p> <p>First stage – Site visits to confirm emissions at the surface with a Flame ionisation detector (FID) which is more sensitive to flammable gases. This will be completed during the monitoring of the boreholes (6 visits in 3 months) and subsequently twice a year during capping inspection visits.</p> <p>Second stage – A flux survey would only be required if significant FID concentrations (i.e. >100ppm above the surface of the site or >1000ppm over features such as monitoring wells and the venting trench) have been encountered.</p> <p>Prior to undertaking the flux survey an assessment should be completed to determine the likely cause for the increase in surface emissions and remedial measures put in place (if required). The surface emission should then be re-checked with the FID to ensure concentrations are below the values above before proceeding with the secondary flux survey. The flux box survey would determine the rate of surface emission to confirm compliance with the emission standard (<0.001 mg/m²/second). Further assessment of the site conditions may be required if the emission standard has not been met.</p>	<p>YES</p> <p>Walkover survey (and if required a flux box survey).</p>	<p>Site inspection records.</p> <p>Flux survey report (if required)</p>

Reference	Principal requirements	Site visit required	Supporting documentation
	Once completed another flux survey would not be required provided there have been no significant changes to the site conditions.		
6.0 Clay cap	<p>During the gas monitoring visits, the cap should be visually inspected to check for cracks/depressions or surface water ponding at the surface and remedial measures undertaken if necessary.</p> <p>A topographical survey could be completed to enable future settlement monitoring to be undertaken.</p> <p>Upon completion of the gas monitoring visits, the cap should be inspected twice a year to confirm no significant changes have occurred.</p> <p>In addition further assessment and/or mitigation of the hotspot of lead identified in shallow soils should be undertaken.</p> <p>Should it be necessary to import material onto site to repair the cap, it should be sourced from a reputable source and be chemically and geotechnical suitable for use at the site.</p>	<p>YES</p> <p>Capping inspection visits Validation of capping should repair works be undertaken</p>	<p>Site visit/inspection records. Topographical survey plan (if required)</p> <p>Pre-import source data for the imported capping material, if required.</p> <p>Verification chemical and geotechnical testing to confirm suitability for use at the site, if required.</p> <p>(see import specification tables A1, A2 and A3 below).</p>
7.0 Venting trench	<p>Depending on the findings of the gas monitoring it may be necessary to undertake some vegetation clearance within the trench.</p> <p>As a minimum, the vegetation should be managed and maintained to ensure that the trench is not further covered/blocked.</p>	<p>YES</p> <p>Inspection visits undertaken as part of gas monitoring and capping inspection visits.</p>	See above
8.0 Ecological survey	<p>Prior to clearing vegetation, a Constraints Survey (factual report and recommendations for further works, if necessary) should be completed.</p> <p>A data search should also be completed to confirm if a Great Crested Newt survey is required.</p>	<p>YES</p> <p>Survey by a qualified ecologist</p> <p>Site inspections</p>	Survey report
MEDIUM TERM – Informal open space			
9.0 Clay cap	<p>The ephemeral areas of standing water should be re-levelled to reduce standing water on site.</p> <p>Should it be necessary to import material onto site to repair the cap, it should be sourced from a reputable source and be chemically and</p>		<p>Site visit/inspection records.</p> <p>Pre-import source data for the imported capping material, if required.</p>

Reference	Principal requirements	Site visit required	Supporting documentation
	geotechnical suitable for use at the site.		Verification chemical and geotechnical testing to confirm suitability for use at the site, if required. (see import specification tables A1, A2 and A3 below).
10.0 Drainage	Re-levelling of the site and use of the natural topography (dropping from south to north) would allow the surface water to drain and prevent significant ponding within undulations.	YES Site inspection	Site visit/inspection records
11.0 Venting trench	Vegetation should be managed and maintained to ensure that the trench is not further covered/blocked.	YES Site inspections	Site inspection records
LONG TERM – Formal public open space			
12.0 Clay cap	A consistent clay cap (minimum of 1m thick) should be present across the site. The location and extent of upgrading works would be informed by the existing exploratory holes. Where possible the existing capping and topsoil should be reused. Should it be necessary to import material onto site to repair the cap, it should be sourced from a reputable source and be chemically and geotechnical suitable for use at the site. After re-levelling and upgrading the clay cap a topographical survey should be completed to enable future settlement monitoring to be undertaken. Upgrading of the cap may adversely affect the soil gas regime at the site and additional monitoring is recommended (see Item 3.0)	YES Site inspections to validate replacement of cap, where necessary	Site visit/inspection records. Pre-import source data for the imported capping material, if required. Verification chemical and geotechnical testing to confirm suitability for use at the site, if required. (see import specification tables A1, A2 and A3 below).
13.0 Drainage	Re-levelling of the site and use of the natural topography (dropping from south to north) would allow the surface water to drain and prevent significant ponding within undulations.	YES Site inspection	Site visit/inspection records
14.0 Venting trench	Vegetation should be managed and maintained to ensure that the trench is not further covered/blocked.	YES Site inspections	Site inspection records
15.0 DSEAR	Assessment and classification in line with the Dangerous Substance and	YES	Site inspection records

Reference	Principal requirements	Site visit required	Supporting documentation
	Explosive Atmospheres Regulations 2002 (DSEAR).	Site inspection	DSEAR assessment report

IMPORT SPECIFICATION

Chemical specification

Soil Guideline Values (SGVs) have not been issued by the Environment Agency for the “Residential (without home-grown produce)” land-use category (considered a conservative assessment for this site). The soil should therefore be compared to *Generic Assessment Criteria (GACs)* that have been derived in-house by CGL using the *Contaminated Land Exposure Assessment (CLEA)* model¹ and version 1.06 of the CLEA software to assess the risk to human health from chemical contamination in the soils.

The GACs represent conservative screening criteria and have been calculated using the default parameters for the standard land use scenario set out in the CLEA technical report and toxicological inputs in line with the requirements of *Science Report SC050021/SR2*² and, in the case of petroleum hydrocarbons, *Science Report P5-080/TR3*³. In the case of selenium, mercury, arsenic, nickel and the BTEX compounds, SGVs have been issued by the Environment Agency for other land-use categories and the physical-chemical and toxicological inputs have been taken from the published SGV reports.

The GACs have been generated assuming a sandy loam soil type and a Soil Organic Matter of 1%, 2.5% and 6%. More detailed information on the derivation of the CGL GACs can be provided upon request.

These maximum permissible concentrations (MPCs) are import criteria only and are not necessarily appropriate for human health risk assessment.

Upon receipt of the chemical test data the results will be compared to the appropriate table based on the SOM.

¹ Environment Agency. (January 2009). *Updated technical background to the CLEA model*. Science Report SC050021/SR3.

² Environment Agency. (January 2009). *Human health toxicological assessment of contaminants in soil*. Science Report SC050021/SR2.

³ Environment Agency. (February 2005). *The UK Approach for Evaluating Human Health Risks from Petroleum Hydrocarbons in Soils*. Science Report P5-080/TR3.

Table A1 Chemical import criteria

Contaminant	MPC	MPC	MPC
	@ 1% SOM	@ 2.5% SOM	@ 6% SOM
	for Residential (no private gardens) land-use (mg/kg)	for Residential (no private gardens) land-use (mg/kg)	for Residential (no private gardens) land-use (mg/kg)
SOM (%)	* ¹	*	*
Arsenic	35 ²	35 ²	35 ²
Cadmium	85 ²	85 ²	85 ²
Chromium (total)	38	38	38
Chromium (III)	1,100	1,100	1,100
Chromium (VI)	4.2	4.2	4.2
Lead	310 ¹¹	310 ¹¹	310 ¹¹
Mercury (inorganic)	240 ²	240 ²	240 ²
Selenium	600 ²	600 ²	600 ²
Boron	5 ⁹	5 ⁹	5 ⁹
Copper ⁷	135 ⁶ (6,700)	135 ⁶ (6,700)	135 ⁶ (6,700)
Nickel	130 ²	130 ²	130 ²
Zinc ⁷	300 ⁶ (20,000)	300 ⁶ (20,000)	300 ⁶ (20,000)
Barium	300	300	300
Beryllium	26	26	26
Vanadium	210	210	210

Contaminant	MPC	MPC	MPC
	@ 1% SOM for Residential (no private gardens) land-use (mg/kg)	@ 2.5% SOM for Residential (no private gardens) land-use (mg/kg)	@ 6% SOM for Residential (no private gardens) land-use (mg/kg)
Phenols ³	310 ²	420 ²	520 ²
Cyanide	17 ⁸	17 ⁸	17 ⁸
Asbestos	No visible fibres ¹⁰		
BTEX compounds			
Benzene	0.27 ⁴	0.50 ⁴	1.00 ²
Toluene	610 ⁴	1,300 ⁴	2,700 ²
Ethyl benzene	170 ⁴	380 ⁴	840 ²
m-xylene ⁶	55 ⁴	130 ⁴	300 ²
o-xylene ⁶	60 ⁴	140 ⁴	320 ²
p-xylene ⁶	53 ⁴	130 ⁴	290 ²

Notes:

- * = no value currently defined
- Based on the published Soil Guideline Value (Environment Agency, 2009), adjusted for no plant uptake and 1%, 2.5% SOM and 6%
- GAC relates to Phenol (C₆H₅OH) only.
- Based on the published SGVs for BTEX at 6% SOM (Environment Agency, 2009), adjusted for 1% SOM and no plant uptake
- Concentrations for total xylenes should be compared to the value for m-xylene for fresh spills and to o-xylene for all other cases.
- Schedule 2, Sludge (Use in Agriculture) Regulations 1989. Values taken for pH 6-7
- Import criteria limited by waste assessment thresholds - if failure occurs further assessment can be made- copper and zinc concentrations may individually exceed MPC, subject to the assessment of the cumulative effect of copper and zinc, but may not exceed bracketed human health GAC values.
- Generic Assessment Criteria generated 'in-house' based on CLEA model.
- Limit for phytotoxic effect (Nable, Banuelos and Paul. (1997). *Boron Toxicity*. Plant and Soil, Vol. 193, pp1 81-198).
- Laboratory screen by microscopy may be required subject to source of material.
- Published C4SL for lead (DEFRA, 2014)

Table A2 Chemical import criteria cont.

Contaminant	MPC	MPC	MPC
	@ 1% SOM	@ 2.5% SOM	@ 6% SOM
	for Residential (no private gardens) land-use (mg/kg)	for Residential (no private gardens) land-use (mg/kg)	for Residential (no private gardens) land-use (mg/kg)
Total Petroleum Hydrocarbons (TPH)			
TPH aliphatic EC5-6	24	41	79
TPH aliphatic EC>6-8	49	100	230
TPH aliphatic EC>8-10	10	25	59
TPH aliphatic EC>10-12	540	540	540
TPH aliphatic EC>12-16	1,000 ¹	1,000 ¹	1,000 ¹
TPH aliphatic EC>16-35	1,000 ¹	1,000 ¹	1,000 ¹
TPH aromatic EC5-7	0.27	0.50	1.0
TPH aromatic EC>7-8	610	1,000 ¹	1,000 ¹
TPH aromatic EC>8-10	17	41	96
TPH aromatic EC>10-12	88	210	480
TPH aromatic EC>12-16	1,000 ¹	1,000	1,000
TPH aromatic EC>16-21	1,000 ¹	1,000 ¹	1,000 ¹
TPH aromatic EC>21-35	1,000 ¹	1,000 ¹	1,000 ¹
Sum of TPH aliphatic & aromatic C5-C10	<1000 ²	<1000 ²	<1000 ²
Sum of TPH aliphatic & aromatic C10+	<1000 ²	<1000 ²	<1000 ²

WEYDON LANE LANDFILL, FARNHAM

Summary of maintenance and management plan (including a Gas Management Plan)



Contaminant	MPC	MPC	MPC
	@ 1% SOM for Residential (no private gardens) land-use (mg/kg)	@ 2.5% SOM for Residential (no private gardens) land-use (mg/kg)	@ 6% SOM for Residential (no private gardens) land-use (mg/kg)
Polycyclic Aromatic Hydrocarbons (PAH)			
Benzo(a)anthracene	7.7	13	18
Benzo(a)pyrene	2.3	2.4	2.5
Benzo(b)fluoranthene	22	24	24
Benzo(k)fluoranthene	23	24	25
Chrysene	170	210	230
Dibenzo(a,h)anthracene	2.1	2.3	2.4
Indeno(1,2,3-cd)pyrene	21	23	24
Naphthalene	1.6	3.9	9.2

Notes:

1. GAC derived MPC for TPH fraction limited to 1,000mg/kg based on 'waste thresholds'.
2. Hazardous waste thresholds (C10+ MPC based on threshold for C25+). Environment Agency. (2007). *A Guide to Hazardous Waste Regulations: How to find out if waste oil and waste that contain oil are hazardous.* HWR08.

Geotechnical specification

The following is based on the recommendations provided in the Environment Agency guidance for earthworks in landfill engineering⁴.

Table A3 Geotechnical import criteria

Property	Minimum requirement
Permeability	$<1 \times 10^{-9}$ m/s
Remoulded undrained shear strength	≥ 50 kN/m ²
Plasticity Index	$\geq 10\%$ and $\leq 6\%$
Liquid Limit	$\leq 90\%$
Percentage fines <0.063mm	$\leq 30\%$
Maximum particle (stone) size	2/3 rd compacted layer thickness. Typically 125mm but must not prejudice the cap (i.e. larger particles sticking together to form larger lumps).
Compaction testing	To determine the optimum moisture content and dry density for placement and compaction.

⁴ Environment Agency. *LFE4 – Earthworks in landfill engineering. Design, construction and quality assurance of earthworks in landfill engineering.*

LONG TERM MONITORING POINTS

Table A4. Boreholes for long term monitoring

Borehole	Location
HS304, BH01	Northern boundary; outside venting trench
BH03, BH107	Eastern boundary; outside and inside venting trench
BH101, BH102	Eastern boundary; outside and inside venting trench
HS301, BH103	Southern boundary; outside and inside venting trench
BH02	Southern boundary; outside venting trench
BH114, BH105	Western boundary; outside and inside venting trench
HS302, BH104	Western boundary; outside and inside venting trench

Note:

1. Access should be maintained to all existing monitoring points on site
2. Where access is possible boreholes within the private gardens of surrounding residential properties should also be monitored.



Waverley Borough Council

**Weydon Lane Landfill,
Farnham**
*Updated Land Development
Feasibility Report*

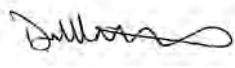


September, 2014



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Reference	CG/05934C	Revision 0	Issue Date September 2014

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1. INTRODUCTION

1.1 General

Card Geotechnics Limited (CGL) was commissioned by Waverley Borough Council (WBC) to assess the feasibility of a number of potential development options for the former landfill located off Weydon Lane. The assessment has considered the following three development options:

- (a) Formal public open space;
- (b) Sports ground; and
- (c) Sports ground and pavilion (as evaluated previously).

This report assesses the engineering feasibility of each option and provides an indication of the associated abnormal ground-related requirements. The report includes:

- Consideration of the engineering feasibility of developing the site, including outline requirements for ground gas and human health protection measures, building foundation and infrastructure (including drainage) requirements and potential landscaping requirements;
- Recommendations for additional investigation/survey work; and
- On-going management and maintenance requirements.

This report should be read in conjunction with the updated site maintenance and management plan¹, which presents the short, medium and long term requirements for on-going use as an informal public open space. In addition, an updated preliminary summary report² has been produced for the site, which presents a review of the various investigations and reports that have been completed for the site

1.2 Previous assessment

This assessment follows a previous feasibility assessment undertaken by CGL in 2012, which considered the feasibility and development potential for the site as sports pitches

¹ Card Geotechnics Limited (2014) *Updated site maintenance and management plan, Weydon Lane Landfill, Farnham, CG/5934C, August 2014.*

² Card Geotechnics Limited (2014). *Updated preliminary summary report review and site walkover, Weydon Lane Landfill, Farnham. CG/5934C. July 2014.*

including a pavilion³. Part of the 2012 commission included a preliminary summary report⁴ and provision of a site maintenance and management plan⁵ for on-going use as an informal public open space (which have since been updated as described above).

1.3 Limitations

Although WBC is considering developing the site into the options outlined above, the development plans have not been defined/confirmed and therefore, it was not possible to provide costs for the abnormalities. Once development plans have been confirmed, costs associated with the abnormalities can be better defined by a qualified Quantity Surveyor.

³ Card Geotechnics Limited (2012). *Land development feasibility report, Weydon Lane Landfill, Farnham*. CG/5934. April 2012.

⁴ Card Geotechnics Limited (2012). *Preliminary summary report on report review and site walkover, Weydon Lane Landfill, Farnham*. CG/5934. March 2012.

⁵ Card Geotechnics Limited (2012). *Landfill maintenance and management plan, Weydon Lane Landfill, Farnham*. CG/5934. March 2012.

2. SITE CONTEXT

2.1 General

Various investigations and reports have previously been completed for the site including the following:

- Card Geotechnics Limited, 2013 Ground Gas Monitoring Report, Weydon Lane Landfill, Farnham. CG/5934A. July 2013
- Card Geotechnics Limited, Land development feasibility report, Weydon Land Landfill, Farnham. CG/5934. April 2012⁶
- Card Geotechnics Limited, Preliminary summary report on report review and site walkover, Weydon Land Landfill, Farnham. CG/5934. March 2012
- Card Geotechnics Limited, Site maintenance and management plan, Weydon Land Landfill, Farnham. CG/5934. March 2012
- Ground-Gas Solutions Ltd, GGS DataPack, Weydon Lane Landfill, Farnham. GGS187/DP. October 2011
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0001-UA003194-GDR-01. March 2011
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0110-GD00720-GDR-AO. May 2009
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Further Gas Monitoring. 0106-GD00720-GDR-AO-2. February 2009
- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Groundwater and Human Health Assessment, Ground Investigation and Interpretation. 0001-GD00720-GDR-02. August 2008.

⁶ Card Geotechnics Limited (2012). *Land development feasibility report, Weydon Lane Landfill, Farnham*. CG5934. March 2012.

- Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Landfill Gas Assessment of Adjacent Residential Properties, Landfill Gas Assessment Report. 0001-GD00720-GDR-02. March 2007
- Hyder Consulting (UK) Ltd. RPS Report Non-Technical Summary, October 2006
- RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006
- Card Geotechnics Ltd. Weydon Lane, Review of construction options for recreational facilities. CG/4053. May 2005.
- RPS Planning Transport and Environment. Environmental Site Report, Weydon Lane, Farnham, Surrey. Revision 1. JER 2963. February 2005⁷.
- Environmental Safety Group. An investigation of methane concentrations in and around a landfill site at Weydon Lane, Farnham, Surrey. May 1982.⁸

The full reports should be reviewed for detailed information; however, a summary of the reports is provided in the CGL preliminary summary report² and pertinent information is provided below.

2.2 Site location and description

A site walkover was conducted by CGL on 25 June 2014. At that time, the site was used as an informal public open space, which the surrounding residents used primarily for dog walking and jogging. The site was generally overgrown with tall grass and a variety of trees/shrubs, with a footpath around the perimeter of the site.

The ground level at the site dropped from south to north and the surface of the site was undulating. In some areas, generally within the centre and south of the site, several depressions were noted, which have previously been observed to contain ponded water. It is understood from WBC that during wetter weather conditions a large area of surface ponding occurs. Reeds were noted within these areas indicating that wetter ground conditions have occurred previously and over an extended period of time.

A gravel trench approximately 1m wide was located along the boundaries of the site. The

⁷ A copy of the RPS 2005 report was not available for review, however it is understood that information from this report has been incorporated into the 2006 RPS report.

⁸ Text unclear.

majority of the trench was covered at the surface by overgrown vegetation including brambles and nettles. The trench was only visible where footpaths crossed it along the eastern and south western boundaries.

The site appeared to be generally free of fly tipping; however, grass cuttings (likely to be from the adjacent residential properties) were noted along the eastern boundary.

The site was bounded by Weydon Lane to the north, residential properties to the west and east and Upper Way to the south. Residential properties were located beyond the roads to the north and south of the site.

The site location plan and site layout plan are presented in Figures 1 and 2, respectively. Photographs taken at the time of the walkover survey are provided within the July 2014 summary report².

2.3 Ground conditions – Geology, hydrogeology and hydrology

The previous investigations within the site boundary identified the following ground conditions:

- Topsoil/capping – 0.8m to 3m thick (mix of granular and cohesive soils)
- Landfill material – Proven to between 7.2mbgl and 14.7mbgl
- Folkestone Formation – Thickness not proven (silty slightly gravelly sand/sandstone; occasional pockets of silt and clay)
- Groundwater – level at approximately 16mbgl within the Folkestone Formation. Leachate and perched groundwater was also encountered within the landfill material.

The Folkestone Formation is classified as a Principal Aquifer; however, the site is not located within a groundwater source protection zone. The closest groundwater abstraction point is at the Bourne Pumping Station approximately 1km to the south east of the southern site boundary. The closest surface water receptor is the River Wey, which is located approximately 200m to the north of the site.

2.4 Historical development

The site lies in an area where historically gravel pits have been worked. Gravel extraction at the site started in the mid-1930s. It is understood that landfilling commenced at the site

in 1972 and was completed in 1981. A mixture of waste was landfilled including commercial, inert and domestic waste; including putrescible waste. The site was restored to grass land in about 1986 and has been under the management of Waverley Borough Council since then.

2.5 Previous investigations and reports

2.5.1 RPS, Hyder Consulting and GGS reports

Various phases of ground investigations have been completed at the site and in the surrounding area since the landfill was closed in the 1980s.

In the early 1980s investigations and monitoring identified elevated ground gas concentrations in the back gardens of residential properties at Pilgrim Close (western boundary). A trial venting trench was installed along the western boundary, which appeared to be successful in reducing ground gas concentrations. As a result, in 1984 a venting trench was installed around the entire site perimeter. Construction details are unclear for the full trench but they are likely to have been similar to the details for the trial trench, which included a 1m wide trench 5m in depth filled with uniformly graded stone with a perforated pipe in the base.

The investigations and assessments completed by RPS and Hyder Consulting (Hyder) indicated that soil, leachate and groundwater concentrations pose a low risk to human health (based on the end use as open space) and a low risk to controlled waters. A hotspot of lead was recorded in shallow soils (<0.2m bgl) in one location. It is understood from the Hyder 2008 report that some large assumptions were used in the detailed quantitative risk assessment for controlled waters, particularly the groundwater flow direction. However, according to the report (and supported by discussions with WBC), the Environment Agency considered further investigations to reduce the uncertainties would be desirable but not essential.

Elevated methane and carbon dioxide concentrations were encountered within the landfill. Monitoring undertaken by Hyder in March 2011 indicated: maximum carbon dioxide = 17.9%, maximum methane = 38.5%, maximum flow = 0.1l/hr. Monitoring of boreholes within the gardens of the residential properties in November 2008 recorded lower ground gas concentrations and flow rates (maximum carbon dioxide = 4.8%, maximum methane = 0.2%, maximum flow = 1.3 l/hr). Based on the off-site monitoring at the adjacent residential properties, the risk to residents from ground gas migrating from the landfill was

considered to be low and no retrospective gas protection measures are considered necessary.

Figures 3a and 3b present the exploratory hole locations from the RPS and Hyder investigations, respectively.

In addition to works within the site, monitoring was completed by Hyder at 29 standpipes within the gardens of the adjacent residential properties at weekly basis, for 6 weeks, between November 2006 and January 2007. Further monitoring rounds were undertaken in August 2007 and November 2008. These monitoring rounds indicated that generally near normal oxygen concentrations were detected off-site, with low carbon dioxide (<5%) and methane concentrations (<1%), and the risk to occupants was considered to be low. Therefore, it was agreed with WBC at the time that no further monitoring would be required as sufficient data was available from boreholes outside the gas venting trench.

2.5.2 CGL reports

Monitoring by CGL at selected boreholes at the site in March 2012, July 2013 and June 2014 recorded generally similar elevated ground gas concentrations within the landfill (maximum methane: 71.1%; maximum carbon dioxide: 26.6%) and relatively low flow rates (maximum 4 l/hr). It was noted during the June 2014 monitoring visit that only two of the monitoring wells outside of the vent trench could be found due to overgrown vegetation.

CGL has previously undertaken feasibility assessments for potential development options for the site in 2005 and 2012. The reports concluded that the two options considered (tennis courts, bowling greens and pavilion buildings in 2005 and sports pitches with pavilion in 2012) were feasible and provided recommendations to address potential risks associated with settlement, ground gas and to protection human health and controlled waters. It was also recommended that the existing cap be augmented to a depth of 1m with suitable cohesive material and a growth medium.

2.5.3 CGL updated site maintenance and management plan (August 2014)

An updated site maintenance and management plan was compiled by CGL in August 2014¹. The plan identified the requirements recommended in the short, medium and long term should the site remain as informal public open space. In summary the requirements included:

1. Additional gas and groundwater monitoring;

2. Surface emission monitoring;
3. Inspections, re-levelling and augmentation of the clay cap, as required;
4. Managing and maintenance of the vegetation to ensure that the vent trench is not further covered/blocked;
5. Ecology surveys;
6. Drainage/control of surface run-off; and
7. Producing a DSEAR (Dangerous Substance and Explosive Atmospheres Regulations) assessment.

3. FEASIBILITY ASSESSMENT AND IDENTIFICATION OF ABNORMAL DEVELOPMENT REQUIREMENTS

3.1 Introduction

The CGL updated site maintenance and management plan (2014)¹ concluded that it was feasible for the site to remain as informal public open space, subject to a number of measures being put in place, as discussed in Section 2 above. The assessment presented below has assumed that the short term measures presented within the updated site maintenance and management plan will be undertaken and therefore these measures have not been included below.

This assessment has considered the feasibility of the following three potential options for development of the site:

Option a – Formal public open space;

Option b – Sports ground; and

Option c – Sports ground and pavilion.

In order to evaluate the feasibility of each option, the assessment has considered the potential abnormal development requirements associated with the following aspects:

- Remedial measures required for the protection of human health (Options a, b and c);
- Pitch construction (Options b and c);
- Pavilion foundations and associated infrastructure (Option c only);
- Underground Services (Options b and c);
- Ecological implication of landscaping (Options a, b and c); and
- Future monitoring and maintenance (Options a, b and c).

The abnormal requirements associated with these aspects for each of the potential development options are described in the following sections.

3.2 Human health protection measures

3.2.1 Capping layer (Options a, b and c)

The cap currently present across the site is inconsistent in thickness and composition (granular and cohesive). However, the risk assessments undertaken to date indicate that, based on current conditions, the potential risk presented to human health from contaminants in shallow soils is low. This is with the exception of a localised hotspot of lead that has been identified in shallow soils, which presents a potential risk to human health. The updated site maintenance and management plan recommended that further assessment and/or remedial works should be undertaken to address this potential risk.

In the event that long term use of the site becomes formal open space (Option a), it is anticipated that re-levelling works will be required. This should be carried out in combination with upgrading the cap to allow continued protection to site users by providing a consistent cohesive layer above the landfill material.

Should sports pitches with or without a pavilion be selected (Options c or b), then it is anticipated that the construction of the pitches (and pavilion) will mitigate potential risks to site users in these areas. The clay cap should be upgraded in the areas outside of the pitches and pavilion as outlined above.

3.2.2 Ground gas protection measures for buildings (Option c only)

Over a 10 year period (although not at regular intervals and not consistently at the same locations) 18 rounds of gas monitoring have been conducted at boreholes across the site, the findings of which are summarised within the updated preliminary summary report². Monitoring has typically indicated the site to be Characteristic Situation (CS) 3, although the monitoring in 2013 indicated that the potential worst case condition may be CS4. It is recommended that a gas risk assessment be undertaken to confirm the appropriate gas regime and enable ground gas protection measures to be designed. This should include generation of representative gas screening values and consideration of the appropriate building type (i.e. public or commercial building). The assessment should also take into account the location and design of the pavilion building.

As a reasonable worst case, assuming a site classification of CS4 and the building type being a public building, this would require a gas protection score of 5 based on the British

Standard⁹. This could be achieved through the following measures:

- **Ventilation:**
 - Passive subfloor ventilation with very good performance (*score = 2.5 points*).

- **Barriers (Floor slabs):**
 - Reinforced concrete ground bearing foundation raft with limited service penetrations that are cast into the slab (*score = 1.5 points*); or
 - Reinforced concrete cast in situ suspended slab with minimal service penetrations and water bars around all slab penetrations and at joints (*score = 1.5 points*).

- **Membranes:**
 - Proprietary gas resistance membrane to reasonable levels of workmanship/in line with current good practice under independent inspection (CQA) (*score = 1 point*).

3.3 Pitch construction (Options b and c)

There are four Options available for the construction of the sports pitches. These include:

1. Re-grading and compaction of the existing capping material;
2. Re-grading and compaction of the existing capping material and provision of a geogrid layer beneath to provide additional support;
3. Replacement of the existing capping material with a suitably compacted granular sub-base layer with a geotextile and geogrid layer beneath to prevent fines from entering the granular layer and to provide additional support;
4. Replacement of the existing capping material with a reinforced concrete raft of limited size.

⁹ British Standards (2007). Code of practice for the characterisation and remediation from ground gas in affected developments. BS 8485:2007

The upfront capital cost for the above pitch options may typically increase from pitch option 1 to pitch option 4. Although pitch option 1 may result in lower capital cost, it would need to be accepted by WBC that significantly more on-going maintenance of sport playing surfaces will be required, compared to the other options, if settlement of the landfill waste affects the playing surface's serviceability.

Another option could be to reuse the existing capping at the site and provide the required support from settlement by provision of a geogrid layer (pitch option 2). However, given the variability of the capping materials at the site this may not be appropriate.

A more costly (in capital outlay) approach would be to construct the sports pitches on a compacted and geo-reinforced granular sub-base layer (pitch option 3). In addition, a geotextile layer should be placed as a separating layer to act as a barrier and prevent upward migration of fines. The additional costs associated with this option would include: import of suitable granular materials, provision of the geotextile and geogrid, disposal of soils excavated to allow construction of the sub-base (unless final finished levels allows for this material to be retained on site). Pitch option 3 would however reduce on-going maintenance costs when compared to pitch options 1 and 2 although periodic general sport pitch maintenance or resurfacing may still be required to adjust levels. This option is considered the most suitable and cost effective solution for the site as it offers the greatest possibility of stability to the final surface and it is a practice accepted by Sport England and Sports and Play Construction Association¹⁰.

The adoption of discrete reinforced concrete rafts was recommended by CGL in 2005 (pitch option 4) when the development plans included tennis courts and bowling greens (which are relatively small areas very sensitive to a flat playing surface requirement). Although this could still be an option this would not be cost effective if football/cricket pitches are part of the proposed development.

Drainage beneath sport pitches is standard practice and therefore not considered to be abnormal. However, consideration should be given to where the drainage system is placed, as surface run-off should not be allowed to migrate into landfill material as this may generate leachate.

¹⁰ Sport England and Sports and Play Construction Association. *A Guide to the Design, Specification and Construction of Multi Use Games Areas including Multi-Sport Synthetic Turf Pitches. Part 1 (of 3) – General Guidance and Design Considerations; Dimensions and Layouts.*

Regardless of the pitch option chosen, prior to construction of the pitches a cohesive cap should be maintained across the site, particularly in the landscaped areas. The cap currently present is inconsistent in thickness and composition (granular and cohesive). Therefore, a cohesive layer a minimum thickness of 600mm should be maintained above the landfill material. This may need to be completed inside and outside the alignment of the venting trench as some landfill material was encountered at some locations outside the venting trench including boreholes HS303, HS301 and HS304. However, this material may not be truly representative of the landfill material based on its description in the logs (not as much miscellaneous waste present) and the low ground gas concentrations encountered at these locations.

Where possible, the topsoil and capping at the site should be re-used. This could be accomplished through waste exemptions, environment permits or through the Development Industry Code of Practice¹¹. The latter has been developed to enable earthworks on site using site won material and this is within the Site Waste Management Plan.

However, depending on finished levels and the suitability of the existing soils, additional materials may need to be imported, which would increase development costs.

3.4 Foundations for pavilion construction (Option c)

Should the proposed development include the construction of the pavilion, a reinforced concrete raft solution remains the most viable foundation solution for the pavilion as this would be less sensitive to differential and overall settlement across the building footprint. A raft would also be more cost effective than pile foundations (when considering both installation and drilling arisings that would require disposal if piles were used). In addition, before pile foundations could be used at the site a Foundation Risk Assessment¹² would need to be completed and submitted to the Environment Agency for approval.

Settlement of the structure is likely, however this can be alleviated either by designing the structure to be re-levelled across the raft by jacking at the short column positions or excavation of formation and replacing with compacted granular material reinforced with a geogrid (and a geotextile separator). The latter option may be more cost effective,

¹¹ CL:AIRE. *The Definition of Waste: Development Industry Code of Practice*. Contaminated Land: Application in Real Environments. Version 2. March 2011.

¹² Environment Agency (2001). *Piling and Penetration Ground Improvement Methods on Land Affected by Contamination: Guidance on Pollution and Prevention*. NC/99/73.

mitigating the need to design the structure as above and reducing the maintenance requirement.

The previous investigations completed at the site have been focused on confirming the suitability of the current use (open space). However, the investigations have not obtained information needed to confirm requirements for future developments that include buildings. In-situ testing to determine the state of compaction of the landfill material (a combination of dynamic probing and window sampling with in-situ Standard Penetration Tests; nominally to 10m is recommended) and the percentage of organic or putrescent material present is required to provide an indication of the amount of settlement that might occur throughout the design life of the development. This additional information will allow the foundations to be appropriately designed. In addition, Atterberg Limit testing should be conducted to determine the shrink/heave potential of the shallow soils, which might impact the foundations. Chemical analysis (pH and water soluble sulphate) is required to allow the appropriate design of buried concrete.

Once the development plans have been confirmed, loadings are known and additional ground information obtained, an assessment of the potential settlement of the raft foundation will be required. This can be completed through programmes such as PDISP¹³.

3.5 Installation of underground services (Options b and c)

It is anticipated that it would not be necessary to install underground services should formal open space be selected. However, underground services will be required for the pavilion, and also potentially for the sports pitches for irrigation and drainage.

Underground services should be protected from deeper underlying contamination. In accordance with UKWIR guidance¹⁴ without development plans and targeted sampling and testing it is not possible to accurately assess what pipework may be necessary on a site. In the absence of detailed data a default of 'barrier pipe' should be assumed as acceptable to the water company (which is likely given the site's history). Pipework for water supply pipes and other underground services should be agreed with the relevant statutory authorities.

Services should be placed in oversized, geotextile lined trenches that have been backfilled

¹³ Oasys software.

¹⁴ UK Water Industry Research. *Guidance for the selection of water supply pipes to be used in brownfield sites*. Report Ref No. 10/WM/03/21. 2010.

with clean granular material to protect the pipes and also maintenance workers from coming into contact with possible contaminated soil.

Services and manhole chambers should be designed and constructed allowing for potential on-going settlement by adopting appropriate falls in drains and with articulated joints and flexible pipework. The natural topography should also be considered for the layout of the final development as the drop in ground level from south to north could be used to accommodate the required fall for the drains. In addition, ventilated manhole chambers will be required to prevent the build-up of ground gases within these enclosed areas.

3.6 Ecological implications of landscaping (Options a, b and c)

It is assumed that some form of landscaping will be incorporated into the final development. There are currently trees and vegetation present along the boundaries of the site and development of the site may result in an ecological impact. An ecological appraisal was completed by RPS in 2004, which stated that the site was likely to be of local ecological significance and the ecological value of the site was largely restricted to the periphery.

CGL also obtained a preliminary ecological assessment (by Remenham Associates) based on the photographs taken during the site walkover in March 2012. A summary of this assessment is provided below:

The site generally - and in particular the gas trench and its vegetation - present suitable habitat for nesting birds around the edge of the site and in the vegetation, amphibians and reptiles (although only the common species and at relatively low density). There is some standing water on the site shown in the photographs, but this looks as though it may be seasonal and so the potential for Great Crested Newts (GCN) is limited from the site itself.

However, the risk of GCN living in ponds around the site's perimeter can't be ruled out and the vegetation does provide suitable terrestrial habitat for them. There MAY be bats in the trees which are shown the photographs - an inspection would be needed to confirm presence / absence as the quality of the trees as suitable habitat is unclear.

The updated site maintenance and management plan¹ recommended that a Constraints Survey (factual report and recommendations for further works, if necessary) be undertaken for the site prior to clearing vegetation. In addition, a data search is recommended to confirm if a Great Crested Newt survey is required. These surveys would be required to identify the potential constraints associated with clearing vegetation within

the vent trench and to locate the missing boreholes, and enable mitigation measures to be defined.

In addition, prior to the development of the site (Options a, b or c) it is recommended that an Extended Phase 1 Habitat Survey is completed to confirm the ecological issues, if any, at the site and the mitigation measures required prior to development and clearance of vegetation. The Extended Phase 1 Habitat Survey will include identifying the potential for relevant protected species (including bats) and set out recommendations for the procedures to follow during site clearance. This survey would be suitable for submission as part of a planning application for near future development, if required. However, it should be noted that there is a 'shelf-life' attached to these surveys as site circumstance change.

3.7 Monitoring and maintenance

3.7.1 Pitches (Options b and c)

Should the development include the construction of sports pitches, the surfaces of the sports pitches generally need to be maintained on a regular basis. Increased maintenance may be required for development options b and c due to increased sensitivity to potential settlement. The frequency of this maintenance will depend on the pitch construction used. However, the preferable pitch construction described above, i.e. pitch option 3, would reduce the amount of additional maintenance require due to settlement.

3.7.2 Landscaped areas (Options a, b and c)

Typically, for landfills, most settlement takes place over 30 years with the majority occurring in the initial 5 year period. Therefore, self-settlement of this landfill should be largely complete. It is recommended that the cap is inspected after re-levelling and augmentation, should this be undertaken, to confirm if settlement is still occurring and if differential settlement has resulted in cracks/undulations. Such cracks/undulations could provide a pathway for ground gases to migrate to the surface, allow infiltration of water or permit ponding of water at the surface.

3.7.3 Ground gas (Options a, b and c)

Ground gas monitoring should be completed during the construction phase and for a period of time after construction to confirm that the ground gas regime beneath the site and outside the venting trench has not been adversely affected by the construction activities and changes to the capping layer.

Monitoring should be completed twice a month during construction and twice a month for 3 months after construction. Figure 4 shows the locations of the monitoring boreholes that should be maintained at the site. These are also highlighted below in Table 2. As highlighted in the updated site maintenance and management plan, it will be necessary to clear vegetation to allow access to the selected monitoring boreholes indicated below prior to monitoring visits.

Table 2. Suggested boreholes for long term monitoring

Borehole	Location
HS304, BH01	Northern boundary; outside venting trench
BH03, BH107	Eastern boundary; outside and inside venting trench
BH101, BH102	Eastern boundary; outside and inside venting trench
HS301, BH103	Southern boundary; outside and inside venting trench
BH02	Southern boundary; outside venting trench
BH114, BH105	Western boundary; outside and inside venting trench
HS302, BH104	Western boundary; outside and inside venting trench

Note: Where access is possible boreholes within the private gardens of surrounding residential properties should also be monitored.

3.7.4 Groundwater (Options a, b and c)

Prior to development, monitoring installations within the site are likely to be damaged or destroyed during construction, particularly during pitch and pavilion construction, but possibly also during re-profiling of the capping layer should formal open space be selected. Monitoring wells with response zones within the underlying Folkestone Formation should be decommissioned, in accordance with Environment Agency guidance¹⁵, to prevent creation of a pathway to the Principal Aquifer. These include boreholes BH401, BH402 and BH303. After monitoring at the site has been completed the remaining wells with installations into the underlying Folkestone Formation should also be decommissioned.

¹⁵ Environment Agency (2012). *Good practice for decommissioning redundant boreholes and wells*. Product Code GEHO0112BWAU-E-E. January 2012.

These include boreholes on-site (BH01, BH02, BH03, BH101, BH105, BH114, BH301 and BH302) and off-site (BH201, BH202, BH203).

4. CONCLUSIONS & RECOMMENDATIONS

4.1 Conclusions

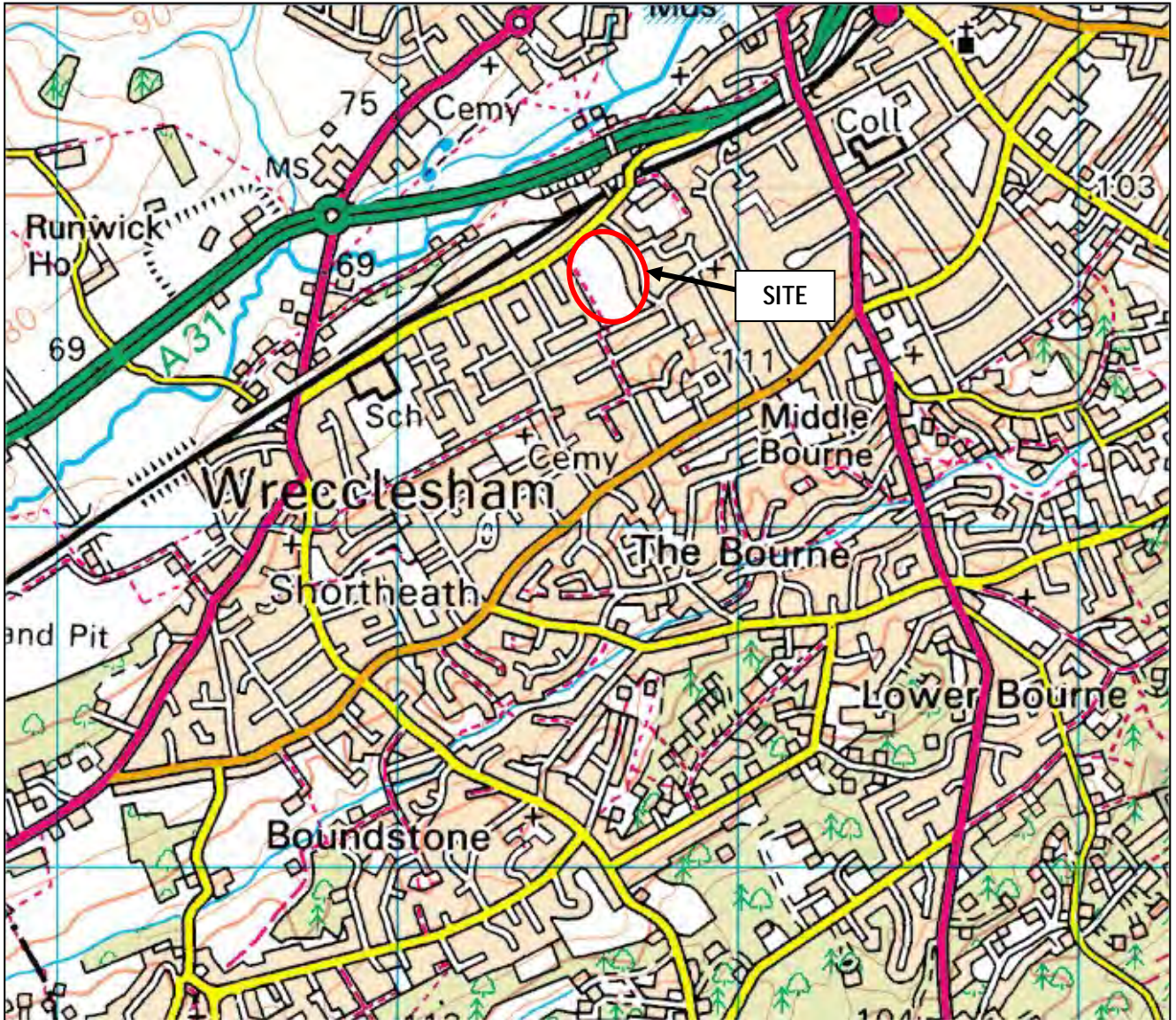
Based on the information provided in the reports available for the Weydon Lane Landfill the site can be redeveloped into a) a formal public open space, b) a sports ground or c) a sports ground and pavilion. Given the site history there will be abnormal development costs associated with each of the three development options. These are summarised in Table 1 below.

The assessment for the three development options outlined above has assumed that the short term measures presented within the updated site maintenance and management plan² will be undertaken and therefore these measures have therefore not been included within the abnormal requirements outlined in Table 1.

Table 1: Abnormal Requirements for Potential Developments

Potential Development Option	Human Health Protection Measures	Pitch Construction	Foundations	Underground services	Ecology	Monitoring & Maintenance
(a) Formal public space (e.g. park with planting)	Upgrading of the clay cap with cohesive soils to provide a barrier from contamination within the underlying soils.	N/A	N/A	N/A (No service installation anticipated)		Soil gas monitoring to confirm that the works have not changed the onsite and offsite soil gas regime. The cap and site levels should be inspected twice a year to determine if maintenance is required. Decommissioning of monitoring wells with response zones within the underlying Folkestone Formation
(b) Sports ground without pavilion	Pitch construction and upgrade of the existing clay cap to provide a barrier from contamination within the underlying soils.	Options for construction of the sports pitches in order of increasing cost and complexity are: 1. Re-grading and compaction of the existing capping material. 2. Re-grading and compaction of the existing capping material and provision of a geogrid layer beneath to provide additional support. 3. Replacement of the existing capping material with a suitably compacted granular sub-base layer with a geotextile and geogrid layer to prevent fines from entering the granular layer and to provide additional support. 4. Replacement of the existing capping material with a reinforced concrete raft of limited size.	N/A			Soil gas monitoring to confirm that the works have not changed the onsite and offsite soil gas regime. Decommissioning of monitoring wells with response zones within the underlying Folkestone Formation The cap and site levels should be inspected twice a year to determine if maintenance is required.
(c) Sports ground with pavilion	Ground gas risk assessment and design of ground gas protection measures, anticipated to include appropriate floor slab design, proprietary gas membrane and sub-floor ventilation. Pitch and pavilion construction and upgrade of the existing clay cap to provide a barrier from contamination within the underlying soils.		A reinforced concrete raft solution remains the most viable foundation solution for the pavilion as this would be less sensitive to differential and overall settlement across the building footprint. Settlement of the structure can be alleviated either by designing the structure to be re-levelled across the raft by jacking at the short column positions or excavation of formation and replacing with compacted granular material reinforced with a geogrid (and a geotextile separator). Further investigation and assessment required to design foundations.	'Barrier pipe' should be assumed for water supply pipes. Services should be placed in oversized, geotextile lined trenches that have been backfilled with clean granular material. Services and manhole chambers will have to allow for potential on-going settlement by adopting appropriate falls in drains and with articulated joints and flexible pipework. Ventilated manhole chambers required.	Extended Habitat Survey to identify the mitigation measures required prior to development and clearance of vegetation.	Decommissioning of monitoring wells with response zones within the underlying Folkestone Formation The cap and site levels should be inspected twice a year to determine if maintenance is required. The surfaces of the sports pitches generally need to be maintained on a regular basis. Increased maintenance may be required due to potential settlement issues. The frequency of this maintenance will depend on the pitch construction used.


FIGURES



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<p>Client Waverley Borough Council</p>	<p>Project Weydon Lane Landfill, Farnham</p>	<p>Job No CG/5934C</p>
	<p>Title Site Location Plan</p>	<p>Figure 1</p>




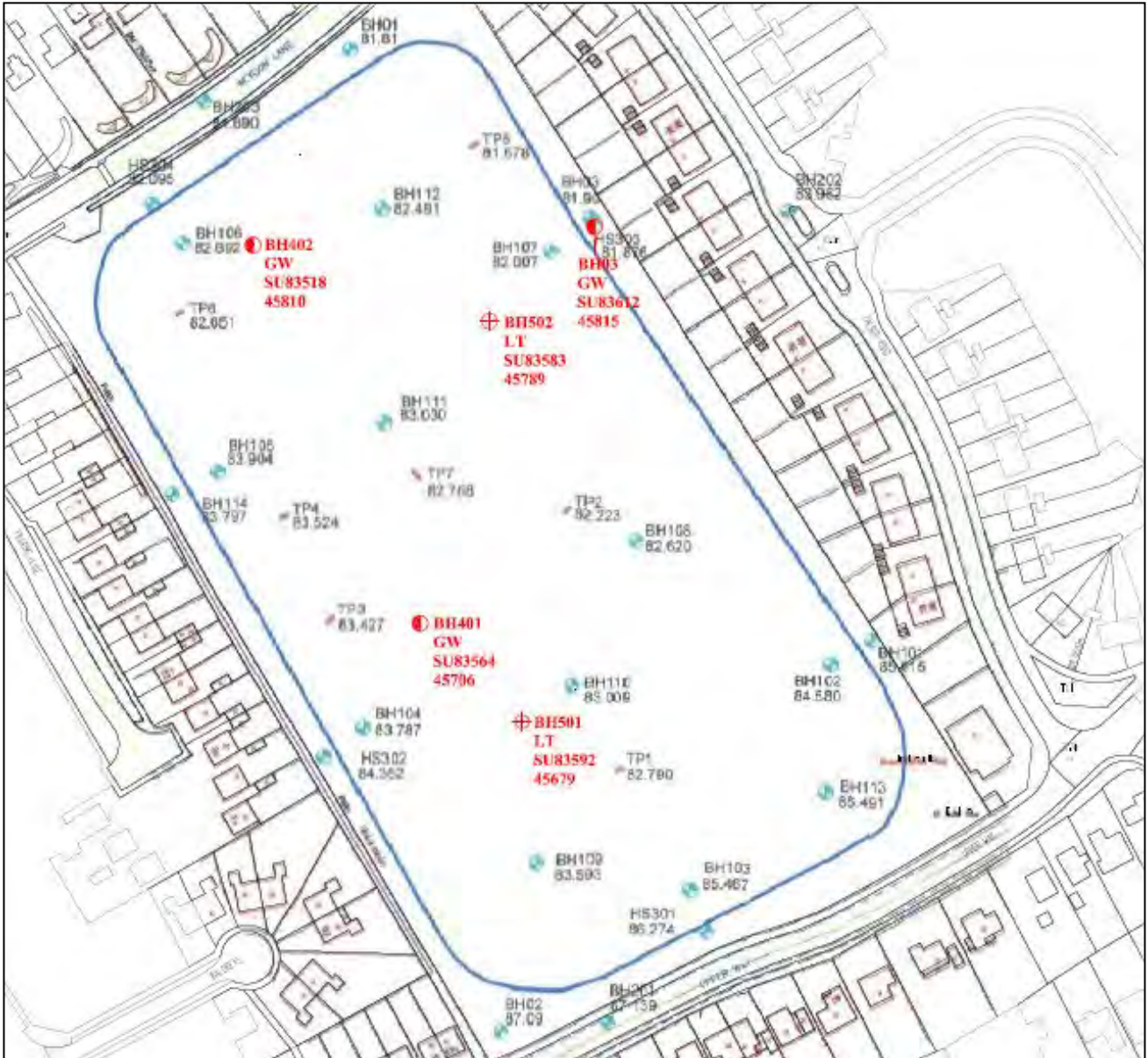
Reference: RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Site Layout Plan	Figure 2




Reference: RPS Planning Transport and Environment. Final Environmental Site and Risk Assessment Report at Weydon Lane, Farnham, Surrey. JER2963. August 2006

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Exploratory hole location plan - RPS	Figure 3a



Reference: Hyder Consulting (UK) Ltd. Weydon Lane Landfill. Groundwater and Human Health Assessment, Ground Investigation and Interpretation. 0001-GD00720-GDR-02. August 2008.

(75 hand dug trial pits also excavated across the site based on a herringbone pattern and a grid size of 16.6m by 16.6m)

Client Waverley Borough Council	Project Weydon Lane Landfill, Farnham	Job No CG/5934C
	Title Exploratory hole location plan Hyder	Figure 3b

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Item	Abnormal development requirements	Preliminary Budget Abnormal Costs	Comments
1	Clay cap	£2,400,000 - £2,600,000	(1) Assuming approximately 36000m ³ of engineering clay imported; (2) Includes for mobilisation, supervision, welfare, site maintenance and security, landscaping works after placement of cap (3) Maximum cost includes for off site disposal of excavated material
		£19,000	(1) For Construction Quality Assurance, (2) Assumes 16 week programme; 2 visits per week during a 10 week period; chemical testing and geotechnical testing
2	Land drainage (if final use is informal / formal public open space)	180,000 - £190,000	(1) Drain pipes with allowance for bends, junctions, saddles, tapers; and excavating trenches by machine (2) Surplus spoil removed off site to nearest tip
3	Pavilion Foundations	1 Storey: £6,600 - £8,400	(1) Assumed an area of 600m ² (2) Based on unit rates provided in Spon's Civil Engineering and Highway Works Price Book 20102 (3) Based on the difference between standard shallow strip foundations and raft foundations
		2 Storeys: £30,000 - £33,600	
		Extra Storey: £42,000 - £66,000	
		1 Storey: £88,400 - £115,400	(1) Assumed an area of 600m ² (2) Based on unit rates provided in Spon's Civil Engineering and Highway Works Price Book 2012 (3) Based on the difference between standard shallow strip foundations and pile foundation foundations (4) Includes for provision of a foundation risk assessment for submission to the Environment Agency (5) Excludes for disposal of excess arisings
4	Gas / Damp Proof Membrane	£1,000 - £2,000	(1) Assumes a floor slab area of 600m ² (2) Lower range assumes Monarperm 500 membrane, upper range assumes a 2000 gas membrane (3) Based on unit rates provided by Visqueen, Monarperm and in Spon's Civil Engineering and Highway Works Price Book 2012 (4) Excludes ancillary items such as jointing tape. (5) Choice between gas and damp proof membranes depend on the foundation and floor slab solutions (6) excludes installation, inspection and integrity testing.
5	Sub-floor ventilation	£10,000 - £11,000	Based on cost estimate obtained from Cordek for 200mm thick void former, including air bricks and periscopic vents.
6	Pitch construction	Grass Pitch: £210,000 - £240,000	(1) Assumes an area of 8000m ² (2) Based on cost provided by Kestrel; a mix of Kestrel Options 2 and 3 to provide likely preferred option (i.e. compacted granular subbase with a geotextile and geogrid layer beneath (3) Includes vegetation clearance, drainage and 12 months maintenance (4) Upper range includes the provisional items recommended by Kestrel
		3G Artificial Pitch: £390,000 - £410,000	(1) Assumes an area of 9000m ² (2) Based on cost provided by Kestrel (3) Includes vegetation clearance and drainage (4) Upper range includes the provisional items recommended by Kestrel
7	Underground services	Unable to provide a cost at this stage as layout and length of services not determined	
8	Assessment of settlement of raft foundation	£2,000 - £3,000	Final cost will depend on the results of the supplementary site investigation.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 6 JANUARY 2015

Title:

SHARED OWNERSHIP IN WAVERLEY

[Portfolio Holder: Cllr Stewart Stennett]

[Wards Affected: All]

Summary and purpose:

This report responds to the request from the Corporate Overview & Scrutiny Committee meeting on 24 June 2014 for provision to be made for those working or seeking work in essential jobs in the borough and for the criteria to prioritise village connections on exception sites in rural areas to be included in the prioritisation process for shared ownership properties in Waverley. It presents a revised priority list based on the results of a survey of local employers on affordability and access to housing issues affecting their staff and recommends establishing a practice note for local housing associations.

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

This report relates to the Council's Corporate Priority of providing more **Affordable Housing** in the Borough for local people and is part of the Council's strategic enabling role to meet local housing need. Shared ownership is a form of affordable housing and represents a significant proportion of new affordable homes which are built in Waverley.

Financial Implications:

This report sets out proposals for prioritising shared ownership applications and does not have any direct financial implications. The scheme will continue to operate within the existing resources.

Legal Implications:

None relating to this report.

Background

1. Applications for affordable home ownership in Waverley are administered by Bedfordshire Pilgrims Housing Association (BPHA), which has been the government-appointed Help To Buy Agent since 1 April 2014.
2. At that date, BPHA held 226 applications for shared ownership from households living or working in Waverley and unable to purchase a home on the open market, as set out in the table below. 90% of applicants are currently living with family or friends or renting privately. 68% have an annual household income of between £20,000 and £50,000.

	Number of households
Households who both live and work in Waverley	83
Live in Waverley but work elsewhere	110
Work in Waverley but live elsewhere	33
TOTAL	226

3. Of the 226 applicants, 37 households include at least one public sector worker. Previously, the Government gave priority to ‘key workers’, who were people employed to provide public services.

Employment sector	Local authority/ Social Services	Education	Police/Fire service	Health
No of households	9	14	6	8

4. There are currently five new build schemes underway which include an element of shared ownership. These will generate 36 new affordable homes for shared ownership. There are a further seven schemes including an element of shared ownership which have secured planning permission. If all are implemented, these would generate a further ninety nine affordable homes for shared ownership.

Links between Employment and Housing

5. Based on a mortgage which is 3.5 times household income, households need incomes ranging from about £46,657 to purchase an entry level property in Cranleigh to an income of £74,056 to purchase a property in a rural settlements in the borough. The table below shows the income levels required to purchase an entry-level property on the open market.

Area	Lower quartile purchase price
Cranleigh	£46,657
Farnham	£59,829
Haslemere	£63,429
Godalming	£61,000
Smaller rural settlements	£74,056

6. Currently 71.2% of Waverley households have an income under this threshold of £60,000 which is the threshold up to which households are eligible for affordable homes for rent and for shared ownership.
7. Data from the Annual Survey of Hours and Earnings (ASHE) shows that people who work in the borough tend to earn less than workers who live in the borough but commute out to higher paid areas. The differential between live and work incomes is more significant in Waverley than in Guildford, Surrey or the South East, suggesting that people in local employment are more likely to be marginalised from the housing market.

Area	Median		Lower quartile	
	Workplace	Resident	Workplace	Resident
Waverley	£26,252	£36,770	£20,000	£22,544
Guildford	£31,883	£35,365	£23,367	£23,939
Surrey	£31,473	£34,595	£21,785	£23,515
South East	£28,181	£29,491	£20,010	£20,654

Main findings of research into the impact of housing costs on local employers

8. In September, the Housing Strategy and Enabling Team surveyed local public and private sector employers to establish the extent to which housing costs affect the recruitment and retention of their staff. Invitations to take part in the online survey were sent to 482 members of Waverley's Business Forum, 48 schools, 27 care homes/supported housing providers and other public sector organisations.
9. 43 responses were received; 54% of which were from the private sector (including independent schools, public houses, gyms, estate agents, private care homes and insurance brokers) and 46% in the public sector (including NHS North East Hampshire and Farnham Clinical Commissioning Group, Waverley Borough Council, Fire and Police Services and state schools). The full report on the survey outcome is available on the Council's website at www.waverley.gov.uk/housingstrategies
10. The main findings were:
 - More than four fifths of companies based in Waverley who responded to the survey viewed a lack of housing that people can afford in the local area as having had a great deal of impact on the local economy.
 - 88% of respondents viewed a lack of affordable housing in the local area as having 'some or a great deal of impact' on their ability to recruit or retain staff.
 - 68% of respondents reported that employees commute into work because they cannot afford to live in the area, with 32% of respondents believing this factor has had the greatest impact on their organisation's efficiency.
 - 42% of respondents reported that employees have relocated away from the local area as the cost of buying a home in the local area is too high.
 - 83% of respondents reported some or great difficulties in recruiting new staff, as opposed to 58% of respondents who reported some or great difficulties in retaining staff.
 - Feedback from public and private sector employers based in Waverley who responded to the survey was similar, suggesting that income levels for workers across sectors are commonly below the level required to access housing on the open market.

Analysis of shared ownership purchasers with a local connection to Waverley

11. Since April 2012, there have been 60 completions of shared ownership sales on new build and existing properties in the borough and a further 24 have been reserved and are proceeding towards completion. Almost 70% of these homes (58 properties) have or are in the process of being sold to households with a live or work connection to Waverley or have an immediate family member living in Waverley.

Purchasers living or working in Waverley	67%
Purchasers with an immediate family member living in Waverley	2%
Purchasers with a local connection to Surrey through living/ working in another borough/ district	13%

Sold on the open market following expiry of the nomination period	10%
No local connection to Waverley/ Surrey but were registered on the Help to Buy register and had a housing need (lived in Hart, East Hants, Rushmoor or Oxfordshire)	8%

12. The purpose of establishing a framework for the prioritisation of shared ownership applicants is to increase the percentage of shared ownership purchasers from Waverley and meet local housing need.

Shared ownership on rural exception housing sites

13. The framework has been revised to include the prioritisation that is given to applicants with a village connection for shared ownership schemes on exception sites in rural areas. This is captured in Section 106 agreements for these sites.

Conclusion

14. Research has illustrated that employers in the public and private sectors experience similar recruitment and retention issues. An additional medium priority category is included for people seeking employment in Waverley to help support local employers to recruit staff to the area.

15. The proposed framework, attached at Annexe 1, sets out a clear prioritisation process for shared ownership applications where demand exceeds supply and brings the way shared ownership applications from people with a local connection to Waverley are prioritised in line with Waverley's Housing Allocations Scheme for social rented homes, and also gives priority to those seeking employment.

16. The report was considered by the Corporate O&S Committee on 25 November 2014. The Committee thanked officers for responding to comments made by the Committee at its meeting in June 2014, and that the outcome of the survey of local employers had provided important evidence to support the proposed prioritisation of shared ownership applications. The Committee asked that the ranking of the Medium priorities be clarified by numbering them 1 -3, and endorsed the proposed framework for prioritising shared ownership applications to the Executive for adoption.

Recommendation

It is recommended that the framework for prioritising shared ownership applications be agreed, which will come into effect immediately.

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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Proposed framework for prioritising shared ownership applications

1. The framework is proposed to formalise the process to prioritise shared ownership applications, in line with Council research and recent changes to the Council's Allocation Scheme. This gives priority to applicants with a local connection to Waverley. Applicants choose which homes to apply for according to their preference for area and type of housing, in a similar way to the Council's Choice Based Lettings scheme.
2. The purpose of the framework is to ensure that the investment in shared ownership homes, provided by private sector subsidy, meets the housing needs of applicants with a local connection to Waverley and that Registered Providers prioritise Waverley applicants ahead of those from elsewhere and assists local employers to recruit employees.
3. The table below sets out the proposed framework for prioritising shared ownership applications. Applications with the same priority will be arranged by date order, which is also the approach used under the Council's Allocation Scheme.

Priority	Criteria
High priority (1 or more of the following)	<ul style="list-style-type: none"> • Applicant is a Council or Registered Provider Association tenant in Waverley
	<ul style="list-style-type: none"> • Applicant is an eligible MOD personnel
	<ul style="list-style-type: none"> • Applicants with a village connection for rural exception housing schemes
Medium priority (in priority order)	(1) Applicant has a live/work connection or immediate family living in the borough AND in housing need, by virtue of 1 or more of the following: <ul style="list-style-type: none"> • Applicant is under threat of impending homelessness • Applicant needs to move for medical reasons • Applicant requires additional bedroom for children / carer • Applicant is living with relative or in lodgings sharing facilities • Existing low cost home ownership households who need to transfer
	(2) Then households who live or work in the Borough
	(3) Then households seeking employment in the Borough
Low priority (1 or more of the following)	<ul style="list-style-type: none"> • Households who do not live or work in the Borough
	<ul style="list-style-type: none"> • Households unable to proceed swiftly with purchase of a property
	<ul style="list-style-type: none"> • Owner occupiers with accommodation suitable for their needs

4. This framework promotes equality by ensuring that, as far as possible, the limited supply of shared ownership homes in Waverley is allocated in a fair, consistent and transparent way. Affordable housing assists those on low incomes, may also benefit those with disabilities and older and younger people, as these groups are more likely to require affordable housing. The integration of affordable rented and shared ownership housing in clusters on new developments encourages community cross-section and social inclusion.
5. Annual monitoring of the profile of households waiting for shared ownership housing on the Help To Buy Register and monitoring of shared ownership allocations, will highlight the extent to which diverse needs are being met and indicate areas where a revised or different approach may be required.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 6 JANUARY 2015

Title:

SAFEGUARDING POLICIES – ADULTS AND CHILDREN

[Portfolio Holders: Cllrs Carole King and Simon Thornton]

[Wards Affected: All]

Summary and purpose:

This report presents the need for updated policies on Safeguarding Adults and Children and recommends their adoption to the Council.

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

Safeguarding most closely meets four of the Council's Corporate Priorities: Affordable Housing; Leisure and Lives; Understanding our Residents' Needs; Value for Money. However, it should be noted that safeguarding is everyone's responsibility, including Councillors, staff, contractors and volunteers and relates to all of the work Waverley carries out.

Financial Implications:

There are no financial implications.

Legal Implications:

Waverley has a responsibility to report safeguarding concerns to Surrey County Council, who, in turn, will respond appropriately based on these reports. Waverley's responsibilities are an intrinsic part of the safeguarding process, and should be carried out effectively and appropriately.

Background

1. Waverley's Safeguarding Policy was originally introduced in November 2012. Since this time, there have been a number of changes which need to be reflected in the Policy, including implementation of the Disclosure and Barring Service (DBS), changes to Waverley's senior management team and changes to the reporting and referral process to Surrey County Council. In addition, it was also considered timely to increase awareness of Waverley's safeguarding responsibilities and to implement a comprehensive training programme for all staff.

Review Process

2. The Safeguarding Policy has been reviewed by key members of Waverley, representatives from Surrey County Council and the Waverley Locality Team and representatives from supporting organisations.

3. Best practice knowledge acquired from other local authorities and external organisations such as the Social Care Institute for Excellence was also collected and incorporated into the updated policy.
4. The following list includes the main changes that are being proposed:
 - a) The document has been split into two separate policy documents, one for adults and one for children, in order to better highlight the differences in legislation and responsibilities.
 - b) Safeguarding roles and responsibilities of Waverley, Surrey County Council and other organisations have been more clearly defined
 - c) Improved information about government guidance and legislation has been included
 - d) New information about types of abuse and how to recognise them has been included
 - e) A clear set of procedures to follow in each policy have been included
5. Please see Annexes 1 and 2 for the new policy documents.

Conclusion

6. The adoption of updated Safeguarding Adults and Safeguarding Children policies will assist in a better understanding of the roles and responsibilities and the procedures that need to be followed when potential safeguarding issues are identified.

Comments from Corporate Overview & Scrutiny Committee

7. Corporate Overview & Scrutiny Committee considered the policies at its meeting on 25 November 2014 and was pleased to learn that a programme of training for all Council staff to raise awareness of safeguarding responsibilities had been completed recently, with more targeted training for certain staff as appropriate to their particular role. The Committee was concerned that training should be refreshed on a regular basis, and asked that this be confirmed as part of an annual report to the Committee on Safeguarding issues. The Committee felt that it would be helpful for Members to have a summary of the policies and information about who they should contact if they had safeguarding concerns about any residents or situations they encountered as part of their work in the community.
8. The Committee endorsed the adoption of the new Safeguarding Policies by the Executive.

Recommendation

It is recommended that the Executive

1. agrees that the Corporate Overview & Scrutiny Committee receives an annual monitoring report on Safeguarding issues at Waverley; and
2. recommends to the Council that the Safeguarding Policies for Adults and Children be adopted.

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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Safeguarding Children Policy

<i>Owned by:</i>	<i>Helen Burgess</i>
<i>Created Date:</i>	<i>October 2014</i>
<i>Equality Impact Assessment completed:</i>	
<i>CMT Approval Date:</i>	<i>29 October 2014</i>
<i>JCC Consultation Date:</i>	
<i>Executive/Council Approval date:</i>	
<i>Date for review:</i>	

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Preface

“Through our work as Councillors, staff and contractors, we all come across children and their families.

Occasionally we might see something that concerns us, and may worry that a child is at risk of being abused, harmed, neglected or exploited. Where this is the case Waverley expects Councillors, staff and contractors to act responsibly and report their concerns to the relevant part of Surrey County Council.

This is a sensitive area. The Council will always support the decision to make a referral, because we all want to help protect children and improve their quality of life.

By taking action you could save a life.”

Cllr Simon Thornton

Portfolio holder for Children and Young People

Policy Statement

Waverley Borough Council is committed to its responsibilities as a local authority with respect to children's safeguarding, such that:

- the needs and wishes of each child, be they a baby or infant, or an older child, are be put first, so that every child receives the support they need before a problem escalates;*
- all professionals who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;*
- all professionals share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues*
- all professionals contribute to whatever actions are needed to safeguard and promote a child's welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes*

Waverley recognises that:

- safeguarding is everyone's responsibility: for services to be effective*
each professional and organisation should play their full part;
- a child-centred approach is intrinsic to the process: for services to be effective they should be based on a clear understanding of the needs and views of children*

Scope of Policy

This policy covers all activities, areas and services provided by the Council, its agents, contractors or partners, and includes all Council employees, volunteers, agency workers, contractors and partners for and on behalf of the Council who come into contact with children and young people covered by this policy whilst going about their daily duties. The policy is also considered to be an appropriate reference guide for use by those Councillors whose particular roles may involve them coming into contact with children and young people.

This policy aims to provide a brief introduction to the law in relation to children's safeguarding, and offers practical guidance about safeguarding children to all employees, services, agencies and other professionals working with the Council.

This policy highlights the main themes and issues in children's safeguarding, defines key terms, delineates some of the possible indicators of abuse, and recommends what action to take when dealing with a suspected or actual case of abuse against a child. It also includes a list of contacts of organisations which can provide help and support to both children and practitioners.

Please see related 'Safeguarding children: procedure' document in annexe for detailed outline of procedures to follow when dealing with safeguarding concerns and disclosures. This Policy complements the Council's Safeguarding Adults Policy.

1. Introduction

This policy has been produced to meet the Council's duties and obligations with respect to children and young people. Waverley Borough Council, like all public authorities, has a statutory duty to help safeguard children and young people to assist its partners, particularly the County Council, in doing so.

According to statutory guidance under the Children's Act 1989 and 2004, safeguarding and promoting the welfare of children (individuals under the age of 18) is defined as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

It is part of this Council's ethos to want to serve everyone in our community so they can live happy, healthy, safe and fulfilled lives. Our Corporate Plan and other policy documents outline how we do this in terms of service provision and improvement and community leadership.

Although we do not have primary statutory responsibility for the role of safeguarding children, we do provide a range of services directly or indirectly for these client groups and where our Councillors, staff, Contractors, partners and volunteers come into contact with them. For example:

- Play areas, recreation grounds and leisure centres
- Council housing
- Tenancy and Estates and Housing Maintenance
- Housing Options and Family Support

We need to ensure that when delivering services in people's homes or at our venues, proper systems are in place to ensure that everyone is safe, particularly those who are less able to protect themselves. We need to be alert to signs of abuse and neglect and be prepared to raise our concerns with Surrey County Council who will follow up on these concerns and determine the best course of action for a particular child.

All those who come into contact with children and young people in their every day work, including staff who do not have a specific role in relation to safeguarding children and young people, have a duty to safeguard children and young people and promote their welfare and wellbeing. It is vital that every person who has contact with children and young people should be able to recognise when such groups are, or may be, at risk of harm.

The adoption of a Safeguarding Children Policy brings with it the requirement to regulate many of our services, including specific recruitment and selection, training and vetting procedures. The policy highlights the need for ongoing

training in safeguarding at all levels of the organisation so as to ensure that the policy is adhered to in a consistent manner.

2. Legislative/regulatory Context

There is a great deal of legislation which is relevant to different aspects of safeguarding children, making the area a complex and potentially difficult one. However, the most relevant pieces of government guidance and legislation which relate to safeguarding children include the following:

Children Act (1989)

The Act introduced the concept of 'children in need' and pinpointed 'significant harm' as the threshold that justifies compulsory intervention in family life in the best interests of children. The Act established that in cases where a practitioner is concerned about maltreatment, Children's Social Care for that area must initiate enquiries to find out what is happening to the child and whether protective action is required. Local authorities were also given the duty to make enquiries if they have reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm. The Act also stipulated that local authorities have to give due regard to a child's wishes when determining what services to provide, before making decisions about action to be taken to protect that child.

Human Rights Act (1998)

The Act, which came into force in 2000, incorporated the European Convention of Human Rights into UK law. The principle relevant passages consist of articles 2 (the right to life), 3 (prohibition on torture and inhumane or degrading treatment), 5 (the right to liberty) and 8 (the right to respect for private and family life, home and correspondence).

Children Act (2004)

The Act requires each local authority to make arrangements to promote cooperation between the authority, each of the authority's relevant partners and such other persons or bodies working with children in the local authority's area as the authority considers appropriate. The arrangements are to be made with a view to improving the wellbeing of all children in the authority's area, which includes protection from harm and neglect. The Act also required each local authority to establish a Local Safeguarding Children Board for their area.

Safeguarding Vulnerable Groups Act (2006)

The Act established the need for individuals wishing to work with children or vulnerable adults to be registered. The Act also established the Vetting and Barring Scheme, which oversaw the creation of two separate but aligned Independent Safeguarding Authority Barred Lists – one, a list of individuals barred from working with children, and the other a list of individuals barred from working with vulnerable adults. Pre-employment vetting was also introduced alongside Barred Lists.

Working Together to Safeguard Children (2013)

This piece of statutory guidance includes advice on providing early help, information sharing and focusing on the needs and views of the child. The

guidance also stipulates that social workers must make a decision within one working day of receiving a referral about what type of response is required and must acknowledge receipt to the referrer.

3. Definitions

Safeguarding and promoting the welfare of children is the process of protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

Abuse and neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. The abuse may be physical, sexual, emotional or be a form of neglect.

A **child**, in the context of safeguarding children, is any child or young person aged 0 to 19 years old (up to 25 years of age for young people with special needs).

A **child in need**, under the Children Act 1989, is a child whose vulnerability is such that they are unlikely to reach or maintain a satisfactory level of health or development, or their health and development will be significantly impaired, without the provision of services. The term also includes children who are disabled. Assessments by an appointed social worker are carried out in order to establish whether a child is in need or not. The critical factors to be taken into account in deciding whether a child is in need are what will happen to a child's health or development without services and what effect the services are likely to have on the child's standard of health and development.

Significant harm was introduced by the Children Act (1989) as the threshold that justifies compulsory intervention in family life in the best interests of children. The local authority is under a duty to make enquiries, or cause enquiries to be made, where it has reasonable cause to suspect that a child is suffering, or likely to suffer, significant harm. To make enquiries involves assessing what is happening to a child. Decisions about significant harm are complex and should be informed by a careful assessment of the child's circumstances, and discussion between the statutory agencies and with the child and family.

MAPPAs (Multi Agency Public Protection Arrangements) are put in place to ensure the successful management of violent and sexual offenders.

MARAC (Multi-Agency Risk Assessment Conference) is a regular local meeting where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies.

MASH (Multi Agency Safeguarding Hub), based at Guildford Police Station, provides a shared space for members of the Police, Children's Services, Adult Services, the Mental Health Team and Victim Support to communicate and coordinate their actions. The Hub receives notices of adults at risk and children coming to the attention of Police. It facilitates multi agency information sharing and action and ensures that coordinated approaches to risk assessments and cases are carried out.

Safeguarding Support Group is a Waverley-only monitoring group, which oversees the safeguarding@waverley.gov.uk email address and monitors safeguarding processes throughout the Council. As of October 2014, the Safeguarding Support Group is comprised of Kelvin Mills (x3432), Katie Webb (x3340) and Julie Shaw (x3245).

The Guildford and Waverley Children's Safeguarding Area Board brings together staff at Head of Service level and others as appropriate to ensure Waverley's compliance with Safeguarding issues for children. The Board meets regularly and discusses safeguarding guidance, policy and protocols, ensures that appropriate multi-agency information occurs and supports serious case reviews. The Family Support Team Manager currently sits on this Board.

4. Roles and responsibilities

Safeguarding is everyone's responsibility: any member of staff may come into contact with children or young people at risk of abuse throughout their work across the Borough of Waverley. This means that all activities, areas and services provided by the Council, its employees, volunteers, agency workers, partners or contractors, have a responsibility to be alert to safeguarding children and young people.

All those who come into contact with children and families in their everyday work, including practitioners who do not have a specific role in relation to safeguarding children, have a duty to safeguard and promote the welfare of children. You are likely to be involved in three main ways:

- you may have concerns about a child, and refer those concerns to Children's Social Care or the police;
- you may be approached by children's social care and asked to provide information about a child or family or to be involved in an assessment. This may happen regardless of who made the referral to children's social care;
- you may be asked to provide help or a specific service to the child or a member of their family as part of an agreed plan and contribute to the reviewing of the child's progress.

Staff have a duty to raise an alert (by contacting Surrey County Council) if they suspect or know that abuse, neglect or maltreatment (including sexual exploitation) has occurred towards a child, it must be done as soon as possible, in order to minimise the possible danger towards the child. If the case meets the Children's Social Care threshold, they will take on formal responsibility for the case, and will assign a social worker to the child and their family. If the case does not meet the Children's Social Care's threshold, Children's Services may carry out an Early Help Assessment, and Waverley has a monitoring responsibility. This means that staff must keep accumulating and documenting evidence about the child and their situation, as part of an ongoing assessment of whether a referral needs to be made.

Staff also have a duty to contact the Police or medical services in cases of emergency, when a crime has been committed or an individual's life is at risk.

Staff must also ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to a child and the reasoning behind these decisions.

5. Identifying a child at risk

Staff should be particularly alert to the potential need for early help for a child who:

- is disabled and has specific additional needs;
- has special educational needs;
- is a young carer;
- is showing signs of engaging in anti-social or criminal behaviour;
- is in a family circumstance presenting challenges for the child, such as substance abuse, adult mental health, domestic violence;
- is showing early signs of abuse and/or neglect
- is disclosing information that causes concern
- is accompanied or represented by an adult who discloses information that causes concern

Early help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years. Providing early help is more effective in promoting the welfare of children than reacting later.

Children's Services at Surrey County Council are responsible for carrying out formal Early Help Assessments.

5.1 Identifying abuse

Signs of abuse can often be difficult to detect, especially because the child may not be aware that they are being abused. However, the following non-specific signs may indicate that something is wrong:

- a significant change in behaviour
- extreme anger or sadness

- aggressive and attention seeking behaviour
- suspicious bruises with unsatisfactory explanations
- lack of self-esteem
- self injury
- depression
- age-inappropriate sexual behaviour
- child sexual exploitation

The four main categories of abuse that a child may be subjected to are physical, emotional, sexual abuse and acts of neglect. Please see **Annexe 1** for an explanation of each, including possible indicators.

Staff must keep in mind that instances of antisocial behaviour, harassment, bullying and hate crime may feed into safeguarding concerns. Recording instances of the latter in full and dealing with them adequately when they arise will help to prevent cases and safeguarding concerns developing.

5.2 Concerns about child abuse

The following section is intended to be read alongside the procedures to follow when a disclosure has been made about a child or you suspect that abuse has occurred towards a child. The procedures can be found outlined in full in **Annexe 2**.

When receiving a disclosure about the child or after witnessing an event which makes you suspect the child is being abused or neglected, you will need to make a quick evaluation of the situation and decide whether the situation is an emergency.

5.3 In cases of emergency

Where there is a risk to the life of a child or a likelihood of serious immediate harm, an agency with statutory child protection powers (Children's Social Care, the Police or NSPCC) should act quickly to secure the immediate safety of the child. If a crime has been or is about to be committed, or an individual's life is in immediate danger, please call the police and/or medical services on 999.

Record full details and preserve all evidence relating to the child and suspected or actual abuse.

Once you have contacted the emergency services, contact Children's Social Care at Surrey County Council (0300 200 1006). For the out of hours emergency duty team, call 01483 517 898. Staff should also fill out the Report It form on Backstage, to keep the Waverley Safeguarding Support Group informed of safeguarding cases. Staff should note that the Report It form is not a referral form: it is a monitoring tool which is used by the Safeguarding Support Group at Waverley.

5.4 In Cases of Non-Emergency

If you have concerns about a child, or receive a disclosure about abuse, neglect or maltreatment of a child from a member of the public, record full information about the disclosure and the person making the disclosure, including name(s), address(es), gender, date of birth, name(s) of person(s) with parental responsibility (for consent purposes) and primary carer(s), if different, and keep this information up to date.

Check whether other agencies are aware of the child and their situation. Remember that an allegation of child abuse or neglect may lead to a criminal investigation, so do not do anything that may jeopardise a police investigation, such as asking leading questions or attempting to investigate the allegations yourself. Clarify the situation, but do not conduct an investigation: Children's Services are responsible for this. Record in writing all concerns, discussions about the child, decisions made, and the reasons for those decisions. The child's records should include an up-to-date chronology, and details of the lead worker in the relevant agency, if there is one.

Seek to discuss your concerns with the child (as appropriate to their age and understanding) and their parents/carers in order to seek their agreement to making a referral to Children's Social Care. However, if sharing these concerns puts the child at risk of significant or further harm, seek advice from the duty manager at Children's Social Care.

5.5 Receiving a disclosure from a child

Staff must take any disclosure from a child seriously and should react calmly to the disclosure. You must not promise confidentiality to the child: you must make it clear that you may need to inform other people about the child's disclosure.

Do not make assumptions about what the child is saying or put words in the child's mouth. Avoid interrogating the child or asking leading questions. Staff must not verify the abuse: this is the responsibility of Child Protection. Take full notes of all the details after the disclosure has been made. Use direct quotes from the child as much as possible.

Reassure the child that they have done the right thing in telling you. Tell them what you will do next. Seek to discuss your concerns with the child (as appropriate to their age and understanding) and their parents/carers in order to seek their agreement to making a referral to Children's Social Care. However, if sharing these concerns puts the child at risk of significant or further harm, seek advice from the duty manager at Children's Social Care.

5.6 Making a Referral

As soon as possible on the same day that the concern about a child has been made, discuss it with your line manager. The longer intervention is delayed, the more potential damage could be made to the child in question. Your line manager will decide whether an alert needs to be raised by referring the case to Children's Services. **You or your manager could also, without necessarily identifying the child in question, discuss your concerns with**

the Referral Assessment and Intervention Service Team in order to develop an understanding of the child's needs and circumstances - call Children's Services on 0300 200 1006.

If, after discussing the case with your manager, you are concerned that the child may be a child in need, or may be at risk of suffering significant harm, and believe that the child and their parents would benefit from further services, contact Children's Social Care at Surrey County Council to make a referral (0300 200 1006). Agree with the recipient of the referral what the child and parents will be told, by whom and when. Staff must record information relating to all the steps taken (including decisions taken and the reasoning behind them) and individuals or external agencies contacted. Whatever the outcome, staff must ensure that they follow up on all cases referred to the Children's Social Care Team in order to track and record what has happened to it.

The Safeguarding Report It form, found on Backstage, must be completed after a discussion with your line manager and after you have raised a safeguarding concern. The form should be sent to safeguarding@waverley.gov.uk. It is important to always use this form as this enables senior management and Waverley's Safeguarding Support Group to: ensure the correct action and procedures have been taken when the initial concern is raised; monitor the progress of the case and ensure services or individuals within the Council are completing any actions, if required; monitor all safeguarding concerns and report on any trends.

All staff should note that when an alert is raised by telephone, they should confirm it in writing within 48 hours. Children's Social Care should acknowledge your written referral within one working day of receiving it, so if you have not heard back within 3 working days, contact Children's Social Care again and follow up on the referral. All staff at Waverley must ensure that they follow up on all cases referred to the Children's Social Care Team in order to track and record what has happened to it.

If the case meets the Children's Social Care threshold, they will take on formal responsibility for the case, and will assign a social worker to the child and their family. The social worker will then form an appropriate care plan for the child in question. If your concerns are about a child who is already known to Children's Social Care, the allocated social worker should be informed of your concerns: this can be arranged through your contact with Children's Social Care.

If the case does not meet the Children's Social Care threshold, keep accumulating and documenting evidence about the child and their situation, as part of an ongoing assessment of whether a referral needs to be made. Children's Social Care must inform the person making the referral of their decision not to take on the case in writing (by email) – all staff at Waverley must ensure that they follow up on all cases referred to the Adult Social Care Team in order to track and record what has happened to it. Refer the child or their family to relevant support organisations (see below for more information).

5.7 Allegations Against Staff

Children and young people are particularly vulnerable to the actions of employees who wilfully or otherwise disregard legislative guidance or regulations, local Safeguarding Board decisions or Borough Council guidance and policy. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour, including when a colleague is the source of concern. For more information, please refer to the Council's Whistleblowing policy.

Staff should voice their concerns, suspicions or uneasiness as soon as they feel they can. The earlier a concern is expressed, the easier and sooner action can be taken. Staff should approach their immediate manager, Head of Service or Service Director. If the concern is about an immediate manager or a Head of Service, contact Surrey County Council's Child Protection Team.

If an allegation against a Council employee is made (whether the alleged abuse or neglect occurred within their job responsibilities or outside of their work for Waverley), a thorough investigation will be implemented in accordance with the Council's Disciplinary and Dismissal Procedures. Any investigation under this procedure will not be confused with separate statutory investigations by Children's Services or the Police.

6. Recording and Monitoring

All staff must ensure that any records kept about clients and their children are up-to-date, comprehensive and include notes relating to possible safeguarding concerns. Accurate records about safeguarding concerns relating **both** to tenants and the general public in Waverley must be kept. Keeping accurate records will protect staff and ensure that neglect, maltreatment and risk of significant harm can be prevented. Should the case develop into a serious safeguarding concern, a wealth of evidence and notes will be available about the child and their situation. Good record keeping can allow the building of a wider picture and identify patterns of behaviour and prevent abuse from occurring.

Staff must also take note of and be alert to the fact that instances of antisocial behaviour and hate crime can feed into safeguarding concerns.

Staff must also ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to a child and the reasoning behind these decisions.

Clear and accurate records must be kept whenever a complaint or allegation of abuse is made. Detailed factual records must be kept, including the date, time and circumstances in which conversations were held.

It is recommended that all case files be retained for a minimum of 30 years from the last contact with the individual, or 10 years from their death.

The Safeguarding Report It form, found on Backstage, must be completed once a safeguarding concern has been raised and sent to safeguarding@waverley.gov.uk. It is important to always use this form as this enables senior management and Waverley's Safeguarding Support Group to: ensure the correct action and procedures have been taken when the initial concern is raised; monitor the progress of the case and ensure services or individuals within the Council are completing any actions, if required; monitor all safeguarding concerns and report on any trends.

6.1 Sharing Information

Waverley has signed up to share information in accordance with the Surrey Multi-Agency Information Sharing Protocol (MAISP). This is the overarching agreement which underpins information sharing between agencies in Surrey. The protocol and Waverley's Information Governance officer should be consulted where there is any concern as to whether or how to share information.

7. Recruitment

All employers must be alert to the possibility that any person may pose a risk of harm to children or young people. Employers of staff or volunteers who have access to children must guard against the potential abuse, through a rigorous selection process, DBS checks, supervision, training and ongoing awareness of staff behaviour.

Waverley has specific recruitment procedures in place to ensure that children and young people are protected from potential harm. These include:

- Risk assessments of all posts
- Relevant job descriptions and person specifications being issued with an application form
- All staff/volunteers completing an application form
- Qualifications and details of competence being requested and checked
- References being requested and followed up
- All staff undergoing an enhanced DBS check
- Waverley's annual appraisal system and review procedure ensuring that posts and their responsibilities are regularly tracked

8. Partner Organisations and Contractors

Waverley Borough Council requires that all its partner organisations and contractors who work with children and young people have appropriate safeguarding policies and procedures in place which complement their own.

Officers responsible for negotiating and monitoring contracts are required to ensure that all contractors and partner organisations:

- have relevant policies and procedures in place
- have robust recruitment procedures in places

- train their staff appropriately
- have adequate and appropriate reporting procedures in place
- ensure safeguarding children policy requirements are never contravened

9. Training and support

Every new member of staff at Waverley is given a brief introduction to safeguarding adults and children during their induction. Further, more comprehensive safeguarding training is available to all staff and can be organised through the officer in charge of training in Employee Services.

The aim of the training is to make staff aware of:

- Their responsibility to act when concerns about a child or young person arise
- The respective roles and responsibilities of the different professionals
- Thresholds for intervention from Waverley and intervention from Surrey County Council
- Ways to identify children and young people who are at risk
- Ways to recognise risks and situations where abuse might be occurring
- The appropriate way to accurately record facts, including concerns about abuse and neglect and actions taken as a result
- Appropriate inter-agency working

10. Support Groups and Organisations

Languageline Interpreting Service

Provides interpreters.

languageline.co.uk

0800 169 2879

NSPCC

Charity which works to end cruelty to children in the UK.

0808 800 5000 (for practitioners needing advice)

0800 1111 (for children seeking help and support)

South West Surrey Domestic Abuse Outreach Service

Provides advice and support for victims of domestic abuse.

1483 577 392

11. Useful Contacts

Surrey County Council: Children's Services (Referral Assessment and Intervention Services, RAIS Team): 0300 200 1006

Surrey County Council Emergency Duty Team (out of hours): 01483 517898
 edt.ssd@surreycc.gov.uk

Author and feedback

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The Council welcomes comments and feedback on its policies and procedures.
Please contact Helen Burgess or Louise Norie if you have any comments.

Related Information

Other Related Council Policies/Information

[Safeguarding Adults Policy](#)

Other Documents:

[How to talk to a child about child abuse and neglect disclosures](#) - Speak Up Be Safe (2008)

[Information sharing: guidance for practitioners and managers](#) - HM Government (2008)

[Surrey Safeguarding Board Procedures Manual](#) - Surrey County Council

[What to do if you're worried a child is being abused](#) - HM Government (2006)

[Working together to safeguard children](#) - Department for Education (2013)

Annexe 1: Types of Abuse and Possible Indicators

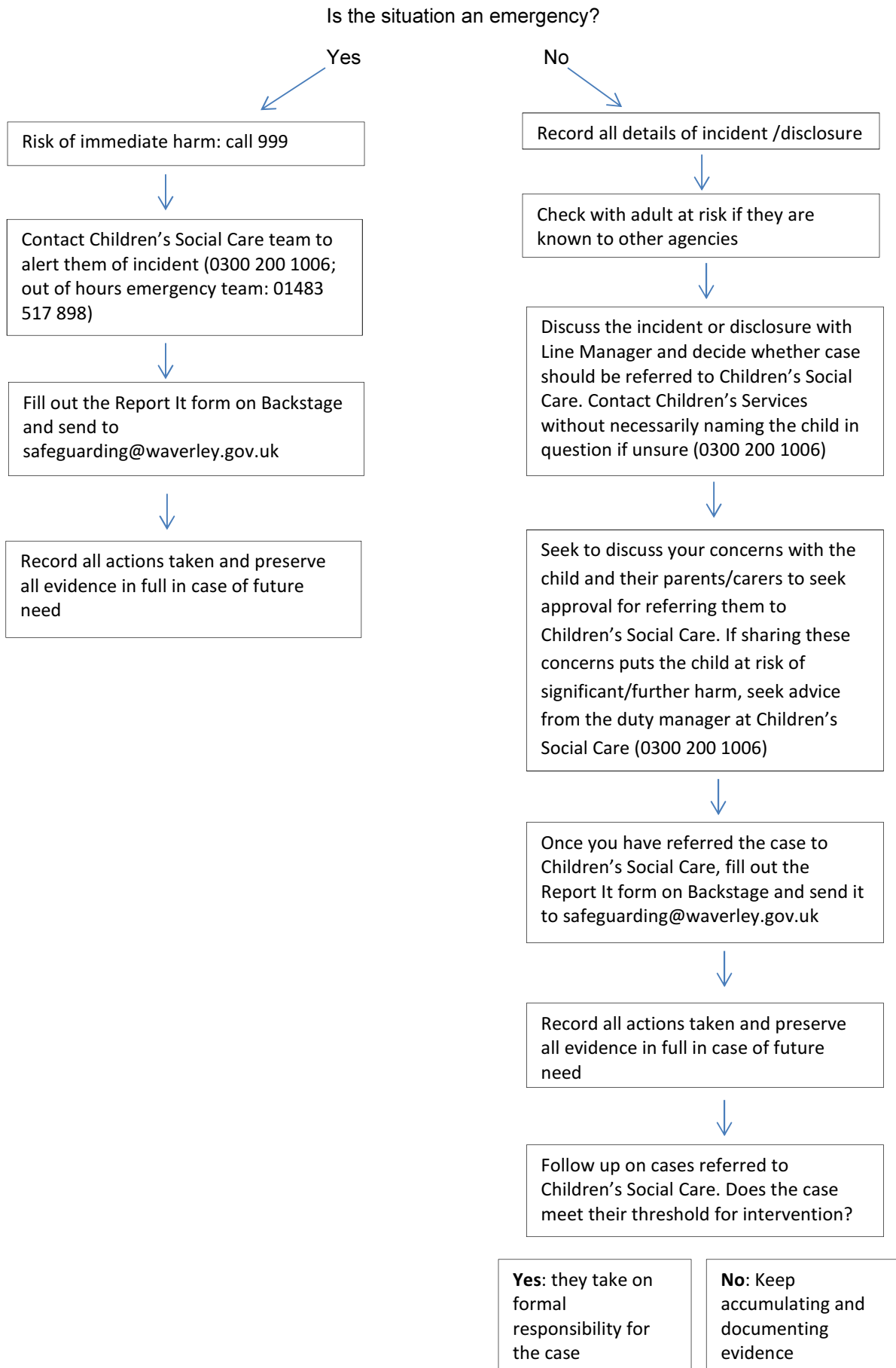
Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Annexe 2: Safeguarding Children Procedures



Safeguarding Adults Policy

<i>Owned by:</i>	<i>Helen Burgess</i>
<i>Created Date:</i>	<i>October 2014</i>
<i>Equality Impact Assessment completed:</i>	
<i>CMT Approval Date:</i>	<i>29 October 2014</i>
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<i>Date for review:</i>	

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Preface

“Through our work as Councillors, staff and contractors, we may come across members of the population who could be adults at risk.

Occasionally we might see something that concerns us, and may worry that an adult at risk is being abused, harmed, neglected or exploited. Where this is the case Waverley expects Councillors, staff and contractors to act responsibly and report their concerns to the relevant part of Surrey County Council.

This is a sensitive area. Waverley Borough Council will always support the decision to make a referral, because we all want to help protect adults at risk and improve their quality of life.

By taking action you could save a life.”

Cllr Carole King

Portfolio holder for Community Safety, Older People and Housing Operations

Abuse is a violation of a person's human and civil rights by another person or persons. The term includes neglect or acts of omission and financial, sexual, physical, psychological, professional and institutional forms of abuse.

Policy Statement

Waverley Borough Council is committed to its responsibilities as a local authority with respect to adult safeguarding, such that:

- the needs and interests of adults at risk are always respected and upheld*
- the human rights of adults at risk are respected and upheld*
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse*
- all decisions and actions are taken in line with the Mental Capacity Act 2005*
- the support, protection and services given to an adult at risk are appropriate to them and do not discriminate against them due to disability, age, gender, sexual orientation, race, religion, culture or lifestyle*
- each adult at risk maintains choice and control; safety; health; quality of life; dignity and respect*

Scope of Policy

This policy covers all activities, areas and services provided by the Council and its agents, contractors or partners, and includes all Council employees, volunteers, agency workers, contractors and partners for and on behalf of the Council who come into contact with adults covered by the policy whilst going about their daily duties. The policy is also considered to be an appropriate reference guide for use by those Councillors whose particular roles may involve them coming into contact with adults at risk.

This policy aims to provide a brief introduction to the law in relation to safeguarding, and offers practical guidance for best practice about safeguarding adults to all employees, services, partner agencies and other professionals working with the Council.

This policy highlights the main themes and issues in adult safeguarding, defines key terms, delineates some of the possible indicators of abuse, and recommends what action to take when dealing with a suspected or actual case of abuse against an adult at risk. It also includes a list of contacts of organisations which can provide help and support to both adults at risk and practitioners.

Please see related 'Safeguarding adults: procedure' document in the annexe for detailed outline of procedures to follow when dealing with safeguarding concerns and disclosures.

This policy complements the Council's Safeguarding Children Policy.

Waverley Borough Council has signed up to the Surrey Safeguarding Adults Board Multi-agency Procedures, Information and Guidance. These Multi Agency Procedures are published by the Board on the web pages at surreycc.gov.uk/protectingadults and are regularly updated as legislation and national guidance is introduced. They cover all aspects of how to respond to concerns in relation to safeguarding adults and how to protect them and can be used in conjunction with this policy document.

1. Introduction

This policy has been produced to meet the Council's duties and obligations with respect to adults at risk. It builds on numerous Government policies that reflect changes in the philosophy and language of adult health and social care.

It is part of this Council's ethos to want to serve everyone in our community so they can live happy, healthy, safe and fulfilled lives. Our Corporate Plan and other policy documents outline how we do this in terms of service provision, improvement and community leadership.

Although we do not have primary responsibility for the role of safeguarding adults, as an organisation we do provide a range of services directly or indirectly for adults. It is through these services that our Councillors, staff, Contractors, partners and volunteers come into contact with adults on a regular basis. For example:

- Council housing
- Housing and Council tax benefit
- Disabled adaptations
- Day Centres, Sheltered housing, Careline and Meals on Wheels
- Tenancy and Estates and Housing Maintenance
- Housing Options and Family Support
- Careline
- Leisure Centres and recreation grounds

Waverley Borough Council has a statutory duty to assist Surrey County Council in making whatever enquiries they think necessary to enable them to decide if and what kind of action should be taken to protect an adult at risk from suspected abuse, neglect or exploitation (including financial and sexual exploitation). Staff from Waverley must work closely with Surrey County Council, who will follow-up on safeguarding concerns and determine the best course of action.

When delivering services in people's homes or at our venues, proper systems must be in place to ensure that everyone is safe, particularly those who are less able to protect themselves. We need to be alert to signs of abuse and neglect and be prepared to raise our concerns with Surrey County council who will follow up on these concerns and determine the best course of action for a particular adult at risk.

All those who come into contact with adults at risk in their every day work, including staff who do not have a specific role in relation to adult safeguarding, have a duty to safeguard adults at risk and promote their welfare and wellbeing. It is vital that every person who has contact with adults at risk should be able to recognise when such adults are, or may be, at risk of harm.

The adoption of a Safeguarding Adults Policy brings with it the requirement to regulate many of our services, including specific recruitment, selection, training and vetting procedures. This policy highlights the need for ongoing training in safeguarding at all levels of the organisation so as to ensure that it is adhered to in a consistent manner.

2. Legislative / Regulatory Context

There is a great deal of legislation which is relevant to different aspects of safeguarding adults, making the area a complex and potentially difficult one. However, the most relevant pieces of government guidance and legislation which relate to safeguarding adults include the following:

National Health Service and Community Care Act (1990)

The Act stipulated that, in cases where an individual is potentially in need of community care services, the relevant local authority is to carry out an assessment of the individual's need for those services, and then decide which of their needs could be provided for by the local authority.

Human Rights Act (1998)

The Act, which came into force in 2000, incorporated the European Convention of Human Rights into UK law. The principle relevant passages consist of articles 2 (the right to life), 3 (prohibition on torture and inhumane or degrading treatment), 5 (the right to liberty) and 8 (the right to respect for private and family life, home and correspondence).

No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (2000)

As a piece of government guidance, this document outlined and illustrated the different types of possible abuse which vulnerable adults might be subjected to. *No Secrets* highlighted the importance of confidentiality in safeguarding adults, whilst recognising that the disclosure of confidential information (information sharing) is necessary in some cases. Key points include: information must be shared on a 'need to know' basis only; confidentiality should not be confused with secrecy; informed consent should be obtained, but if this is not possible and other vulnerable adults are at risk, it might be necessary to override this requirement; assurances of absolute confidentiality should not be given where there are concerns about abuse.

Care Standards Act (2000)

The Act prevented individuals who had abused, neglected or otherwise harmed vulnerable adults in their care (or placed them at risk) from working in the care sector.

Mental Capacity Act (2005)

The Act aimed to empower and protect people who are unable to make a particular decision for themselves at a particular time. The Act also allows individuals to plan ahead, in case they are unable to make important decisions for themselves in the future.

Safeguarding Vulnerable Groups Act (2006)

The Act established the need for individuals wishing to work with children or vulnerable adults to be registered. The Act also established the Vetting and Barring Scheme, which oversaw the creation of two separate but aligned Independent Safeguarding Authority Barred Lists – one, a list of individuals barred from working

with children, and the other a list of individuals barred from working with vulnerable adults. The Act also oversaw the introduction of pre-employment vetting.

Safeguarding Principles (2013)

The Department for Health outlined six principles which should underpin all safeguarding. These principles act as a benchmark against which existing adult safeguarding arrangements can be compared and improved. The six principles are the following:

Empowerment – Presumption of person led decisions and informed consent

Protection – Support and representation for those in greatest need

Prevention – It is better to take action before harm occurs

Proportionality – Proportionate and least intrusive response appropriate to the risk presented

Partnership – Local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse

Accountability – Accountability and transparency in delivering safeguarding

Joint pledge on Safeguarding by Local Government, Police, Social Care and Health (2014)

Five leading bodies representing statutory organisations signed a pledge which stipulated that all staff and contractors of agencies involved with adults at risk should have (at a minimum) a basic awareness of and alertness to safeguarding issues, mental capacity, dignity and human rights, as well as knowledge of what to do if they come across cases which concern them.

The statement sets out six key safeguarding areas which each of the five bodies agreed to focus their efforts on, including leadership and commitment, information sharing and training and awareness raising. Each of the five bodies committed themselves to working together to prevent and/or mitigate against the risk of harm and abuse against adults at risk, as well as working together to improve outcomes for adults at risk who have been harmed or abused.

Care Act (2014)

The Act created a legal framework which outlined how key organisations and individuals with safeguarding adults responsibilities must work together. Statutory guidance and regulations to accompany the Act will be published in Autumn 2014. The Care Act also made Safeguarding Adults Boards a statutory requirement from 1st April 2015. These must: include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues; develop shared plans for safeguarding and work with local people to decide how best to protect adults in vulnerable situations; publish this safeguarding plan and report to the public annually on its progress. Safeguarding Adults Boards must also arrange a Safeguarding Adults Review if an adult at risk dies as a result of abuse or neglect and there are concerns about how one of the members of the Board acted.

The Act requires local authorities to make whatever enquires they think necessary to enable them to decide if and what kind of action should be taken to protect an adult at risk from suspected abuse, neglect or exploitation.

3. Definitions

An adult at risk is a person aged 18 years or over who is or may be in need of services by reason of mental or other disability, age or illness or who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm (including from themselves) or exploitation. In 2011, the term 'adult at risk' replaced the term 'vulnerable adult', following a consultation carried out by the Law Commission - this because 'vulnerable adult' suggested that the cause of the abuse originates with the victim, rather than the perpetrator.

Although guidance does not cover self-neglect, it is important for staff to recognise and record instances of self-neglect, and refer them to Adult Social Care if appropriate.

[Staff should note that parts of the Care Act are currently (as of September 2014) being consulted on, including the definition of an adult at risk. The proposed definition is “an adult who has care and support needs and is, or is at risk or, being abused or neglected and unable to protect themselves against the abuse or neglect or risk of it because of those needs”.]

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect. This may include empowering and enabling people to protect themselves.

Abuse is a violation of a person's human and civil rights by another person or persons. The term includes neglect or acts of omission and financial, sexual, physical, psychological, professional and institutional forms of abuse. It may be:

- **A single act or repeated acts.** Abuse may take the form of a single act that has abusive consequences for the adult at risk or may comprise a series of acts, large or small, whose cumulative impact adversely affects the individual.
- **Unintentional.** Sometimes the abusive act was wilful on the part of the perpetrator but sometimes it may be unintentional. Causing harm may be unintentional but nevertheless harm was caused and therefore abuse has taken place, requiring a response under the safeguarding adults procedures. The nature of the response is likely to depend on whether the act was intentional or not.
- **An act of neglect or a failure to act.** Abuse may be caused as a result of a person with caring responsibilities acting in a way that is harmful to a dependent person. Failure to act so as to provide the level of care a reasonable person would be expected to provide, which results in harm to an adult at risk, is also abuse and requires a response under the safeguarding procedures.
- **Multiple acts.** An adult may experience several types of abuse simultaneously. Although the different forms of abuse are presented below as though they are discreet categories, there is often a lot of overlap between them.

Domestic Abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial, institutional.

Mental Capacity is the ability of a person to: understand the implications of their situation and the risk to themselves; take action themselves to prevent abuse; participate to the fullest extent possible in decision making about interventions involving them, be they life-changing events or everyday matters. A person's mental capacity to act can be assessed by anyone caring for or supporting a person who may lack capacity, using the two-stage test. The Mental Capacity Act (2005, outlined above), outlines several key principles:

- Assumption of capacity

All adults, even those felt to be lacking mental capacity, have the right to make their own decisions and must be assumed to have capacity to make decisions about their own safety unless it is proved (on a balance of probabilities) otherwise.

- Support to make decisions

Adults at risk must receive all appropriate help and support to make decisions before anyone concludes that they cannot make their own decisions.

- Right to make unwise decisions

Adults at risk have the right to make decisions that others might regard as being unwise or eccentric and a person cannot be treated as lacking capacity for these reasons.

- Best interests

Decisions made on behalf of a person who lacks mental capacity must be done in their best interests and should be the least restrictive of their basic rights and freedoms.

- Least restrictive option

Someone making a decision or acting on behalf of a person who lacks capacity must consider whether it is possible to act in a way that would interfere less with the person's rights and freedoms of action.

MAPPAs (Multi Agency Public Protection Arrangements) are put in place to ensure the successful management of violent and sexual offenders.

MARAC (Multi-Agency Risk Assessment Conference) is a regular local meeting where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies.

MASH (Multi Agency Safeguarding Hub), based at Guildford Police Station, provides a shared space for members of the Police, Children's Services, Adult Services, the Mental Health Team and Victim Support to communicate and coordinate their actions. The Hub receives notices of adults at risk and children coming to the attention of Police. It facilitates multi agency information sharing and action and ensures that coordinated approaches to risk assessments and cases are carried out.

Safeguarding Support Group is a Waverley-only monitoring group, which oversees the safeguarding@waverley.gov.uk email address and monitors safeguarding processes throughout the Council. As of October 2014, the Safeguarding Support

Group is comprised of Kelvin Mills (x3432), Katie Webb (x3340) and Julie Shaw (x3245).

The Surrey Safeguarding Adults Board is comprised of senior representatives from statutory agencies including the County Council, Borough and District councils, the Police, Surrey Fire and Rescue Service, NHS organisations and independent care providers and voluntary and community organisations representing adults at risk and their carers. The Board meets on a regular basis to share information, discuss safeguarding policy and discuss relevant cases.

4. Roles and Responsibilities

Safeguarding is everyone's responsibility: any member of staff may come into contact with adults at risk through their work across the Borough of Waverley. This means that all activities, areas and services provided by the Council, its employees, volunteers, agency workers, partners or contractors, have a responsibility to be alert to adult safeguarding.

Managers have a responsibility to support their staff in deciding what action to take after suspected abuse against an adult at risk has taken place.

Staff have a duty to contact the Police or medical services in cases of emergency, when a crime has been committed or an individual's life is at risk.

Staff have a duty to notify the Adult Social Care Team at Surrey County Council if they suspect or know that abuse, harm or neglect has occurred towards an adult at risk, and must do so as soon as possible, in order to minimise the possible danger towards the adult at risk. If the case meets the Adult Social Care threshold, they will take on formal responsibility for the case. If the case does not meet the Adult Social Care threshold, Waverley has a monitoring responsibility: staff must keep accumulating and documenting evidence about the adult at risk and their situation, as part of an ongoing assessment of whether an alert needs to be raised. Additionally, there may be actions which Waverley can take to help protect the adult at risk.

Staff must ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to an adult at risk and the reasoning behind these decisions. From April 2015, there will be a statutory duty for staff to share information with the Safeguarding Adults Board if asked to do so. After having dealt with a safeguarding issue, staff must fill out the Report It form on Backstage and send it to safeguarding@waverley.gov.uk, so that the Safeguarding Support Group can monitor ongoing safeguarding cases and ensure that staff are undertaking the correct procedures.

5. Process for Identifying an Adult at Risk

An adult at risk is a person aged 18 years or over who is or may be in need of services by reason of mental or other disability, age or illness or who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

An adult at risk may, therefore, be an individual who:

- is elderly, with poor health, a physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is a carer, providing unpaid care to a family member or friend
- is unable to demonstrate the capacity to make a decision as defined by the Mental Capacity Act and is in need of care and support

5.1 Identifying Abuse

Signs of abuse can often be difficult to detect. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse. It is vital that people who come into contact with people with care and support needs are able to identify abuse and recognise possible indicators.

People may be subjected to a number of different types of abuse, including physical, financial, sexual, psychological, discriminatory, institutional, professional, or may include acts of neglect. The list of possible indicators and examples of behaviour can be found in **Annexe 1**, but the list is not exhaustive.

Staff must keep in mind that instances of antisocial behaviour, harassment, bullying and hate crime may feed into safeguarding concerns. Recording instances of the latter in full and dealing with them adequately when they arise will help to prevent cases and safeguarding concerns developing

5.2 When a Concern Emerges About an Adult at Risk

The following section is intended to be read alongside the procedures to follow when a disclosure has been made about an adult at risk or you suspect that abuse has occurred towards an adult at risk. The procedures can be found outlined in full in **Annexe 2**.

When receiving a disclosure about the adult at risk or after witnessing an event which makes you suspect the adult at risk is being abused, you will need to make a quick evaluation of the situation and decide whether the situation is an emergency.

5.3 In Cases of Emergency

If a crime has been or is about to be committed, or an individual's life is in immediate danger, please call the police and/or medical services on 999. Wherever possible, establish with the adult at risk the action they wish you to take. Do not question the alleged victim any more than you need to in order to clarify what possible abuse has taken place.

If you suspect the injury is non-accidental, alert the ambulance staff so that appropriate measures are taken to preserve possible forensic evidence.

Record full details of the original disclosure and the action taken and preserve all evidence.

Once the emergency services have been contacted, ensure that you inform Adult Social Care and Children's Social Care (if a child was located at the scene of the suspected abuse, was in the household when the suspected abuse was occurring or is under the care of any of the individuals involved). Staff should also fill out the Report It form on Backstage, to keep the Waverley Safeguarding Support Group informed of safeguarding cases. Staff should note that the Report It form is not a referral form – the form is a monitoring tool which is used by the Safeguarding Support Group at Waverley.

5.4 In Cases of Non-Emergency

If the case is not an emergency, check with the adult at risk whether other agencies are aware of them. Clarify the situation, but do not conduct an investigation: Adult Social Care are responsible for this.

Provide the adult at risk with information about the safeguarding process and how it could help to make them safer. Obtain the views of the adult at risk about what has happened and what they want done about it. Do not promise confidentiality – in some cases, as outlined below, you may need to inform other agencies about the situation, even if you have not been able to obtain the adult at risk's consent to do so.

If the adult at risk refuses to consent to the information being shared, this can be over-ridden if:

- the case is very high risk
- there is coercion involved
- there are other individuals at risk (including other adults at risk or children)
- the alleged abuser is an adult at risk
- the victim lacks the mental capacity to act: if the adult at risk does not have the capacity to make decisions for themselves, any actions taken or decisions made on their behalf must be made in their best interests
- a serious crime has been committed
- staff are implicated

If you are unsure about how to handle the case, call the Waverley Locality Team (01483 518990), visit them on the ground floor and ask for the Duty Team, or call the Adult Social Care Helpline (0300 200 1005) to discuss the case, without necessarily naming the adult at risk.

If children are involved, or located at the scene of suspected abuse, inform Children's Social Care (0300 200 1006).

Ensure that you keep detailed and accurate records of the situation, disclosure and any actions taken as a consequence. These records may be needed at a later stage and could prove to be crucial in protecting an adult at risk from harm.

5.5 Making a Referral

Within 4 hours of an incident being noted or a disclosure being made, discuss it with your line manager. Your line manager will decide whether the case needs to be referred to Adult Social Care. **If you or your manager needs advice about whether to refer a case to the Adult Social Care Team, you may call the Waverley Locality Team (01483 518990), visit them on the ground floor and ask for the Duty Team, or call the Adult Social Care Helpline (0300 200 1005) to discuss the case, without necessarily naming the adult at risk.**

If you decide with your manager that the case needs to be referred to Adult Social Care, call 0300 200 1005. If the case meets their threshold, they will take on formal responsibility for the case. Adult Social Care must inform the person making the referral of their decision in writing (by email). All staff at Waverley must ensure that they follow up on all cases referred to the Adult Social Care Team in order to log what has happened to it.

If the case does not meet Adult Social Care's threshold, keep accumulating and documenting evidence about the adult at risk, as part of an ongoing assessment of whether an alert needs to be raised. Adult Social Care must inform the person making the referral of their decision in writing (by email) – all staff at Waverley must ensure that they follow up on all cases referred to the Adult Social Care Team in order to log what has happened to it. Refer the adult at risk to relevant support organisations (see below).

Line managers must also consider the action they need to take in relation to the person alleged to have caused harm. It is always worth considering liaison with the Police regarding the management of any risks. If the person alleged to have caused harm might also be considered an adult at risk, the alerting manager needs to arrange for a professional in Adult Social Care or another involved agency to ensure that any immediate needs they have in relation to their health and safety are met, and that they understand the need for legal representation and the possibility that they may need to provide forensic evidence.

It is important to note that if the adult being abused is not an adult at risk, this is not a safeguarding issue. The individual in question must go to the Police or the Guildford and Waverley Domestic Abuse Outreach Service on 020 7593 0470. **Although abuse does not automatically render an adult vulnerable, in the case of domestic violence, it definitely can. If in doubt, contact the Adult Social Care Waverley Locality Team on 01483 518990 or Adult Social Care Helpline on 0300 200 1005.**

5.6 Allegations Against Staff

Adults at risk are particularly vulnerable to the actions of employees who wilfully or otherwise disregard legislative guidance or regulations, local Safeguarding Board

decisions or Borough Council guidance and policy. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour, including when a colleague is the source of concern. For more information, please refer to the Council's Whistleblowing policy.

Staff should voice their concerns, suspicions or uneasiness as soon as they feel they can. The earlier a concern is expressed, the easier and sooner action can be taken. Staff should approach their immediate manager, Head of Service or Service Director. If the concern is about an immediate manager or a Head of Service, contact Surrey County Council's Social Services.

If an allegation against a Council employee is made (whether the alleged abuse or neglect occurred within their job responsibilities or outside of their work for Waverley), a thorough investigation will be implemented in accordance with the Council's Disciplinary and Dismissal Procedures. Any investigation under this procedure will not be confused with separate statutory investigations by Social Services or the Police.

6. Recording and Monitoring

All staff must ensure that any records kept about clients are up-to-date, comprehensive and include notes relating to safeguarding concerns. Accurate records about safeguarding concerns relating **both** to tenants and the general public in Waverley must be kept. Keeping accurate records will protect staff and will help to prevent abuse against adults at risk. Should the case develop into a serious safeguarding concern, a wealth of evidence and notes will be available about the adult at risk and their situation. Good record keeping can allow the building of a wider picture, identify patterns of behaviour and can prevent abuse from occurring.

Staff must also take note of and be alert to the fact that instances of antisocial behaviour and hate crime can feed into safeguarding concerns.

Staff must ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to an adult at risk and the reasoning behind these decisions.

Clear and accurate records must be kept whenever a complaint or allegation of abuse is made. Detailed factual records must be kept, including the date, time and circumstances in which conversations were held.

It is recommended that all case files be retained for a minimum of 30 years from the last contact with the individual, or 10 years from their death.

The Safeguarding Report It form, found on Backstage, must be completed once a safeguarding concern has been raised and sent to safeguarding@waverley.gov.uk. It is important to always use this form as this enables senior management and Waverley's Safeguarding Support Group to: ensure the correct action and procedures have been taken when the initial concern is raised; monitor the progress of the case and ensure services or

individuals within the Council are completing any actions, if required; monitor all safeguarding concerns and report on any trends.

6.1 Sharing Information

Waverley has signed up to share information in accordance with the Surrey Multi-Agency Information Sharing Protocol (MAISP). This is the overarching agreement which underpins information sharing between agencies in Surrey. The protocol and Waverley's Information Governance officer should be consulted where there is any concern as to whether or how to share information.

7. Recruitment

All employers must be alert to the possibility that any person may pose a risk of harm to an adult at risk. Employers of staff or volunteers who have access to adults at risk must guard against the potential abuse, through a rigorous selection process, DBS checks, supervision, training and ongoing awareness of staff behaviour.

Waverley has specific recruitment procedures in place to ensure that adults at risk are protected from potential harm. These include:

- Risk assessments of all posts
- Relevant job descriptions and person specifications being issued with an application form
- All staff/volunteers completing an application form
- Qualifications and details of competence being requested and checked
- References being requested and followed up
- All staff undergoing an enhanced DBS check
- Waverley's annual appraisal system and review procedure ensuring that posts and their responsibilities are regularly tracked

8. Partner Organisations and Contractors

Waverley Borough Council requires that all its partner organisations and contractors who work with adults at risk have appropriate safeguarding policies and procedures in place which complement this document.

Officers responsible for negotiating and monitoring contracts are required to ensure that all contractors and partner organisations:

- have relevant policies and procedures in place
- have robust recruitment procedures in place
- train their staff appropriately
- have adequate and appropriate reporting procedures in place
- ensure safeguarding children policy requirements are never contravened

9. Training and Support

Every new member of staff at Waverley is given a brief introduction to safeguarding adults and children during their induction. Further, more comprehensive

safeguarding training is available to all staff and can be organised through the officer in charge of training in Employee Services.

The aim of the training is to make staff aware of:

- Their responsibility to act when concerns about an adult at risk arise
- The respective roles and responsibilities of the different professionals
- Thresholds for intervention from Waverley and intervention from Surrey County Council
- Ways to identify adults at risk
- Ways to recognise risks and situations where abuse might be occurring
- The appropriate way to accurately record facts, including concerns about abuse and neglect and actions taken as a result
- Appropriate inter-agency working

10. Support Groups and Organisations

Action on Elder Abuse (AEA)

Confidential helpline which works to protect and prevent the abuse of older adults at risk.

elderabuse.org.uk
0808 808 8141

Ann Craft Trust

Works with staff from the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk of abuse.

http://www.anncrafttrust.org/
0115 951 5400

Broken Rainbow

Provides support for lesbian, gay, bisexual and transgender people experiencing domestic violence.

broken-rainbow.org.uk
0300 999 5428

South West Surrey Chapter 1

Charity specialising in providing support and accommodation for vulnerable people.

chapter1.org.uk
0207 593 0470

Languageline Interpreting Service

Provides interpreters.

languageline.co.uk
0800 169 2879

Mankind

Advice for men who are victims of domestic abuse or violence. Can assist access to male refuges.

mankind.org.uk
01823 334 244

MIND

Charity providing advice and support to empower anyone experiencing a mental health problem.

mind.org.uk

0300 123 3393

PASA (Practitioner's Alliance for Safeguarding Adults)

Organisation which seeks to generate positive outcomes in working with adults at risk by empowering and informing practitioners.

pasauk.org.uk

07917 892 350

Respect

Helpline offering information and advice to people who are abusive to their partners and want help to stop.

respect.uk.net

0808 802 4040

Respond

Organisation working to lessen the affect of abuse and trauma on people with learning disabilities.

respond.org.uk

0808 808 0700

SANELINE

Helpline for anyone coping with mental illness.

sane.org.uk

020 7375 1002

Sexual Assault Referral Centre (Surrey)

Provides discreet and safe support for victims of rape and sexual assault.

solacesarc.org.uk

0845 519 6168

South West Surrey Domestic Abuse Outreach Service

Provides advice and support for victims of domestic abuse.

01483 577392

Voice UK

Provides support to people with learning disabilities who have been abused.

voiceuk.org.uk

0808 802 8686

Women's Aid

Charity working to end domestic violence against women and children.

http://www.womensaid.org.uk/

800 0 247

11. Useful Contacts

Surrey County Council: Adult Services (Safeguarding alerting): 0300 200 1005
contactcentre@surreycc.gov.uk

Surrey County Council: Children's Services (Safeguarding alerting):

Surrey County Council Emergency Duty Team (out of hours): 01483 517898
edt.ssd@surreycc.gov.uk

Author and feedback

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The Council welcomes comments and feedback on its policies and procedures.
Please contact Helen Burgess or Louise Norie if you have any comments.

Related Information

Other Related Council Policies/Information

[Safeguarding Adults: Procedures](#)

Other Documents:

[Adult Safeguarding Resource](#) – Social Care Institute for Excellence (SCIE)

[Adult Safeguarding for Housing Staff](#) – SCIE

[Safeguarding Adults at risk of harm: A legal guide for practitioners](#) - SCIE

[Statement of government policy on adult safeguarding](#) – Department of Health

Annexe 1: Types of Abuse and Possible Indicators

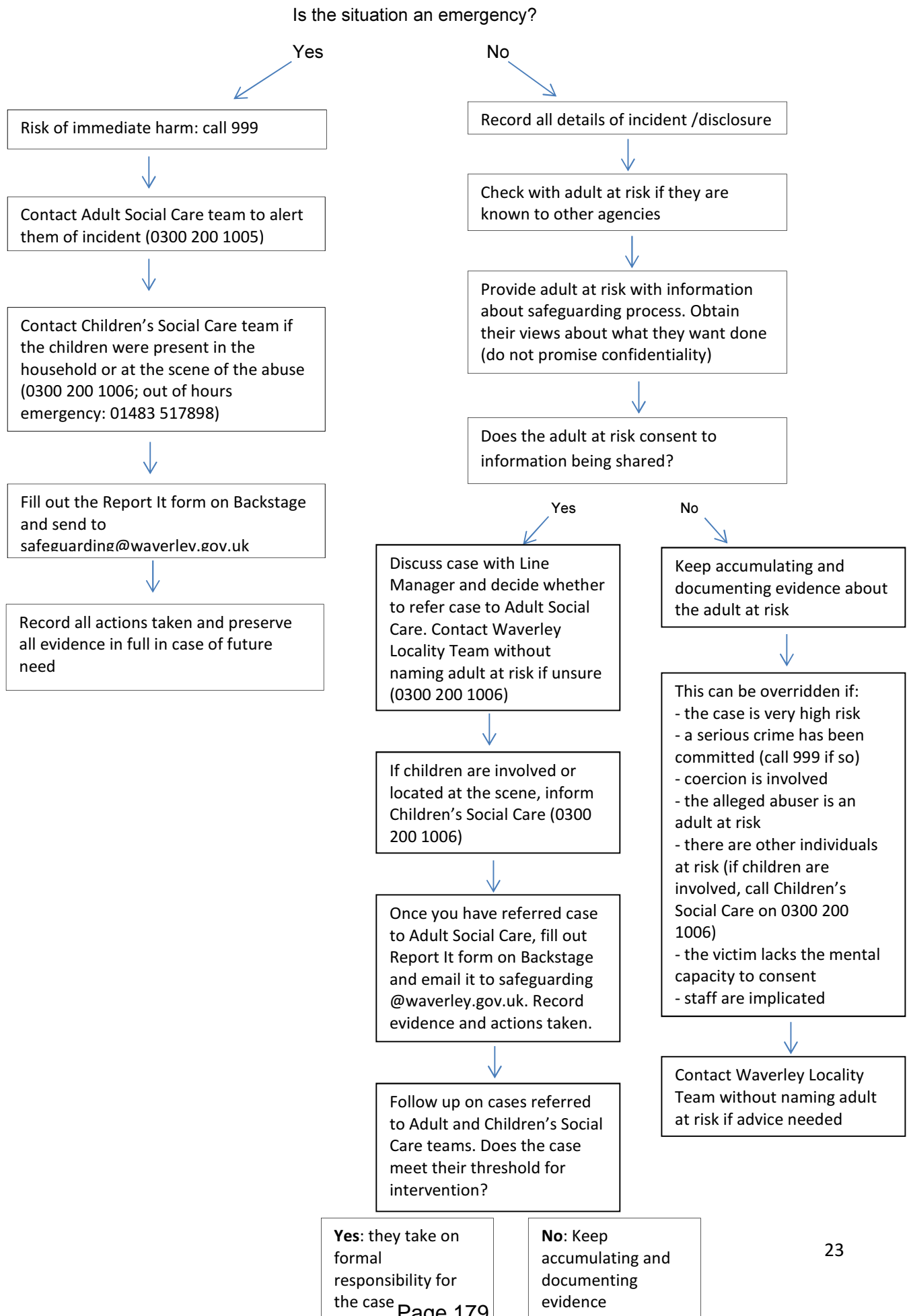
Type of abuse	Possible indicators of this abuse occurring
<p>Types of Physical Abuse Hitting, slapping, punching, kicking, hair-pulling, biting, pushing Rough handling Scalding and burning Physical punishments Inappropriate or unlawful use of restraint Making someone purposefully uncomfortable (e.g. opening a window and removing blankets) Involuntary isolation or confinement Misuse of medication (e.g. over-sedation) Forcible feeding or withholding food Restricting movement (e.g. tying someone to a chair)</p>	<p>No explanation for injuries or inconsistency with the account of what happened Injuries are inconsistent with the person's lifestyle Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps Frequent injuries Unexplained falls Subdued or changed behaviour in the presence of a carer Signs of malnutrition Failure to seek medical treatment or frequent changes of GP</p>
<p>Types of Sexual abuse Any sexual activity that the person lacks the capacity to consent to Inappropriate touch anywhere Sexual penetration or attempted penetration Inappropriate looking, innuendo or sexual harassment Rape, attempted rape or sexual assault Sexual photography or forced use of pornography or witnessing of sexual acts Indecent exposure</p>	<p>Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck Torn, stained or bloody underclothing Bleeding, pain or itching in the genital area Unusual difficulty in walking or sitting Infections or sexually transmitted diseases Pregnancy in a woman who is unable to consent to sexual intercourse The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude Incontinence not related to any medical diagnosis Self-harming Poor concentration, withdrawal, sleep disturbance Excessive fear/apprehension of, or withdrawal from, relationships Fear of receiving help with personal care Reluctance to be alone with a known individual</p>
<p>Types of Psychological or emotional abuse Enforced social isolation – preventing someone accessing services, educational and social opportunities and</p>	<p>An air of silence when a certain person is present Withdrawal or change in the psychological state of the person</p>

<p>seeing friends Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance Preventing someone from meeting their religious and cultural needs Preventing the expression of choice and opinion Failure to respect privacy Preventing stimulation, meaningful occupation or activities Intimidation, harassment, use of threats, humiliation, bullying, swearing or verbal abuse Addressing a person in a patronising or infantilising way</p>	<p>Insomnia Low self-esteem Uncooperative and aggressive behaviour A change of appetite, weight loss/gain Signs of distress: tearfulness, anger Apparent false claims by a paid or unpaid carer to attract unnecessary treatment</p>
<p>Types of Financial or material abuse Theft of money or possessions Fraud Preventing a person from accessing their own money or assets Employees taking a loan from a person using the service Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions Arranging less care than is needed to save money to maximise inheritance Denying assistance to manage/monitor financial affairs Denying assistance to access benefits Misuse of personal allowance in a care home Someone moving into a person's home and living rent free without agreed financial arrangements False representation, using another person's bank account, cards or documents Exploitation of a person's money or assets, e.g. unauthorised use of a car Misuse of a power of attorney, deputy, appointeeship or other legal authority</p>	<p>Missing personal possessions Unexplained lack of money or inability to maintain lifestyle Unexplained withdrawal of funds from accounts Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so The person allocated to manage financial affairs is evasive or uncooperative The family or others show unusual interest in the assets of the person Signs of financial hardship in cases where the adult at risk's financial affairs are being managed by a court appointed deputy, attorney or LPA Recent changes in deeds or title to property Rent arrears and eviction notices A lack of clear financial accounts held by a care home or service Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house</p>

<p>Types of Neglect and Acts of Omission</p> <p>Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care</p> <p>Failure to provide care in the way the person wants</p> <p>Failure to administer medication as prescribed</p> <p>Refusal of access to visitors</p> <p>Not taking account of individuals' cultural, religious or ethnic needs</p> <p>Not taking account of educational, social and recreational needs</p> <p>Ignoring or isolating the person</p> <p>Failure to allow choice and preventing people from making their own decisions</p> <p>Failure to allow use of glasses, hearing aids, dentures, etc</p> <p>Failure to ensure appropriate privacy and dignity</p>	<p>Poor environment – dirty or unhygienic</p> <p>Poor physical condition and/or personal hygiene</p> <p>Pressure sores or ulcers</p> <p>Malnutrition or unexplained weight loss</p> <p>Untreated injuries and medical problems</p> <p>Inconsistent or reluctant contact with medical and social care organisations</p> <p>Accumulation of untaken medication</p> <p>Uncharacteristic failure to engage in social interaction</p> <p>Inappropriate or inadequate clothing</p>
<p>Types of Discriminatory Abuse</p> <p>Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '<u>protected characteristics</u>' under the <u>Equality Act 2010</u>)</p> <p>Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic</p> <p>Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader</p> <p>Harassment or deliberate exclusion on the grounds of a protected characteristic</p> <p>Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic</p> <p>Substandard service provision relating to a protected characteristic</p>	<p>The person appears withdrawn and isolated</p> <p>Expressions of anger, frustration, fear or anxiety</p> <p>The support on offer does not take account of the person's individual needs in terms of a protected characteristic</p>
<p>Types of Institutional Abuse</p> <p>Discouraging visits or the involvement of relatives or friends</p> <p>Run-down or overcrowded establishment</p> <p>Authoritarian management or rigid regimes</p>	<p>Lack of flexibility and choice for adults using the service</p> <p>Inadequate staffing levels</p> <p>People being hungry or dehydrated</p> <p>Poor standards of care</p>

<p>Lack of leadership and supervision Insufficient staff or high turnover resulting in poor quality care Abusive and disrespectful attitudes towards people using the service Inappropriate use of restraints Lack of respect for dignity and privacy Failure to manage residents with abusive behaviour Not providing adequate food and drink, or assistance with eating Not offering choice or promoting independence Misuse of medication Failure to provide care with dentures, spectacles or hearing aids Not taking account of individuals' cultural, religious or ethnic needs Failure to respond to abuse appropriately Interference with personal correspondence or communication Failure to respond to complaints</p>	<p>Lack of personal clothing and possessions and communal use of personal items Lack of adequate procedures Poor record-keeping and missing documents Absence of visitors Few social, recreational and educational activities Public discussion of personal matters or unnecessary exposure during bathing or using the toilet Absence of individual care plans Lack of management overview and support</p>
<p>Types of professional abuse Lack of individualised care Inappropriate use of rules, custom and practice No flexibility Misuse of medical procedures</p>	<p>Dirty clothing or bed linen Lack of personal possessions or clothing Deprived environment or lack of stimulation Punitive responses to challenging behaviours Denying adults at risk access to professional support and services</p>

Annexe 2: Safeguarding Adults Procedures



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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 6 JANUARY 2015

Title:

COMPLAINTS HANDLING IN WAVERLEY IN 2013/14

[Portfolio Holder: Councillor Robert Knowles]

[Wards Affected: All]

Summary and purpose:

This report reviews the Council's policy on dealing with complaints, and in particular the guidelines for dealing with complaints received from unreasonable, unreasonably persistent or vexatious complainants. The report was considered by the Corporate Overview and Scrutiny Committee on 25 November 2014.

The report also provides information on complaints handling in Waverley in 2013/14, including the number of complaints received, Waverley's performance in responding to complaints, outcomes, and lessons learned.

Waverley's performance in dealing with Ombudsman complaints is the subject of a separate report.

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

Investigating complaints from members of the public provides Waverley with an opportunity to keep under review and improve the quality of its services to the community, and is a key part of understanding residents' needs. It can also help to identify areas in which the Council could provide better value for money in its services, and can result in action that will improve the lives of residents.

Financial implications:

See paragraph on the Corporate Priorities above.

Legal Implications:

There are no legal implications arising from this report.

Waverley's policy for dealing with complaints

1. Waverley's policy for dealing with complaints from members of the public has been in place for a number of years and a copy is attached as Annexe 1.
2. The policy closely reflects guidance published by the Local Government Ombudsman, which recommends that an effective complaints procedure should have the following features – accessibility, communication, timeliness, fairness, credibility and accountability. A table showing how Waverley's complaints procedure adheres to these principles is attached as Annexe 2.

3. As is made clear in the policy, Waverley aims to deal fairly, honestly and properly with customers who complain and, in general, dealing with customer complaints is a reasonably straightforward process. However, very occasionally a complainant will pursue their concerns in a way that could not only impede the investigation of their complaint, but also result in significant resource issues for the Council. In these cases the complainant may be declared unreasonably persistent (vexatious).
4. The Local Government Ombudsman has recently published a guidance note on how to manage unreasonable complainant behaviour. The Ombudsman recommends that local authorities should have a policy that can be shared with complainants if they start to behave unreasonably, so that their expectations and their behaviour can be managed, as far as possible, while the substance of their complaint is addressed.
5. Waverley's current complaints policy has a short section (see page 4 of Annexe 1) on how the Council will deal with unreasonably persistent complainants. However, following the Ombudsman's recent advice, officers believe it would be preferable to have a 'stand alone' policy document on dealing with unreasonably persistent complainants. This document would expand the current policy by setting out in more detail the reason for having a policy, the actions and behaviours of unreasonably persistent complainants that might trigger the implementation of the policy and other issues to be considered including the consequences for the individual complainant.
6. Members are asked to review the Council's policy for dealing with complaints, and to consider whether there are any changes that should be made to the policy to improve the service provided to complainants. It is also recommended to Members that Waverley should have a more detailed and 'stand alone' policy for dealing with unreasonably persistent or vexatious complainants.

Complaints received by Waverley in 2013/14 - level and outcome

7. The following table shows the total number of complaints received in 2013/14 and in the two previous years at each level:

	Level 1	Level 2	Level 3	Ombudsman	Total
2011/12	92	72	42	8	215
2012/13	208	97	48	2	355
2013/14	336	127	45	7	515

8. The significant increase in Level 1 and 2 complaints in 2013/14 is due mainly to an increase in complaints about Housing, and in particular the Responsive Repairs Service. The following factors are considered to have contributed to this increase:
 - (a) higher expectations of tenants as a result of more funds being made available to improve tenants' homes;
 - (b) improved recording by staff of expressions of customer dissatisfaction by housing tenants; and
 - (c) a continuing shortfall in the performance of some of the Council's contractors during 2013/14.

9. Housing received a total of 348 complaints (*compared with 177 in 2012/13*), followed by Planning which received 84 complaints (*61 in 2012/13*) and Environmental Services which received 53 complaints (*42 in 2012/13*).
10. Attached as Annexe 3 are tables showing the number of complaints received by each service, and the percentage closed within 10 working days.
11. The table attached as Annexe 4 gives details of the outcome of the complaints received by each service. In 2013/14 there was small increase in the percentage of complaints upheld, ie 32% compared with 30% in 2012/13. There was also an increase in the percentage of complaints partly upheld, ie 20% compared with 14% in 2012/13, and a corresponding decrease in percentage of complaints not upheld ie 48% compared with 56% in 2012/13.

Waverley's performance in responding to complaints

12. There are currently three local performance indicators on complaints handling which are reported quarterly to the Corporate Management Team:
 - LI 1a – the number of level 3 and Ombudsman complaints
 - LI 1b – the total number of complaints received
 - LI 1c – percentage of complaints handled within WBC target time (currently 95% of complaints to be responded to within 10 working days)
13. The current target of dealing with 95% of all complaints within 10 working days has been in place since 2007. However, the target has not been met corporately, on either a quarterly or annual basis in any year since then, although there have been some months when individual services areas have achieved a performance of over 95%.
14. In 2013/14 71% of all complaints were responded to within 10 working days, compared with 73% in 2012/13. It is difficult to explain the reason for this slight fall in performance, other than to suggest that it may just be the result of the significant increase in the number of complaints received. It is also quite possible that some of the responses which fail to meet the Council's target are missing that target by just one or two days.
15. As has been mentioned in previous reports on complaints handling, officers need to balance the requirement to respond to complaints within 10 working days with the need to give the complainant a comprehensive response to their complaint. It is considered that a comprehensive response is likely to be more acceptable to the complainant than an incomplete response that is sent within the current target of 10 working days.
16. A further point to bear in mind is that Level 2 and 3 complaints often require more in-depth investigation, and it can take some time to obtain all the information needed for a comprehensive response. The investigation of Housing complaints can be particularly time-consuming, as it is often necessary to obtain information from the Council's contractors.

17. It is therefore recommended that the Council increases the timescale for dealing with Level 2 and 3 complaints from 10 to 15 working days. This timescale would ensure that all complaints at Level 2 and 3 are responded to in a comprehensive and timely manner, while at the same time complying with the Local Government Ombudsman's recommendation that complaints should be resolved within 12 weeks of receipt.

Lessons learned

18. Learning lessons from complaints is an important part of improving Waverley's services and all staff are encouraged to log complaints.
19. When complaints are closed, the Service Complaints Administrators record any lessons learned. As in previous years, the majority of lessons learned in 2013/14 concerned procedural/administrative issues and the need to improve communication with the customer. Annexe 5 gives some examples of these.

Councillor complaints

20. Two Members have asked recently why there is not a separate procedure for Members to raise their concerns about how the Council has dealt with a particular complaint.
21. Members can of course assist and represent complainants in pursuing their complaints with the Council, either through the corporate complaints policy or in accordance with paragraphs 17 and 18 of the Member-Officer Protocol (attached as Annexe 6). Officers believe therefore that given the existence of these procedures there is no need for a separate policy for dealing with Councillor complaints.

Conclusion

22. In 2013/14 there was a further deterioration in the Council's performance with regard to the time taken to respond to complaints. All services have since been taking steps to address this issue through raising staff awareness of the complaints procedure as part of the Council's initiative to improve customer care.
23. It is disappointing that there has been an increase in the number of complaints received from tenants in respect of housing repairs. However, there are signs that the situation is now improving, with a reduction in the number of housing complaints received in the first two quarters of 2014/15.

Observations from Corporate Overview and Scrutiny Committee

24. The report was considered by the Corporate Overview and Scrutiny Committee on 25 November 2014 and the Committee endorsed the recommendations set out below.

Recommendation

It is recommended that

1. there should be a 'stand alone' policy for dealing with unreasonably persistent complainants; and
2. the timescale for dealing with Level 2 and 3 complaints should be increased from 10 to 15 working days.

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's policy on dealing with complaints and improving services

Introduction

Customers' complaints give us a chance to deal with problems and improve our services. When things go wrong we should say we are sorry and learn from any mistakes.

The following paragraphs set out Waverley's policy on dealing with complaints about our services.

What is a complaint?

A complaint is:

An expression of dissatisfaction about the standard of service, actions, or lack of action by Waverley (whether the service is provided directly by Waverley or by a contractor or partner) that requires a response.

Complaints do not always come 'neatly packaged' in a letter, email or telephone call. It is also sometimes difficult to see if a customer is making a complaint or just requesting a service or an explanation of a decision. This is demonstrated by the following examples:

Example 1

'I disagree with the reasons for refusing my planning application' is not a complaint. However, when responding to this statement it would be helpful to give the customer an explanation of why their application was refused and remind them of their right to appeal to the Secretary of State.

'I believe that the Council has behaved in an unprofessional way and was biased in dealing with my planning application' is a complaint.

Example 2

'The dustmen missed emptying my bin today'... is not a complaint but arrangements should be made for the customer's bin to be emptied as quickly as possible.

'For the past three weeks the dustmen have not emptied my bin' is a complaint.

In cases where the customer's intentions are unclear, it is helpful to clarify with them whether they are trying to make a complaint and, if so, what their expectations are.

Waverley's standards for dealing with complaints

Verbal complaints

Complaints made by telephone or in person to be should be responded to within 3 working days and, if possible, sooner.

Customers who make a complaint over the phone or in person, that concerns a complex issue or involves a serious allegation about an officer or action taken by the Council, should be encouraged to put their concerns in writing.

Written complaints

Complaints received by email, letter, via the Council's website or on a complaints form should be acknowledged within 3 working days of the receipt date, and a full response should be given within 10 working days. If it is not possible to meet this timescale because the matter is complex, the officer investigating the complaint should send a holding response.

A complaint that may lead to an insurance claim should be put in writing so it can be passed to the Council's insurers.

Waverley's complaints procedure

Level 1

As a first step, customers can raised their concerns with a member of staff in the service they are complaining about. Contact phone numbers are on Waverley's website and in the complaints leaflet.

Level 2

If the customer is unhappy with the response to their Level 1 complaint they can ask the appropriate Head of Service to investigate their concerns.

Level 3

If a customer remains unhappy with the response they receive from the Head of Service they can ask the Executive Director to review their complaint.

If the customer is still unhappy having received a response from the Executive Director, they can raise their concerns with the Local Government Ombudsman, or if they are a Council tenant or leaseholder and their complaint concerns landlord issues eg responsive repairs, they can make a complaint to the Housing Ombudsman.

Roles and responsibilities in Waverley's complaints handling procedure

Logging, tracking and closing complaints

All complaints received by Waverley should be logged on the SharePoint database by the appropriate Service Complaints Administrator (SCA). A list of all SCA's and their deputies is attached as Appendix 1.

The complaints database holds the following information:

- contact details for each complainant
- copies of the incoming correspondence and Waverley's response,
- the outcome of the complaint ie whether it is upheld, partly upheld or not upheld; and
- where appropriate, lessons learned and action taken.

Once a complaint has been logged on the database, the SCA will send out an acknowledgement within 3 working days confirming the name of the officer who will be investigating the complaint and the date when a full reply will be sent to the complainant.

As soon as the complainant has been sent a response, the SCA will close the complaint, record the outcome of the complaint and whether any lessons have been learned.

At the end of each month, the SCA will send customer satisfaction monitoring forms to all those complainants who have received a response to their complaint in that month. The completed forms are sent back to the Corporate Complaints Officer who prepares an analysis of the responses for inclusion in the annual report to Members on complaints handling. Additional comments made by complainants about the outcome or handling of their complaint are passed to the appropriate Head of Service for further action.

Investigation of complaints

Level 1 complaints are investigated by the most appropriate officer in the relevant service.

Level 2 complaints are investigated by the appropriate Head of Service.

Level 3 complaints are investigated by the Corporate Complaints Officer, who discusses the issues raised with the relevant Head of Service and other officers, and prepares a draft response for the Executive Director.

All responses to complaints should signpost the complainant to the next level of the complaints procedure if they feel that their concerns have not been answered properly. All responses sent to Level 3 complaints will remind the complainant of their right to raise their concerns with either the Local Government Ombudsman or the Housing Ombudsman if they remain unhappy with the Council's response to their complaint.

A note on the general principles to be followed when investigating complaints is attached as Appendix 2.

Remedies

When a complaint is upheld or partly upheld there needs to be a remedy which should be appropriate to the nature of the complaint. In some cases it may be helpful to ask the complainant how they would like their complaint to be resolved, bearing in mind that the Local Government Ombudsman advises that: *'As far as possible the complainant should be put in the position he or she would have been in had things not gone wrong'*.

Remedies include:

- An apology.
- An explanation of the way the matter was handled and what went wrong.
- Action by Waverley to make sure that the problem complained about does not happen again which could include a review of policy and procedures, and feedback to the complainant on how their complaint has been used to improve the service.
- A face to face discussion/interview.
- Compensation, which may not always be money but could include vouchers or an offer to provide another form of assistance to the complainant.

A note on the issues to bear in mind when considering paying compensation to a customer is attached as Appendix 3.

Unreasonably persistent or vexatious complainants

We consider an unreasonably persistent complainant is a person who:

- Repeatedly makes an unreasonable complaint or expects an unrealistic outcome; or
- Makes a reasonable complaint in an unreasonable way (for example by making excessive demands on time and resources of staff, changing the basis of the complaint as the investigation proceeds, refusing to accept that certain issues are not within the scope of our complaints procedure or refusing to accept the Council's response).

Waverley aims to deal fairly, honestly and properly with customers who complain, and recognises the right of customers to complain whenever they are unhappy with the service they have received. However we also want to make sure that other customers or officers (or Waverley as an organisation) do not suffer as a result of anyone making repeated or unreasonable complaint, or by anyone behaving in an unreasonable way.

If a customer makes a complaint that is considered to be unreasonable, the service area dealing with the complaint will send the customer a letter explaining that:

- They should contact only the person named in the letter; and
- They can contact that person only in specific ways (for example only by letter or email).

Once the customer has completed the complaints procedure, they will be informed in writing that the matter is at an end and that Waverley will not deal with their complaint any more unless there has been a material change in the problem they have been complaining about.

October 2014

Annexe 2

How Waverley's complaints policy reflects the principles identified by the Local Government Ombudsman for an effective complaints procedure

Ombudsman's principles	How these are reflected in WBC's complaints procedure
Accessibility	<p>Waverley's complaints procedure is well publicised on the Council's website, and printed leaflets are available for those customers who do not have access to the internet. Customers may submit their complaints via the website.</p> <p>Staff can easily access information on good practice in complaints handling via the intranet, and the induction training provided for new members of staff includes a short presentation on how Waverley deals with complaints.</p>
Communication	<p>All customer complaints are acknowledged within 3 working days. The outcome of complaints is recorded, including lessons learned and any action taken to rectify problems. However, more work needs to be done on ensuring that there is effective communication between the Council's staff and its contractors.</p>
Timeliness	<p>All complaints are acknowledged within 3 working days, and officers dealing with complaints aim to send a detailed response to the complainant within 10 working days. Any complaint which goes through each level of the complaints procedure will almost certainly be resolved within 12 weeks as recommended by the Ombudsman.</p>
Fairness	<p>Training provided to staff on complaints handling is aimed at ensuring that all are clear about their roles and responsibilities in dealing with complaints. Complaints at Levels 2 and 3 are investigated by officers who have not had any involvement in the issues being complained about.</p>
Credibility	<p>The complaints procedure is managed by the Corporate Complaints Officer who works outside the Service areas and is able to challenge information provided by those who have been involved in the issues being complained about. All Heads of Service receive a weekly report of complaints involving their services, and the progress of investigations.</p>
Accountability	<p>Every effort is made to ensure that information is provided to complainants in a clear and open way, and that any decisions are properly and promptly implemented. Response timescales are kept under review. Due to the limitations of the Sharepoint complaints database, it is currently not possible to monitor customers' satisfaction levels.</p> <p>The policy is kept under regular review through annual reports to elected Members and the submission of quarterly reports on performance in complaints handling to the Corporate Management Team.</p>

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Complaints logged between 01/04/2013 and 31/03/2014 and closed in time limit

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Housing	Responsive repairs	182	39	9	0	228
	Planned maintenance	38	10	2	0	50
	Housing options	10	2	2	0	15
	Estates Service	9	4	2	0	15
	Tenancy Management	4	4	1	1	11
	Rent collection	4	4	0	0	8
	ASB - Housing Related	2	5	0	2	11
	Home Choice (Allocations)	2	2	0	0	4
	Home ownership (RTB)	1	1	1	0	3
	Tenancy and estates management	2	0	0	0	2
	Disabled adaptations	1	0	1	0	2
	Sheltered housing	1	0	0	0	1
	Total		256	71	18	3
Planning	Development Control	23	29	15	2	69
	Planning Enforcement	3	10	2	0	15
	Total	26	39	17	2	84
Environmental Services	Waste	25	6	3	0	31
	Environmental Health	6	2	1	2	11
	Car Parks	2	2	0	0	4
	Recycling	3	0	0	0	3
	Land drainage and engineering and flooding	1	0	0	0	1
	Total	37	10	4	2	53
Elections and Special Projects	Elections	8	0	0	0	8
	Total	8	0	0	0	8
Finance	Benefits	1	2	1	0	4
	Council tax	1	1	1	0	3
	Total	2	3	2	0	7

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Community Services	Sport and Recreation	0	1	1	0	2
	Parks and landscape management	1	0	0	0	1
	Community Safety/Countryside	0	1	0	0	1
	Countryside	1	0	0	0	1
	Total	2	2	1	0	5
Monitoring Officer	Monitoring Officer	2	0	1	0	3
	Elections	0	0	1	0	1
	Total	2	0	2	0	4
Councillors	Councillors	2	0	1	0	3
	Total	2	0	1	0	3
Organisational Development	Communications	0	1	0	0	1
	Total	0	1	0	0	1
IT, Customer and Office Services	Property	0	1	0	0	1
	Total	0	1	0	0	1
Democratic and Legal Services	Licensing	1	0	0	0	1
	Total	1	0	0	0	1
Total		336	127	45	7	515

	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total closed in time limit
Number closed in time limit	246	83	35	7	371
	73%	65%	74%	100%	71%

Closed Complaints Outcomes for 01/04/2013 to 31/03/2014

Service	Service Area	Not Upheld	Partly Upheld	Upheld	Total
Housing	Responsive repairs	61	55	115	230
	Planned maintenance	11	14	22	47
	Housing options	11	4	1	16
	Estates Service	11	2	2	15
	Tenancy Management	7	2	3	11
	Rent collection	6	0	2	8
	ASB - Housing Related	4	2	1	7
	Home Choice (Allocations)	4	0	0	4
	Home ownership (RTB)	2	1	0	3
	Disabled adaptations	0	0	2	2
	Tenancy and estates management	2	0	0	2
	Sheltered housing	1	0	0	1
	Total		120	80	148
Planning	Development Control	53	15	3	70
	Planning Enforcement	9	6	0	15
	Total	62	21	3	85
Environmental Services	Waste	24	2	7	32
	Environmental Health	10	0	2	12
	Car Parks	4	0	0	4
	Recycling	1	0	1	2
	Land drainage and engineering and flooding	1	0	0	1
	Total	40	2	10	51
Finance	Benefits	4	0	0	4
	Council tax	3	0	1	4
	Total	7	0	1	8

Service	Service Area	Not Upheld	Partly Upheld	Upheld	Total
Elections and Special Projects	Elections	3	0	0	6
	Total	3	0	0	6
Monitoring Officer	Monitoring Officer	3	0	0	3
	Elections	1	0	0	1
	Total	4	0	0	4
Community Services	Sport and Recreation	1	0	0	1
	Community Safety/Countryside	0	1	0	1
	Countryside	1	0	0	1
	Parks and landscape management	1	0	0	1
	Total	3	1	0	4
Councillors	Councillors	3	0	0	3
	Total	3	0	0	3
IT, Customer and Office Services	Property	1	0	0	1
	Total	1	0	0	1
Democratic and Legal Services	Licensing	0	1	0	1
	Total	0	1	0	1
Organisational Development	Communications	1	0	0	1
	Total	1	0	0	1
Total		247	105	162	510

Examples of lessons learned recorded on the complaints database in 2013/14

Housing

- Need to keep customers informed of any delay that will impact on appointments.
- Need to be clear about which contractor/utility provider is responsible for repairs to a tenant's home.
- Improvements required in the quality of decorating work carried out by contractors.
- All staff to make sure that they adhere to the compensation policy.
- Contractors need to make sure they clean up properly after the completion of works to a tenant's home.
- All contractors and their operatives must be asbestos-aware and adhere to the Council's policy for dealing with asbestos.
- Tenancy and estates officers should ensure that they keep tenants informed of decant arrangements.
- More needs to be done to support the needs of vulnerable tenants with regard to repairs issues.
- Water and electricity services must be tested on completion of void works before property handed over to a tenant
- Transfer process needs to be reviewed to ensure that the tenants involved have all the information they need.
- Need to keep tenants updated on the proposed timescale for repairs to their home.
- Closer monitoring of contractors needed.
- There should be closer scrutiny of tenants' requests to carry out work in their home to ensure that only works approved by the Council are carried out.
- All tenants should be made aware that any contractors they engage should be asbestos awareness trained.
- Need to improve communications between contractors and tenants.

Development control

- Management of the discharge of conditions needs to be reviewed, and simpler cases dealt with more speedily.
- Advice in letters giving pre-application advice should be more direct and conclusive.
- Need to ensure when carrying out site visits and visiting neighbouring properties that neighbours are fully aware of the reasons for the visit and who is in attendance.
- Any officer taking phone messages should ensure these are passed on to the relevant officer.
- Important that the notes of site visits are completed promptly and that notes are kept of telephone conversations or informal meetings.
- Wording on the website should be checked for accuracy – should be easy to read but also legally correct.
- Requests for pre-application advice/information should be responded to within agreed timescales. Need for closer monitoring by the Area Team Managers and Case Officers.
- Website needs to make clear who is notified when an application is received.

- Officers should aim for improved management of their caseloads, making site visits at an early stage to identify potential problems/issues.
- Officers to be reminded of the importance of redacting personal information on representations prior to these being placed on the website.
- Consideration to be given to Case Officers leaving a card when they make an unannounced site visit confirming that they have visited and whether or not they have taken photographs.
- Officers need to make sure that they make their presence known when making a site visit – should always check to see if anyone is in the property.
- Need to be more pro-active in monitoring the discharge of conditions on major development sites – to be discussed at an Area Team Leaders meeting.
- Need to ensure that Development Control officers keep the Enforcement Team informed on the discharge of conditions at sites where there are enforcement concerns.

Environmental Services

- Need to improve information on the website.
- There should be closer monitoring of problem areas.
- Closer liaison with contractors needed in cases of repeat complaints.
- The scripts used by the Customer Advice Team need to be reviewed and the out of hours response procedure revisited.

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 6 JANUARY 2015

Title:

COMPLAINTS ABOUT WAVERLEY'S SERVICES RECEIVED BY THE LOCAL GOVERNMENT OMBUDSMAN AND HOUSING OMBUDSMAN IN 2013/14

[Portfolio Holder: Cllr Robert Knowles]
[Wards Affected: All]

Note Pursuant to Section 100B(5) of the Local Government Act 1972

Annexes to this report contain exempt information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in paragraph 2 of the revised part 1 of Schedule 12A to the Local Government Act 1972, namely:-

Information which is likely to reveal the identity of an individual.

Summary and purpose:

This report is in two parts. The first part summarises the complaints made to the Local Government Ombudsman about Waverley's services in 2013/14. The second part summarises the complaints made by Waverley's tenants and leaseholders to the Housing Ombudsman Service which assumed responsibility for investigating complaints about a local authority's landlord functions with effect from 1 April 2013. As a result of this change, and changes to the internal business processes of the Local Government Ombudsman, the report contains only very limited comparative information on Waverley's performance in dealing with Ombudsman complaints in previous years.

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

Investigating Ombudsman complaints can help to identify areas in which the Council could provide better value for money in its services, and on occasion can result in action to improve processes and systems that will improve the lives of residents. It also increases confidence in the community that Waverley follows high standards of administration and governance and contributes to understanding residents' needs.

Financial Implications:

See paragraph on Corporate Priorities above.

Legal Implications:

There are no legal implications.

Complaints about Waverley's services received by the Local Government Ombudsman in 2013/14

(i) Annual letter for 2013/14

1. The Local Government Ombudsman's (LGO) annual review letter concerning complaints about Waverley's services received in 2013/14 is attached as Annexe 1. The review letter is very brief. The letter provides information on the decision taken

in 2013 to create a single ombudsman structure at the LGO, and gives very limited information on the complaints and enquiries received about Waverley's services and the decisions made. As indicated in the letter, the LGO's internal business processes changed during 2013, and as a result the statistics produced in respect of 2013/14 are not directly comparable to those in previous years.

2. The LGO no longer produces information on local authorities' performance regarding the time taken to respond to the LGO's initial enquiries. However, according to the Council's own records, 100% of all the LGO's initial enquiries were responded to within the Ombudsman's target time of 20 working days.

(ii) Local Government Ombudsman's approach to dealing with complaints

3. As a result of substantial budget cuts, the LGO's service was restructured in 2013 with the intention of dealing with complaints swiftly and proportionately. The aim is now to handle the more straightforward cases at the earliest possible opportunity, and all complaints received by the Ombudsman are passed to one of a number of assessment teams who will make prompt decisions on all complaints to see if they merit further detailed investigation. Only those cases which merit more detailed work are now passed through for investigation.
4. In addition LGO no longer refers premature complaints to local authorities but will only advise complainants that their complaints are premature and that they need to complain to the authority concerned themselves.

(iii) Outcome of complaints made to the LGO about Waverley's services in 2013/14

5. Because of the significant changes in the LGO's way of working and the corresponding changes in the way in which the LGO now describes the outcome of the complaints that are investigated, it is only possible to provide Members with very limited comparative information in respect of previous years.
6. In 2013/14 the LGO reached a decision in 21 complaints about Waverley's services (compared with 12 complaints in 2012/13). In 11 cases the Ombudsman closed the complaint after initial enquiries with the complainant. Four complaints were referred back for local resolution, and one complaint was considered to be incomplete or invalid. The remaining five complaints were investigated by an Investigator at the LGO's office (compared with three complaints in 2012/13) and one of these complaints was upheld. A summary of this complaint, including the lessons learned, is attached as Exempt Annexe 2.
7. Members will wish to note that prior to April 2014, the LGO's findings of maladministration were reserved only for those cases where there had been significant fault by a local authority, requiring the publication of a formal report. However, the LGO now regards all administrative fault to be maladministration. It is believed that this change will bring the LGO's practices into line with other Ombudsmen schemes, including the Housing Ombudsman Service, and as a result, in 2014/15 there will be further changes in way the Ombudsman describes her decisions.

Complaints about Waverley's landlord services received by the Housing Ombudsman Service in 2013/14

(iv) Approach taken by the Housing Ombudsman Service (HOS) in dealing with complaints about social landlords

8. As Members will know, with effect from 1 April 2013 responsibility for investigating complaints about the landlord function of a local authority transferred from the Local Government Ombudsman to the Housing Ombudsman Service (HOS). Complaints about homelessness and housing allocations remain within the remit of the LGO. Unlike the LGO, the HOS does not send local authorities an annual letter, and the information in this part of the report is taken from the Council's own records.
9. In line with the LGO's approach, the HOS will only investigate a complaint if it is considered that the complainant has completed the authority's complaints procedure. However, before approaching the Ombudsman the complainant has the option of raising their concerns with a 'designated person' (i.e. a Waverley Councillor, an MP or Waverley's Designated Tenants Panel). The complainant can ask the designated person they have chosen to review their complaint so see if the matter can be resolved. If the designated person is unable to resolve the complaint, they can refer the complainant's concerns to the HOS for further investigation.
10. The HOS focuses on the resolution of complaints at the local level, and will look to the landlord to resolve problems wherever possible. If an HOS investigator considers, during the course of their investigations, that there is still a possibility of the complaint being resolved at the local level they will refer the complaint back to the landlord.
11. The HOS considers there has been 'maladministration' by a social landlord in any case where a formal decision is made by the Ombudsman that a landlord has failed to do something, done something that it should not have done or, in the Ombudsman's opinion, has delayed unreasonably. The HOS does not publish its reports on the outcome and recommendations made in respect of individual complaints. However, complaints may form the basis of an anonymised case study.

(v) Outcome of complaints made by Waverley's tenants to the Housing Ombudsman Service in 2013/14

12. In 2013/14 the HOS investigated three complaints made by Waverley's tenants. The HOS concluded their investigations regarding one of these complaints in December 2013, while the other two complaints were not concluded until May and June 2014 respectively.
13. Attached as Exempt Annexe 3 is a table summarising the issues raised by these complaints, the outcomes and lessons learned. As will be seen, one complaint resulted in a finding of maladministration in respect of failures that occurred in dealing with the removal of asbestos from a tenant's bathroom. While this finding is disappointing, lessons have been learned and the Council now has a new and improved policy for dealing with asbestos in tenants' homes.

14. The Corporate Overview and Scrutiny Committee noted the contents of the report at its meeting on 25 November 2014 with no particular observations to pass to the Executive.

Recommendation

It is recommended that the information contained within the report be endorsed.

Background Papers

Local Government Ombudsman's annual letter to Waverley for 2013/14 dated 7 July 2014.

Local Government Ombudsman Review of Local Government Complaints 2013-14 dated 15 July 2014.

CONTACT OFFICERS:

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		E-mail: sue.petzold@waverley.gov.uk
	Mr Robin Pellow	Telephone: 01483 523222
		E-mail: robin.pellow@waverley.gov.uk

7 July 2014

By email

Mr Paul Wenham
Executive Director
Waverley Borough Council

Dear Mr Paul Wenham

Annual Review Letter 2014

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2014. This is the first full year of recording complaints under our new business model so the figures will not be directly comparable to previous years. This year's statistics can be found in the table attached.

A summary of complaint statistics for every local authority in England will also be included in a new yearly report on local government complaint handling. This will be published alongside our annual review letters on 15 July. This approach is in response to feedback from councils who told us that they want to be able to compare their performance on complaints against their peers.

For the first time this year we are also sending a copy of each annual review letter to the leader of the council as well as to the chief executive. We hope this will help to support greater democratic scrutiny of local complaint handling and ensure effective local accountability of public services. In the future we will also send a copy of any published Ombudsman report to the leader of the council as well as the chief executive.

Developments at the Local Government Ombudsman

At the end of March Anne Seex retired as my fellow Local Government Ombudsman. Following an independent review of the governance of the LGO last year the Government has committed to formalising a single ombudsman structure at LGO, and to strengthen our governance, when parliamentary time allows. I welcome these changes and have begun the process of strengthening our governance by inviting the independent Chairs of our Audit and Remuneration Committees to join our board, the Commission for Administration in England. We have also recruited a further independent advisory member.

Future for local accountability

There has been much discussion in Parliament and elsewhere about the effectiveness of complaints handling in the public sector and the role of ombudsmen. I have supported the creation of a single ombudsman for all public services in England. I consider this is the best way to deliver a system of redress that is accessible for users; provides an effective and comprehensive service; and ensures that services are accountable locally.

To contribute to that debate we held a roundtable discussion with senior leaders from across the local government landscape including the Local Government Association, Care Quality Commission and SOLACE. The purpose of this forum was to discuss the challenges and opportunities that exist to strengthen local accountability of public services, particularly in an environment where those services are delivered by many different providers.

Over the summer we will be developing our corporate strategy for the next three years and considering how we can best play our part in enhancing the local accountability of public services. We will be listening to the views of a wide range of stakeholders from across local government and social care and would be pleased to hear your comments.

Yours sincerely

A handwritten signature in black ink that reads "Jane Martin". The signature is written in a cursive style with a long horizontal flourish at the end.

Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local authority report – Waverley Borough Council

For the period ending – 31/03/2014

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

Complaints and enquiries received

Local authority	Adult care services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection and regulation	Highways and transport	Housing	Planning and development	Total
Waverley BC	0	4	6	0	2	0	2	9	23

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Decisions made

Local authority	<u>Detailed investigations carried out</u>		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not upheld					
Waverley BC	1	4	0	11	1	4	21

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By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 06/01/2015

Title:

PROPERTY MATTERS

[Portfolio Holders: Cllrs Julia Potts and Simon Thornton]

[Wards Affected: Cranleigh West and Farnham Weybourne and Badshot Lea]

Note Pursuant to Section 100B(5) of the Local Government Act 1972

Annexes to this report contain exempt information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in paragraph 3 of the revised Part I of Schedule 12A to the Local Government Act 1972, namely:-

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

Summary and purpose:

To consider a number of property-related issues in the borough.

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

The proposals contained within this report will contribute towards a number of the Council's corporate priorities:-

Value for Money –

- § Easement of Access across Common Land, Cranleigh – the grant of an easement of access for a fee ensures that Waverley obtains value for money from its land.
- § Surrender and Re-Grant of lease at Unit 17B Farnham Trading Estate, Farnham – the transaction will increase the Council's rental income.

Understanding our Residents Needs –

- § Easement of Access across Common Land, Cranleigh – the easement will permit an area of redundant land to be reused for much-needed housing

Environment –

- § Easement of Access across Common Land, Cranleigh – by using an existing access for much of the easement, the grant of the easement will only have a small impact on the surrounding landscape.

Resource implications:

These are set out in the (Exempt) Annexes to this report but specific details are noted below.

- Easement of Access across Common Land, Cranleigh – the Council will benefit from some income as set out in the (Exempt) Annexe if the easement is agreed.
- Surrender and Re-Grant of lease at Unit 17B Farnham Trading Estate, Farnham – the proposal will result in a significant increase in Waverley's rental income from the site as set out in the (Exempt) Annexe.

Legal Implications:

- Easement of Access across Common Land, Cranleigh – Officer time will be required in the drafting of the legal documents.
- Surrender and Re-Grant of lease at Unit 17B Farnham Trading Estate, Farnham – Officer time will be spent in drafting the lease but there are no other legal implications.

1. Introduction

- 1.1 Authorisation is sought for the property-related issues detailed individually below.

2. Easement of Access across Common Land, The Common, Cranleigh

- 2.1 Approval is sought for the grant of an easement of access across common land, shown coloured black on the plan at Annexe 1, to a proposed new development, shown outlined, within the grounds of Cranley Hotel.
- 2.2 Cranley Hotel is in the process of selling redundant land and buildings, the area of which is shown outlined on the plan, to a developer. He has made a number of planning applications for this land, the most recent one being for two semi-detached houses. This has been approved. In order to access this land, the developer requires an easement over a narrow strip of Waverley-owned common land in front of the hotel, shown coloured black. The majority of the easement is over an existing access to the adjoining property and its position has been agreed with the Countryside Ranger.
- 2.3 Terms and conditions for the easement are set out in (Exempt) Annexe 2. Any approval required by the Planning Inspectorate for access over common land will be the responsibility of the applicant.

3. Surrender and Re-grant of Lease for Unit 17B Farnham Trading Estate, Farnham

- 3.1 Authority is sought for the Council to accept a surrender of the lease of the above warehouse property and simultaneously grant the tenant a new lease.
- 3.2 The premises are let to Keepsafe Farnham Trading Ltd trading as Alligator Self Storage and as shown outlined in red on the plan at Annexe 3. The current lease is for a term expiring on 24 March 2059 (in 44 years). It is proposed that a new lease is granted to the tenant expiring in 2138.

- 3.3 The majority of leases of other premises let out in this part of the Trading Estate by the Council expire in 2138. The proposed transaction will therefore not compromise the Council's long term asset management of the Trading Estate.

Recommendation

It is recommended that

1. an easement of access be granted over Waverley-owned common land as shown on the plan at Annexe 1, on the terms and conditions set out in (Exempt) Annexe 2, with other terms and conditions to be negotiated by the Estates and Valuation Manager; and
2. a surrender of the tenant's current lease of the premises outlined in red on Annexe 3 is accepted and a new lease simultaneously completed for a term of years expiring in 2138, with the other terms and conditions as set out in (Exempt) Annexe 4.

Background Papers

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

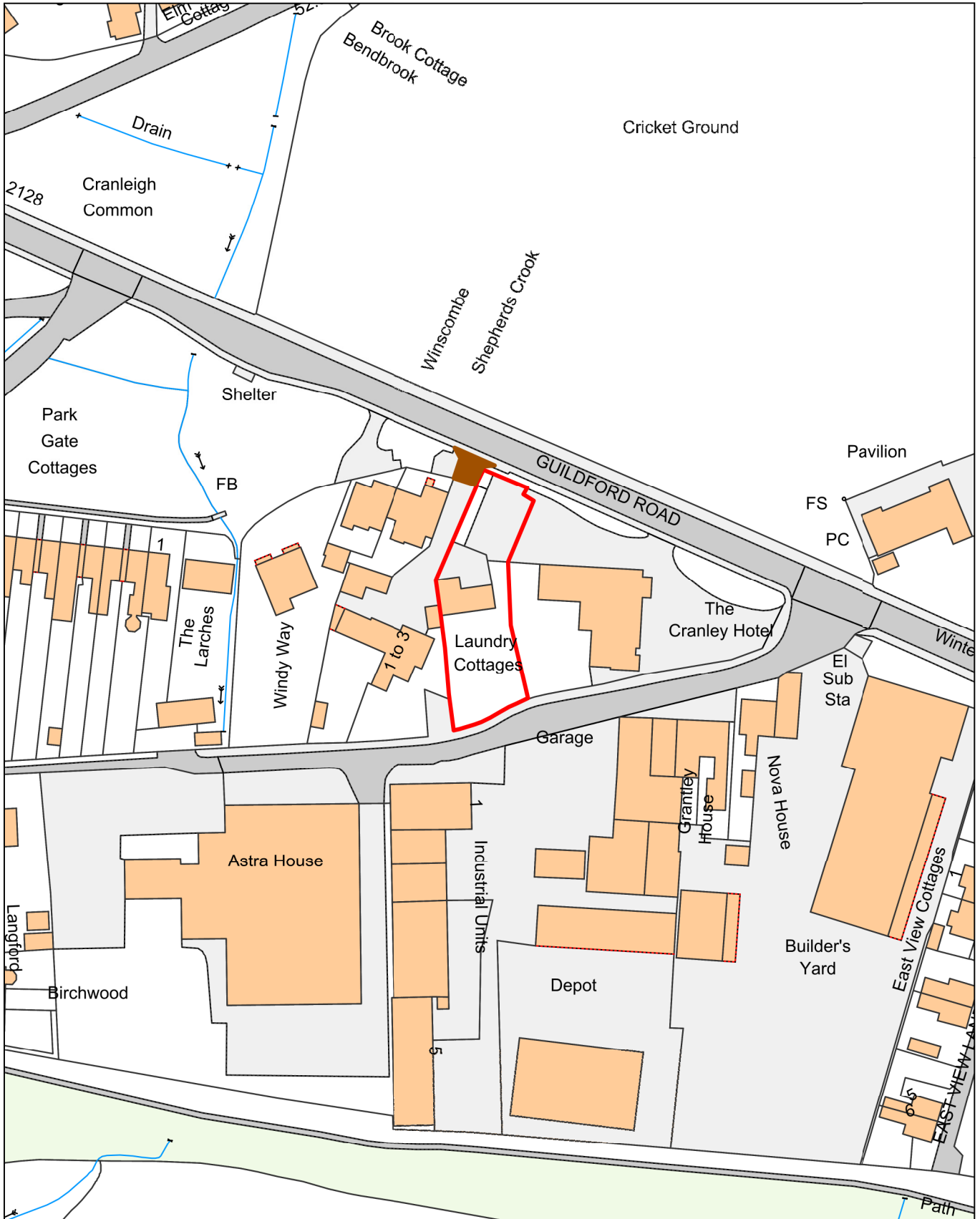
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**Easement of Access
 Land Adjoining Cranley Hotel
 The Common
 Cranleigh**

Scale 1: 1,250

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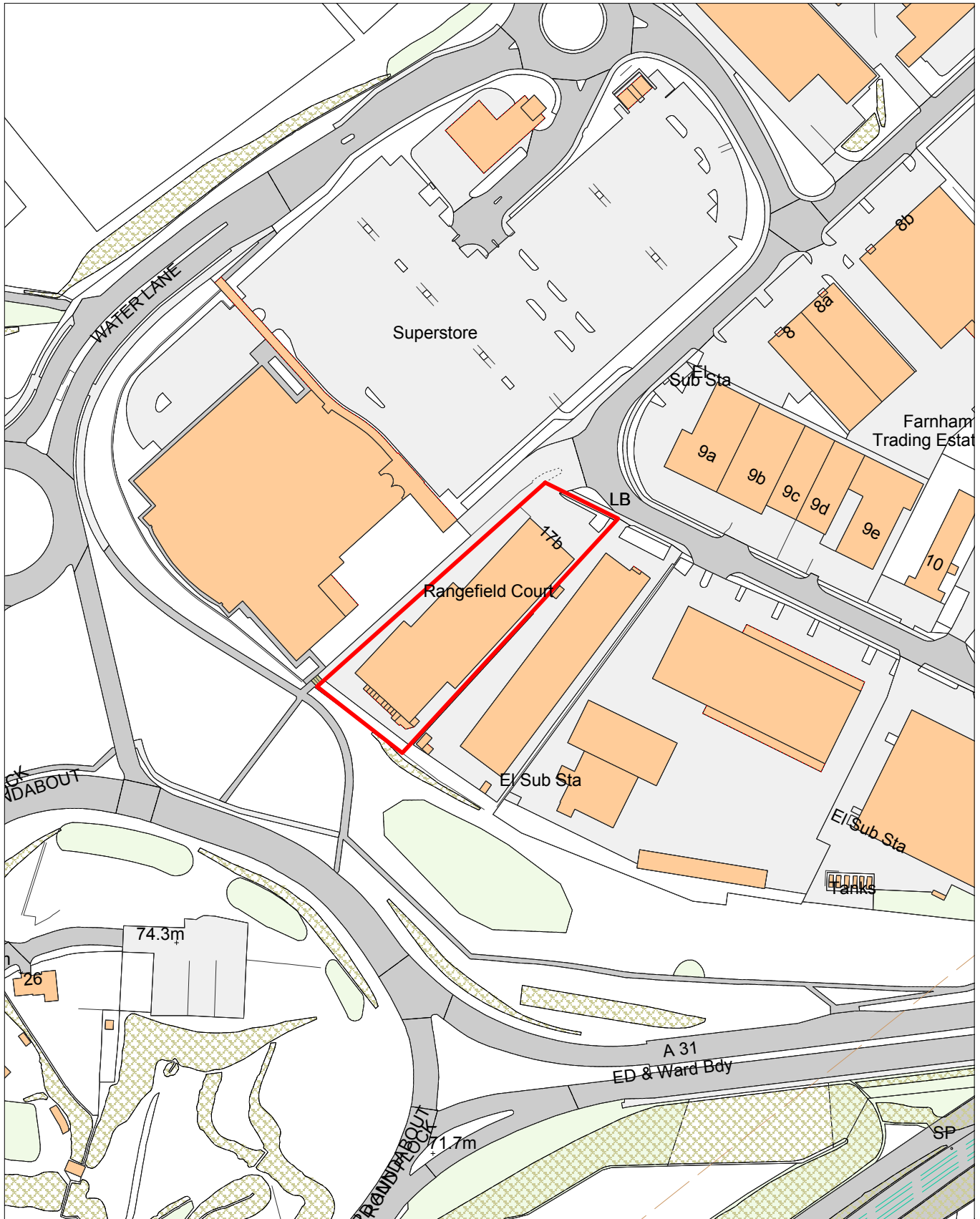
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Ordnance Survey LA100025451.



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17B Farnham Trading Estate, Farnham

Scale 1: 2,000

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WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 6 JANUARY 2015

Title:

**PERFORMANCE MANAGEMENT EXCEPTION REPORT
QUARTER 2, 2014/15 (JULY - SEPTEMBER 2014)**

**[Portfolio Holder: Cllr Julia Potts]
[Wards Affected: All]**

Summary and purpose:

Waverley's Performance Management Framework (PMF) contains a number of indicators that assist Members and officers in identifying current improvement priorities and progress against targets.

The indicators in Waverley's PMF are reviewed quarterly by the Executive. This report details performance, at Annexe 1, for the three-month period 1 July to 30 September 2014.

The Overview and Scrutiny Committees and their respective Sub-Committees have considered the full list of indicators. Their comments and recommendations on the indicators are included in this report.

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

Waverley's Performance Management Framework and the active management of performance information help to ensure that Waverley delivers its Corporate Priorities.

Equality and Diversity Implications:

The promotion of the Access to Leisure cards improves the access to services for potentially vulnerable and excluded groups.

Resource/Value for Money implications:

There are no resource implications in this report. Active review of Waverley's performance information is an integral part of the corporate performance management process, enabling the Council to improve Value for Money across its services.

Legal Implications:

Some indicators are based on statutory returns which the council must make to Central Government.

Introduction

1. Waverley's Performance Management Framework (PMF) contains a number of indicators that assist Members and officers in identifying current improvement priorities and progress against the objectives.
2. Annexe 1 to this report details performance in Quarter Two of 2014/15 (July – September 2014). Previously, the Executive had asked that indicators are only reported to it by exception – where particularly good or poor performance is reported.
3. The Community Overview and Scrutiny Performance Sub-Committee and the Corporate Overview and Scrutiny Housing Improvement Sub-Committee have considered the full Quarter Two Performance Reports for their areas of responsibility.
4. Each Sub-Committee's comments are reported to the main Overview and Scrutiny Committee meetings.

The Community Overview and Scrutiny Committee met on 18 November and agreed to forward the following recommendations to the Executive for approval:

Performance Indicator	Observations and Recommendations
NI 195 – Levels of litter, detritus, graffiti and fly-posting	The current level of performance is 91.7%, well above the target of 85%. It was noted that the Council has a contractual target with the service provider to achieve 90% level of performance and the Sub-Committee felt that the Performance Indicator target should be amended to reflect this. The Sub-Committee therefore agreed to recommend that the target be increased to 90%.
LPL 3b – Percentage of enforcement cases actioned within 12 weeks of receipt.	The sub-committee noted that the Planning Enforcement Team was now consistently performing above target, with the current performance being 87.27% against a target of 70%. The sub-committee therefore agreed to recommend that the Performance Indicator target be increased to 80%.

The Corporate Overview and Scrutiny Committee met on 25 November and agreed to forward the following recommendation to the Executive for approval:

Performance Indicator	Observations and Recommendations
LI8 – Average annual rate of return on Council Investments above market rates.	With the target being set 0.25% above the LIBOR rate at a time when base rate itself is only 0.50%, means that attaining the target rate in these circumstances is probably not achievable this year. The Corporate Overview & Scrutiny Committee has recommended that the Treasury Management target be revised to reflect performance against currently achievable levels of interest available on the market. This adjustment will be made in the 2015/16 Treasury Management Strategy to be approved at the February Council.

Recommendation

It is recommended that the Executive:

1. notes the performance figures for Quarter 2 2014/15 (July – September 2014) as set out at Annexe 1;
2. thanks the Overview & Scrutiny Committees for their observations regarding the Quarter 2 performance and considers their recommendations, as follows:-
 - a. for indicator NI 195 – levels of litter, detritus, graffiti and fly-posting, the target should be increased to 90%;
 - b. for indicator LPL 3b – percentage of enforcement cases actioned within 12 weeks of receipt, the target should be increased to 80%; and
 - c. for indicator LI8 – average annual rate of return on Council Investments above market rates, the target be revised in the 2015/16 Treasury Management Strategy to reflect performance against currently achievable levels of interest available on the market.

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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EXECUTIVE - QUARTER 2 PERFORMANCE REPORT 2014/15 (July - September 2014)

■ on target
 ▲ up to 5% off target
 ! more than 5% off target
 ? data not available
 - data only / no target / not due

Ref	Description	What is Good Performance?		2012/13					2013/14					2014/15		Quarterly Target
				Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	
				Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
ENVIRONMENTAL SERVICES																
NI 191	Residual household waste per household (kg)	Lower is better	!	92.00kg	88.90kg	84.71kg	85.23kg	87.71kg	88.76kg	89.34kg	91.60kg	97.11kg	91.70kg	94.49	93.05kg	85kg
<p>Q2 2014/15: The Quarterly target equates to a monthly target of 28.3kg. The Q2 monthly figures are: July 2014 – 33.49kg, August 2014 – 27.991kg, September 2014 – 31.56kg. The Recycling Improvement Plan sets out proposals for improving performance to meet the target figure.</p>																
NI 192	Percentage of household waste sent for reuse, recycling and composting	Higher is better	!	54.30%	56.00%	56.12%	57.53%	55.99%	52.00%	50.20%	50.90%	47.40%	49.94%	51.2%	50.49%	60%
<p>Q2 2014/15: The Q2 monthly figures are: July 2014 – 49.14%, August 2014 - 51.53%, September 2014 – 50.22%. The Recycling Improvement Plan sets out proposals for improving performance to meet the target figure.</p>																
NI 195	Levels of litter, detritus, graffiti and fly-posting	Higher is better	■	92.3%	86.3%	86.4%	87.0%	88.0%	94.0%	86.3%	86.0%	86%	88.1%	91%	91.7%	85%
<p>It is proposed that the target be increased to 90%</p>																
LEnv 5	Average number of days to remove fly-tips	Lower is better	!	1.1 days	0.42	1.6 days	1 day	1.03	1 day	1.47 days	1.3 days	1.56 days	1.33 days	1.7 days	1.9	1 day
<p>Q2 2014/15: 101 fly-tips were removed during the quarter.</p>																
NI 182	Satisfaction of business with local authority regulation services	Higher is better	■	85%	86%	88%	84%	85.75%	85%	83%	70%	80%	80%	91%	91%	85%
<p>A monthly survey of business customers of Environmental Health is undertaken. The figure is the percentage of business customers who respond that they have been treated fairly and/or the contact has been helpful.</p>																
COMMUNITY SERVICES																
LLe 2a	Number of Access to Leisure cards issued	Higher is better	■	308	554	222	292	1,376	348	444	227	439	1,458	438	525	325
LLe3	Total number of visits to Waverley leisure centres, per 1,000 population	Higher is better	!	3,153	3,282	3,201	3,529	9,636	3,435	3,342	3,432	3,734	13,943	3,790	3,022	3,425
<p>Q2 2014/15: The total number of visits has been affected by the refurbishment at Haslemere, which was at its most extensive during this period. Otherwise, there was good performance across the contract.</p>																
LLe3b	Number of visits to Cranleigh Sports Centre, per 1,000 population	Higher is better	■	534	536	557	628	2,255	631	557	587	673	2,448	607	606	550
LLe3e	Number of visits to Godalming Leisure Centre, per 1,000 population	Higher is better	■	377	593	694	808	2,472	750	809	791	798	3,148	929	857	650
LLe4a	Visits to and use of museums & galleries -	Higher is	■	133.94	114.83	122.92	127.5	499.19	137.42	146.1	125.94	108.53	517.99	104.86	103.16	85 (year outturn)

Ref	Description	What is Good Performance?		2012/13					2013/14					2014/15		Quarterly Target
				Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	
		Gauge	Status	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
	all Visits, per 1,000 population	better		Q2 2014/15: 8,494 visits + 4,050 website visits (unique page views) = 12,544 total visits ÷ 121,600 population x 1,000 = 103.16												target = 340)
PLANNING																
NI 157a	Processing of planning applications: Major applications - % determined within 13 weeks.	Higher is better		75%	81.82%	62.50%	87.50%	71.74%	60.00%	100%	100%	83.33%	90.24%	100% (5 out of 5 in time)	91.67%	75%
														Q2 2014/15: 11 out of 12 in time. Monthly breakdown -July: 80% (4 out of 5). August: 100% (5 out of 5). September: 100% (2 out of 2).		
New Local PI	Processing of planning applications: All applications - % determined within 26 weeks (cumulative)	Higher is better		<i>New Local Performance Indicator for 2013/14</i>					99.43% (522 out of 525)	99.80% (498 out of 499)	99.39% (487 out of 493)	99.14% (461 out of 465)	99.29% (1,968 out of 1,982)	100% (557 no.)	100% (456 no.)	80%
LPL1 a	Planning appeals allowed (cumulative)	Lower is better	!	37.5%	38.5%	40.7%	45.54%	45.54%	53.9% (7 out of 13)	38.5% (10 out of 36)	36.7% (18 out of 49)	42.4%	42.4%	35.7% (5 out of 14)	33.3% (10 out of 30)	30%
New Local PI	Major Planning Appeals allowed as % of Major Application decisions made (cumulative)	Lower is better		<i>New Local Performance Indicator for 2013/14</i>					40% (2 of 5)	13.64% (3 of 22)	10.34% (3 of 29)	7.32% (3 of 41)	7.32% (3 of 41)	20% (1 of 5)	5.88% (1 out of 17)	20%
														Q2 2014/15: Performance is on-target at 5.88%, measured cumulatively throughout the year.		
LPL3 b	Percentage of enforcement cases actioned within 12 weeks of receipt.	Higher is better		42%	55.88%	64.29%	60.29%	50.32%	70.2%	68.96%	76.24%	75.63%	72.83%	89.71%	87.27% (96 out of 110)	Currently 70% Proposal to increase to 80%
LPL4	Percentage of tree applications determined within 8 weeks	Higher is better		96.92% (63 out of 65)	97.5% (39 out of 40)	89.55% (60 out of 67)	97.44% (38 out of 39)	94.79%	100% (38 out of 38)	94.44% (51 out of 54)	100% (52 out of 52)	98.44%	98.08%	96.61% (57 out of 59)	100% (54 out of 54)	95%
LPL5 a	Percentage of complete Building Control applications checked within 15 days.	Higher is better		73.1%	80.77%	87.76%	49.04%	70.73%	79.37% (100 out of 126)	63% (84 out of 133)	81% (91 out of 113)	91% (115 out of 127)	78% (390 out of 499)	82% (126 out of 154)	80% (96 out of 120)	70%

Ref	Description	What is Good Performance?		2012/13					2013/14					2014/15		Quarterly Target
				Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	Q3	Q4	Year Outturn	Q1	Q2	
		Gauge	Status	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
FINANCE & RESOURCES																
L15b	% of invoices from small and/or local businesses paid within 10 days	Higher is better	!	93.79%	90.79%	92.47%	94.62	92.92%	91.46%	90.1%	92.3%	97.13%	90.55%	93.07%	82.34%	95%
Performance was below the target of 95% during Q2 2014/15, due to staffing issues within the small team that processes payments to suppliers. The process for paying suppliers requires a staff member to process the invoice and a more senior manager to authorise the payment, so absences of either inputters or authorisers can cause delays which can result in failure to meet the 10-day target period.																
L16a	% of Council Tax collected	Higher is better		31.0%	59.8%	88.5%	99.2%	99.2%	30.7%	59.5%	88.0%	99.0%	99.0%	30.5%	59.2%	49.5% (99% Annual target)
L18	Average annual rate of return on Council Investments above market rates	Higher is better	!	0.15%	0.12%	0.17 (to 15/02/13)	0.87%	0.87%	0.16%	0.16%	0.17%	0.15%	0.15%	0.08%	-0.10%	0.25%
The average 3-month LIBOR rate is around 0.71% and the target rate is therefore 0.96% (0.25% above LIBOR). Current performance is 0.61%, which is 0.10% below the LIBOR rate. See 'Treasury Management Activity – Year to Date 2014/15' report (presented to Corporate O&S Committee 25 November 2014) for details. It is proposed to adjust the target as part of the 2015/16 Treasury Management Strategy.																
L12	Working Days Lost Due to Sickness Absence	Lower is better		0.83	0.98	0.97	1.53	4.31	1.16	1.26	1.26	1.12	1.20	1.24	1.18	1.38
HOUSING SERVICES																
LH01c	Total former tenants rent arrears as a percentage of the total estimated gross debit	Lower is better		0.37%	0.36%	0.38%	0.34%	0.34%	0.36%	0.40%	0.33%	0.32%	0.32%	0.38%	0.44%	<0.5%
Former tenant arrears: £142,729																
LHO 2b	Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NoSP)	Lower is better		2.56%	3.07%	1.25%	2.38%	--	1.06%	3.64%	1.08%	4.75%	--	3.95%	2.60%	<4%
122 Notices in Q2 2014/15: Notices are served at a prescribed time when tenant has £500 arrears or is 4 weeks in arrears. The number of notices served has increased over the last year and continues to increase in 2014/15. Notices are served according to the policy and demonstrate the importance of paying rent to tenants in arrears who have failed to make or breached repayment arrangements.																
NI 156	Number of households living in temporary accommodation	Lower is better		4	4	3	1	1	1	4	5	4	4	4	4	<8
NI 158	% non-decent council homes	Lower is better		--	--	--	--	27%	26%	--	24%	15%	15%	13%	13%	20% (Annual target)

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