

To: All Members of the EXECUTIVE

When calling please ask for:

Fiona Cameron, Democratic Services
Manager

Policy and Governance

E-mail: fiona.cameron@waverley.gov.uk

Direct line: 01483 523226

Calls may be recorded for training or monitoring

Date: 29 June 2018

Membership of the Executive

Cllr Julia Potts (Chairman)
Cllr Ged Hall (Vice Chairman)
Cllr Andrew Bolton
Cllr Kevin Deanus
Cllr Jim Edwards

Cllr Jenny Else
Cllr Carole King
Cllr Tom Martin
Cllr Chris Storey

Dear Councillors

A meeting of the EXECUTIVE will be held as follows:

DATE: TUESDAY, 10 JULY 2018

TIME: 6.45 PM

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

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

Agendas are available to download from Waverley's website (www.waverley.gov.uk/committees), where you can also subscribe to updates to receive information via email regarding arrangements for particular committee meetings.

Alternatively, agendas may be downloaded to a mobile device via the free Modern.Gov app, available for iPad, Android, Windows and Kindle Fire.



INVESTOR IN PEOPLE



Most of our publications can be provided in alternative formats. For an audio version, large print, text only or a translated copy of this publication, please contact committees@waverley.gov.uk or call 01483 523351.

This meeting will be webcast and can be viewed by visiting
www.waverley.gov.uk/committees

NOTES FOR MEMBERS

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

AGENDA

1. **MINUTES**

To confirm the Minutes of the Meeting held on 5 June 2018.

2. **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

3. **DECLARATIONS OF INTERESTS**

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

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

The Chairman to respond to any questions received from members of the public for which notice has been given in accordance with Procedure Rule 10.

The deadline for receipt of questions is 5pm on Tuesday 3 July 2018.

5. **QUESTIONS FROM MEMBERS**

The Chairman to respond to any questions received from Members for which notice has been given in accordance with Procedure Rule 11.

The deadline for receipt of questions is 5pm on Tuesday 3 July 2018.

6. **CORPORATE STRATEGY 2018-23** (Pages 9 - 16)

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

This report presents the proposed new Corporate Strategy 2018-23. The contents of the Strategy are set out at Annexe 1.

Recommendation

The Executive is requested to consider the draft Corporate Strategy 2018-23 and recommend it to the Council for approval and adoption.

7. **STATEMENT OF LICENSING POLICY 2018 - 2023** (Pages 17 - 52)

[Portfolio Holder: Councillor Andrew Bolton]

[Wards Affected: All Wards]

The Licensing Act 2003 requires Waverley to have a Statement of Licensing Policy, and to keep this under review, at least every five years. The current Policy was last reviewed in January 2013 and requires updating to reflect changes in legislation and revised guidance.

The revised Statement of Licensing Policy has been subject to public consultation and consideration by the Licensing and Regulatory Committee, and is recommended for adoption by the Council.

Recommendation

That the Executive recommends to Council that the revised Statement of Licensing Policy for Waverley, 2018-2023 be adopted and implemented with effect from 1 August 2018.

8. **LEISURE CENTRE INVESTMENT: FARNHAM, GODALMING AND CRANLEIGH** (Pages 53 - 72)

[Portfolio Holder: Councillor Jenny Else]

[Wards Affected: All Wards]

As part of the continued improvement of our leisure facilities a feasibility study was completed in October 2017, by SLC consultancy, to identify viable options for future leisure investment across Waverley.

The outcomes of the feasibility report are supported by a robust assessment of the need for improved leisure facilities in Waverley.

A summary of the viable options derived from the SLC report were presented to the Community Wellbeing O&S Committee in November 2017 and were received positively. Some engagement with Cranleigh Parish Council also took place during the feasibility work.

This report presents the most favourable viable options and requests formal approval to progress with detailed design and procurement of extensions to Godalming and Farnham Leisure centres. It also requests approval to begin a consultation process for investment in leisure in Cranleigh.

Recommendation

That the Executive recommends to Council that:

1.A capital budget of £3.22m is agreed and officers progress with

more detailed specification and procurement of the Farnham and Godalming leisure centre schemes, subject to negotiations with Places for People on future management fee payments (PfP);

2.The Farnham and Godalming schemes are funded as per the table included in the financial implications section and the final funding arrangement be delegated to the Strategic Director (S151 Officer) in consultation with the Deputy Leader;

3.Officers are given the delegated authority to negotiate the management fee terms for the remainder of the contract with PfP, on the basis that the extended facilities are delivered;

4.Authority is delegated to the Strategic Director in consultation with the Deputy Leader to enter into appropriate lease and/or contractual arrangements to enable the car park lease extension at Godalming Leisure Centre.

5.The Council commits to a multi-million pound investment in leisure facilities in Cranleigh and agree that officers begin a detailed consultation, with the support of external consultants, to identify a potential location for the Cranleigh Leisure Centre and report back to Executive.

9. OVERVIEW & SCRUTINY REVIEW ON FACTORS AFFECTING HEALTH INEQUALITIES IN WAVERLEY (Pages 73 - 164)

[Portfolio Holder: Councillor Jenny Else]
[Wards Affected: All Wards]

At the September 2017 meeting of the Community Wellbeing Overview and Scrutiny Committee a scrutiny Working Group was set up to review the reasons for the disparity in life expectancy between different areas in Waverley. Much of the evidence supporting the review is contained within the [Community Wellbeing Overview and Scrutiny version of this report](#). The report contains information on how the review was carried out, the findings of the Working Group and the recommendations made as a result. The scope for this review can be found in Appendix B within the report.

Recommendation

It is recommended that the Executive considers the report and agrees the recommendations contained within it.

10. OVERVIEW & SCRUTINY REVIEW OF HOUSING DESIGN STANDARDS FOR NEW COUNCIL HOMES (Pages 165 - 222)

[Portfolio Holder: Councillor Carole King]
[Wards Affected: All Wards]

The attached report sets out the work undertaken and recommendations made by the Member Scrutiny Review Working Group into Housing Design Standards for New Council Homes. If agreed, it is expected that the recommendations of this Scrutiny Review will inform the design proposals for

Site C at Ockford Ridge and future housing development.

Recommendation

It is recommended that the Executive considers the attached report and agrees the recommendations contained within it.

11. PERFORMANCE MANAGEMENT REPORT Q4 2017/18 (JANUARY - MARCH 2018) AND SERVICE PLANS OUT-TURN REPORT 2017/18 (Pages 223 - 260)

[Portfolio Holder: Councillor Julia Potts]
[Wards Affected: Not applicable]

This report provides an analysis of the Council's performance across both key performance indicators (KPIs) and Service Plans for 2017/18. The Q4 and end of year analysis of the KPIs can be found in Annexe 1 and the annual outturn report on Service Plans for the financial year 2017/18 can be found in Annexe 2.

Recommendations

It is recommended that the Executive:

- 1.Considers the performance figures for Quarter 4 2017/18 and end of year outturn as set out in Annexe 1 to this report and agrees any observations or recommendations about performance and progress towards targets.**
- 2.Considers the progress against actions contained within the Service Plans 2017/18 set out in Annexe 2 to this report and agrees any observations or comments.**
- 3.Approves the changes to the current indicator set for leisure centres and wellbeing.**
- 4.Approves the discontinuation of the current indicator set for museums.**
- 5.Approves the proposed target change of the '*residual household waste per household (kg)*' [NI191] from 85kg to 90kg.**
- 6.Approves the inclusion of the new housing indicators.**

12. 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.

13. PROCUREMENT OF WASTE, RECYCLING AND STREET CLEANING CONTRACT (Pages 261 - 290)

[Portfolio Holder: Councillor Andrew Bolton]
[Wards Affected: All Wards]

To consider the EXEMPT report, attached.

Recommendation

To approve the recommendation in the EXEMPT report, attached.

14. HOUSING REPAIRS AND MAINTENANCE CONTRACTS PROCUREMENT - UPDATE JULY 2018 (Pages 291 - 296)

[Portfolio Holder: Councillor Carole King]
[Wards Affected: All Wards]

To note the progress made with the Housing Service Repairs and Maintenance Procurement Project, and consider the recommendations set out in the attached EXEMPT report.

Recommendation

That the Executive approves the recommendations set out in the EXEMPT report.

15. PROPERTY MATTER - LEASE EXTENSION (Pages 297 - 298)

[Portfolio Holder: Councillor Ged Hall]
[Wards Affected: Not applicable]

To consider the Property Matter set out in the attached EXEMPT report.

Recommendation

To approve the recommendation in the EXEMPT report.

16. PROPERTY MATTER - RTB PROPERTY BUY-BACKS (Pages 299 - 300)

[Portfolio Holder: Councillor Ged Hall]
[Wards Affected: Not applicable]

To consider the Property Matters set out in the attached EXEMPT report.

Recommendation

To approve the recommendations in the EXEMPT report.

17. 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
Fiona Cameron, Democratic Services Manager, on 01483 523226 or
by email at fiona.cameron@waverley.gov.uk**

This page is intentionally left blank

WAVERLEY BOROUGH COUNCIL

EXECUTIVE

10 JULY 2018

Title:

CORPORATE STRATEGY 2018-23

[Portfolio Holder: Cllr Julia Potts]

[Wards Affected: All]

Summary and purpose:

This report presents the proposed new Corporate Strategy 2018-23. The contents of the Strategy are set out at Annexe 1.

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

Waverley's Corporate Strategy sets out the direction of the Council for the next five years and its major priorities. It also forms the Performance Management Framework which helps ensure that Waverley delivers against all of its corporate objectives.

Equality and Diversity Implications:

The strategy states that "all our important policy decisions will be assessed on how they impact on vulnerable, disadvantaged and protected people and groups, by undertaking appropriate impact assessments". An equality impact assessment has been carried out on the Corporate Strategy and this identifies that there are no negative impacts on any of the protected characteristic groups and there are positive impacts on the age characteristic, particularly the young and older age groups.

Financial Implications:

The financial implications of the Corporate Strategy will be considered each year through the Service Plans produced annually as part of the budget process.

Legal Implications:

There are no specific legal implications arising from this report.

1. Background

The Corporate Strategy is the overall strategy for the whole Council and provides strategic direction for the next five years. It replaces the Corporate Plan 2016-19. The Strategy is a vital document to reflect on and address the challenges and changes affecting local government over the next few years, including increasing public demand on services, economic uncertainty and severely curtailed funding to local public services.

The Strategy sets out three main priority themes for the Council: People, Place and Prosperity. The priorities and objectives have been arrived at through discussion, research and consultation, including workshops with councillors and staff. A draft was published for partner, stakeholder and public comment in June and suggestions have been considered and incorporated. The Strategy takes into consideration the needs of customers and partner organisations, and the findings of the Strategic Review, approved by the Council in February 2017.

As the draft states, the Corporate Strategy will be reflected in the Council's service plans, budgets and individual performance agreements. Progress will be monitored by senior management, Overview and Scrutiny Committees and the Executive regularly, and particularly through the quarterly performance reports, which are to be reformatted accordingly.

Recommendation

The Executive is requested to consider the draft Corporate Strategy 2018-23 and recommend it to the Council for approval and adoption.

Background Papers

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

CONTACT OFFICER:

Name: Louise Norie
Corporate Policy Manager

Telephone: 01483 523464
E-mail: louise.norie@waverley.gov.uk

- Severe funding constraints on all public services and its consequences, including the complete removal of government grant funding
- Increasing demand for services from residents, particularly associated with an ageing population, and the opportunities and expectations created by new technology
- The shortage of homes that are truly affordable for most people, particularly first time buyers
- Extreme and hidden disparities in economic and social experiences
- An uncertain economic outlook regionally, nationally and internationally
- National economic growth and house-building targets
- Extra demands from government

This Corporate Strategy sets out Waverley Borough Council's three key priority themes for the next five years, within this challenging context, to support our vision for the borough:

People

Place

Prosperity

Each section includes goals that are focused on impact in our communities. These goals will be reviewed and updated annually. They will be delivered through our annual service plans with specific and timed targets agreed with councillors that will be monitored and reported regularly.

The final section of this document then outlines how the Council as a public service business will operate and transform itself to deliver these priorities.

Priority Theme 1: People

We will always put the care and respect of our residents and visitors at the heart of everything we do. As a local council, the well-being of our local people is the reason for our existence. We provide many different services to our customers and we will strive to maintain high quality services that meet the needs of our residents at an affordable cost.

We will clearly set out the quality of standard that our residents can expect in each service. We will be clear with our customers and clients about what services we provide and how we deliver them, and signpost to those other public services – like Surrey County Council and the town and parish councils – as necessary. We will work creatively and embrace new technology to improve customer experience and encourage self-service so that our services can be accessed more conveniently, while ensuring that vulnerable members of our community are not left behind.

The health and well-being of our residents is an important priority. We will ensure the services we provide – such as housing, leisure, countryside management and planning – offer opportunities to residents to improve their standard of living. We will focus on well-being in our communities, helping people to live healthily and independently, particularly as they age. We will focus on providing top quality leisure and recreational facilities for all ages at our leisure centres, community facilities and in the countryside. We acknowledge that many of our services help prevent or delay health problems that would then otherwise have to be tackled by other public services. We will work with partners in Surrey County Council, the NHS, the voluntary sector and other public services who share our desire to support the most vulnerable in our communities.

We are committed to providing quality affordable housing and we will develop and implement plans for much-needed new affordable housing in the borough, both through our own building programme and in collaboration with housing associations. As landlord to over 5,000 tenants we are committed to providing a good quality and agile housing service.

Our People goals for 2018-23:

1. Deliver housing options for people in need of affordable housing* and continue to be one of the most effective Housing services in the country at preventing homelessness.
2. Invest in our council homes to ensure that they are pleasant and safe.
3. Maximise the supply of affordable homes by achieving a minimum of 30% affordable housing on all new developments of more than 10 dwellings, developing four new council schemes by 2021, and implementing the Housing Strategy Action Plan 2018-23.
4. Invest in leisure facilities to increase participation and enjoyment, and promote our Access to Leisure scheme of discounts for people with disabilities, pensioners, students, carers, members of the Armed Forces, people receiving financial support and other eligible individuals.
5. Develop and implement a new health and well-being strategy, in collaboration with other local public services and the voluntary and community sector.
6. Broaden the services available to our Careline customers to help them live independently and increase the number of our clients by 5% per annum up to 2020.
7. Help young people into education and employment through Waverley Training Services and grow the number and quality of apprenticeships each year.
8. Increase satisfaction with our services each year.
9. Provide cost-effective, interactive and innovative digital channels which become the preferred way for most customers to access services, while supporting those who need help to access our services in other ways.
10. Communicate directly and honestly with our customers using the media they prefer, and respond to enquiries quickly and fairly.

Priority Theme 2: Place

Waverley borough is a beautiful place to live and work. We recognise that our distinctive local environment is an asset to be safeguarded, not exploited. Our precious environment is recognised nationally by its environmental designations. In this context, responsible stewardship means more than preservation: it means planning for development that will be sustainable: environmentally, socially and economically. Like others in the South East, we are facing demands for new housing. We recognise that we have an important role to ensure that development strengthens our communities. We have a responsibility to work within the National Planning Policy Framework set by the Government, but there are times when we need to lobby hard to change that framework. Our Local Plan and – where they exist – Neighbourhood Plans within parishes comprise the key strategic policy framework to shape sustainable development in Waverley.

* The Government's definition of affordable housing is: "social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market" (www.gov.uk/guidance/definitions-of-general-housing-terms#social-and-affordable-housing).

We will focus on keeping our borough clean. We have an opportunity to review the contracts for waste, recycling, street cleaning and grounds maintenance. We will take this opportunity to ensure these services continue to provide excellent value for money whilst offering our residents the level of service they want. We will use our powers and services to promote cleaner places and cleaner air. We will support environmentally sustainable transport, including community transport and electric vehicles, and seek to reduce carbon dioxide emissions.

We will work closely with our public service partners, including Surrey Police, to deliver the Joint Enforcement Initiative to reduce levels of environmental crime and anti-social behaviour within the borough.

Throughout the life of this Strategy we will be exploring the nature of 'Place Shaping' and the benefits it affords to our varied communities. Through leadership, community engagement and partnership working – particularly with our 21 parish and town councils – we have an opportunity to enhance our towns and villages by encouraging investment in infrastructure and facilities.

We will progress our plans to provide a range of good quality, accessible facilities to meet the sport and physical activity needs of our current and future communities across Waverley.

Our Place goals for 2018-23:

1. Procure new refuse, recycling and grounds maintenance services by 2019 which will maintain standards and provide good value for money.
2. Deliver Local Plan Part 2 by the end of 2019 to deliver sustainable development in Waverley as agreed in Part 1, achieve sustainable housing needs for the future and contribute to the well-being of our communities.
3. Encourage our residents to improve the quality and rate of recycling to 54% by 2023.
4. Ensure 100% of scheduled street cleaning takes place on time and 90% meets our top two performance grades.
5. Create a new Heathland Hub at Frensham Great Pond to promote the biodiversity and importance of this heathland area and to better serve the visitors and users of the site.
6. Deliver the Joint Enforcement Initiative to enhance the local environment and reduce environmental crime and anti-social behaviour.
7. Implement borough-wide plans with partners to improve air quality.
8. Oversee the delivery of the Brightwells major regeneration scheme in Farnham, delivering 239 homes, including 72 affordable homes, a new shopping hub and traffic improvements.
9. Support the delivery of a sustainable new settlement at Dunsfold.
10. Support access to community transport.
11. Play our part in promoting the use of environmentally sustainable transport options, including reducing the need to travel and supporting the use of electric vehicles.

Priority Theme 3: Prosperity

Waverley is in a highly strategic location, with road and rail routes to the capital, the coast and to other significant economic centres. It is within the Enterprise M3 economic area and borders the Coast to Capital economic area. Major employers operate within and near the

borough, as well as the multitude of independent smaller and medium-sized businesses that are the lifeblood of our local economy.

We will bring forward an Economic Development Strategy, to sit alongside our Local Plan, to attract extra investment in skills and employment prospects. We will support our high streets and employment sites. We will put in place schemes to help our local businesses to compete in these challenging economic times. We will engage closely with the EM3 Local Enterprise Partnership, the Government, our business community and skills providers for the benefit of those who live and work in Waverley. Through the application of the Community Infrastructure Levy on new development, we will invest in much-needed infrastructure and community facilities in our towns and villages.

We are committed to developing Waverley Training Services, our important apprenticeship training arm, which helps people into education and employment.

We will develop plans to market the borough as an attractive tourism option to support our visitor economy.

Our Prosperity goals for 2018-23:

1. Agree and implement a new Economic Development Strategy to support business and personal prosperity.
2. Deliver sustainable and affordable services that meet the needs of our residents and businesses, while balancing the budget.
3. Create a business-friendly culture in Waverley Council that supports local businesses to be successful and helps those wanting to locate to the borough.
4. Deliver a Property Investment Strategy that supports the local economy, while providing additional income to the Council.
5. Implement a Community Infrastructure Levy scheme and seek further grant funding to ensure that new growth is supported by infrastructure.
6. Increase our engagement with the Local Enterprise Partnership, with other local authorities and with the Government to increase funding to support Waverley's economy.
7. In consultation with local communities, create and implement a new car park strategy to help local retail centres and the wider community, and increase income to support their maintenance.

How the Council will work

An effective 21st century council must harness the traditional strengths of a local authority in terms of local connection, professionalism and process, with flexibility and an increasing need to work with commercial awareness.

We must be in continuous conversation with our communities, complementing robust evidence with local knowledge to inform decisions. While recognising that we can't please all of the people all of the time, we will try hard to find solutions that work locally. We will bring people together to work on local solutions for local problems. We will treat everyone with honesty, respect and courtesy, and we will ask everyone to do the same in return.

We know we cannot take forward our ambitions on our own, particularly in these difficult financial times. We will work more collaboratively with those public, voluntary and private partners who wish to work with us to achieve our objectives for the borough and mutual

business benefit. We will develop plans for more innovative ways to deliver services at less cost, including forging service-based partnerships with other local authorities.

We will be open in our decision-making to create a culture of trust and confidence. We were one of the first councils to broadcast our decision-making meetings on the web, and we are still one of a few councils to do so. We will communicate respectfully and as openly as the law allows. We will uphold high standards of conduct and integrity, exercising good governance so that our decision-making is timely and informed.

We will try out new ways to empower local ownership and influence, working particularly with our closest partners in public service: the 21 parish and town councils. We will engage continuously with Surrey County Council and other public service organisations to try to join up plans and how they affect people in the borough.

All our important policy decisions will be assessed on how they impact on vulnerable, disadvantaged and protected people and groups, by undertaking the appropriate impact assessments. Our future service provision will be affected by changes in Government policy, as well as challenges faced by our partner organisations. We will always implement national and local policy changes with fairness and particular care for the most vulnerable.

Our professional and qualified members of staff are key to delivering effective and efficient services. We will recruit, develop and retain staff who will be ambassadors for the borough and the council, who will empathise and listen, and who have a passion for improving public services. We will develop a new HR Strategy to complement this Corporate Strategy so that our employees are supported and encouraged to work in ways that work for the customer, for the business and for their happiness.

We expect the financial constraints affecting public services to continue to increase in severity. We will plan carefully and invest wisely so that we can reshape and fund our services to deliver good value for money. Collaboration with Surrey County Council, parish and town councils, Surrey Police, the NHS and other public and voluntary service organisations will be important in developing a shared agenda to benefit our borough, its residents, businesses and visitors.

We will cut bureaucracy and unnecessary process and minimise waste. We will review regularly how we run our services and structures, in line with our annual service and budget planning process. We will report on our progress on this Strategy as part of our regular performance updates to councillors.

WAVERLEY BOROUGH COUNCIL

EXECUTIVE –10 JULY 2018

COUNCIL – 17 JULY 2018

Title:

STATEMENT OF LICENSING POLICY 2018 - 2023

[Portfolio Holder: Cllr Andrew Bolton]

[Wards Affected: All]

Summary and purpose:

The Licensing Act 2003 requires Waverley to have a Statement of Licensing Policy, and to keep this under review, at least every five years. The current Policy was last reviewed in January 2013 and requires updating to reflect changes in legislation and revised guidance.

The revised Statement of Licensing Policy has been subject to public consultation and consideration by the Licensing and Regulatory Committee, and is recommended for adoption by the Council.

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

Licensing contributes to improving lives and protecting the environment in Waverley.

Equality and Diversity Implications:

There are no equality implications.

Resource/Value for Money implications:

There are no immediate resource implications in this report.

Legal Implications:

There are legal implications for the Council in that it will need to be prepared to defend the revised Policy, if challenged. Members will note that the existing Policy has worked well in practice for the past five years. There are also Human Rights considerations in the processes under this Act, and these will be taken into account.

Background

1. The Licensing Act 2003 requires Waverley to have a Statement of Licensing Policy, against which applications for licences under the Licensing Act 2003 are considered, and to keep this under review, at least every five years. The existing Statement of Licensing Policy was adopted by the Council in December 2007, and last reviewed and updated in January 2013.
2. The current Waverley Policy has been in place since August 2013, and requires updating following changes to legislation, including the Immigration Act 2016 in

relation to the prevention of illegal working in licensed premises and the issuing of the latest revised guidance under section 182 of the Licensing Act 2003 (effective from 6 April 2018).

3. In addition, the Home Office has issued its Modern Crime Prevention Strategy (March 2016) which potentially impacts on licensing, including the encouragement of partnership working schemes, improved local intelligence systems for use as evidence in licensing hearings, and support to local authorities in efforts to diversify late night economy away from alcohol-led premises, and which is available on the Home Office website at <https://www.gov.uk/government/publications/modern-crime-prevention-strategy>
4. The Policy has been reviewed and was subject to public consultation between 9 March 2018 and 1 June 2018, (a twelve week period).

Statement of Licensing Policy - Public Consultation

5. A copy of the existing Statement of Licensing Policy, incorporating the changes proposed and amendments from Officers is attached at Annexe 1 (tracked changes are shown in colour). These incorporate minor amendments made by the Licensing and Regulatory Committee at their meeting on 18 June 2018.
6. The public consultation has been conducted by written process to all Responsible Authorities, bodies representing existing licence holders, representatives of registered clubs, businesses and residents in the Borough, Town and Parish Councils, and via the Waverley website.
7. There have been six responses in total to the consultation, four of which make no comment or suggestion and two further responses with proposed changes/comments relating to 'safeguarding and local initiatives' Officers have suggested a proposed amendment to the policy at 18.3 in response to the comments received.

Licensing objectives

8. Historically alcohol related crime and anti-social behaviour has been a significant problem in parts of the Borough before the introduction of the Licensing Act 2003. Waverley continues to work in close partnership with the Relevant Authorities, (including Immigration Services a new Relevant Authority) to ensure that the potential impact as a result of extended licensing hours does not adversely impact upon the situation and community. The Council continues to promote all four of the key licensing objectives of preventing crime and disorder, public safety, preventing public nuisance and protecting children from harm, working in close conjunction with its partners to achieve its aims. This close working, normally a two- or three-pronged approach, as needed, has proved very effective. Input from the Licensing Manager and Enforcement Officers have been a helpful additional tool, as they are removed from the Responsible Authorities and can therefore have an independent position and added impact where problems arise in licensed premises.
9. The Council has agreed a Licensing Joint Enforcement Protocol with Surrey Police, Surrey Fire and Rescue Service, Environmental Health, Surrey Trading Standards and other colleagues/agencies, whereby enforcement activity is targeted and its results monitored. Representatives from all agencies, are invited to meet monthly, as

the Joint Action Group (JAG), in order to review any problems arising during the previous weeks. This meeting is co-ordinated by the Council's Community Safety team and chaired by the Waverley's Head of Communities and Major Projects. Reports of crimes and incidents relating to licensed premises are shared at JAG meetings, and a "traffic lights" priority system is then agreed to target enforcement resources.

10. The result has been a very focused partnership-working approach, which has also involved working with licensees through the four Pubwatch schemes in the Borough.

Human Rights Implications

11. The Human Rights Act 1998 incorporated into English law the protection of human rights enshrined in the European Convention on Human Rights (ECHR). The Council must have regard to the human rights of individuals affected by its decisions. Although there are no direct implications in this report, the Council will have regard to the following matters in considering applications for licences under the Licensing Act 2003.
12. Article 1 of the First Protocol of the ECHR provides for the protection of private property and possessions. In addition to Article 1 of the First Protocol, the Council must comply with the principles of Article 6, which provides for the right to a fair hearing in determining civil rights and obligations. This necessitates a fair and public hearing undertaken within a reasonable time by an independent and impartial tribunal established by law. In providing for determination of licensing matters by a local authority the legislation also provides for appeal to the Magistrates' Court, so that there is access to an independent and impartial tribunal and a public hearing.
13. Article 8 of the ECHR confirms that everyone has the right to respect for his private and family life, his home and his correspondence. Accordingly, when making decisions on the grant of licences, the Council (the Committee) will consider representations on the effect of businesses on the amenities of residents living in the vicinity of premises which benefit from the licences.

Licensing and Regulatory Committee

14. The Committee endorsed the updated Policy with some minor amendments which have been incorporated into the Policy at Annexe 1.

Conclusion

The Council's Statement of Licensing Policy is ultimately set by the Council as part of the Policy Framework, on the recommendation of the Executive. Activity under the Licensing Policy is the responsibility of the Licensing and Regulatory Committee and its Licensing Act Sub-Committees.

Recommendation

That the Executive recommends to Council that the revised Statement of Licensing Policy for Waverley, 2018-2023 be adopted and implemented with effect from 1 August 2018.

Background Papers

Immigration Act 2016 and revised Guidance under section 182 of the Licensing Act (effective April 2018).

CONTACT OFFICER:

Name: Paul Hughes
Licensing Manager

Telephone: 01483 523189
E-mail: paul.hughes@waverley.gov.uk



STATEMENT OF LICENSING POLICY

**Effective Period:
01 August 2018 to 31 July 2023**

[Recommended to Council 17 July 2018]

CONTENTS

<u>Section</u>	<u>Title</u>	<u>Page</u>
1.	Introduction	2
2.	The Statement of Licensing Policy	4
3.	Consultation	4
4.	Administration, Exercise and Delegation of Functions	4
5.	Fundamental Principles	5
The Four Licensing Objectives		
6.	Prevention of Crime and Disorder (LO 1)	8
7.	Public Safety (LO 2)	13
8.	Prevention of Public Nuisance (LO 3)	15
9.	Protection of Children from Harm (LO 4)	17
10.	Licensing Hours	21
11.	Transfer of Licences	21
12.	Variation of Licences	21
13.	Provisional Statements	22
14.	Sexual Entertainment Venues	22
15.	Complaints / Review of Licences	22
16.	Permitted Temporary Activities	22
17.	Shops, Stores and Supermarkets	23
18.	Integrating Strategies and Avoiding Duplication	23
19.	Enforcement	26
20.	Appeals	26
21.	Further information	26
Annex 1	Responsible Authorities	27
Annex 2	Useful sources of information	29
Annex 3	Table of Delegations of Licensing Functions	30

1. INTRODUCTION

- 1.1 Waverley Borough covers an area of 345 square kilometres in southwest Surrey and is the largest district by geographic area in Surrey. The Borough is predominantly rural; three-quarters of the area is agricultural land and woodland, 61 per cent is Green Belt and 80 per cent is covered by environmental protection policies including the Surrey Hills Area of Outstanding Natural Beauty. Waverley is 35 miles from central London and is served by good strategic road and rail links but has a predominantly rural road network and limited public transport.
- 1.2 According to the 2011 Census, Waverley has a population of 121,572, of whom three-quarters live in the Borough's four main settlements; Farnham, Godalming, Haslemere and Cranleigh. The proportion of young people (0-14 years) is 18.4 per cent and is close to the regional and national averages. The district has 19.5 per cent of the population above pension age. The mean age is 41.5 years old. The proportion of people from ethnic groups other than 'white British' is 3.9 per cent; this compares with 9.3 per cent for the South East and 15.6 per cent for England.
- 1.3 The Council's Vision is. 'Making Waverley a better place to live and work'.
- 1.4 The Council recognises that the entertainment and leisure industry, and shopping, contribute to Waverley's urban and rural economies. These have a part to play in attracting tourists and visitors and are major employers.
- 1.5 Rural pubs and restaurants are an important part of village life, and pubs, bistros and restaurants contribute to the vitality of Waverley's towns, together with the arts and entertainment venues throughout the Borough.
- 1.6 In the past in Waverley, some licensed premises have caused nuisance to residents, either from noise or from behaviour of customers. Waverley wants to encourage all licensees to operate premises in a way that minimises future impact on neighbouring residents.
- 1.7 Waverley will also take into account wider issues of crime, disorder and nuisance including noise, littering and fouling of streets, street crime, together with the capacity of public transport and police to cope with concentrations of customers, particularly at night time.
- 1.8 This Statement of Licensing Policy ("this Policy") will both guide the Council in exercising its licensing functions as Licensing Authority for the Borough, and provide clarity for applicants for licensing and for residents.
- 1.9 Applicants are required when submitting operating schedules associated with their licensing applications to show how their proposals will meet this Policy and the Government's stated Licensing Objectives.
- 1.10 The Council is the "Licensing Authority" for the purposes of the Licensing Act 2003 ("the Act") and is responsible for granting licences, certificates and notices in the Borough of Waverley for the activities described by the Act as "Licensable Activities". These activities include:

- (a) Retail sale of alcohol, including pubs, nightclubs and shops
- (b) Supply of alcohol to club members
- (c) Provision of “regulated entertainment” (listed below) – to the public, to club members or with a view to profit
 - (1) A performance of a play (more than 500 persons and/or between 2300 and 0800)
 - (2) A showing of a film
 - (3) An indoor sporting event (more than 1000 persons and/or between 2300 and 0800)
 - (4) Boxing or wrestling entertainment (whether indoor or outdoor for more than 1000 persons and/or between 2300 and 0800))
 - (5) A performance of live music (but note the changes brought in by the Live Music Act 2012-see ‘NOTE’ below;
 - (6) Any playing of recorded music (but note the changes brought in by the Live Music Act 2012-see ‘NOTE’ below;
 - (7) A performance of dance (more than 500 persons and/or between 2300 and 0800)
 - (8) Entertainment of a similar description to that falling within the performance of live music, the playing of recorded music and the performance of dance, and including karaoke

NOTE

The Live Music Act 2012 and Deregulation Act 2015 amended the Licensing Act 2003 by deregulating aspects of the performance of live and recorded music so that, in certain circumstances, it is not a licensable activity. However, live and recorded music remains licensable;

- Where a performance of live (amplified or unamplified) and/or recorded music– whether amplified or unamplified – takes place before 0800 and after 2300 on any day
- Where a performance of amplified live and/or recorded music does not take place either on relevant licensed premises, or at a workplace that is not licensed other than for the provision of late night refreshment
- Where a performance of amplified live and/or recorded music takes place at relevant licensed premises, at a time when those premises are not open for the purposes of being used for the supply of alcohol for consumption on the premises
- Where a performance of amplified live and/or recorded music takes place at relevant licensed premises, or workplaces, in the presence of an audience of more than 500 people or
- Where a licensing authority intentionally removes the effect of the deregulation provided for by the 2003 Act when imposing a

condition on a premises licence or certificate as a result of a licence review.

NOTE The Licensing Act 2003 (Descriptions of Entertainment) (Amendment) Order 2013 (from 27 June 2013) deregulates aspects of the performance of a play, performance of dance and indoor sporting events.

- It deregulates performance of plays / dance for audiences of up to 500 people, between the hours of 08:00 and 23:00 (with the exception of dancing for which a Sexual Entertainment Venue Licence is required);
- It deregulates indoor sporting events for audiences of up to 1000 people, between the hours of 08:00 and 23:00; and
- It clarifies that Combined Fighting Sports (Mixed Martial Arts etc) are a form of Boxing and Wrestling and will continue to be regulated.

(d) The supply of hot food and/or drink from any premises between 11.00 pm and 5.00 am – the provision of “Late Night Refreshment”.

2. THE STATEMENT OF LICENSING POLICY (Section 5(1) of Act)

2.1 The Act requires that the Licensing Authority publishes a “Statement of Licensing Policy” that sets out the policies the Licensing Authority will apply in the exercise of its licensing functions under the Act. The Licensing Authority is obliged by the Act to review this Policy every five years.

2.2 This Policy has been prepared in accordance with the provisions of the Act and having regard to the statutory guidance (amended April [2017](#) [2018](#)) issued under Section 182 of the Act (“the Guidance”). This Policy will take effect on 1st August 2018 and will remain in force for a period of not more than 5 years, during which time it will be kept under review.

3. CONSULTATION

3.1 This Policy has been prepared in consultation with the “Responsible Authorities” listed in Annex 1 to this Policy, bodies representing existing licence holders, representatives of registered clubs and businesses, residents in the Borough and advertised on Waverley’s website. The views of all these bodies, and evidence presented, have been given due weight in the determination of this Policy.

4. ADMINISTRATION, EXERCISE & DELEGATION OF FUNCTIONS

4.1 The powers of the Licensing Authority under the Act may be carried out by the Council’s Licensing and Regulatory Committee, by its Licensing Sub-Committees or by one or more officers acting under delegated authority.

4.2 In the interests of speed, efficiency and cost-effectiveness to all parties involved in the licensing process, the Council has established a scheme of delegation to deal with applications received under the Act.

- 4.3 This form of delegation is without prejudice to the Officers referring an application to a Sub-Committee, or a Sub-Committee to the Licensing and Regulatory Committee, if considered appropriate in the circumstances of any particular case, and only in accordance with the Act.
- 4.4 Any applications dealt with by Officers will be reported weekly via email to the Licensing Chairman and Vice Chairman for the purposes of information and comment only.
- 4.5 The Council's approved table of delegation, showing the decision-making process for applications under the Licensing Act 2003, is attached at Annex 3 to this Policy document.

5. FUNDAMENTAL PRINCIPLES

- 5.1 The Act requires that the Licensing Authority carry out its various licensing functions so as to promote the following four licensing objectives:
- **the prevention of crime and disorder**
 - **public safety**
 - **the prevention of public nuisance**
 - **the protection of children from harm.**
- 5.2 Each objective is of equal importance. It is important to note that there are no other licensing objectives, and therefore these four objectives are paramount considerations at all times. These four licensing objectives are considered in more detail in sections 6 to 9.
- 5.3 Due to the similarity between the application processes for both premises licences and club premises certificates, a reference to a premises licence in this section will also be a reference to a club premises certificate.
- 5.4 All applications for new premises licences and variations need to be supported by an operating schedule. The schedule must specify (amongst other things) the steps which the applicant proposes to promote each of the four licensing objectives.
- 5.5 If no Responsible Authority or 'other person' lodges an objection (known as a 'relevant representation') to the application, the Licensing Authority must grant the application as set out in the operating schedule, subject only to mandatory conditions under the Act. The steps proposed by the applicant will become licence conditions. The Licensing Authority will have no discretion to refuse the application or to alter or add to the conditions arising from the operating schedule.
- 5.6 Where, however, there are relevant representations, then a hearing of the opposed application before a Licensing Sub-Committee will normally follow. At the hearing the Sub-Committee must, having regard to the representations, take such steps as it considers appropriate to promote the four licensing objectives. These may include refusing the application or adding to or modifying the conditions proposed in the operating schedule.
- 5.7 In exercising its discretion, the Licensing Sub-Committee will have regard (amongst other things) to this Policy. Therefore, in drawing up their operating schedule,

applicants would be well advised to read this Policy carefully. Where an operating schedule complies with this Policy, it is generally less likely that any 'other person' or responsible authority will object to it, or that an objection will succeed. Therefore, compliance with this Policy is likely to assist the applicant to avoid the delay and expense of a contested licensing hearing, and the risk of a refusal or the addition of unwanted conditions.

- 5.8 This is not to say that an opposed application which complies with this Policy will necessarily be granted or that an opposed application which does not comply with it will necessarily be refused. Where there have been relevant representations, the Licensing Authority will always consider the merits of the case, and interfere with the operating schedule only when, and to the extent, appropriate to promote the four licensing objectives. Nor will blanket or standard conditions be applied without regard to the merits of the individual case. So, for example, the Licensing Authority will not interfere with an operating schedule which does not comply with this Policy where the steps proposed are sufficient to meet the four licensing objectives in the individual circumstances of the case.
- 5.9 However, this Policy represents the Licensing Authority's view of the best means of securing the four licensing objectives in most normal cases. It has been drawn up in consultation with other expert bodies and Responsible Authorities, together with community stakeholders. While the contents of the operating schedule are a matter for the applicant, where there is objection to a schedule which departs from this Policy, the Licensing Sub-Committee hearing an opposed application will normally expect to be given a good reason for the departure if it is asked to make an exception to this Policy.
- 5.10 In this Policy, there are a number of references to the Licensing Authority's expectation of applicants. As explained above, this Policy is only engaged where the Licensing Authority has a discretion following the receipt of a relevant representation. In such cases, the Licensing Authority will not apply this Policy rigidly, but will always have regard to the merits of the case with a view to promoting the four licensing objectives.
- 5.11 Further, the Licensing Authority may use this Policy when exercising other licensing functions. For example, when considering an application for review of a licence, the Licensing Authority is likely to view with concern premises which are being operated in clear breach of the terms of this Policy.
- 5.12 Nothing in this Policy will:
- undermine the rights of any person to apply under the Act for a variety of permissions and have each such application considered on its individual merits, and/or
 - override the right of any person to make representations on any application or seek a review of a licence or certificate where provision has been made for them to do so under the Act.
- 5.13 The Licensing Authority's purpose in licensing activities in premises is to work with the business community to maintain the level of business activity in towns and villages in a manner that has due regard for public enjoyment, health and safety in the area.

- 5.14 Licensing is about regulating licensable activities on licensed premises, by qualifying clubs or at temporary events within the terms of the Act, and the conditions attached to various authorisations will be focused on matters which are within the control of individual licensees and others with relevant authorisations, i.e. the premises and its vicinity. Whether or not incidents can be regarded as being “in the vicinity” of licensed premises is a question of fact and will depend on the particular circumstances of the case.
- 5.15 In addressing this matter, the Licensing Authority will primarily focus on the direct impact of the activities taking place at licensed premises on members of the public living, working or engaged in normal activity in the vicinity concerned.
- 5.16 The Licensing Authority acknowledges that licensing law is not the primary mechanism for the general control of nuisance or anti-social behaviour by individuals once they are away from the premises and, therefore, beyond the direct control of the individual, club or business holding the licence, certificate or authorisation concerned. Nonetheless, it is a key aspect of such control and licensing law will always be part of a holistic approach to the management of the evening and night-time economy.
- 5.17 The Act requires applicants to consider carefully this Policy when drafting their applications. Applicants will show that they have considered the practical effects of managing their business to accord with this Policy.
- 5.18 Waverley expects holders of a Premises Licence, Club Premises Certificate and Temporary Event Notice to make every effort to minimise the impact of their activities and any nuisance or anti-social behaviour by their patrons within the vicinity of their premises.
- 5.19 The Human Rights Act 1998, incorporating the European Convention on Human Rights, makes it unlawful for a local authority to act in a way, which is incompatible with a Convention right. The Licensing Authority will have regard to the Human Rights Act when exercising its licensing functions, with particular reference to the following relevant provisions of the European Convention on Human Rights:
- Article 6 – In the determination of civil rights and obligations every person is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law
 - Article 8 – Every person has the right to respect for his home and private and family life.
 - Article 1 of the First Protocol – Every person is entitled to the peaceful enjoyment of his or her possessions.

THE FOUR LICENSING OBJECTIVES

6. PREVENTION OF CRIME AND DISORDER

For how this Policy is to apply, please see section 5 (“Fundamental Principles”).

- 6.1 The essential purpose of the premises licence or club premises certificate in the context of this licensing objective is to regulate the behaviour of people while on, or in the immediate vicinity of the premises as they seek to enter or leave.

Best Practice in crime prevention

- 6.2 The Licensing Authority strongly encourages the implementation of best practice in licensed premises in the Borough in order to promote the crime prevention objective. Types of premises vary throughout the Borough, as do the types of licensable activities carried on at those premises, and therefore the steps appropriate to promote this objective will vary by premises.

Operating Schedules

- 6.3 When preparing their operating schedules, applicants are encouraged to carry out a risk assessment of their premises by reference to the following items of best practice:
- 6.3.1 Training given to staff in crime prevention measures appropriate to the premises;
 - 6.3.2 The physical security features installed in the premises. This may include matters such as the position of cash registers; the place where alcohol is stored in “off-licences”; the standard of CCTV that is installed; the use of plastic, toughened or similar safety drinking glasses in pubs and clubs; and the secure storage of waste which could potentially be used as weapons;
 - 6.3.3 The avoidance of irresponsible pricing or other promotions that contravene the four licensing objectives. As of 1 April 2010, the Act imposes a mandatory condition on all premises licences and club premises certificates requiring the responsible person to take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises (the only exception being where a licence or certificate only authorises the sale or supply of alcohol for consumption off the premises);
 - 6.3.4 Measures to prevent the supply and consumption of illegal drugs, including any search procedures and entry policies. As of 1 April 2010, the Act imposes a mandatory condition on all premises licences and club premises certificates requiring the responsible person to ensure that free tap water is provided on request to customers where it is reasonably available (the only exception being where a licence or certificate only authorises the sale or supply of alcohol for consumption off the premises);
 - 6.3.5 Measures to raise staff awareness of, and discourage and prevent the use of, drugs on the premises;
 - 6.3.6 Arrangements to provide secure facilities to store seized drugs in a secure place. Where drugs have been seized, records should be kept and all entries in the log witnessed. This log should be made available to any Police Constable or authorised officer of the Licensing Authority. The Police should be advised immediately of any confiscated item;
 - 6.3.7 Variations in staffing levels or music style or volume before the premises closes;
 - 6.3.8 Where premises are subject to age restrictions, procedures to conduct age verification checks, e.g. adoption and use of secure proof of age scheme, for example, driving licence or passport;

As of 1 October 2010, the Act imposes a mandatory condition on all premises licences and club premises certificates requiring the premises licence holder or club premises certificate holder to ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark;

6.3.9 The likelihood of any violence, public order or policing problem if the licence or certificate is granted;

6.3.10 Whether the applicant is a member of one of the four Pubwatch schemes in the Borough.

6.4 Applicants are expected to include the above items of best practice in their operating schedules, where relevant to the premises. Where they elect not to do so, they are strongly advised to include information explaining the omission. This might be because a risk assessment has shown that the step is unnecessary or because the item is already the subject of another consent, e.g. a planning permission or statutory obligation. If such information is not included, it is more likely that a relevant representation will be made, leading to the cost and delay of a hearing before a licensing sub-committee.

6.5 The steps volunteered in the operating schedule will become conditions of the licence or certificate, and therefore applicants should consider carefully the steps appropriate for the promotion of the four licensing objectives at their particular premises.

Opposed Applications

6.6 If a relevant representation is made, the Licensing Authority will have discretion to take such steps as are appropriate to promote the four licensing objectives. In exercising its discretion, it may where relevant take into account whether the applicant proposes to follow the best practice set out above.

6.7 The Council, and therefore the Licensing Authority, also has a duty under Section 17 of the Crime and Disorder Act 1998 to exercise its functions with due regard to the likely effect of the exercise of those functions on, and to do all it reasonably can to prevent, crime and disorder in the Borough.

6.8 As set out in section 18 of this Policy, the Licensing Authority recognises the need to avoid duplication with other regulatory regimes as far as possible, including avoiding replicating offences set out in the Act and other legislation. The Licensing Authority will, when considering an application following receipt of relevant representation, consider attaching conditions to licences and certificates intended to prevent and deter crime and disorder, and these should reflect the general principles regarding licence conditions set out in Chapter 1 of the guidance.

6.9 Any such conditions imposed will be tailored to the style and characteristics of the premises and the type of activities expected/permitted/licensed to take place there.

6.10 The Licensing Authority will work in partnership with the local Pubwatch Schemes in supporting licence holders to actively prevent crime and disorder and to form strategies to reduce current levels by meeting as necessary with members of the Scheme. The strategies seek to address matters such as under-age sales, problems

associated with drunken individuals, prevention of use of drugs, violent and anti-social behaviour.

Early Morning Restriction Orders (EMRO)

- 6.11 The possibility of an Early Morning Alcohol Restriction Order (EMRO) was introduced by is an uncommenced power in the Licensing Act 2003 and that enables authorities to restrict sales of alcohol in the whole or a part of their areas for any specified period between 12 midnight and 6 am, if they consider this appropriate for the promotion of the licensing objectives.

The Licensing Authority after consultation with Surrey Police, has decided it is not appropriate for any area of the Borough to be covered by an EMRO at present.

The Licensing Authority will review the need for an EMRO's at least every five years as part of the review of this policy to see if circumstances have changed and any are needed, however Waverley would consider an EMRO at any time if circumstances changed and evidence supported this course of action.

Late Night Levy

- 6.12 The Late Night Levy (the levy) enables licensing authorities to raise a contribution from late-opening alcohol suppliers towards policing the night-time economy. It is a local power that licensing authorities can choose whether or not to exercise and it must cover the whole of the licensing authority's area. However, the licensing authority will also choose the period during which the levy applies every night, between midnight and 6am, and decide what exemptions and reductions should apply from a list set out in regulations.

The Licensing Authority after consultation with Surrey Police has decided, it is not appropriate for the Borough to be covered by a Late Night Levy at present.

The Licensing Authority will review the need for a Late Night Levy at least every five years as part of the review of this policy to see if circumstances have changed and one is needed, however, Waverley would consider a Late Night Levy at any time if circumstances changed and evidence supported this course of action.

Cumulative Impact

- 6.13 The Licensing Authority has decided that, at present, it is not appropriate for any area of the Borough to be covered by a special policy on cumulative impact. There is therefore no special policy creating a rebuttable presumption that applications within a particular area of the Borough for new premises licences or club premises certificates or material variations thereto will normally be refused, if relevant representations are received about the cumulative impact on the four licensing objectives. The views of Surrey Police were taken into account when the Licensing Authority made this judgement.
- 6.14 The Licensing Authority will review the need for a special policy on cumulative impact at least every five years as part of the review of this policy to see if circumstances have changed and one is needed.
- 6.15 The Licensing Authority would not use such a special policy solely:

- ♦ as grounds for revoking a licence when representations are received about problems with an existing licensed premises, or,
 - ♦ to refuse applications to vary an existing licence, except where the modifications are directly relevant to this Policy. For example, where the application is for a significant increase in the capacity limits of a premises, and are appropriate for the promotion of the four licensing objectives.
- 6.16 The Licensing Authority will not take “need” (i.e. the commercial demand for premises offering a particular type of licensable activity) into account when considering an application that has attracted relevant representations, as this is a matter for planning control and the market. However, the impact of the number, type and density of licensed premises in a given area may lead to serious problems of nuisance and disorder outside and some distance from the premises. This is described as the “cumulative impact”, and is a proper matter for consideration by the Licensing Authority in the future.
- 6.17 The absence of a special policy does not prevent any responsible authority or any ‘other person’ making representations on a new application for the grant, or variation, of a premises licence or club premises certificate on the grounds that the premises will give rise to a negative cumulative impact on one or more of the four licensing objectives.
- 6.16 However, there will be no quota imposed by the Licensing Authority to restrict the number of premises or licences in the area as a whole.
- 6.19 The Licensing Authority will consider representations based upon the impact on the four licensing objectives if a particular application were to be granted. However, the onus would be on the individual or organisation making the objection to provide evidence to support their assertion that the addition of the premises in question would produce the cumulative impact on the objectives claimed, taking into account that the impact will be different for premises with different styles and characteristics.
- 6.20 The Licensing Authority will only consider restrictions relating to any cumulative effect regarding a particular application where relevant representations have been made on the grounds that the premises will give rise to a negative cumulative impact on one or more of the four licensing objectives, and then only where such restrictions are considered appropriate for the promotion of the four licensing objectives.
- 6.21 The Licensing Authority recognises that there are a number of other mechanisms, both within and outside the licensing regime, for addressing unlawful or anti-social behaviour which occurs away from licensed premises. These include:-
- planning controls;
 - positive measures to provide a safe and clean town or village centre environment in partnership with local businesses, transport operators and other departments of the Licensing Authority;
 - the provision of CCTV surveillance in town centres,..... (see Licensing Act guidance version April 2018 paragraphs 2.3, 2.8, 10.10, 12.16 and 14.47)
 - powers to designate parts of the Borough as places where alcohol may not be consumed publicly;

- police enforcement of the law with regard to disorder and anti-social behaviour, including the issue of fixed penalty notices;
- prosecution of any personal licence holder or member of staff at such premises who is selling alcohol to people who are drunk;
- confiscation of alcohol from adults and others in designated areas;
- police powers to close down instantly for up to 24 hours (extendable to 48 hours) any licensed premises or temporary event on the grounds of disorder, the likelihood of disorder or excessive noise emanating from the premises;
- the powers of police, other responsible authority or a local resident or business to seek a review of the licence or certificate in question
- Early Morning Alcohol Restriction Orders (EMROs)
- Late Night Levy

6.22 The Licensing Authority will address a number of these issues in line with the strategic objectives for crime and disorder reduction within the Borough.

7. PUBLIC SAFETY

For how this Policy is to apply, please see section 5 (“Fundamental Principles”).

- 7.1 The public safety objective is concerned with the physical safety of the people, including any performers appearing at the premises, attending licensable activities at the relevant premises.
- 7.2 The Licensing Authority is committed to ensuring public safety across the Borough by working in close partnership, in particular with Surrey Police, Surrey Fire and Rescue, and licensees, and with any other relevant bodies.

Best Practice in public safety

- 7.3 The Licensing Authority strongly encourages the implementation of best practice in licensed premises in the Borough in order to promote the public safety objective. Types of premises vary throughout the Borough, as do the types of licensable activities carried on at those premises, and therefore the steps appropriate to promote this objective will vary by premises.

Operating Schedules

- 7.4 When preparing their operating schedules, applicants are reminded that it is a requirement of legislation that any licensed premises carry out a Fire Risk Assessment and to record the significant findings in writing (Regulatory Reform (Fire Safety) Order 2005 Article 9 paragraph 6).
When preparing their operating schedules, risk assessments of the premises should make reference to the following items of best practice:

- 7.4.1 Occupancy Limits – The authority will not generally impose conditions as to occupancy levels where these are adequately addressed by other controls but may do so in any other case where relevant representations are made. Capacities should be addressed in the fire risk assessment.

Fire Safety – The fire risk assessment completed in relation to the use of the premises, should assist applicants in satisfying the Fire and Rescue Authority that the Public Safety objective will be met.

- 7.4.2 Levels of door supervision adequate to control access to and egress from premises in order to ensure the public safety;
 - 7.4.3 Training for current and future staff in matters relating to public safety, where not already required by other legislation;
 - 7.4.4 Prevention of injury – Where there is evidence of a current or past problem in relation to particular premises or a particular locality, or in all circumstances it is considered likely that such a problem might occur, and/or premises are to be used primarily for the sale or supply and consumption of alcohol on premises (particularly if those premises have little seating for patrons relative to their size/capacity), applicants should give consideration to a policy of using plastic, polycarbonate or toughened glass, and a policy not to pass glass bottles over the bar, either throughout the period of operation or at certain times or on certain occasions.
 - 7.4.5 Measures to reduce the impact of noise both in terms of staff safety and protection of hearing of the public and staff at the premises, where such measures are not already required by other legislation;
 - 7.4.6 Measures to ensure that litter does not cause a nuisance, health hazard to the public or a fire hazard to the vicinity, as generated by the activity at or near to the premises.
- 7.5 Applicants are expected to include the above items of best practice in their operating schedules, where relevant to the premises. Where they elect not to do so, they are strongly advised to include information explaining the omission. This might be because a risk assessment has shown that the step is unnecessary or because the item is already the subject of another consent, e.g. a planning permission or statutory obligation. If such information is not included, it is more likely that a relevant representation will be made, leading to the cost and delay of a hearing before a licensing sub-committee.
- 7.6 The steps volunteered in the operating schedule will become conditions of the licence or certificate, and therefore applicants should consider carefully the steps appropriate for the promotion of the four licensing objectives at their particular premises.

Opposed Applications

- 7.7 If a relevant representation is made, the Licensing Authority will have discretion to take such steps as are appropriate to promote the four licensing objectives. In exercising its discretion, it may where relevant take into account whether the applicant proposes to follow the best practice set out above.
- 7.8 As set out in section 18 of this Policy, the Licensing Authority recognises the need to avoid duplication with other regulatory regimes as far as possible, including avoiding replicating offences set out in the Act and other legislation. The Licensing Authority will, when considering an application following receipt of relevant representation, consider attaching conditions to licences and certificates intended to prevent public nuisance, and these should reflect the general principles regarding licence conditions set out in Chapter 1 of the guidance.

- 7.9 Any such conditions imposed will be tailored to the style and characteristics of the premises and the type of activities expected/permitted/licensed to take place there.
- 7.10 When exercising its functions regarding premises licences and club premises certificates, the Licensing Authority will take into account (where relevant) applicants' requests for terminal hours in the light of the four licensing objectives and this Policy, and in view of:
- environmental quality;
 - residential amenity;
 - character or function of a particular area; and
 - nature of the proposed activities to be provided at the premises.
- 7.11 The terminal hours will normally be approved where it is shown that the proposal would not adversely affect the issues listed in 7.10 above. The Licensing Authority may set an earlier terminal hour where it considers this is appropriate to the nature of the activities and the amenity of the area having regard to the four licensing objectives and representations from responsible authorities or any 'other person'.

8. PREVENTION OF PUBLIC NUISANCE

For how this Policy is to apply, please see section 5 (“Fundamental Principles”).

- 8.1 In considering the promotion of this licensing objective, the Licensing Authority will focus on impacts of the licensable activities at the specific premises on persons living and working (including doing business) in the vicinity that are disproportionate or unreasonable.
- 8.2 The Licensing Authority will mainly be concerned with noise nuisance, light pollution, noxious smells and litter.
- 8.3 Under the Act, “public nuisance” retains its broad common law meaning. The prevention of public nuisance could therefore include low-level nuisance perhaps affecting a few people living locally as well as major disturbance affecting the whole community. It may also include, in appropriate circumstances, the reduction of the living and working amenity and environment of any other person.

Best practice in the prevention of public nuisance

- 8.4 The Licensing Authority strongly encourages the implementation of best practice in licensed premises in the Borough in order to promote the prevention of public nuisance objective. Types of premises vary throughout the Borough, as do the types of licensable activities carried on at those premises, and therefore the steps appropriate to promote this objective will vary by premises.

Operating Schedules

- 8.5 When preparing their operating schedules, applicants are encouraged to carry out a risk assessment of their premises by reference to the following items of best practice:

- 8.5.1 Measures to prevent noise and vibration escaping from the premises, including music, noise from ventilation equipment, and human voices. Such measures may include the installation of soundproofing, air conditioning (though these may add to the problem, especially if left on overnight), acoustic lobbies and sound limitation devices;
 - 8.5.2 Measures to prevent disturbance by patrons/customers arriving at or leaving the premises, particularly between the hours of 10.00 pm and 7.00 am;
 - 8.5.3 Measures to prevent queuing or, if queuing is inevitable, to divert queues away from neighbouring premises, or otherwise to manage the queue to prevent disturbance or obstruction;
 - 8.5.4 Measures to ensure that customers/patrons and staff leave the premises quietly;
 - 8.5.5 Arrangements for parking by patrons/customers, and minimisation of the effect that parking will have on local residents and businesses;
 - 8.5.6 Measures to reduce the impact that the use of gardens or other open-air areas will have on local residents and businesses;
 - 8.5.7 The siting of external lighting, including security lighting that is installed appropriately;
 - 8.5.8 Accessibility to local public transport services, including taxis and private hire vehicles;
 - 8.5.9 Measures to minimise the impact of refuse storage or disposal (including noise associated with bottle delivery and disposal), or additional litter (including fly posters and unauthorised placards) in the vicinity of the premises.
- 8.6 Applicants are expected to include the above items of best practice in their operating schedules, where relevant to the premises. Where they elect not to do so, they are strongly advised to include information explaining the omission. This might be because a risk assessment has shown that the step is unnecessary or because the item is already the subject of another consent, e.g. a planning permission or statutory obligation. If such information is not included, it is more likely that a relevant representation will be made, leading to the cost and delay of a hearing before a licensing sub-committee.
- 8.7 The steps volunteered in the operating schedule will become conditions of the licence or certificate, and therefore applicants should consider carefully the steps appropriate for the promotion of the four licensing objectives at their particular premises.

Opposed Applications

- 8.8 If a relevant representation is made, the Licensing Authority will have discretion to take such steps as are appropriate to promote the four licensing objectives. In exercising its discretion, it may where relevant take into account whether the applicant proposes to follow the best practice set out above.
- 8.9 As set out in section 18 of this Policy, the Licensing Authority recognises the need to avoid duplication with other regulatory regimes as far as possible, including avoiding

replicating offences set out in the Act and other legislation. The Licensing Authority will, when considering an application following receipt of relevant representation, consider attaching conditions to licences and certificates intended to prevent public nuisance, and these should reflect the general principles regarding licence conditions set out in Chapter 1 of the guidance.

- 8.10 Any such conditions imposed will be tailored to the style and characteristics of the premises and the type of activities expected/permitted/licensed to take place there.
- 8.11 If the applicant has previously held a licence within the Borough, the history of any enforcement or any relevant action arising from the previously licensed premises (e.g. a noise abatement notice) may be requested by the Licensing Authority, where relevant, should relevant representations be received in respect of the application.
- 8.12 Similarly, the enforcement history of the premises the subject of the application may also be requested from the appropriate responsible authority where considered relevant, and then only where relevant representations are received in respect of the application.

9. PROTECTION OF CHILDREN FROM HARM

For how this Policy is to apply, please see section 5 (“Fundamental Principles”).

- 9.1 The protection of children from harm includes the protection of children from moral, psychological and physical harm, and this would include the protection of children from too early an exposure to strong language and sexual expletives, for example, in the context of film exhibitions or where adult entertainment is provided. Surrey County Council Child Employment Services in particular are the relevant authority competent to advise on the protection of children from harm.
- 9.2 However, in the context of many licensed premises such as pubs, restaurants, café bars and hotels, the Licensing Authority recognises that the development of family-friendly environments should not be frustrated by overly restrictive measures in relation to children.
- 9.3 The Licensing Authority recognises that the admission of children to premises holding a premises licence or club premises certificate should normally be freely allowed without restricting conditions unless the Act itself imposes such a restriction or there are good reasons to restrict entry or to exclude children completely. The Licensing Authority will focus on enforcing the law concerning the consumption of alcohol by minors.

Access to Licensed Premises

- 9.4 The Act prohibits unaccompanied children from entering certain premises and between certain hours. It is an offence under the Act to:
 - (a) permit children under the age of 16 who are not accompanied by an adult (aged 18 or over) to be present on premises being used exclusively or primarily for the supply of alcohol for consumption on those premises under the authority of a premises licence, club premises certificate or temporary event notice, and
 - (b) permit the presence of children under the age of 16 who are not accompanied by an adult between midnight and 5.00 am at other premises supplying

alcohol for consumption on the premises under the authority of a premises licence, club premises certificate or temporary event notice

Other than set out above, and subject to the licensee's discretion, the Act does not prevent unaccompanied children from having free access to any licensed premises where the consumption of alcohol is not the exclusive or primary activity

9.5 The Licensing Authority will consider the individual merits of each application, and then only when an application attracts relevant representations, before deciding whether it is appropriate to limit the access of children to any given premises. The following are examples of premises that will raise particular concern:

- where there have been convictions for serving alcohol to minors or with a reputation for under-age drinking;
- where there is a known association with drug taking or drug dealing;
- where there is a strong element of gambling on the premises;
- where entertainment of an adult or sexual nature is provided;
- where films with age-restricted classifications are to be shown.

9.6 Where relevant representations are received in respect of an application, the Licensing Authority may consider the following additional measures (which may be adopted in combination) for limiting the access of children to licensed premises in order to prevent harm:

- Limitations on the hours when children may be present;
- Limitations on ages below 18;
- Limitations or exclusion when certain activities are taking place;
- Restrictions or exclusions in respect of parts of premises;
- Requirements for an accompanying adult;
- Full exclusion of people who are under 18 years of age from the premises when any licensable activities are taking place.

9.7 No conditions will be imposed requiring that children be admitted to any premises and, where no limitation is imposed, this will be left to the discretion of the individual licensee or club or person who has served a temporary event notice on the Licensing Authority.

9.8 Applicants for premises licences and club premises certificates must send copies of their applications to the Surrey Safeguarding Children Unit (see list at Annex 1) on any application that indicates that there may be concern over access for children.

Illegal sales of restricted goods

9.9 The Licensing Authority and the Police take a serious view of the sale to minors of age-restricted goods. Trading Standards in Surrey will continue to seek to ensure that there is no illegal sale of age-restricted goods. The work of the Trading

Standards Department in setting up systems to avoid sales to minors taking place is acknowledged and welcomed by the Licensing Authority. This work will continue and the Licensing Authority will welcome reports from the Trading Standards Department on any licensing matter. The Licensing Authority has particular regard to addressing problems caused by the link between alcohol sales to minors and crime and disorder issues.

Best practice in the protection of children from harm

- 9.10 The Licensing Authority strongly encourages the implementation of best practice in licensed premises in the Borough in order to promote the protection of children from harm objective. Types of premises vary throughout the Borough, as do the types of licensable activities carried on at those premises, and therefore the steps appropriate to promote this objective will vary by premises.

Operating Schedules

- 9.11 When preparing their operating schedules, applicants are encouraged to carry out a risk assessment of their premises by reference to the following items of best practice:

9.11.1 Staff training on the law with regard to restricted sales;

9.11.2 Training records and documentation to be kept available for inspection;

9.11.3 Staff training to include checking identification (ID) for proof of age through a secure system. As of 1 October 2010, the Act imposed a mandatory condition on all premises licences and club premises certificates requiring the premises licence holder or club premises certificate holder to ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark;

9.11.4 A responsible person (as identified by Section 153 (4) of the Act) who is present and responsible for transactions made through staff that may be under 18 years of age;

9.11.5 Procedures in place to train and remind staff that all age-restricted products may only be sold in accordance with the Act (and other legislation) so that proof of age may be sought where needed;

9.11.6 Procedures in place to record refusals of sales, with such records kept available for inspection;

9.11.7 Vending machines dispensing age-restricted goods to be positioned to allow for proper supervision at all times;

9.11.8 Arrangements for restricting children from viewing age-restricted films, classified according to the recommendations of the British Board of Film Classification (BBFC) or the Licensing Authority.

9.11.9 Where the majority of the intended audience at regulated entertainment is expected to be children or the entertainment offered is of a nature likely to be of interest to children (e.g. theatre productions or film shows), the following

are considered best practice arrangements in order to control their access and egress and to assure their safety:

- Each event/facility to assess requirements has undertaken specific risk assessments to identify ratios/regulations required for applicant may be asked to provide proof of risk assessment.
- A “Lost Child” policy which identifies arrangements for the safe care of lost children until they are reunited with the parent/guardian.
- A staff-to-children ratio which will ensure adequate supervision.

9.12 Applicants are expected to include the above items of best practice in their operating schedules, where relevant to the premises. Where they elect not to do so, they are strongly advised to include information explaining the omission. This might be because a risk assessment has shown that the step is unnecessary or because the item is already the subject of another consent, e.g. a planning permission or statutory obligation. If such information is not included, it is more likely that a relevant representation will be made, leading to the cost and delay of a hearing before a licensing sub-committee.

9.13 The steps volunteered in the operating schedule will become conditions of the licence or certificate, and therefore applicants should consider carefully the steps appropriate for the promotion of the four licensing objectives at their particular premises.

Opposed Applications

9.14 If a relevant representation is made, the Licensing Authority will have discretion to take such steps as are appropriate to promote the four licensing objectives. In exercising its discretion, it may where relevant take into account whether the applicant proposes to follow the best practice set out above.

9.15 As set out in section 18 of this Policy, the Licensing Authority recognises the need to avoid duplication with other regulatory regimes as far as possible, including avoiding replicating offences set out in the Act and other legislation. The Licensing Authority will, when considering an application following receipt of relevant representation, consider attaching conditions to licences and certificates intended to protect children from harm, and these should reflect the general principles regarding licence conditions set out in Chapter 1 of the guidance.

9.16 Any such conditions imposed will be tailored to the style and characteristics of the premises and the type of activities expected/permitted/licensed to take place there.

10. LICENSING HOURS

10.1 The Act does not promote or prohibit longer licensing hours. However, the Licensing Authority recognises that the Guidance emphasises that the aim through the promotion of the four licensing objectives should be to reduce the potential for concentrations of, and a slower dispersal of, people from licensed premises through flexible opening times. This may be important to ensure that large concentrations of people do not leave premises at the same time and it may reduce the friction at late night hot food outlets, taxi ranks (hackney carriage stands), taxi or private hire operators’ offices and other sources of transport that can lead to disorder and disturbance.

- 10.2 The Licensing Authority will not set fixed opening hours within certain areas, as this may lead at particular times to the movement of significant numbers of people seeking premises opening later, resulting in concentrations of disturbance and noise.
- 10.3 The Licensing Authority may consider imposing stricter conditions in respect of noise control where premises are situated in areas that have dense residential accommodation and/or are close to sensitive areas, for example hospitals, schools, places of worship, nursing homes. However, regard will be given to the individual merits of any application, and the Licensing Authority would only have discretion to consider attaching such conditions where a relevant representation is received in respect of an application, and then only where considered appropriate for the promotion of the four licensing objectives.

11. TRANSFER OF LICENCES

When considering an application for the transfer of a premises licence, the authority will only have regard to the exceptional circumstances of the case as set out in any objection raised by the police on the grounds that the transfer will undermine the crime prevention objective. The effect on the crime prevention objective will be considered against the background of the policies contained in this document.

12. VARIATION OF LICENCES

- 12.1 When considering an application for the variation of a licence, the authority will consider the impact of the variation in terms of the policies in this document and the four licensing objectives. It will not use such an application as a means to review the licence terms and conditions already granted.
- 12.2 Minor Variations - A premises licence/club premises certificate holder may apply under the minor variation procedure for small variations that will not impact adversely on the four licensing objectives. There is no right to a hearing if the minor variation application is rejected. In its place a full variation application may be made.
- 12.3 Disapplication of Designated Premises Supervisor – Where community premises hold a premises licence allowing the sale/supply of alcohol, the licence holder can apply to have the mandatory condition requiring a Designated Premises Supervisor to be appointed, be removed. This passes the responsibility for the sale/supply of alcohol to the premises Management Committee.

13. PROVISIONAL STATEMENTS

An application for a provisional statement will be considered in the same way as would an application for a premises licence or club premises certificate, on the assumption that the works are completed as per the schedule of works submitted by the applicant.

14. SEXUAL ENTERTAINMENT VENUES

- 14.1 Where premises are to be used on twelve or more occasions within a 12-month period for relevant sexual entertainment, the premises must also be licensed as a Sexual Entertainment Venue. Relevant sexual entertainment includes lap dancing, pole dancing, table dancing, strip shows, peep shows and live sex shows. This activity is the subject of a separate Council policy.

14.2 This licence only applies in areas where Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 (as amended by the Policing and Crime Act 2009) has been adopted.

15. COMPLAINTS / REVIEW OF LICENCES

15.1 The Licensing Authority will investigate complaints relevant to the four licensing objectives in relation to licensed premises. In the first instance, complainants will be encouraged to raise the complaint directly with the licensee or business concerned. Where a Responsible Authority or any 'other person' has made:

- (a) valid representations about licensed premises; or
- (b) a valid application for a licence to be reviewed

then the Licensing Authority may initially arrange a mediation meeting to address, clarify and try to resolve the issues of concern.

15.2 This process will not override the right of any Responsible Authority or any 'other person' to ask that the Licensing Authority consider an application for a review of the premises licence or club premises certificate, or for any licence holder to decline to participate in a mediation meeting.

16. PERMITTED TEMPORARY ACTIVITIES

16.1 Where a person wishes to use premises for one or more licensable activities for a period not exceeding 168 hours, that person can serve a:

- Standard Temporary Event Notice (TEN) on the Licensing Authority in notifying it of the event. The TEN must be served on the Licensing Authority and a copy served on the Police and Environmental Health, as Responsible Authorities no later than ten clear working days before the event is to begin. To avoid confusion, the ten working days does not include weekends, public holidays, the day of receipt of the TEN and the day of the event itself.
- Late Temporary Event Notice (LATE TEN) on the Licensing Authority in notifying it of the event. The TEN must be served on the Licensing Authority and a copy served on the Police and Environmental Health, as Responsible Authorities no later than 5 working days before the first day of the event and no earlier than 9 working days before the first day of the event

16.2 The maximum number of persons allowed on the premises at the same time during the temporary event is 499.

16.3 If alcohol is to be supplied, all supplies must be carried out by or under the authority of the person serving the TEN, and that person need not hold a personal licence.

16.4 Only the Police and Environmental Health may object to the staging of a temporary event. If they believe that any of the of the four licensing objectives will be undermined by the event they will issue an 'Objection Notice'

16.5 Where an Objection Notice is received in relation to a standard TEN, a licensing Panel will be held to determine the notice within seven working days of the Objection Notice being issued. The Licensing Authority will notify all relevant parties of the time and venue for the hearing. A hearing will not always be necessary if an agreed modification can be

made beforehand. Where an Objection Notice is received in relation to a Late TEN, the event will automatically be refused authorisation. There is no right of appeal in this instance.

- 16.6 There are limitations on the number of TENs that individuals can give and which can be given in relation to particular premises.
- 16.7 A Licensing Authority may impose conditions on a TEN if it considers that this promotes the licensing objectives. A Licensing Authority can only impose such conditions if an objection has been made by at least one relevant person (and the licensing authority considers that permitting the event to proceed would promote the licensing objectives), and at least a part of the premises in relation to which the TEN is given is already subject to a premises licence or club premises certificate. Any such conditions must be consistent with the activity authorised by the TEN and existing conditions attaching to the subsisting licence or certificate.
- 16.8 Where the limitations on a temporary event cannot be fulfilled, for example due to the large numbers attending, a premises licence will be required. The Licensing Authority would expect early notice of such a major event to allow Responsible Authorities to discuss and agree operating schedules.

17. SHOPS, STORES AND SUPERMARKETS

- 17.1 The Licensing Authority will consider licensing shops, stores and supermarkets to sell alcohol for consumption off the premises at any times they are open for shopping.
- 17.2 The Licensing Authority may consider whether there are very good reasons for restricting those hours. For example, a limitation of opening hours may be appropriate following relevant representations from the Police in the case of shops known to be the focus of disorder and disturbance because people gather there and engage in nuisance and/or anti-social behaviour.

18. INTEGRATING STRATEGIES AND AVOIDING DUPLICATION

- 18.1 The Licensing Authority recognises the need to avoid duplication with other regulatory regimes as far as possible. This Policy is not intended to duplicate existing legislation and regulatory regimes that place duties upon employers and operators. In the event that conduct of activity related to the business has been found to be in contravention of other regulatory regimes the Licensing Authority will have regard to such conduct in considering licensing applications.
- 18.2 Some regulations do not cover the particular circumstances that arise in connection with entertainment. The Licensing Authority may, for example, attach conditions to premises licences and club premises certificates where these are considered appropriate for the promotion of the four licensing objectives and are not already provided for in any other legislation.
- 18.3 The Council has set up multi-disciplinary working groups to ensure the proper integration of local crime prevention, e.g. Joint Action Group (JAG). The Council has also set up a Joint Enforcement Initiative (JEI) to protect the Borough's environment by combating environmental crime, and to work more cohesively and effectively to enforce against anti-social behaviour. Waverley is committed to support safeguarding children and vulnerable people. Waverley's Safeguarding Policy can be found at:

http://www.waverley.gov.uk/info/870/community_safety/920/safeguarding/1

In addition, the Safer Waverley Partnership Draft Partnership Strategy and Plan 2017-20 at:

http://www.waverley.gov.uk/downloads/file/5767/safer_waverley_partnership_SWP_partnership_and_strategy_plan_2017-2020

Planning

- 18.4 The Licensing Authority recognises that there should be a proper separation of the planning and licensing regimes to avoid duplication and inefficiency. Licensing applications should not be a re-run of planning applications and should not cut across decisions taken by the Council's Area and Joint Planning Committees (or their successor committees) or following appeals against decisions taken by those Committees. Similarly, applicants for premises licences are responsible for making sure that they have the appropriate planning permission to reflect the proposals in their operating schedule and to enable them to comply with the commitments to service provision detailed in their operating schedule. Applicants should not propose in their operating schedule management measures affecting health and safety that conflict with planning or listed building control.
- 18.5 The Council's planning policies are set out in the Waverley Borough Local Plan Part 1: Strategic Policies and Sites, which was adopted by the Council in February 2018, the retained policies from the Waverley Borough Local Plan 2002 and supplementary planning guidance. In addition, the Council is preparing its Local Plan Part 2: Site Allocations and Development Management Policies which, in time, will replace the retained policies from the 2002 Plan.
- 18.65 Both Local Plan Part 1 and the retained policies in the ~~The~~ Waverley Borough Local Plan 2002 and the emerging Local Plan acknowledges that restaurants, public houses and other such uses are important elements in the mix of uses found in town centres and to the evening economy. Policy TCS1 in Local Plan Part 1 says that within town centres a variety of town centre uses will be encouraged, including food and drink, leisure and cultural uses– that add to the liveliness, attractiveness and vitality and viability of the centre. Policy TD1 of Local Plan Part 1 is an overarching policy on townscape and design. One of its requirements is that new development is designed so that creates safe and attractive environments that meet the needs of users and incorporates the principles of sustainable development. Policy ST1 of Local Plan Part 1 says that –new development should make appropriate provision for car parking, having regard to the type of development and its location, in accordance with local standards. Food and drink uses are considered under retained Policy S6 of the 2002 Local Plan. This policy deals with a range of issues associated with such uses, including impact on amenity resulting from matters such as noise, fumes and odours and excessive activity particularly at unsocial hours. It also deals with issues around parking and access associated with such uses. ~~(Chapter 8 development plan policy)~~. Planning cannot ~~take into account~~ regulate the possible behaviour or public order issues resulting from new development or changes of use, as these are not land–use issues. It does, however, recognise that such uses can cause disturbance to neighbours and can have an adverse effect on the character of an area. It seeks to eliminate or limit such adverse impacts in various ways, by imposing reasonable planning conditions restricting hours of operation, and ensuring that parking activities are controlled, particularly at unsocial hours. ~~The Waverley Borough Local Plan 2002 and the emerging Local Plan acknowledges that restaurants, public houses and other such uses are important elements in the mix of uses found in town centres and to the~~

~~evening economy. Food and drink uses are considered under Policy S6 of the Local Plan (Chapter 8 development plan policy). Planning cannot take into account the possible behaviour or public order issues resulting from new development or changes of use, as these are not land use issues. It does, however, recognise that such uses can cause disturbance to neighbours and can have an adverse effect on the character of an area. It seeks to eliminate or limit such adverse impacts in various ways, by imposing reasonable planning conditions restricting hours of operation, and ensuring that parking activities are controlled, particularly at unsocial hours.~~

~~18.76 The Council's planning policies are set out in the Waverley Borough Local Plan 2002, the emerging Local Plan and supplementary planning guidance.~~

Crime Prevention

18.87 Conditions attached to premises licences and club premises certificates will, so far as possible, reflect local crime prevention and crime and disorder strategies and applicants will be expected to address these in their operating schedules.

Cultural Strategies

18.98 The Licensing Authority will monitor the impact of licensing on regulated entertainment particularly live music, dance and theatre. The Licensing Authority aims to support the development of Cultural Services.

18.109 Specific reference is made within Waverley's Cultural Strategy to support for the development of arts centres, including provision of live music, dance and theatre. The Strategy also seeks to continue to promote the use of parks in the Borough as a venue for seasonal live theatre events.

18.110 As part of implementing the Cultural Strategy, the Licensing Authority recognises the need to encourage and promote live music, dance and theatre for the wider cultural benefit of the community, particularly for young people. It is also keen to promote new and to continue existing cinema provision in the Borough.

Sports

18.124 The Council encourages local sporting organisations, through its Cultural Strategy, to generate revenue by making best use of their pavilions and any other facilities they may have.

Transport

18.132 Where appropriate, the Licensing Authority will arrange for protocols with the Surrey Police to provide for reports to the Local Authority Committee responsible for transport matters on the need for the swift and safe dispersal of people from the town centres to avoid concentrations, which can produce disorder and disturbance.

Tourism & Employment

18.143 Arrangements will be made for the Licensing & Regulatory Committee to receive reports on the following relevant matters to ensure these are reflected in their considerations:

- the needs of the local tourist economy and cultural strategy for the Borough, and,
- the employment situation in the Borough and the need for investment and employment where appropriate.

18.154 The Licensing Authority will seek to discharge its licensing responsibilities with due regard to other Government strategies that impact upon the four licensing objectives e.g.

- Safer Clubbing
 - National alcohol harm reduction strategy
 - Home Office Action Plan for tackling alcohol-related crime, nuisance and disorder
 - LACORS/TSI Code of Best Practice on test purchasing
- HSE Events Guide (particularly, but not exclusively, for temporary events and Temporary Events Notices)

19. ENFORCEMENT

19.1 The Licensing Authority has established a protocol with the Responsible Authorities on the enforcement of the Act. This provides for the efficient deployment of Authority Officers engaged in enforcing the Act and inspecting licensed premises, in order to ensure that resources are targeted at problem and high-risk premises. The Council's Licensing Enforcement Protocol is available at Waverley Borough Council's website.

19.2 The Licensing Authority is also subject to a corporate Enforcement Policy and Concordat, based on the principles of consistency, transparency and proportionality as set out in the Department of Trade and Industry's Enforcement Concordat. This ensures that any enforcement action taken is proportionate and reflects the risk posed to the promotion of the four licensing objectives, and that it is carried out in a fair and consistent manner, including prosecution where appropriate.

19.3 Waverley will continue to support and participate in the Surrey county-wide licensing forum – a local forum which aims to:

- help develop consistency between the statutory agencies responsible for licensed premises;
- develop potential for a joint approach to implementation and administration;
- act as a strategic forum for licensing in Surrey;
- develop liaison with agencies and other relevant organisations;
- promote best practice;
- enhance the potential for sharing resources.

20. APPEALS

Applicants and those making representations in respect of applications and reviews to the Licensing Authority have a right of appeal to the Magistrates' Court against the Authority's decisions. Further information on how to appeal can be obtained by contacting the Guildford Magistrates' Court, The Law Courts, Mary Road, Guildford, Surrey GU1 4PS. Tel: 01483 405300.

21. FEES

Following amendments that came into force in October 2012 the Licensing Act 2003 requires a Licensing Authority to suspend a premises licence or club premises certificate if the annual fee is not paid when it is due.

22. FURTHER INFORMATION

If you need more details about the licensing process or making an application please contact the Licensing Section, Waverley Borough Council, The Bury's, Godalming, Surrey, GU7 1HR. Tel: 01483 523033

RESPONSIBLE AUTHORITIES

- (a) **Police Authority**
Chief Officer of Police, c/o Waverley Licensing Officer, Surrey Police, P O Box 101,
GU1 9PE
Tel: 01483 639512
- (b) **Fire Authority**
Surrey Fire and Rescue Service, Headquarters, Croydon Road, Reigate, Surrey,
RH2 0EJ.
Tel: 01483 517277
- (c) **Trading Standards**
Surrey County Council Trading Standards, Consort House, 5-7 Queensway, Redhill,
Surrey, RH1 1YB
Tel: 01372 371700
- (d) **Health and Safety at Work**
Head of Environment, Waverley Borough Council, The Burys, Godalming, Surrey,
GU7 1HR.
Tel: 01483 523333
- (e) **Local Planning Authority**
Head of Planning, Waverley Borough Council, The Burys, Godalming, Surrey,
GU7 1HR.
Tel: 014873 523333
- (f) **Local Authority – Prevention of Pollution (to environment or harm to human health)**
Head of Environment, Waverley Borough Council, The Burys, Godalming, Surrey,
GU7 1HR.
Tel: 01483 523333
- (g) **Protection of Children from Harm**
County Child Employment and Strategy Manager, Quadrant Court, 35 Guildford
Road, Woking, Surrey, GU22 7QQ
Tel: 01483 517838
- (h) **Licensing Authority (Other than the relevant licensing authority) in whose area part of the premises is situated**
- (i) **Public Health**
Room G55, County Hall, Penrhyn Road, Kingston Upon Thames, KT1 2DN
Tel: 01737 733746
- (j) **Home Office (Immigration Enforcement)**
Alcohol Licensing Team, Lunar House, 40 Wellesley Road, Croydon, Surrey, CR9
2BY

To be advised on individual cases

- (j) **In relation to a vessel - Navigation Authority**

Navigation Manager, National Trust, River Wey Navigations, Dapdune Wharf, Wharf
Road, Guildford, Surrey, GU1 4RR.
Tel: 01483 561389

OTHER USEFUL SOURCES OF INFORMATION

- A. The Licensing Act 2003 can be viewed on the web site at www.legislation.gov.uk/ukpga/2003/17/contents
- B. The latest revised Guidance for the Licensing Act 2003 (April 2017) can be viewed on the web site at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705588/Revised_guidance_issued_under_section_182_of_the_Licensing_Act_2003_April_2018_.pdf
- C. The Home Office has issued its Modern Crime Prevention Strategy (March 2016) which potentially impacts on licensing, including the encouragement of partnership working schemes, improved local intelligence systems for use as evidence in licensing hearings, and support to local authorities in efforts to diversify late night economy away from alcohol-led premises, and which is available on the Home Office website at <https://www.gov.uk/government/publications/modern-crime-prevention-strategy>
- D. The Government's Alcohol Harm Reduction Strategy can be viewed at <https://www.gov.uk/government/publications/alcohol-strategy>
- E. The Licensing Authority's latest licensing information can be found on its own web site at www.waverley.gov.uk/site/scripts/services_info.php?serviceID=220
- F. www.ias.org.uk (the website of the Institute of Alcohol Studies)
- G. Registration and training of doorstaff (from 2005) has been the responsibility of the Security Industry Authority. Information can be obtained from <https://www.sia.homeoffice.gov.uk/Pages/home.aspx>
- H. The British Institute of Innkeeping (BII) is a trainer and an awarding body for the appropriate qualifications. It can be contacted on www.bii.org/ or 01276 684 449, email enquiries@bii.org
- I. Surrey Safeguarding Children Board - information can be obtained from <http://www.surreyscb.org.uk/> or 01372 833330 or email; sscb@surreycc.gov.uk
-
- J. Surrey Alcohol and Drug Advisory Service. Information can be found at <http://www.catalystsupport.org.uk/> or 01483 590150 or email; info@catalystsupport.org.uk

TABLE OF DELEGATIONS OF LICENSING FUNCTIONS

Approved by the Council 20th July 2004

MATTER TO BE DEALT WITH	FULL COMMITTEE	SUB-COMMITTEE (3 MEMBERS)	AUTHORISED OFFICERS
Application for personal licence		If an objection made	If no objection made
Application for personal licence with unspent convictions		All Cases	
Application for premises licence/club premises Certificate		If a representation made	If no representation made
Application for provisional statement		If a representation made	If no representation made
Application for Minor Variation to vary premises licence/club registration certificate			All Cases
Application to vary premises licence/club registration certificate		If a representation made	If no representation made
Application to vary designated personal licence holder		If a police objection	All other cases
Request to be removed as designated personal licence holder			All cases
Application for transfer of premises licence		If a police objection	All other cases
Application for Interim Authorities		If a police objection	All other cases
Application to review premises licence/club premises Registration		All cases	
Decision on whether a complaint is irrelevant, frivolous, vexatious, etc.			All cases
Decision to object when local authority is a consultee and not the lead authority		All cases	

Determination of a police and/or Environmental health representation to Standard temporary event notices		All cases	
Determination of a police and/or Environmental health representation to 'Late' temporary event notices			Officers to reject application in all cases

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 10 JULY 2018

Title:

LEISURE CENTRE INVESTMENT: FARNHAM, GODALMING AND CRANLEIGH

**[Portfolio Holder: Cllr Jenny Else]
[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 3 of the revised part 1 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:

As part of the continued improvement of our leisure facilities a feasibility study was completed in October 2017, by SLC consultancy, to identify viable options for future leisure investment across Waverley.

The outcomes of the feasibility report are supported by a robust assessment of the need for improved leisure facilities in Waverley.

A summary of the viable options derived from the SLC report were presented to the Community Wellbeing O&S Committee in November 2017 and were received positively. Some engagement with Cranleigh Parish Council also took place during the feasibility work.

This report presents the most favourable viable options and requests formal approval to progress with detailed design and procurement of extensions to Godalming and Farnham Leisure centres. It also requests approval to begin a consultation process for investment in leisure in Cranleigh.

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

The wellbeing and prosperity of our communities is a priority for the Council and the provision of leisure and recreational facilities will enable residents to be active, lead a healthy lifestyle and where appropriate progress their sporting ambitions.

Future investment in leisure facilities will be based on a robust feasibility assessment that offers value for money to the Council. External funding and developer contributions will be sought to supplement any capital cost.

Equality and Diversity Implications:

There are no Equality and Diversity implications associated with this report.

Financial Implications:

There are a range of proposals within this report, all of which have financial implications if the schemes are approved. The proposed improvements to Farnham and Godalming Centres require an investment of some £3.32m, inclusive of contingency and are anticipated to generate revenue improvement of some £410k pa. There are potential developer contributions which would substantially reduce Waverley's direct investment. Most of the figures within the report have been supplied by SLC consultancy.

The recommended funding of the Farnham and Godalming leisure centre proposals is given in the table below:

	£ m
Contribution from Brightwells Capital Receipt	2.5
Section 106 and other developer contributions	0.6
Other capital receipts	0.12
Total funding	3.22

There are a range of options in respect of Cranleigh Leisure Centre, from a new build on a new (though adjacent) site to a planned closure over a period. The most economic option while retaining a centre in Cranleigh is the new build option, which offers the lowest running cost over the period of its projected lifespan. There are planning risks associated with this route and the amount of investment required would necessitate external borrowing. However, the recommendation at this stage is to begin the exploration of a new site.

The most obvious financial implications are the potential improved management fee arrangements, but the profit share arrangements also offer potential revenue benefits as well. However, the profit share arrangements depend on the operating success of Places for People (PfP), the current management operator, and cannot be guaranteed. In addition, the fundamental changes to the centres and the financial structure proposed do offer PfP the contractual opportunity to invoke the 'realignment review' clause in its contract which could lead to renegotiation of management fees and profit share arrangements. Clearly Waverley officers would negotiate robustly in order to gain the best outcome for Waverley.

Legal Implications:

The current status of the leisure centre management contract is set out within the report, including the circumstances in which the Council receives a management fee from PfP and the level of fee currently received. Should the Council renegotiate the management fee under the 'realignment review' provisions as described above, the risk of such a review falling outside of the scope of the Public Contracts Regulations 2015, and other applicable procurement law, would be low as the review provisions are a term of the tendered contract. This would take place in the context of the management contract currently running until 2023.

Background

1. There are significant future housing developments in the Borough that will need to be considered in relation to leisure facilities provision. The increased population will undoubtedly put pressure on the existing leisure infrastructure in Waverley.
2. The Council has a proven track record in successfully delivering sustainable investments in its leisure facility portfolio having undertaken a series of developments as part of its previous Leisure Investment Strategy 2009-2015.
3. In order to continue improving the current leisure facilities and the offering to cope with Waverley's increasing population the Council commissioned a feasibility study in April 2017. The purpose of the feasibility study was to identify viable options for additional investment in Waverley's leisure centres.
4. Haslemere Leisure Centre was the most recent site to receive investment with a £4.1m refurbishment in 2014 and therefore no further investment is required at this time. This recent investment has been a great success with usage continuing to rise. The centre meets current and projected need, however we will continue to monitor this as part of our Leisure Facilities Strategy.
5. A new Godalming Leisure Centre was built in 2012 costing £5.85m and is currently oversubscribed. Farnham Leisure Centre was refurbished in 2010 costing £3.6m.
6. Cranleigh Leisure Centre was refurbished in 2009 at a total cost of £1.67m. However, due to the age of the centre (built in 1975), significant increasing maintenance and repair costs are becoming unavoidable. The longer the delay before further investment is made, the greater investment will ultimately be required to simply maintain the centre in Cranleigh.
7. The success of the most recent leisure investments is evident. The existing management contract was originally tendered in 2008 at a total management fee payable by Waverley to DC Leisure (now PfP) of £845k pa. As a result of continued contract negotiation, management action and capital investment Waverley currently receive a management fee paid by PfP of £70k pa increasing to £120k pa in 2018 – an improvement of some £965k pa over the 10-year period. The contract is currently running until 2023. In addition the leisure contract also creates a profit share payment to Waverley, which in 2016/17 exceeded £400k.
8. However, a change to the portfolio of leisure facilities, such as the proposed in this report, does give PFP the contractual opportunity to request a formal review of the contract terms. It is possible that PFP may seek to amend the contract terms, particularly the profit share terms, on the basis that the current proposals constitute a fundamental change to the facilities and trading operation that was originally tendered in 2008 and upon which the current financial terms are based.

Strategic Needs Assessment

9. Both nationally and locally there is a drive to encourage an active lifestyle. Waverley's Health and Wellbeing Strategy adopted in 2016, outlines the Council's commitment to promoting health and wellbeing within its communities. Physical activity features very strongly within the Strategy's priorities to develop a preventative approach and improve

the wellbeing of children and young people. Activity provided through leisure centres undoubtedly has a positive impact on the health and wellbeing of individuals as well as social and economic benefits.

10. A robust analysis of the need for sport and leisure facilities in Waverley was carried out as part of the development of the Indoor Leisure Facilities Strategy in 2017. The report concluded that although the current supply of sports halls and swimming pools in the area are more than adequate, in order to cope with the projected population growth elements of dry side provision would not be sufficient.
11. In addition to the needs analysis as part of the Indoor Leisure Facilities Strategy, SLC carried out a latent demand analysis which assesses the market potential based on a defined area and population. This analysis examined the likely total demand generated by a given population, for key income generating areas of leisure provision of health and fitness, general swimming and swimming lessons. This was then modelled against the existing total provision and projected increase in demand.
12. Both needs assessments have concluded the following:

A. Farnham

Farnham is projected to have 2,780 new homes under housing development plans. There is also very strong local competition for health and fitness facilities in the area, with approximately 17 other providers within a 5 mile radius of Farnham Leisure Centre.

Farnham Leisure Centre is showing a current and future oversupply in health and fitness, general swimming and swimming lessons, which indicates that the current facility is suitably sized. However in order to differentiate the centre from other competitors there is an opportunity to diversify its offer by providing new facilities to attract a younger and more family orientated market. There is an identified demand for indoor adventure play and climbing models that provide opportunities for children and young people to be more active.

B. Godalming

Godalming is anticipated to have an additional 1,520 houses over the next few years. This will create a demand for health and fitness in an area that is already in short supply.

Godalming Leisure Centre has exceeded the expectations of usage since it was initially designed. There has been an increase in health and fitness membership from c. 500 at the old centre to 2100 in December 2017. The gym is overcrowded at peak times and the area designated for spinning classes is not ideal due to the noise generated. The exercise class programme is very popular but at capacity. The majority of classes are booked up two weeks in advance and the lack of available spaces causes dissatisfaction amongst members.

Parking availability is also under pressure on this site. There are currently 70 spaces available for customers which struggle to cope with demand. Additional car parking will be necessary before considering further investment on this site.

C. Cranleigh

Cranleigh will see a significant number of new housing with planning consent already granted to build 2600 new homes at Dunsfold Park and a further 1700 in Cranleigh itself. Planned developments will increase demand for local facilities, particularly as the main facility, Cranleigh Leisure Centre, is no longer fit for purpose. The latent demand analysis has identified an undersupply for health and fitness as well as childrens swimming lessons.

Within the Indoor Leisure Facility Strategy, when comparing to other facilities, Cranleigh Leisure Centre has been graded as 'below average' in terms of the condition of the building. Significant capital investment will be required to maintain and keep the facility open. This increases the importance of finding a solution for this site as a matter of urgency.

Viable proposals

13. The Options Appraisal for Future Leisure Investment report, produced by SLC, has explored a number of options for redevelopment in Cranleigh as well as extensions to Godalming and Farnham leisure centres with a view to better meet local demand and deliver a return on the Council's investment.

Farnham Leisure Centre

14. It is proposed that the Council considers the funding of an extension to incorporate children's soft play and "clip and climb" facility, with the addition of a larger café area. This will involve the relocation of the current offices. The local supply of such facilities appears to be low in the surrounding area therefore offering an opportunity for Farnham Leisure Centre to improve and diversify the current offering. (Exempt) Annexe 1 shows the draft drawings of this proposal.

Godalming Leisure Centre

15. It is proposed that the Council supports an extension of the current site to increase the size of the gym by 35 stations, introduce a second dance studio and double the size of members changing facilities.

However, the car park at Godalming Leisure Centre is insufficient to meet current levels of use and any extension to the centre will not be viable without increasing the car parking provision. The most feasible way of achieving this is through an extension of the existing car park creating approximately 88 additional spaces on an unused corner of the adjacent Broadwater School land owned by Surrey County Council.

The existing car park was leased from the school for an initial 7 years. This lease will come to an end in 2019 and negotiations to extend it have already begun with Surrey County Council and Broadwater School. The timing of the lease extension conversations offers an opportunity to discuss the potential extension to the car park at the same time. The drawings of a proposal including the car park extension are shown in (Exempt) Annexe 2. The cost of building the additional car park is included in the costs of the building extension that are presented in more detail below.

Cranleigh Leisure Centre

16. It is proposed that the Executive approves in principle the investment in leisure in Cranleigh. The existing facility mix is meeting the current demand for the area and therefore would remain the same for any potential refurbishment or new site. A higher quality and more attractive centre is very likely to attract more customers and in order to future proof the new or improved facility the changes need to cater for an expected increase in use. This should accommodate the increased use following the 2,600 new homes at Dunsfold Aerodrome and the additional 1700 homes in Cranleigh. A new or improved site should include an extended gym, more flexibility in shallow water space by including a movable floor to the main pool, additional changing facilities as well as additional multi purpose exercise studios.

Business Plans

17. The Options Appraisal work by SLC has produced estimated development costs that are based on industry benchmarks and are therefore as accurate as they could be prior to undergoing a formal procurement process. They also include an indication of management fee uplift for each development. It is important to note however that the position is not fully agreed and further negotiations with PfP will have to take place before proceeding with any investment.
18. The Council has a management contract with PfP for the operation of the Council's five leisure facilities which expires in July 2023. The contract was originally set up in 1996 and was subject to a 15-year negotiated extension which began in July 2008.
19. The business plans developed by SLC are a robust, independent assessment of projected income and expenditure based on industry knowledge and benchmarking of similar developments. They have been developed for a 15 year period, which is considered suitable given the fact that 5 years remain on the existing leisure management contract with PfP and any new contract is likely to be for a further 10 years as a minimum. All of the investment options have been calculated over a lifespan of at least 15 years for comparison purposes. However a new build leisure centre in Cranleigh will be expected to have lifespan of over 30 years.

Farnham Leisure Centre

20. Projections for the additional income generated by the proposed investment at Farnham Leisure Centre are based upon anticipated visitor numbers for the soft play and 'clip and climb' facilities. They also include assumptions regarding the number of children's parties and the secondary spend associated with such facilities.
21. The additional expenditure includes staffing and other associated operational costs together with proportionate additional central costs and operator profit. The figures are also inclusive of professional fees and contingency.
22. The 15-year revenue business plan shown in Exempt Annexe 3 also includes an indicative repayment for the £1.475M development cost. These repayments assume the capital funding for this development will be taken from Waverley reserves and no borrowing charges will apply.

23. The extended facilities at Farnham Leisure Centre are estimated by SCL to generate an average operational surplus. The figure is detailed within Exempt Annexe 3 and is subject to negotiation and agreement with the operator PfP.

Godalming Leisure Centre

24. Projections for the additional income generated by the Godalming Leisure Centre extension are based on the increased capacity of the health and fitness facilities as a result of the proposed investment.

25. The 15-year revenue business plan shown in Exempt Annexe 3 includes the additional income and expenditure together with proportionate additional centre costs and operator profit using industry benchmark ratios.

26. The additional 36 stations in the extended gym provide capacity for a further 792 members generating an additional income. The additional studio will double the existing studio capacity to accommodate the increased membership and to provide capability for more 'casual' or 'pay and play' exercise class attendees.

27. The additional expenditure projections take account of the increased class programme (additional instructors) and an assumed increase in general operational costs (maintenance, utilities, admin etc.)

28. The extended facilities at Godalming Leisure Centre are estimated by SCL to generate an average operational surplus. The figure is detailed within Exempt Annexe 3 and is subject to negotiation and agreement with the operator PfP.

Cranleigh Leisure Centre

29. Over the next few years a significant capital outlay will be required in order to continue operating and maintain the current site to a reasonable standard. This investment would only cover the essential lifecycle costs and would have no return on investment for the Council.

30. Initial options have been explored for the future of Cranleigh Leisure centre and these include a new build on an alternative location or a fundamental remodelling of the existing site. The options of doing nothing or closing the centre all together have also been explored for a more comprehensive options assessment. The table below summarises the business case for all of the four options explored over the lifespan of each option.

Options	Estimated Capital cost	Annual Average Saving ¹	Annual Average management Fee	Annual Average Lifecycle cost	Annual Borrowing cost	Potential Lifetime of Building	Net cost over lifetime
	£	£	£	£	£	Years	£
New build	12.7m	614,000	-	- ²	621,000	30	210,000
Remodel	8.7m	403,000	-	- ²	677,000	15	4,110,000
Business as usual	-		149,000	300,000		10	4,490,000
Timed Closure	-		149,000	300,000		5	2,245,000

31. These options were presented to Community Wellbeing O&S committee in November 2017. The new build option was the most favourable one based on the lesser net cost over its lifetime, but also as there will be no customer and service disruption. Officers were directed to further explore the option for a new build centre and the remaining 3 options were dismissed on financial grounds.

32. A new build option will require significant financial commitment from the Council, but offers a greater return on investment, as well as providing an enhanced offering for leisure centre users. This option also offers the greatest opportunity for renegotiation of PFP's CLC management fee arrangement, which at the moment is costing the Council £149k per year. Capital investment on this scale will necessitate external borrowing. Borrowing costs vary on a daily basis depending on the repayment options and could be more or less than shown above.

33. SLC's income projections for the new build option are based on actual income for the existing site plus additional income for the increased size of certain facilities. Additional income in other areas will be as a result of the 'new build factor' i.e. a new centre will naturally attract more users than the existing facility.

34. Expenditure projections for the new build option are based on actual expenditure for the existing site plus additional staffing expenditure for the increased size of certain facilities (e.g. gym, studios and café.) Reductions in premises costs are projected due to reduced maintenance liabilities and energy consumption. A new facility will require less maintenance than the existing centre and will benefit from more energy efficient plant, thereby reducing utilities costs significantly.

35. The 15-year revenue business plan shows that the Council could expect to receive an improved management fee payment the details of which can be seen in Exempt Annexe 3.

¹ Inclusive of repairs and maintenance costs

² Lifecycle costs for this option have been taken into account when calculating the annual saving.

36. More details of both business plans with detailed income and expenditure is included in Appendix F of the Options Appraisal for Future Leisure Centre Investment report by SLC.
37. In order to progress with this development it would be prudent to carry out more detailed consultation on the location of a potential new site. The cost of a six month consultation will be covered by existing resources.

Risks and Project Management

38. There are a number of risks associated with redevelopment projects. An initial risk register has been produced which covers the risks from the very early stages of design up to the completion of the tender stage. A more comprehensive risk register will be created at a later stage to cover the risks further into the process.
39. PFP are one of the largest leisure operators in the country with many years of successfully managing leisure centres. Their expertise in operating leisure facilities has been invaluable during past redevelopment projects where PFP had the key responsibility to project manage the delivery.
40. The project management structure of the previous investment in the leisure centres worked well and reduced Waverley's risk in relation to loss of income and project delays. The structure placed PFP as the project lead which allowed the Council to take advantage of PFP's industry knowledge and extensive project management experience of other leisure centres. This process worked well and delivered a high quality product aligned to service need. It is intended for PFP to have a key part in project managing the redevelopment proposed in this report.

Conclusions

41. The Council's leisure centres in Cranleigh, Godalming and Farnham have played a critical role in providing publicly accessible sports and leisure facilities for the residents of these towns. The projected population growth across the borough creates a need to enhance and improve the existing facilities in order to meet the future demands of Waverley's local population. The key findings of the options appraisal work have identified opportunities for the Council to invest to save in its leisure portfolio.
42. The facilities at Farnham Leisure Centre continue to meet demand for key activities such as swimming and health and fitness. There is however, an opportunity to diversify the offer by providing new soft play and climbing facilities to appeal to a broader market. The proposed extension at Farnham Leisure Centre is projected to generate a significant revenue improvement compared to the existing management arrangement.
43. There is strong evidence to support an extension at Godalming Leisure Centre to provide additional gym space, an additional studio and members changing rooms. A parking arrangement is also integral to this project as current provision is insufficient. The proposed extension is projected to generate a significant revenue improvement compared to the existing management arrangement.

44. The most favourable option for Cranleigh Leisure Centre would be for a new build on an alternative location, and though requiring the most significant investment it is the most economic of the options in the long term. The new build option will ensure that the current centre would remain operational during the build of the new site, minimising disruptions to users and eliminating the risk of closure costs.
45. After initial consultation with Members it was felt that although there is a need for a new leisure centre in Cranleigh, more work needs to be done to identify the most suitable location for a new facility that mitigates some of the risks identified. It is proposed that consultant support is appointed to facilitate the consultation work. A separate budget will be required to carry out this work over a 6 month period.
46. More detailed and robust negotiations with PfP will need to take place in parallel to the tender process for the works to ensure that Waverley achieves the best possible return from the capital investment.
47. All proposed projects, as with past refurbishments, will be tendered as a design and build contract reducing the construction and financial risk to the Council. PfP will be asked to take a project management role through the refurbishment projects.

Recommendation

That the Executive recommends to Council that:

1. A capital budget of £3.22m is agreed and officers progress with more detailed specification and procurement of the Farnham and Godalming leisure centre schemes, subject to negotiations with Places for People on future management fee payments (PfP);
2. The Farnham and Godalming schemes are funded as per the table included in the financial implications section and the final funding arrangement be delegated to the Strategic Director (S151 Officer) in consultation with the Deputy Leader;
3. Officers are given the delegated authority to negotiate the management fee terms for the remainder of the contract with PfP, on the basis that the extended facilities are delivered;
4. Authority is delegated to the Strategic Director in consultation with the Deputy Leader to enter into appropriate lease and/or contractual arrangements to enable the car park lease extension at Godalming Leisure Centre.
5. The Council commits to a multi-million pound investment in leisure facilities in Cranleigh and agree that officers begin a detailed consultation, with the support of external consultants, to identify a potential location for the Cranleigh Leisure Centre and report back to Executive.

Background Papers

- Options Appraisal for future leisure centre investment December 2017

- Indoor Leisure Facilities Strategy 2017-2027

CONTACT OFFICER:

Name: Kelvin Mills
Head of Communities and Major Projects

Telephone: 3432
E-mail: kelvin.mills@waverley.gov.uk

Name: Tamsin McLeod
Leisure Services Manager

Telephone: 3423
E-mail: tamsin.mcleod@waverley.gov.uk

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 10 JULY 2018

Title:

FACTORS AFFECTING HEALTH INEQUALITIES IN WAVERLEY

Portfolio Holder: Cllr Jenny Else

Wards Affected: All

Summary and purpose:

At the September 2017 meeting of the Community Wellbeing Overview and Scrutiny Committee a scrutiny Working Group was set up to review the reasons for the disparity in life expectancy between different areas in Waverley. Much of the evidence supporting the review is contained within the [Community Wellbeing Overview and Scrutiny version of this report](#). The report contains information on how the review was carried out, the findings of the Working Group and the recommendations made as a result. The scope for this review can be found in Appendix B within the report.

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

This report directly supports the Corporate Priority of Community Wellbeing. The review studied topics such as health services, Waverley's current health profile, housing, planning and lifestyle behaviours which all contribute to the wellbeing of residents.

Equality and Diversity Implications:

The Working Group report considers in detail the discrepancy in life expectancy across different groups in the Borough and the potential reasons for this. The equality and diversity implications are considered in the report and in particular the life chances of those residents within different areas of the Borough.

Financial Implications:

The Council's responsibilities for public health are provided by many services therefore budget provision is difficult to identify. By ensuring the health of residents, the public sector can benefit from reduced need for health services provided by the NHS, social care needs from County Council amongst many other benefits. Prevention of health issues and promotion of general public wellbeing can help ensure a more cost effective public health service provision. A small corporate revenue budget of £5,000 has been approved for 2018/19 to enable the health & wellbeing agenda to be pushed forward.

Waverley has received over £600,000 Better Care funding in 2017/18. This funding has been used to enable a number of public health related projects such as the Warm Homes Project and Home Renovation Grants. These projects help enable Waverley residents to stay in their own homes safely with reduced intervention. Currently, no further funding is received by Waverley to support public health services.

Legal Implications:

The Health and Social Care Act 2012 (HSCA 2012) provides the legal framework for the Council's duties in respect of its public health functions. The Council has a duty under section 12 of HSCA 2012 to take such steps, as it considers appropriate to improve the

health of people in its area. In addition, under the Act, there is a duty on local authorities to reduce health inequalities in its area through the discharge of the Director of Public Health's duties (protective and preventative work on public health matters which require a national overview).

Section 31 of the Health and Social Care Act 2012 inserts a new section 73B into the NHS Act 2006, which gives the Secretary of State the power to publish guidance to which the local authority must have regard when exercising its public health functions. The Council must have regard to those documents published, which includes the Department of Health's Public Health Outcomes framework (Public Health England). The Public Health Outcomes Framework 2016-2019 focuses on the respective roles of local government, the NHS and their delivery of improved well-being outcomes for the people and communities they serve.

The Council also has the power under the Local Government Act 2000 and the Localism Act 2011 to do whatever is required to improve the well-being of the inhabitants of its area.

1. Background

The in-depth review arose from concern about the gap in life expectancy between certain areas in the Borough. The report aims to provide an understanding of the state of Waverley's health and wellbeing by reviewing the complex interactions between our environment, lifestyle and health and wellbeing. The report also aimed to highlight the importance of the Council to go beyond the statutory responsibility for the Health and Wellbeing of the local population.

The Working Group considered a range of determinants affecting health and wellbeing including planning policy, housing and leisure as well as lifestyle behaviours and access to primary health care. The Group were assisted by colleagues in the County Public Health team and a number of external partners.

For ease of navigation the recommendations contained within the report are divided into three themes; the Local Economy and Environment; Lifestyle Behaviours; and Access to Primary Care.

Recommendation

It is recommended that the Executive considers the report and agrees the recommendations contained within it.

Background Papers

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

CONTACT OFFICER:

Name: Yasmine Makin
Policy Officer - Scrutiny

Telephone: 01483 523078
E-mail: yasmine.makin@waverley.gov.uk

Waverley Borough Council Scrutiny Review

Factors Affecting Health Inequalities in Waverley

A Review Report of the Community Wellbeing Overview & Scrutiny Committee

July 2018

Contents

CHAIR'S FOREWORD	3
1. EXECUTIVE SUMMARY	4
2. CONCLUSIONS AND KEY FINDINGS	4
RECOMMENDATIONS FROM THE HEALTH INEQUALITIES TASK GROUP	9
DRAFT ACTION PLAN	12
3. REPORT	17
Conduct of the Review	17
BACKGROUND	17
Introduction	17
The Current Situation: Local Health Profile	21
Waverley's Current Health and Wellbeing Offer	30
EVIDENCE TO THE TASK GROUP	32
LOCAL ECONOMY AND ENVIRONMENT	32
Planning Policy	34
Housing	42
LIFESTYLE BEHAVIOURS	55
Drugs and Alcohol Misuse	58
Smoking Prevalence	60
Healthy Weight and Child Obesity	62
ACCESS TO PRIMARY CARE	65
5. Post Review Developments	73
5. Financial, Legal and Other Implications	75
7. Acknowledgements	76
Glossary	77
8. Appendix	79

Health Inequalities Scrutiny Review

Task Group Members:

Councillor Andy Macleod (Chair)
Councillor Liz Wheatley
Councillor Patricia Ellis
Councillor Nabeel Nasir
Councillor Nick Williams

CHAIR'S FOREWORD

The Community Wellbeing Overview and Scrutiny Committee decided in September 2017 to set up a Task and Finish Group to investigate the reasons why there are very significant disparities in life expectancy across the Borough. The objectives were to establish as far as possible the reasons for these disparities, to raise the awareness of these reasons to both councillors and council officers and to make recommendations to the Executive and the Council on the actions that can be taken to improve the situation.

The Task Group members were six councillors drawn from the Community Wellbeing O&S Committee and met five times to hear evidence from a wide range of health professionals and Waverley Officers. The meetings were organised by Democratic Services Officers led by the Scrutiny Policy Officer.

The Task group members learned a great deal from the evidence gathering meetings and the various reports that they were pointed to. Many of the reasons for health inequalities are not surprising being such factors as poor lifestyles, poor living conditions and income deprivation in the more deprived areas of the Borough. What was surprising was to learn that clinical care from the NHS only accounts for 20% of the factors which determine public health whereas the responsibilities of borough and Borough councils influence up to 70% of these factors. This puts a great deal of responsibility on councils such as Waverley to take the public health outcomes into account in all of their policies and decisions even though they have no statutory responsibility for public health.

Waverley does already regard the wellbeing of its residents as a strategic priority and for this reason runs and supports a number of services outside of its statutory responsibilities such as sports centres, senior living homes, meals on wheels and day centres run by charities and their volunteers. However the findings and conclusions of this report point the way towards how we as a Council can introduce a specific focus on public health and in particular health inequalities into our policy making and decision taking. It is for this reason that the Community Wellbeing Overview and Scrutiny Committee commend this report to the Executive and to Full Council.

We must finally thank the Task Group members for their commitment to this exercise, the Democratic Services Officers and in particular the Scrutiny Policy Officer for all of the dedicated work that they have put into the task and the report and the many public health professionals and Waverley Officers who gave evidence at our Task Group meetings.

Councillor Andy Macleod,

Chair of the Health Inequalities Task Group

1. EXECUTIVE SUMMARY

Background

- 1.1 There is growing evidence that the wider determinants of health have an increasing impact on the health and mental health of individuals. Borough Councils have the responsibility for services which contribute up to 70% of the factors that determine our overall health, but they are not currently formally part of the funding stream for public health funding.
- 1.2 The impetus for this review was data from the Public Health Profile for Waverley 2016 that reported the disparity in life expectancy between the least and most deprived areas within Waverley was 9.5 years for women and 5.7 years for men. The Scrutiny review focused on the services the Council delivers that have the greatest impact on the physical and mental health of residents.
- 1.3 This review takes into account a selection of determinants, from the Local Economy and the Environment and Lifestyle Behaviours to Access to Primary Care. The review received evidence from a wide range of witnesses including Public Health, the Third Sector and Health Professionals about how each of these areas affect health and wellbeing, and how the Borough Council can make policy across a range of wider determinants to improve health and wellbeing.
- 1.4 The evidence pointed to no one particular reason for the disparity in life expectancy, but showed that the clustering of poorer socio-economic conditions, engagement in high risk lifestyle behaviours and variation in accessing GP services may contribute to the inequalities in mental and physical health within the Borough. There is no simple answer to addressing the health inequalities presented in this report, but there is great value in putting health and mental wellbeing at the forefront of all Council projects and policies to avoid unnecessary and preventable disparity in health outcomes. The conclusions and recommendations expand more on the findings of this review.

2. CONCLUSIONS AND KEY FINDINGS

General

- 2.1 There is growing evidence that the wider determinants of health have an increasing impact on the health and mental health of individuals. It was clear from the evidence the task group received that mental health is an issue for the health and wellbeing of Waverley residents and poses a major concern. Borough Councils have the responsibility for services which contribute up to 70% of the factors that determine our overall health,¹ but they are not currently formally part of the funding stream for public health funding.

¹ Robert Wood Johnson Foundation and University of Wisconsin Population Health Institute.

- 2.2 The evidence pointed to no one particular reason for the disparity in life expectancy, but there are a number of factors which may be contributing.
- 2.3 Overall Waverley is a healthy Borough. However, relative to Surrey as a whole, some areas in the Borough do face relatively high levels of deprivation. It is well known that health inequalities are unequally distributed among local populations and that there is a social gradient between deprivation and life expectancy. This is due to the clustering of high risk-taking behaviours, such as smoking, alcohol consumption, poor diet and low levels of physical activity, and that these risk taking behaviours are differentially associated with income, educational attainment, and social class. Underlying social, economic and environmental factors can affect a person's health and mental wellbeing, such as employment, education, housing, community and neighbourhood characteristics and access to health care services. In addition poor mental health contributes to and is a consequence of wider health inequalities and is also associated with increased health-risk behaviours.
- 2.4 Proportionally Waverley has one of the highest and fastest growing populations of over 65s and 85s in Surrey and there are increased numbers of residents with and at risk from neurological conditions such as stroke and dementia. Waverley is the highest Surrey District in terms of those aged 65+ predicted to have depression and fourth highest in terms of those aged 18-64 years who are predicted to have a common mental health issue. An ageing population also means that social isolation and the risk of dementia will continue to be a growing concern for the Council and partners. For this reason further work on creating 'dementia friendly towns' is recommended.
- 2.5 Key health priority issues for the borough are older people's health and well being and mental wellbeing and alcohol misuse. In addition it is recommended that further work is carried out on topics such as loneliness, economic wellbeing/financial inclusion, clustering of unhealthy behaviours that lead to health inequalities (smoking, diet, physical activity and alcohol consumption) and the provision of mental health services in the Borough.

Local Economy and Environment

- 2.6 Planning Policy has a significant influence over the built and natural environment, e.g. in neighbourhood design, housing, healthier food access, the natural and sustainable environment and transport infrastructure. Planning Policy can improve healthy life expectancy of the local population by focusing on three strategic areas:
- Improve Air Quality
 - Promoting Healthy Weight
 - Improving Older People's Health
- 2.7 Planning policy and the place-shaping agenda can improve older people's health and wellbeing by supporting towns and communities to be dementia friendly.
- 2.8 There has not been sufficient input into Planning Policy Documents from Clinical Commissioning Groups nor Public Health and there is value in Planning Policy being monitored against the Public Health Outcomes Framework to help inform health related policies in future planning documents.

- 2.9 Income deprivation is consistently and systematically linked with life expectancy and healthy life expectancy. Children growing up in income deprived households experience a wide range of health-damaging impacts, negative educational outcomes and adverse long-term social and psychological outcomes. The poor health associated with child poverty limits children's potential and development, leading to poor health and life chances in adulthood.
- 2.10 A mix between social and private developer housing is beneficial to reduce clusters of deprivation in Lower Super Output Areas. In addition the housing number requirements per annum as set out in the Local Plan Part 1 should be balanced by securing future employment sites in the Borough to provide a place of local employment.
- 2.11 Barriers such as stigma around mental health, poor transport infrastructure and social isolation may be contributing factors for a higher prevalence of mental health problems in the Borough.² Data from the JSNA (2014 data) reports that in Waverley for people aged 65 and over there is a higher prevalence of the population predicted to have depression than other Surrey Boroughs, which may suggest these barriers are more prevalent in this age range.³
- 2.12 In regard to Housing, there have been a growing number of complaints regarding housing standards in the past 5 years. In terms of mental health, poor housing not only exacerbates existing mental health issues, but also significantly contributes to new mental health issues.⁴
- 2.13 Fuel poverty is a growing issue in the borough, possibly due to the cost of living and rural character of the borough, and this may increase the risk of respiratory illnesses. Evidence shows that living in cold homes is associated with poor health outcomes and an increased risk of morbidity and mortality for all age groups. Studies have shown that more than one in five (21.5%) excess winter deaths in England and Wales are attributable to cold housing.⁵
- 2.14 Evidence from officers from the Tenancy and Estates Team showed how they were working with some of the most vulnerable residents in the borough. Partnership working between the Council and other agencies were sometimes disconnected and the thresholds for assistance for other agencies had changed leading to the Council having to fill these gaps in service provision.

Lifestyle Behaviours

- 2.15 Unhealthy lifestyle behaviours, e.g. excessive consumption of alcohol, poor diet, smoking and low levels of physical activity, are responsible for up to half of the

² See 4.136 of this report under 'Access to Primary Care'.

³ <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

⁴ https://england.shelter.org.uk/_data/assets/pdf_file/0005/1364063/Housing_and_mental_health_-_detailed_report.pdf

⁵ Local action on health inequalities: Fuel poverty and cold home-related health problems, Public Health England, UCL Institute of Health Equity, p. 5.

burden of poor health.⁶ Each of these lifestyle risk factors is unequally distributed in the local population. More disadvantaged groups are also more likely to have a cluster of unhealthy behaviours.⁷

- 2.16 Unskilled manual backgrounds, including people with few or no qualifications, are more than five times as likely to engage with all four risk behaviours (smoking, excessive consumption of alcohol, poor diet, and low levels of physical activity) than professionals.⁸ People with no qualifications were more than five times as likely as those with higher education to engage in all four poor risk taking behaviours in 2008 compared with only three times as likely in 2003.⁹
- 2.17 There is a pronounced social gradient between poor lifestyle behaviours and life expectancy due to disabilities and risk of premature death.
- 2.18 The prevalence of circulatory disease in women may be a significant factor in the life expectancy gap (9.5 years) between women living in the least and most deprived areas in the Borough.¹⁰ In addition the Potential Years of Life Lost (PYLL) due to cancer may also be a significant factor driving this statistic.¹¹
- 2.19 Obesity and the perception of healthy weight have changed among the population as a whole, which has meant more people are becoming unknowingly overweight. Nationally 9 in 10 women and 8 in 10 men described an overweight child as being the right weight.¹² Consistent levels of childhood obesity in recent years has normalised an unhealthy weight.¹³ In Waverley 6.7% of 4-5 year olds are obese whereas the proportion of 10-11 year olds who are obese is 11.6%. In Waverley, Godalming and Binscombe ward has the highest proportion of children that are obese (17.7%).¹⁴
- 2.20 Many people with mental health conditions are not treated as well for physical conditions brought about by risk taking behaviour, e.g. alcohol consumption, smoking and drugs. High-risk taking behaviours are common in psychiatric patients, especially drug and alcohol misuse and they are more likely to die prematurely, reducing life expectancy.¹⁵

Access to Primary Care

- 2.21 Social isolation in the Borough may be driving poorer mental health but there remains a stigma attached to asking for help. Loneliness and social isolation are complex conditions which have remained relatively under-researched until recently.

⁶ https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/clustering-of-unhealthy-behaviours-over-time-aug-2012.pdf, p. 2

⁷ Ibid.

⁸ Professional in this instance is defined as a profession which requires special training or qualifications.

⁹ https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/clustering-of-unhealthy-behaviours-over-time-aug-2012.pdf

¹⁰ Data from Guildford and Waverley Clinical Commissioning Group (GWCCG) Health Profile 2015, p. 107.

¹¹ Ibid., p. 6.

¹² <https://www.theguardian.com/society/2016/dec/14/parents-children-overweight-survey-obesity>

¹³ <https://www.sciencedaily.com/releases/2014/11/141111133602.htm>

¹⁴ See appendix N of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report.](#)

¹⁵ <http://www.ox.ac.uk/news/2014-05-23-many-mental-illnesses-reduce-life-expectancy-more-heavy-smoking>

Where research has been conducted, it has almost exclusively focused on the prevalence of the conditions on older demographics, and has largely ignored the development of the conditions amongst younger people. Evidence suggests that social isolation and loneliness exists in the Borough, exacerbated by the rural character of the area. Challenges exist in terms of identifying residents and the stigma around people asking for support.

- 2.22 GPs have a critical role in addressing health inequalities in reducing them, but barriers to accessing the service for people with disabilities, including hearing impairment, aphasia and dementia were preventing this.
- 2.23 Evidence suggests that the demand to GPs has been fairly stable over the past five years locally, but there is considerable variation in the type of access to GP appointments online between local GP surgeries.
- 2.24 The group heard anecdotal feedback from both the Guildford and Waverley Clinical Commissioning Group (GWCCG) and the North East Hampshire and Farnham Clinical Commissioning Group that there has been a rise in the number of patients visiting their GP about poor mental wellbeing, but the reason for this remains vague. One possible explanation may be more people are now seeing their GP about their mental health.
- 2.25 There is also anecdotal evidence that suggests patients are seeing their doctor regarding social issues to do with the wider determinants of health e.g housing advice and debt advice.
- 2.26 Suicide rates (2014-2016) in Waverley are similar to Surrey (8.4 compared to 8.5), but across the County there has been a peak in suicides in middle-aged men.¹⁶ Men who were identified as the key “at risk” were middle-aged men that are self-employed, unemployed and / or experiencing some significant life event or transition e.g. relationship breakdown, job loss and loss of parent. However, it should be noted that suicide is massively under recorded.
- 2.27 The rate of Emergency Hospital Admissions for Intentional Self-Harm across Waverley’s Neighbourhood Group is of concern: Waverley has a directly standardised rate of 198.3 per 100,000, which corresponds to a high neighbourhood rank.¹⁷ For comparison, the England directly standardised rate for Emergency Hospital Admissions for Intentional Self Harm is 185.3 per 100,000.¹⁸ This figure is higher among women than men, yet self-harm is largely unreported as many people will not seek help or support.

¹⁶ Suicide rates, Public Health England fingertips, March 2018, <https://fingertips.phe.org.uk/search/suicide#page/7/gid/1/pat/6/par/E12000008/ati/101/are/E07000216/iid/41001/age/285/sex/1>

¹⁷ A neighbourhood group is a grouping of areas that are similar in population and demographics. For data on Emergency Hospital Admissions for Intentional Self Harm please see: <https://fingertips.phe.org.uk/search/suicide#page/7/gid/1/pat/6/par/E12000008/ati/101/are/E07000216/iid/21001/age/1/sex/4>

¹⁸ Ibid.

- 2.28 Ambulance service provision remains a challenge in the County, but particularly in Waverley due to the rural character of the borough. This may inadvertently reduce life expectancy rates due to the ambulance response time.
- 2.29 There is also a challenge to domiciliary care provision due to a shortage of social / key workers unable to afford to live and reside in the Borough.

RECOMMENDATIONS FROM THE HEALTH INEQUALITIES TASK GROUP

It is recommended that the Executive:

1. Endorse the findings of this report and submit this scrutiny review to the Surrey Health & Wellbeing Board 'Health Leads' Group.
2. Recognise the broad and significant role the Borough Council has in improving the health and wellbeing of residents and local population through the wider determinants of health.
3. Adopt a 'health in all policies' (HiAP) approach and advocate this approach to all place-based partners.
4. Agree that both an Equality Impact Assessment (EqIA) and Health Impact Assessment (HIA) are carried out on all major decisions with the inclusion of a policy statement which takes into account the potential health inequalities on residents and service users before decisions are made.
5. Consider the benefit of reconvening the Waverley Health and Wellbeing Board with a renewed focus on tackling health inequalities in the Borough
6. Agree the action plan set out at table 1 on page 14
7. Agree to refer recommendations 8–25 listed below to our partner organisations (approach to be discussed at Executive Briefing)

Recommendations for Surrey County Council:

8. The County Planning – Health Group to write guidance on ways of considering health challenges in Strategic and Environmental Assessments (SEA) for plans and Environmental Impact Assessments (EIAs) for projects.
9. Public Health to work with Waverley Planning Policy Officers / the Officer responsible for CIL to create a health needs evidence base of the Borough to identify locations where future allocations of CIL monies for health infrastructure would be beneficial.
10. Surrey County Council to work with Waverley Planning Policy Officers to provide guidance on key worker directives in particular reference to the shortage of Domiciliary Care and Social Care workers who are unable to afford to live in Waverley; and to work with both the Guildford and Waverley Clinical Commissioning Group and the North East Hampshire and Farnham Clinical

Commissioning Group to explore schemes of providing accommodation for key workers who work in Domiciliary care in Waverley.

11. Surrey County Council Adult Social Care Team and local mental health providers to recognise the important work the Waverley Borough Council Tenancy and Estates Team do with respect of clients with multiple health needs;
12. The relevant teams in Surrey County Council, the local CCGs and Waverley Borough Council to look at ways of working to ensure that information is shared responsibly to provide support for vulnerable Waverley residents; and for this information to be shared with the Community Safety Team at WBC.
13. Surrey County Council Adult Social Care and relevant teams to take note that there is a need
 - for health care professionals to identify and refer individuals who have intertwined social problems in relation to poor wellbeing, substance misuse and / or excessive consumption of alcohol to the appropriate organisation. It is recommended that there should be better integration between mental health services and alcohol and substance misuse services, e.g. by creating joint care plans, or by positioning mental health workers within drug and alcohol teams
 - to Work with Public Health to consider ways of reducing the prevalence of high risk taking behaviours that lead to circulatory disease and cancer, particularly in women in the most deprived areas of the Borough, such as stopping smoking, improving diet, increasing physical activity, losing weight and reducing alcohol consumption
 - to monitor and provide robust information to the Waverley Borough Council Community Safety Team on the number of known cases of suicide in the Borough, and to pass on any information about the number of reported cases of Domestic Abuse to the Community Safety Team.
14. Public Health to
 - Work with the Waverley Borough Council Community Safety Team to stage a public health intervention aimed to reduce smoking prevalence in the wards identified in table 2 of the Health Inequalities report.
 - Work the Northeast Hampshire and Farnham CCG, the Guildford and Waverley CCG and Borough Councils to identify opportunities to promote healthier lifestyles for patients referred to primary care services, dieticians, Tier 2 weight loss services and exercise classes for obesity.

Recommendations for Guildford and Waverley and North East Hampshire and Farnham Clinical Commissioning Groups:

15. Review why awareness of NHS 111 is low; engage with patients and carers to initiate new plans to promote the full range of services it offers including access to out-of-hours GP appointments.

16. Review their primary care strategy to ensure GPs are encouraged to promote online booking.
17. Conduct further research into why people who already manage their time online do not know about or use online GP booking in order to promote online access to GP services and reduce variation among patient access.
18. Explore and appraise the use of SMS messaging as a method for registered patients to book GP appointments.
19. Make registration to the online system at GPs easier and to try to understand barriers to patient use, by referring to Healthwatch Surrey's report 'GP Online', which provides an evidence base to address and further explore barriers to access.
20. Reduce barriers to GP access by encouraging GP surgeries to take-up the Accessible and Information Standards to reduce the physical barriers for impaired persons and those suffering with aphasia.
21. Encourage GP's to carry out annual health checks for people with learning disabilities to mitigate deterioration in poor physical and mental health.
22. Make information about healthy food choices and dietary information available locally in all GP practices.
23. Work with GP surgeries to make their information more accessible for those who have hearing impairments and aphasia by exploring alternative routes to GP surgery access other than telephone methods of communication.
24. Consider the value in providing additional training for GP receptionists in signposting patients for specialist care to medical staff within the surgery who have a greater knowledge on the specific topic area.
25. Educate and train GP surgeries on the benefits of the social prescribing model of care and to encourage GP surgeries to use this model of referral by providing a list of accredited social prescribing organisations; in addition to share this accredited list with Waverley Borough Council for the purpose of signposting customers who may benefit from this type of model of care.

DRAFT ACTION PLAN

Ref	Action	Lead Officer	When
i	Review the health priorities for the Borough identified by the Public Health Profile for Waverley 2017, the Guildford and Waverley Clinical Commissioning Group Health profile 2015, and the North East Hampshire and Farnham JSNA 2013. http://fingertipsreports.phe.org.uk/health-profiles/2017/e07000216.pdf	Corporate Policy Manager	December 2018
ii	Officers to proactively engage with external health partners by participating in meaningful meetings hosted by bodies such as the Clinical Commissioning Groups and Sustainability and Transformation Partnerships, including participating in the Surrey Health and Wellbeing Board 'Health Leads' Group; and to report back and fully brief the Portfolio Holder for Health, Wellbeing and Culture.	Head of Communities and Major Projects	On-going
iii	Ensure that all data that reflects the health and wellbeing of Waverley residents is routinely reported to the appropriate Officers and Members.	Corporate Policy Manager	On-going
iv	Ensure officers and Members are informed about the National and Local Health Arrangements and the on-going organisational change of the NHS; and understand what the implications are for Waverley residents.	Corporate Policy Manager	On-going
v	Monitor and scrutinise the new shadow working arrangements that will be put in place later this year following the Surrey Health Devolution deal for integrating health and social care due in April 2018, with particular attention to the impacts to health services used by residents within Waverley.	Head of Communities and Major Projects	April – December 2018
vi	Ensure all new frontline staff and voluntary and community groups who receive funding from the Council, and Leisure Centre reception staff are aware of mental health first aid training and 'making every contact count' (MECC) in order to signpost customers who show signs of deteriorating health.	HR Manager Learning and Development Officer	Include in each Induction session
vii	Review whether creating capacity within the workforce to support the delivery of broader health and wellbeing issues identified in this report should be made a priority.	Chief Executive	October 2018
viii	To present an annual synopsis (based on the local profiles developed for the Clinical Commissioning Group's and Sustainability	Policy Scrutiny Officer for Community	Annually

	and Transformation Partnerships by Surrey County Council Public Health) on the health of the Borough to both the Community Wellbeing Overview and Scrutiny Committee and to the Executive.	Wellbeing	
ix	Reflect on the findings of the scrutiny review and amend the Health and Wellbeing action plan as appropriate.	Head of Communities and Major Projects	September 2018
x	Work with Public Health to create specific actions in the Health and Wellbeing Strategy to address the health inequalities documented in the health inequalities scrutiny review report.	Head of Communities and Major Projects	October 2018
xi	Review the 2018/2019 Community Wellbeing O&S work programme to include key health priority issues for the borough including: <ul style="list-style-type: none"> - older people's health and wellbeing (hip fractures and excess winter deaths) - mental wellbeing and alcohol misuse and to explore the following topics such as: loneliness, economic wellbeing / financial inclusion, clustering of unhealthy behaviours that lead to health inequalities (smoking, diet, physical activity and alcohol consumption) and the provision of CAMHS in the Borough.	Policy Scrutiny Officer for Community Wellbeing	September 2018
xii	Develop Supplementary Planning Guidance which would address strategic priorities for health by working with Public Health to collect an evidence base;	Planning Policy Manager	March 2019
xiii	To include the recommended statements set out in section 4 of the Health Inequalities report either in policy wording or in the supporting text in the Development Management policies within Local Plan Part 2.	Planning Policy Manager	March 2019
xiv	Planning Policy Officers to be aware of the Public Health's Outcomes Framework (PHOF) and to assess the impact of planning policy on Health and Wellbeing outcomes with the assistance from Public Health Officers at Surrey County Council. To take into consideration the examples set out in table 1 and 2 of the Health Inequalities report.	Planning Policy Manager	March 2019
xv	Collect evidence on wider public health matters in time for the review of the Local Plan in 5 years time and monitor the indicators set out in Table 2 in the Health Inequalities report to gather data to inform the revision of the Local Plan.	Planning Policy Manager	Annually
xvi	To seek advice from the Surrey County Council Planning – Health Group on the	Planning Policy Manager	December 2018

	prospect of working with Surrey County Highway and Transport Officers and Town and Parish Councils to make existing towns 'dementia friendly'.		
xvii	Work with Surrey County Council Highway and Transport Officers on the placement of street signs in the ambition for Waverley's urban settlements to become Dementia Friendly; including street signage to sellers of fresh fruit and vegetables.	Planning Policy Manager	March 2019
xviii	Work to ensure partners have an understanding of the physical, sensory and neurological challenges experienced by people with dementia and take consideration for public spaces to be easily accessible and approachable; and easily navigable. E.g. public places and spaces should have: <ul style="list-style-type: none"> - Wide enough pathways and even surfaces - Outside furniture and seating between locations - Appropriate signage, including colour coding for familiarity. - Available and accessible public toilets. 	Planning Policy Manager	On-going
xix	Include reference to all users in the policy, including the elderly, with reference in the supporting text to dementia friendly towns e.g. by ensuring that entrances are clear and accessible for older people and cross-reference to policy	Planning Policy Manager	March 2019
xx	Include clearly signposted street networks with destinations within x-x metres (5-10 minutes walk).	Planning Policy Manager	March 2019
xxi	For a cross reference to be added into the supporting text of the Local Plan Part 1 for new and improved footpaths.	Planning Policy Manager	August 2018
xxii	Work with the Benefits Team and Citizens Advice Waverley to promote the availability of budgetary advice with households at risk of cyclical homelessness.	Housing Needs Manager	November 2018
xxiii	Review the safeguarding pathways for referring vulnerable residents identified within the Borough by the WBC Housing teams, and others.	Head of Strategic Housing & Delivery	December 2018
xxiv	Appraise the value in setting Standards for Private Sector rented housing that go beyond the minimum legal standards for health and safety, gas, fire and electrical safety, to take into account housing conditions.	Private Sector Housing Manager	December 2018
xxv	Raise awareness of the Environmental Health guidance on Private Sector Housing Standards.	Private Sector Housing Manager	March 2019

xxvi	Explore the possibility of introducing a mandatory registration / licensing of private landlords.	Private Sector Housing Manager	March 2019
xxvii	Provide active signposting to landlords and tenants regarding rights and responsibilities.	Private Sector Housing Manager	March 2019
xxviii	Provide an analysis of the type of HMOs in the Borough in light of the changes to HMO classifications from Government.	Private Sector Housing Manager	October 2019
xxix	Continue to promote the Better Care Fund and advice from Action Surrey to help residents with their energy and fuel costs.	Private Sector Housing Manager	On-going
xxx	Work with Public Health to target a series of health interventions in geographical locations where there is an evidenced uptake in risk taking behaviours, such as smoking, drug, and alcohol.	Strategic Director	March 2019
xxxi	Issue a statement on the Council website regarding the Modern Slavery Act 2015 that requires commercial organisations supplying goods or services with a turnover of, or above £36 million, to prepare and publish an annual 'Slavery and Human Trafficking Statement'.	Procurement Officer	September 2018
xxxii	Ensure social value is given consideration for all relevant procurements, whether goods, services or works.	Head of Finance	March 2019
xxxiii	Review whether the Council adopt a social value charter in the future (when appropriate), to guarantee the social value in the procurement of all goods and services.	Procurement Officer	March 2019
xxxiv	Review the provision of healthy food choices in the workplace, e.g. the vending machines and catering facilities.	Head of Customer & Corporate Services	September 2018
xxxv	Continue to work with the Northeast Hampshire and Farnham CCG and Waverley and Guildford CCG to promote the physical and mental health benefits of referral to Waverley's Leisure Centres.	Leisure Services Manager	On-going
xxxvi	Work with Public Health to plan a range of targeted health interventions that have a universal underpinning for the specific localities identified in table 1 under section 4 of the Health Inequalities report. Interventions should focus on preventable measures to reduce high risk taking behaviour that is susceptible to cancer and circulatory disease, particularly in women.	Strategic Director	March 2019
xxxvii	As part of the Health and Wellbeing Strategy put an emphasis on encouraging healthy lifestyles alongside promoting access to Leisure Centres.	Head of Communities and Major Projects	March 2019

xxxviii	Liaise with Places for People (PfP) to assess the benefit of exploring opportunities for community outreach work to encourage active lifestyles in areas of social deprivation.	Head of Communities and Major Projects	December 2018
xxxix	Improve children's healthy weight by working with the Public Health Lead at Surrey County Council with responsibility for Children's Health to promote the Alive 'N' Kicking Child Weight Management Programme funded by Surrey County Council, and the exercise referral scheme to Leisure Centres in the Borough.	Head of Communities and Major Projects	March 2019
xxxx	To review evidence to identify if and why domestic abuse is high in the Borough; and dependent on the findings, work in partnership with Public Health and other relevant local organisations to campaign to raise awareness of reporting domestic abuse.	Community Safety Officer	December 2018
xxxxi	To work with Public Health to promote a community wide campaign to promote smokefree organisations by supporting Smokefree Alliances' campaign to go 'smokefree';	Environmental Health Manager L&D Officer	March 2019
xxxii	A representative of Waverley Borough Council to join and attend the Smokefree Alliance.	Environmental Health Manager	September 2018
xxxiii	To review the policy of smoking within x-x distance of the Council premises and to test the viability of Waverley Borough Council going smokefree within x-x distance of Council Offices by working with Environmental Health Enforcement; and as part of this initiative to offer support to staff who want to give up tobacco while at work.	HR Manager	December 2018
xxxiv	Provide training for Housing Officers and Benefit Support Staff on signposting both Council tenants and customers, who are known to smoke, to local stop smoking support organisations, e.g. Quit 51, an organisation, commissioned by Surrey County Council public health, that helps people quit smoking.	Environmental Health Manager	December 2018
xxxv	Work with Guildford and Waverley Clinical Commissioning Group (CCG) and North East Hampshire and Farnham CCG to establish a list of accredited services ranging from the NHS, Surrey County Council services, the Voluntary and Community Sector and the private sector for effective signposting on issues that result in health inequalities.	Head of Communities and Major Projects	December 2018

3. REPORT

Conduct of the Review

- 3.1 The Community Wellbeing Overview and Scrutiny Committee set up a task and finish group to review some health inequalities present within Waverley. Members received a presentation outlining the Council's responsibilities to improve health and wellbeing outcomes across a range of service areas and received the scoping report which sets out the terms of reference for the task and finish group (please see the appendix).
- 3.2 The task group met 6 times and heard information and evidence from a number of internal Officers and external partners, including Public Health Colleagues, the NHS, and Voluntary and Community Sector groups (Acknowledgements can be found in chapter 7). The notes from the meetings can be found in Appendix C of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).

BACKGROUND

Introduction

- 3.3 A starting point for this review was the information from the Waverley Health Profile 2016, which reported life expectancy as being 11.8 years lower for women and 7.9 years lower for men in the most deprived areas compared to the least deprived. This data is of concern as Waverley is ranked the 323rd least deprived Local Authority according to the Indices of Multiple Deprivation (IMD) 2015.¹⁹ In July 2017 an updated new Local Health profile for Waverley from Public Health England was released. This new profile reduced the disparity in life expectancy in women and men from the most to the least deprived areas to 9.5 years and 5.7 years respectively. While the gap in life expectancy has reduced for both genders from the 2016 data, there is still nearly a 10 year gap for women. Life expectancy is a measure of how healthy a population is and differences in life expectancy can show the extent of health inequalities between the population. This should not be confused with healthy life expectancy (HLE). Healthy life expectancy is an estimate of the number of years an individual can expect to live in good or very good health.
- 3.4 Data from the Waverley Public Health Profile 2017 show that life expectancy for men is 81.8 years and 84.8 years for women.²⁰ However men can expect to live

¹⁹ <https://mycouncil.surreycc.gov.uk/documents/s34285/Annex%203%20Waverley%20Health%20Profile%202016.pdf>

²⁰ <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

70.6 years in good health and women can expect to live 71.3 years. This equates to 11.2 years and 13.5 years of poor health for men and women respectively.

- 3.5 In addition to the evidence heard during the Members task group sessions, the review drew on statistical data from a range of sources, including: data from Surrey, including the Surrey Joint Strategic Needs Assessment 2015 and Placed-based Health and Care profiles 2017, which are based on CCG boundaries; Waverley Public Health Profiles 2016 and 2017; Guildford and Waverley Clinical Commissioning Group (CCG) 2015 (figures quoted are circa 2010-2013); and North East Hampshire and Farnham CCG Joint Strategic Needs Assessment 2013.
- 3.6 Please note that it was not possible to isolate data explicitly for Waverley from the datasets used from the two CCGs areas unless explicitly mentioned. Nonetheless data used from the CCGs should still be treated as a good proxy indicator of the health of the Borough, albeit on the assumption that there will be slight variation in the figures presented.
- 3.7 The review focused on the wider determinants of health (often interchanged with the term ‘social determinants’ in literature), a term popularised by the Marmot Review Report in 2010, which described a broad range of individual, social and environmental factors which influence our health and well-being.²¹ This term explains that our health is determined by a complex interaction between individual characteristics such as age, sex, genetics; lifestyle behaviours and the local economy and environment – illustrated in figure 1 below. The task group sought to review a handful of these factors in order to demonstrate the impact that our social and economic environment has on our health and mental health.
- 3.8 Dahlgren and Whitehead’s 1992 representation of the wider determinants of health illustrates the factors that affect a person’s health and wellbeing:

Figure 1: Model to show the wider determinants of health & wellbeing²²



Figure 1: Model of wider determinants of health & wellbeing

²¹ For the full report see ‘Fair Society, Healthy Lives’

²² <http://www.esrc.ac.uk/about-us/50-years-of-esrc/50-achievements/the-dahlgren-whitehead-rainbow/>

3.9 Our health is primarily determined by factors beyond just healthcare.²³ Research shows that Clinical care only made a 20% overall contribution to health and wellbeing outcomes, compared to the contribution of socioeconomic factors (40%) and lifestyle behaviours (30%). Therefore Local Authorities, including the Borough Council, has influence over 70% of the factors that determine our overall health. Despite this, there is a much greater emphasis from Central Government on investment in the NHS, rather than helping Local Authorities prevent people from entering primary care. To influence the wider determinants of health requires a preventative approach to policy interventions focused on the root causes of ill-health; which go well beyond the influence of the NHS.²⁴

RECOMMENDATION: Recognise the broad and significant role the Borough Council has in improving the health and wellbeing of residents and local population through the wider determinants of health.

3.10 A wider aim of this task group was to demonstrate the wide remit Overview and Scrutiny has in reviewing topics that are not directly delivered by the Council, but can be supported through partnership working and influencing by using the powers of the Council in its role as a Community Leader.

3.11 This report aims to provide an understanding of the state of Waverley's Health and wellbeing by reviewing the complex interactions between our environment, lifestyle and health and wellbeing. From the task group's understanding this will be the first time that this type of information will be brought into the spotlight of Scrutiny within this Council. It should be mentioned however that the current Health and Wellbeing Strategy at the time of writing goes some way to documenting the Health Profile of Waverley, albeit the data and some of the delivery mechanisms are slightly out of date.

3.12 This report should also be read as an attempt to highlight the importance of the Council to go beyond the statutory responsibility for the Health and Wellbeing of the local population. Encouragingly the Health and Wellbeing Strategy recognises the report from the Kings Fund on the role of the Borough Council on Health and Wellbeing. Naturally, there will be a series of recommendations to encourage the Council to put Health and Wellbeing at the forefront of its service delivery across a range of frontline services. However it is important to recognise the work the Council already does in terms of Health and Wellbeing and this is expanded upon later in this report.

3.13 Borough Councils have the potential to make a positive contribution to resident's health outcomes by intervening in the following policy areas:

- They have a direct role in house building, homelessness prevention, housing adaptation and enforcement powers to improve the conditions of private rented housing.
- They provide leisure services and access to high-quality green spaces.

²³ The Kings Fund: District Councils' Network, District council's contribution to public health.

²⁴ Addressing the wider determinants of health – Health and Sustainable Planning Toolkit, Kent County Council, 2014.

- They provide a wide range of environmental health services including tackling air pollution, food safety inspections, pest control and emergency planning.
- Licensing and planning can be used in connection to promote healthy communities by developing an evidence based protocol for dealing with any future planning application that may significantly impact the health and wellbeing of the local population.
- Economic development, housing and other activities require active planning to maximise the health impacts. Planners are key players in encouraging active communities, adequate design and provision of green spaces, affordable housing and equitable economic development for employment sites. A strong local economy is associated with a range of physical and mental health outcomes. Unemployment can double the risk of premature death and one in seven men develop clinical depression within 6 months of losing their job.²⁵
- Well-connected communities are good for health. Those with strong social relationships have a 50% higher survival rate than those with poor social relationship.

3.14 Borough Councils also can use their power to influence other bodies such as County Councils, the local NHS, and health and wellbeing boards. There are also further opportunities for Borough Councils to take a more pro-active role in addressing health and well-being inequalities, through the devolution of health and social-care budgets, and the development of Sustainability and Transformation Partnerships. Please note that Waverley falls in between two Clinical Commissioning Group boundaries, Guildford and Waverley (excluding Farnham), and North East Hampshire and Farnham, which also covers western Frensham, Docketfield and Tilford.

RECOMMENDATION: Learn about the National and Local Health Arrangements and the on-going organisational change of the NHS; and understand what the implications are for Waverley residents.

RECOMMENDATION: For Officers to proactively engage with external health partners by participating in meaningful meetings hosted by bodies such as the Clinical Commissioning Groups and Sustainability and Transformation Partnerships, including participating in the Surrey Health and Wellbeing Board 'Health Leads' group; and to report back by fully briefing the Portfolio Holder for Health, Wellbeing and Culture. In addition for the appropriate Officers and Members to be routinely conscious of the data that reflects the health and wellbeing of Waverley residents.

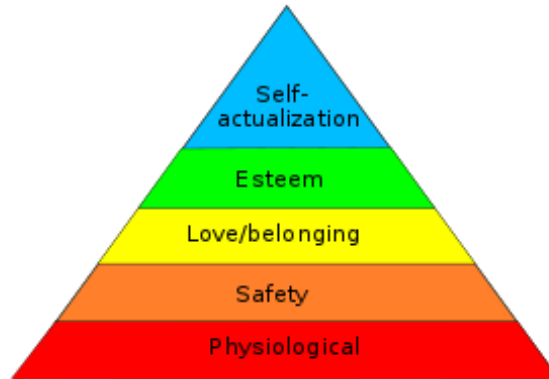
RECOMMENDATION: Be mindful of the Surrey Health Devolution deal for integrating health and social care that is due to come to fruition in April 2018 and monitor and scrutinise the new shadow working arrangements that will be put in place later this year, with particular attention on the impacts to health services used by residents within Waverley.

3.15 Maslow's Hierarchy of Needs describes a five-tier model of human needs that are hierarchical in nature and that some needs take precedence over others. Maslow

²⁵ Ibid.

(1943) stated that individuals must reasonably satisfy lower level needs before progressing to meet high level growth needs and every individual is capable and has a desire and will to move up the hierarchy of needs, but progress is often disrupted by a failure to meet lower level needs.²⁶

Figure 2: Maslow's Hierarchy of Needs²⁷



3.16 Lower needs such as physiological needs describe the need for air, food, water, shelter, warmth, sex and sleep. Safety needs describe the need to be protected from elements, security, stability, law and order, employment and freedom from fear. As mentioned in para 4.10, the Council has a direct responsibility in House Building, Economic Development (which provides security in employment and income), but the Council also has a statutory responsibility to work with partners to deliver a Community Safety Partnership to reduce crime and disorder within the Borough. These are all services and activities delivered by the Council that are critical to 'reasonably satisfying' a persons physiological and safety needs in the first two tiers.

The Current Situation: Local Health Profile

3.17 Overall Waverley is a healthy Borough. Life expectancy for both men and women is higher than the England average at 81.8 (Male) and 84.8 (Female).²⁸ Generally, the borough has very low levels of deprivation and scores higher than average on most health indicators. Waverley is characterised by having a healthy, active and affluent population.

3.18 However health challenges do exist. At the time of writing the most recent data shows that the disparity in life expectancy gap is 7.4 years lower for men and 11.8 years lower for women in the most deprived areas of Waverley compared to the least deprived.

²⁶ <https://www.simplypsychology.org/maslow.html>

²⁷ Ibid.

²⁸ See Public Health England Health Profile for Waverley 2016 and <https://fingertips.phe.org.uk/search/life%20expectancy#pat/6/ati/101/par/E12000008>

NB: The Waverley Public health profile 2017 shows the life expectancy gap for men and women is 5.7 and 9.5 years respectively. Whilst the life expectancy gap has reduced, the gap remains significant for an affluent borough like Waverley.

Figure 3: Life expectancy gap for men and for women ²⁹

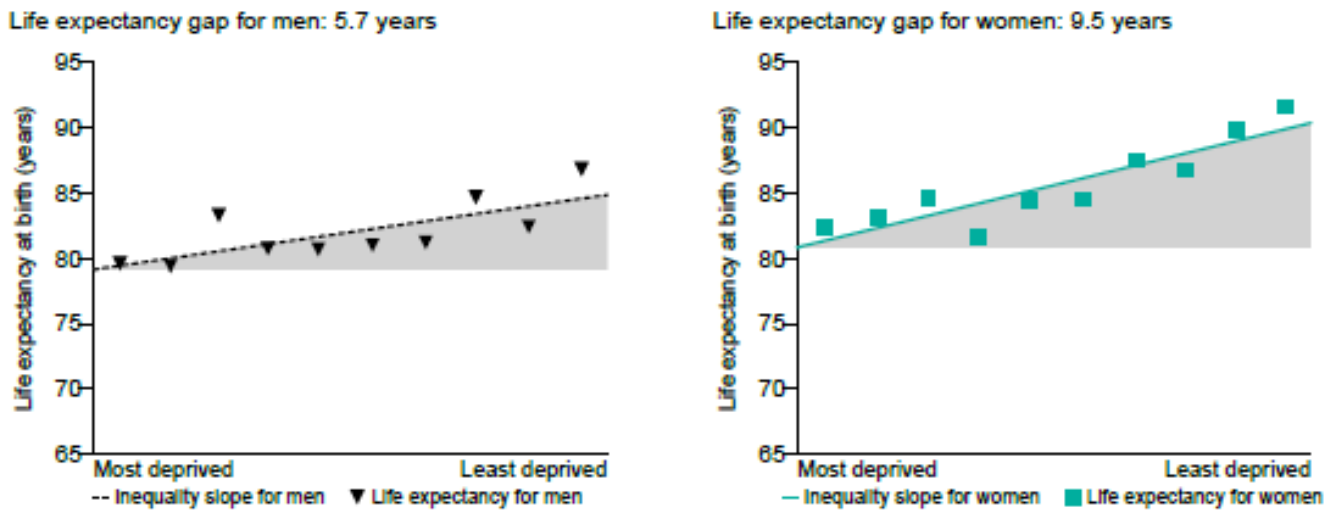
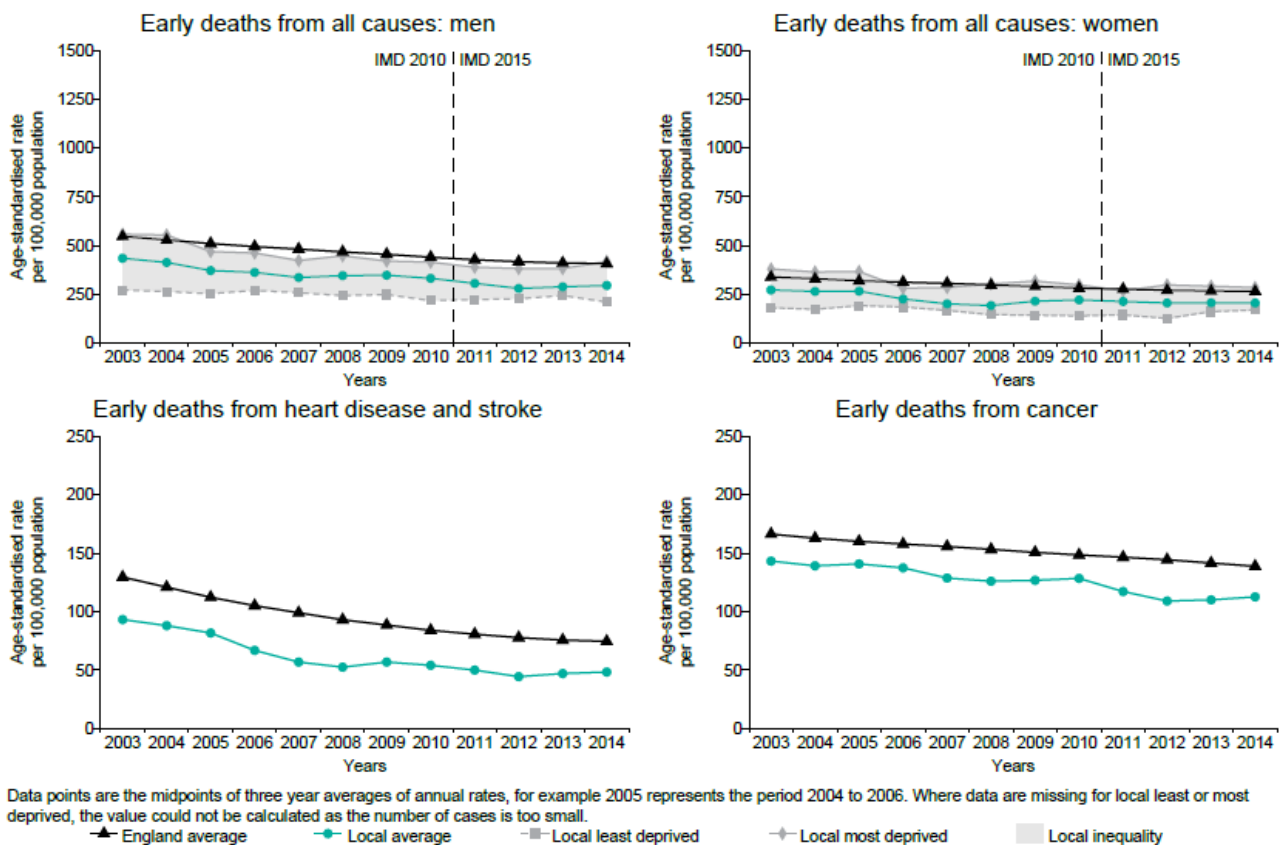


Figure 4: Early mortality rates in Waverley ³⁰



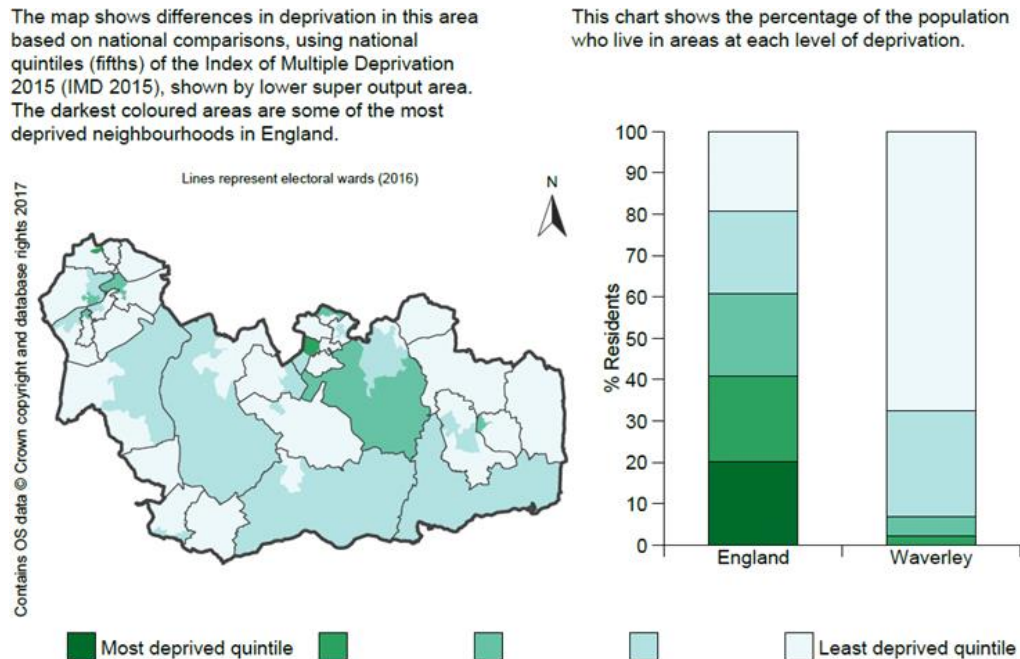
3.19 Nonetheless Waverley is one of the least deprived Local Authority areas in England, ranking 323rd out of 326 localities (Index of Multiple Deprivation 2015).

²⁹ <http://fingertipsreports.phe.org.uk/health-profiles/2017/e07000216.pdf>

³⁰ Ibid.

Additionally Waverley is the least deprived authority out of the 11 Boroughs within Surrey. The Index of Multiple Deprivation (2015) is based on 7 indices; Income (22.5%); Employment Deprivation (22.5%), Education, Skills and Training (13.5%); Health deprivation and disability (13.5%); Crime (9.3%), Barriers to Housing and Services (9.3%); and Living Environment and Deprivation (9.3%).

Figure 5: Deprivation based on national comparisons using IMD 2015 data³¹



3.20 However, relative to Surrey as a whole, some areas in the Borough do face relatively high levels of deprivation, e.g. Aaron’s Hill (Godalming) and Sandy Hill (Farnham). In no particular order the most overall relatively deprived locations in the Borough are as follows:

- Godalming Central and Ockford Ridge
- Alfold, Cranleigh and Ellens Green³²
- Binscombe, Farncombe
- Farnham Upper Hale
- Milford
- Cranleigh West

Table 1 provides information from the 2011 census featuring output area-data showing the 20 output-areas in Waverley most likely to be affected by poverty. Poverty is defined as being at risk from the following factors: overcrowding, social rented properties, lone parent households with dependent children, no adults employed (dependent children), no cars or vans in the household, private rented; one person in household with a long-term health problem or disability and no central heating. The data sample is made up of residents aged 41 - 71 NS-SEC

³¹ Ibid.

³² Alfold, Cranleigh Rural & Ellens Green is particular rural and has a high risk to fuel poverty. Many residents are not connected to the mains gas, meaning winter fuel costs are higher.

6,7,8 (semi-routine occupations, routine occupations, never worked and long-term unemployed). The full dataset can be found in Appendix D of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).

Table 1: Output Areas at risk of financial exclusion through poverty ³³

Rank	Lower Layer Super Output Area Code	Ward	Description	% of households
1	005C	Godalming Binscombe	Northbourne	76.85
2	010A	Godalming Central & Ockford	Aaron's Hill / Stonepit Close	71.47
3	002E	Farnham Upper Hale	Sandy Hill: St Marks / Trimmers Close / Toplady	64.94
4	005E	Godalming Farncombe & Catteshall	Wev Ct / Bramswell Rd / The Circle	63.68
5	017A	Haslemere Critchmere & Shottermill	Priors Wood / Vicarage Lane	62.29
6	003A	Farnham Castle	The Chantry (W)	60.14

RECOMMENDATION: Work with Public Health to plan a range of targeted health interventions that have a universal underpinning for the LSOA's in table 1 of this report. Interventions should focus on preventable measures to reduce high risk taking behaviour that is susceptible to cancer and circulatory disease, particularly in women.

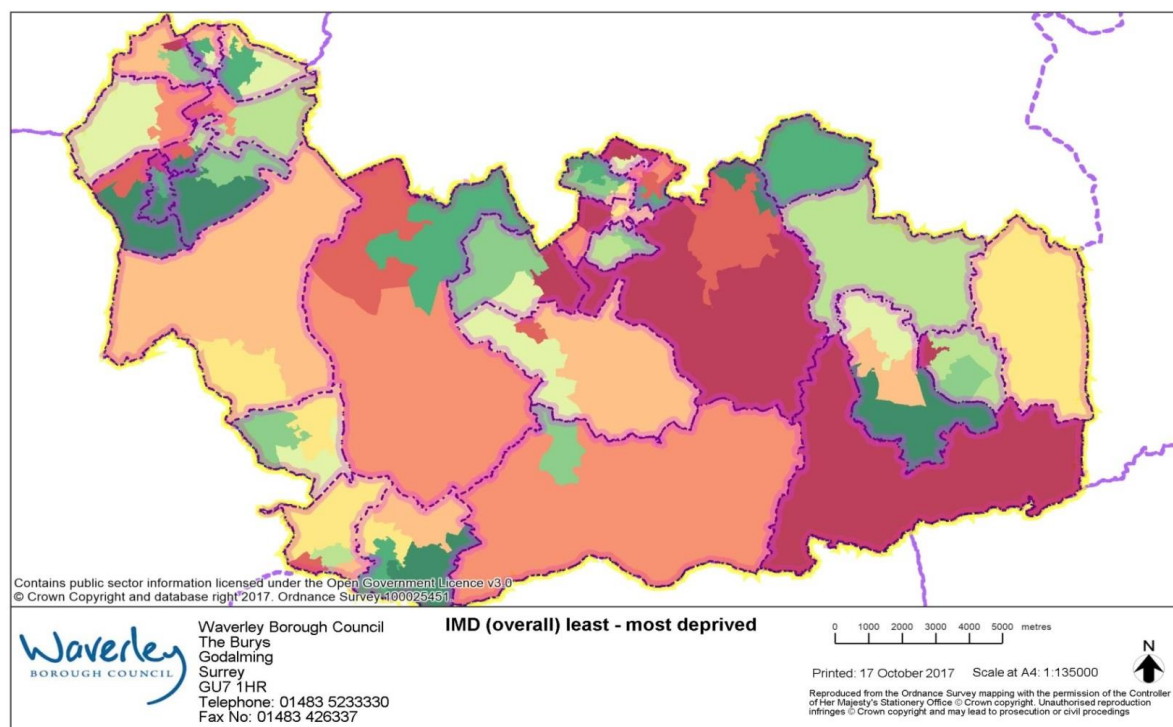
3.21 *This report recognises that the wards mentioned above and throughout this review do not reflect the totality of the ward described, but the Lower layer Super Output Area (LSOA). Therefore any ward mentioned in this report should be treated with caution and on the basis that the ward mentioned reflects the reporting of a small area statistic that does not represent the whole ward.*

3.22 The use of the IMD Maps were used to help the task group identify the clustering of health inequalities across a range of indices to help support and identify where further interventions were needed. The maps were created by layering IMD 2015 data in software called 'statmap – earthlight', a geographic information system. The group adopted the principle of 'proportionate universalism' as an approach to study health inequalities; the aim being to make recommendations to improve the

³³ Output Area-level data from the 2011 census is available at: <http://www.neighbourhood.statistics.gov.uk/dissemination/>

health of the whole population while focusing greatly on the health needs of the most disadvantaged to reduce inequalities.

Figure 6: Index of Multiple Deprivation (Overall) least – most deprived areas in Waverley³⁴



Red indicates 1st decile most deprived and green equals the 10th least deprived.

3.23 It is well known that health inequalities are unequally distributed among local populations and that there is a social gradient between deprivation and life expectancy. This is due to the clustering of high risk-taking behaviours, such as smoking, alcohol consumption, poor diet and low levels of physical activity, and that these risk taking behaviours are differentially associated with income, educational attainment, and social class.

3.24 Proportionally Waverley has one of the highest populations of over 65s and 85s in Surrey.³⁵ It is predicted that by 2020 there will be a 14.3% increase in the number of residents aged 65+ and a 28.6% increase in the over 85.³⁶ Overall this represents 28,800 residents over the age of 65 in Waverley by 2020. An ageing population means that social isolation and the risk of dementia will continue to be a growing concern for the Council and partners. There is a high demand and low supply within the care sector, which has been made more difficult with the high cost of living in the Borough. The need to keep people healthier for longer to

³⁴ Map data shows IMD 2015 per LSOA in Waverley. For further information please see: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2015>

³⁵ Waverley Health and Wellbeing Strategy 2016-2021, <https://modgov.waverley.gov.uk/documents/s8431/Draft%20Health%20and%20Wellbeing%20Strategy%20016-2021%20Annex%201.pdf> and <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=707&pid=34>

³⁶ Surrey Uncovered: Why local giving is needed to strengthen our communities, Community Foundation for Surrey, Sian Sangarde-Brown

prevent additional pressure on Adult Social Care Services and the National Health Service is of high importance.

3.25 Smoking is still the leading primary cause of preventable illness and premature death. Whilst smoking prevalence is lower for Surrey as a whole, rates are much higher in more deprived communities, which has a significant impact on increasing the health inequalities overall. Compared to the Surrey Boroughs, Waverley is 10/11, with 11 being the worst performing Local Authority in the percentage of adults who smoke (2014 data).³⁷

3.26 Broad measures indicate that Surrey has a statistically higher rate of alcohol-related hospital admissions compared with the South East with more than 1 in 5 people over the age of 16 engage in increasing risk drinking. While admissions rates in Surrey remain significantly lower than England, admission rates in Surrey have increased by 11% from 2008-9 to 2014-15.³⁸ Alcohol admission episodes specifically related to alcohol – i.e. those causally attributed to alcohol consumption has been increasing in Guildford and Waverley CCG at an apparent faster rate than the rest of Surrey, particularly for women.

3.27 In Waverley levels of physical activity are above the English average, yet approximately 1 in 5 people in Waverley are classified as physically inactive (not meeting the recommended 150 minutes of exercise per week).

3.28 In terms of children's health, Surrey has a significantly lower prevalence of obesity compared to the England average. However more than one in six 4-5 year olds and more than one in five 10-11 year olds are obese. For adults in Waverley, more than 60% carry excessive weight (overweight and obesity).³⁹

RECOMMENDATION: Review the provision of healthy food choices in the workplace, e.g. the vending machines and catering facilities.

3.29 The Joint Strategic Needs Assessment for Surrey notes that people who engage in negative lifestyle risk behaviours, such as smoking and alcohol misuse, are more likely to develop poor health and mental health (including hypertension, risk of stroke, heart disease, depression, anxiety and insomnia). In Waverley, the causes of death contributing to the inequalities are more evenly distributed with close to a third due to circulatory disease, and a fifth due to cancer, followed closely by other causes, respiratory and mental and behavioural disease.⁴⁰ Compared to the 11 Surrey Boroughs, Waverley ranks 11/11, with 11 being the worst performing Local Authority for the population aged 65 or over predicted to have a long term health condition caused by stroke.⁴¹

3.30 Underlying social, economic and environmental factors can affect a person's health and mental wellbeing, such as employment, education, housing, community

³⁷ Data from Surrey 2014 data set: <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

³⁸ JSNA Chapter: Improving Health Behaviours (2016).

³⁹ Guildford and Waverley CCG Health Profile 2015, p. 51. Also see:

<https://www.theguardian.com/society/2014/feb/04/two-thirds-adults-overweight-england-public-health>

⁴⁰ Guildford and Waverley CCG Health Profile 2015. Data dated from 2010-2012. For behavioural diseases please see: <https://www.nice.org.uk/guidance/conditions-and-diseases/mental-health-and-behavioural-conditions>

⁴¹ <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

and neighbourhood characteristics and access to health care services. In addition poor mental health contributes to and is a consequence of wider health inequalities and is also associated with increased health-risk behaviours.

RECOMMENDATION: For a ‘health in all policies’ (HiAP) is taken by the Council and for the Council to advocate this approach to all place-based partners.

RECOMMENDATION: Carry out Equality Impact Assessments (EqIA) and Health Impact Assessments (HIA) on all major decisions with the inclusion of a policy statement which takes into account the potential health inequalities on residents and services users before decisions have been made.

3.31 Figure 7 shows data from the Community Foundation for Surrey: Surrey uncovered, Surrey JSNA, which reveals hidden needs in local communities. The Data also shows the stark inequalities and social disadvantage in Surrey County per Local Authority area.

Figure 7: Health & Well-being data, Community Foundation for Surrey: Surrey Uncovered⁴²

Health & Well-being					
Select an indicator to see more details	Local Authority Local value	Local Authority Rank	Local Authority Average	Local Authority Worst	Local Authority Best
7. Rate of alcohol related hospital admissions (per 100,000) Financial Year, 2011/12 NHS North West Public Health Observatory	1,509.00	6 (11)	1,532.00 †	1,938.00	1,379.00
8. Estimated % of adults who smoke Calendar Year, 2014 Multiple	17.2%	10 (11)	14.5% †	18.6%	10.0%
9. Obese children - Reception Year Academic Year, 2014/15 National Child Measurement Programme	6.0%	5 (11)	6.5% †	8.9%	5.0%

⁴² For a full dataset see: <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

10. Obese children - Year 6 Academic Year, 2014/15 National Child Measurement Programme	9.9%	1 (11)	13.2% †	15.6%	9.9%
11. Teenage Conception Rates 3 Year Pooled Data, 2011-2013 Office for National Statistics (ONS)	9.2	1 (11)	18.8 †	34.7	9.2
14. Population aged 65 and over predicted to be unable to manage at least one self care task on their own (2014) Calendar Year, 2014 Projecting Older People Population Information System(POPPI)	9,081	11 (11)	73,082 †	9,081	4,562
15. Population aged 65 or over predicted to have a long term health condition caused by a stroke (2014) Calendar Year, 2014 Projecting Older People Population Information System(POPPI)	606	11 (11)	4,963 †	606	315
16. Population aged 18-64 predicted to have a Common Mental Disorder (2014) Calendar Year, 2014 Projecting Adult Needs and Service Information(PANSI)	11,165	8 (11)	111,793 †	14,506	7,521
17. Population 65 and over predicted to have Depression (2014) Calendar Year, 2014 Projecting Adult Needs and Service Information(PANSI)	2,279	11 (11)	18,499 †	2,279	1,180

3.32 The data shows that Waverley is ranked 8/11 (1 being the highest performing and 11 being the lowest performing) for Borough Council's in Surrey for those aged 18-64 years who are predicted to have a common mental health issue; and Waverley is ranked 11/11 for Borough populations those aged 65+ predicted to have depression.⁴³ Within Waverley, Godalming and Ockford Ridge ward has the highest level of recorded common mental illness within Surrey, and Farnham Moor Park is ranked 5th highest in the same category.⁴⁴ In addition, Farnham Castle has the second highest recorded levels of common mental illness within the County.⁴⁵ Data from North East Hampshire and Farnham CCG Joint Strategic Needs Assessment 2013 shows that the prevalence of depression is higher than

⁴³ <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=716&pid=38>

⁴⁴ Waverley Health and Wellbeing Strategy 2016-2021.

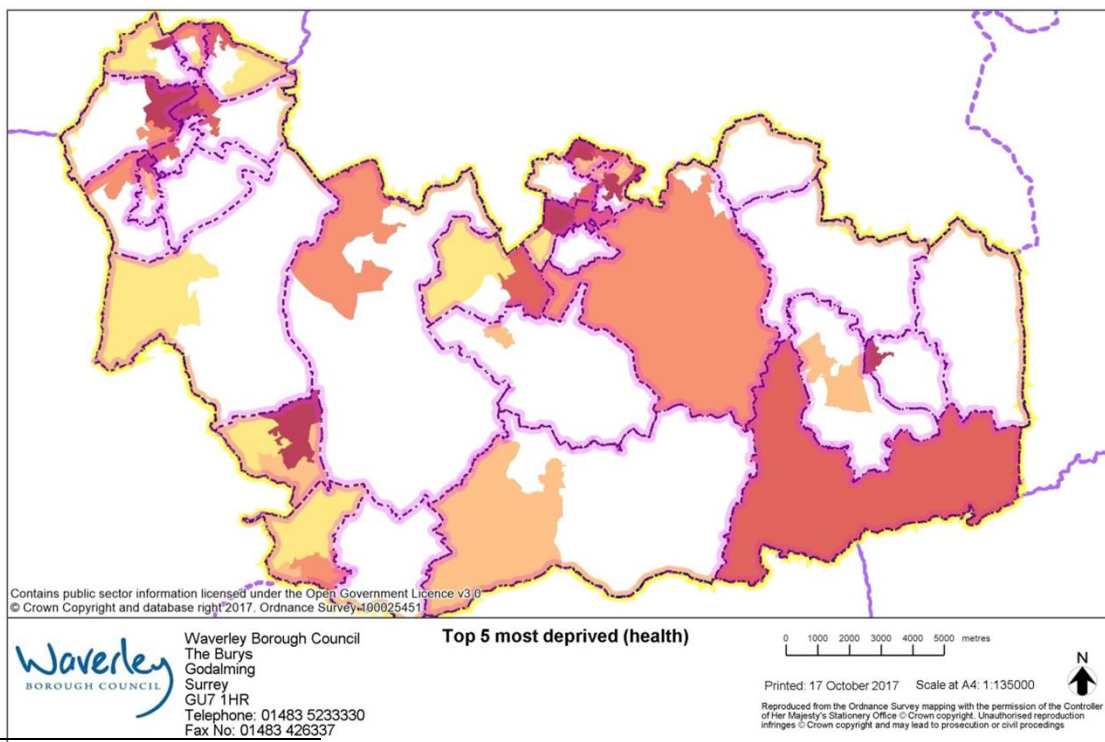
⁴⁵ JSNA Chapter: Wellbeing and Adult Mental Health.

the national average within this CCG area; however the exact prevalence for Farnham overall is unknown beyond the ward figures quoted.

3.33 The JSNA Surrey has reported common mental health needs in Surrey as being relatively low compared to England, but that Surrey is the highest among its CIPFA comparator groups for generalised anxiety and panic disorder and is higher than most for depressive disorder.⁴⁶ In addition data from the JSNA reports that for depression 18 +, Waverley (82.6%) has a higher modelled prevalence of depression per 1,000 population than for the Surrey PCT area as a whole (66.1%).⁴⁷ The England figure is 73.2%.⁴⁸

3.34 Figure 7 shows a graph that illustrates health lower layer super output areas in Waverley (decile 1) for the Health Deprivation and Disability domain (IMD). This measures the risk of premature death and the impairment of quality of life through poor physical and mental health. This domain also measures morbidity, disability and premature mortality, *but not aspects of behaviour or the environment that may be predictive of future health deprivation.*⁴⁹ The LSOAs that feature in this map are: Godalming Central; Godalming, Binscombe; Godalming Central and Ockford, Farncombe & Catteshall; a pocket of Farnham Upper Hale; Upper Farnham Shortheath & Boundstone; western part of Farnham Castle; western Cranleigh West and Hindhead. Further analysis of this data will be required to determine the reasons these areas have been flagged.

Figure 7: Most deprived for health and disability lower layer super output areas in Waverley



⁴⁶ Surrey, JSNA Chapter: Wellbeing and Adult Mental Health.
<https://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1740>

⁴⁷ JSNA Chapter: Wellbeing and Adult Mental health, p. 6.

⁴⁸ Ibid, p. 6.

⁴⁹ See file 2: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2015>

RECOMMENDATION: Review the health priorities for Borough identified by the Public Health Profile for Waverley 2017⁵⁰, the Guildford and Waverley Clinical Commissioning Group Health profile 2015, and the North East Hampshire and Farnham JSNA 2013.

RECOMMENDATION: To consider the benefit of reconvening the Waverley Health and Wellbeing Board with a renewed focus on tackling health inequalities in the Borough.⁵¹

RECOMMENDATION: For the Community Wellbeing Overview and Scrutiny Committee to review the 2018/2019 work programme to include key health priority issues for the borough; including older people's health & wellbeing (hip fractures and excess winter deaths), mental wellbeing and alcohol misuse⁵²; and to explore the following topics such as: loneliness, economic wellbeing / financial inclusion, clustering of unhealthy behaviours that lead to health inequalities (smoking, diet, physical activity and alcohol consumption) and the provision of CAMHS in the Borough.

Waverley's Current Health and Wellbeing Offer

3.35 Waverley enjoys an excellent quality of life with a combination of relative prosperity, low crime rates, good environmental performance, and above average health. Waverley is one of the largest Borough's in the Country and is predominantly rural, making for good access to high quality green spaces. However the population of over 65's and 85's of age is one of the fastest growing in Surrey and there are increased numbers of residents with and at risk from neurological conditions such as stroke and dementia. Concerns regarding connectivity and social isolation among the elderly are also a key issue.

3.36 Included in the Health and Wellbeing Strategy is an aim to deliver on the following priorities and sub-themes:⁵³

1. Develop a preventative approach

- Encourage healthy lifestyles
- Ensure healthy homes and living conditions
- Support residents to access information and services

⁵⁰ <http://fingertipsreports.phe.org.uk/health-profiles/2017/e07000216.pdf> Key priorities are older people's health and wellbeing (hip fractures and excess winter deaths), mental wellbeing and alcohol misuse.

⁵¹ See <https://www.local.gov.uk/sites/default/files/documents/First%20February%202018.pdf> page 17 on 'A matter of justice: Councils have a key role to play in tackling health inequalities in their local areas'.

⁵³ Waverley Health and Wellbeing Strategy 2016-21

2. Promote emotional wellbeing and mental health

- Raise awareness and tackle stigma and discrimination
- Reduce social isolation

3. Improve older adults' health and wellbeing

- Support the implementation of Waverley's Strategy for Ageing Well

4. Improve the health and wellbeing of children and young people

- Ensure families are supported to be happy and healthy
- Support and enable young people to access jobs and training
- Support opportunities for children and young people to participate in physical activity, sports and play

5. Safeguard the population

- Support the implementation of the Safer Waverley Partnership Plan
- Keep safeguarding policy and training relevant and up-to-date

3.37 Listed below is a summary of the Council's current Health and Wellbeing Support to residents. Please note this is not an exhaustive or comprehensive list, but a snapshot of key projects that promote the health and wellbeing of residents.⁵⁴

- The development of an Ageing Well Strategy, which sets out the Council's aims for supporting older adults in all aspects of health and wellbeing
- £2.2million project to develop the Farnham Memorial Hall, which will host wellbeing-related services
- Delivery of accessible physical activity programmes such as walks for health, GP referral, cardiac and stroke rehabilitation and weight management programmes
- The development of wellbeing-related services within our leisure centres, such as NHS Health Checks, Access to Leisure discounts and Falls prevention.
- Delivery of activities to encourage young people to get active, including Xplorer, skate workshops and Surrey Youth Games training.
- Work undertaken with partners in the delivery of the successful Waverley Arts Wellbeing programme
- Major regeneration at Ockford Ridge, an area with some of the highest health needs in the borough.
- The EasyMove Scheme, which supports Council tenants to move to accommodation better suited to their needs
- Disabled adaptations to Council Homes
- The Delivery of the Waverley Training Services Study Programme, helping young people between the ages of 16-18 obtain additional qualifications to further their life opportunities

⁵⁴ For a comprehensive list of health and wellbeing projects, please see the Action Plan attached to the Health and Wellbeing Strategy 2016-21, p 29 – 51.

- Implementation of the Play Area Strategy to address current needs for play provision and also the future needs, including the refurbishment of playgrounds.
- Community Meals Service
- Befriending Service
- The refurbishment and expansion of Skate Parks.

RECOMMENDATION: Reflect on the findings of this scrutiny review and amend the Health and Wellbeing action plan as appropriate;

RECOMMENDATION: Work with Public Health to create specific actions in the Health and Wellbeing Strategy to address the health inequalities documented in the health inequalities scrutiny review report.

RECOMMENDATION: Review whether creating capacity within the workforce to support the delivery of broader health and wellbeing issues identified in this report should be made a priority and;

RECOMMENDATION: Work with the Officer with responsibility for health and wellbeing to present an annual synopsis (based on the local profiles developed for the Clinical Commissioning Group's and Sustainability and Transformation Partnerships by Surrey County Council Public Health) of the health of the Borough; and for this report to be presented annually to both the Community Wellbeing Overview and Scrutiny Committee and to the Executive.

EVIDENCE TO THE TASK GROUP

LOCAL ECONOMY AND ENVIRONMENT

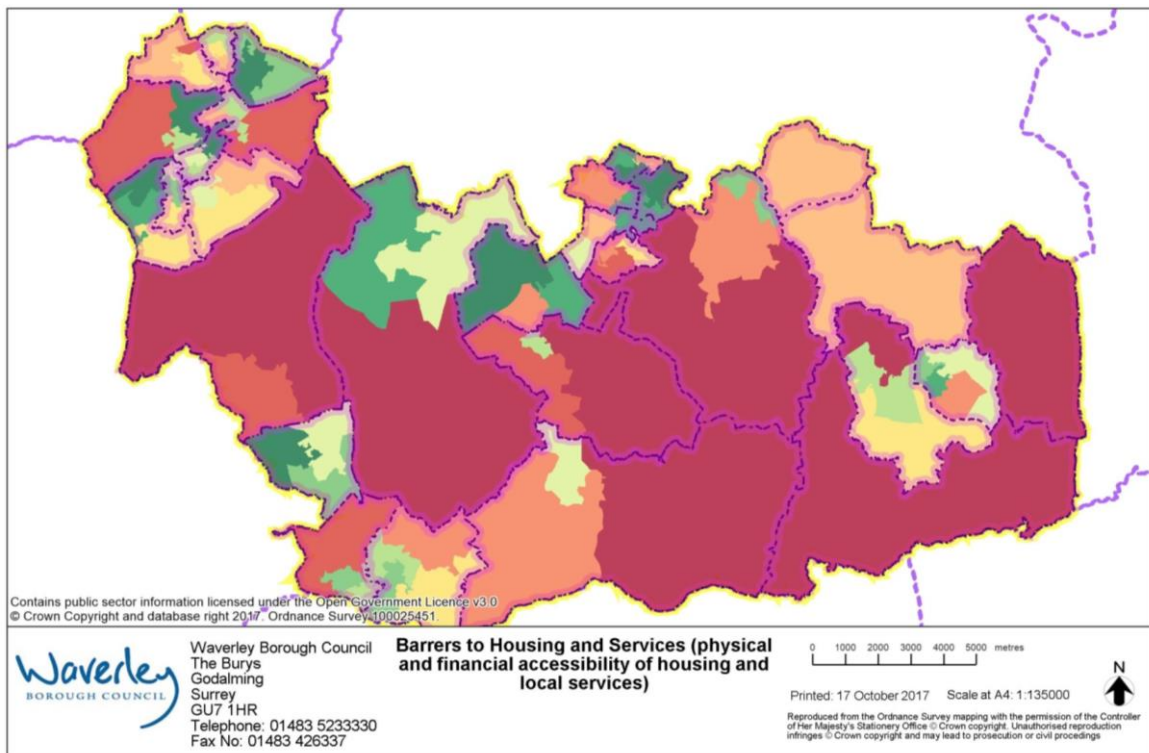
3.38 The term 'Local Economy and Environment' in this report refers to the general socio-economic, cultural and environmental conditions that influence health-outcomes. This section of evidence was concerned with the potential health impact of Planning Policy and Housing (both social and private). These are two areas that the Council has significant influence over.

3.39 The 'Local Economy' in this report is used to describe the general economic activities of the Council under the remit of Planning Policy. Planners are key players in encouraging adequate design, active commuting and the provision of green spaces, affordable housing and economic development for employment sites. The task group reviewed this area to ensure that the current and future health challenges were considered in the Local Plan Part 2. Local Plan Part 1 (LPP1) was also reviewed but due to its advanced stage, it was felt that this Scrutiny Review would not be able to recommend any changes that could, in the time allowed, be included. However, it must be recognised that, as a strategic

issue, health and health inequalities would have a role in the strategic policies of a future Local Plan.

- 3.40 'Environment' in this report is used for a range of services such as the role of Planning Policy in the built and natural environment; the Council's role in supporting council tenants who live in homes provided by the Council, such as the duty to prevent homelessness; the duty to provide advice and information; and the enforcement of private sector housing. Housing is one of the few areas that affect each and every one of us. The link between housing and health and wellbeing is fairly established and has an important influence on health inequalities through the effect of housing costs, housing quality, fuel poverty, letting experience and overcrowdedness. The task group did not review in detail the Natural Environment as Waverley is predominately a rural borough and has a unique high quality natural environment. Approximately 92% of the Borough is rural with some 80% of the countryside being designated as an Area of Outstanding Natural Beauty.⁵⁵
- 3.41 In preparation for this meeting IMD maps were produced to help the group identify the clustering of health inequalities across a range of indices to help identify where further health interventions were needed. A full documentation of the IMD Maps can be found in Appendix E of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#). A preliminary conclusion the task group made was that there was no single factor for why there was a life expectancy disparity.⁵⁶

Figure 8: Barriers to Housing and Services IMD domain (physical and financial accessibility to housing and local services)⁵⁷



⁵⁵ Statistics from Local Plan Part 1 (Draft) and Economic Development Strategy, 2017-22.

⁵⁶ Data used to inform this conclusion was from the uklocalarea profile, which uses the IMD 2015, Census 2011 data, School league tables and House prices (which are published quarterly) and data from Surrey.

⁵⁷ For further information on this IMD domain, see: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2015>

3.42 The barriers to Housing and Services IMD measures the quality of the local environment in terms of the physical and financial accessibility of housing and local services. NB this domain is divided into two sub-domains: 'geographical barriers', which relate to the proximity of services, and 'wider barriers' which includes issues relating to access to housing in terms of affordability and homelessness. Barriers to Housing and Services is relevant to this review in terms of Planning Policy, i.e. the proximity of services, and Housing, e.g. affordability of owner occupied homes and in the private rented sector.

3.43 The LSOAs that are categorised in the 1st decile most deprived are Bramley, Busbridge & Hascombe; eastern part of Witley and Hambledon; Chiddingfold and Dunsfold; Alfold Cranleigh Rural & Ellens Green; Ewhurst; northern part of Cranleigh West; Elstead and Thursley and Frensham, Dockenfield and Tilford. These LSOAs are predominately rural in geography and therefore it is little surprise that these locations feature in this data set. Due to the rural character of these localities house prices are higher in comparison to the urban settlements in the Borough, not least due to the additional fuel expense as local services will be fewer and farther between, but the countryside continues to attract home owners who aspire to have greater open spaces, a cleaner environment and the prospect of a greater quality of life.⁵⁸ It may also be the case that residents who live in more rural parts of the Borough will experience higher winter fuel costs due to a proportion of older properties not being connected to the mains gas.

Planning Policy

3.44 Members of the Task Group heard from Graham Parrott, Planning Policy Manager, about the policies in Local Plan Part 1 that linked to Health and Wellbeing. He explained that the National Planning Policy Framework (NPPF) included a section on health and wellbeing, but this was limited to focusing on the use and development of land. Whilst Local Plan Part 1 does not have an overarching policy on health and wellbeing, there are a number of policies in the Plan that are linked to these issues, including:

- Policy SP1 – an overarching policy relating to the presumption in favour of sustainable development.
- Policy SP2 – the Spatial Strategy. This seeks to influence where new development takes place. This includes having regard to the hierarchy of settlements so that more development is directed to the larger settlements, with more facilities, compared with the smaller villages.
- Policy ALH1 – this sets out the overall housing target. The Examination Inspector required certain modifications to the Local Plan, including an increase

⁵⁸ Information on the higher cost of living in the countryside:
<http://www.thisismoney.co.uk/money/news/article-2168084/Cost-living-rural-areas-rising-nearly-twice-fast-average-inflation-rate.html>. In addition see ;<http://www.thisismoney.co.uk/money/mortgageshome/article-2206566/Urban-vs-rural-house-prices-Average-country-home-comes-30-000-rural-premium.html> Note the figure on Waverley, and <https://www.express.co.uk/news/uk/733898/Cost-living-countryside-Brits-pay-43-thousand-live-rural-areas>

in the housing requirement. This was partly in recognition of the issues of housing affordability and the local need for affordable housing.

- Policy ST1 – this seeks to locate development where opportunities for sustainable transport modes can be maximised. It includes support for walking and cycling.
- Policy IC1 – This relates to infrastructure and community facilities and includes support for the retention of key services and facilities.
- Policy AHN1 – this policy seeks to secure at least 30% affordable housing on development sites above certain thresholds.
- Policy AHN2 – this supports provision of rural exception schemes for affordable housing to meet local needs in rural settlements.
- Policy AHN3 – this policy relates to the mix of housing, including support for housing for older people and people with disabilities, including adopted higher Building Regulations standards in relation to accessibility requirements in all new dwellings.
- Policy AHN4 – this relates to meeting the needs for accommodation for Gypsies, Travellers and Travelling Showpeople.
- Policy LRC1 – this relates to the provision of new leisure and recreation facilities (indoor and outdoor) as well as the retention of existing facilities.
- Policy TD1 – this is an overarching policy on townscape and design. It sets out a number of ways in which the character and amenity of the Borough will be protected, including by maximising opportunities to improve the quality of life and health and well-being of current and future residents. It gives a number of examples of how this can be achieved.
- Policy CC1 – this seeks to address climate change issues.
- Policy CC2 – this seeks to promote sustainable design and construction.

3.45 Three aspects of health could be affected by planning policy. These are physical health: through the design and layout of developments providing opportunities for exercise; mental health: through ensuring safe neighbourhoods with places for people to meet and interact; and environmental health: through protecting people from pollution.

3.46 Opportunities for Members of the scrutiny review to influence Part 1 of the Local Plan were untimely as the plan was at an advanced stage with the inspector. Members were informed that the local Clinical and Commissioning Groups (CCG's) and Public Health colleagues were consulted on the policies within Local Plan Part 1 that relate to health and wellbeing. However, opportunities for Members to input into the Local Plan remained in Part 2. The group was advised that Part 2 of the Local Plan would pick up more detailed issues that could impact on health and wellbeing within the Development Management (DM) policies. However, crucially any scope for changes to the draft DM policies had to sit within the Local Plan Part 1 and would have to link to any one of the policies listed in point 3.44 of this report.

3.47 Members heard how the planning process included determining where development should take place through looking at the potential impacts on the

environment. Policies were in place to secure affordable housing as part of developments; to protect and introduce open space into developments; and to ensure that any removal of leisure or community facilities is justified.

- 3.48 Cllr Ellis mentioned that the Government's drive to build houses should not be at the expense of employment opportunities and transport infrastructure when assessing prospective developments. The Community Infrastructure Levy (CIL) would help to secure funds for infrastructure, but a key concern from the group was that land that could have been used for employment was being used for housing. Karen Simmonds, Public Health Lead for Waverley, suggested that the Council work with the local Chambers of Commerce to try to keep employment sites viable. Damian Roberts, Strategic Director for Frontline Services, responded that the Economic Development Team was endeavouring to do this. However, the draft revised text to the National Planning Policy Framework⁵⁹ gives greater emphasis on converting existing planning permissions into homes to manage and meet the demand for additional housing in the country.⁶⁰
- 3.49 Members heard that in addition to the physical premises, another potential barrier for businesses setting up in the Borough was the access to high speed broadband and 4G. However, Policy CC2 in LPP1 states that all new buildings will be provided with the highest available speed broadband infrastructure, which reflects a comment made from Public Health colleagues in the County during the LPP1 consultation.
- 3.50 Shannon Katiyo, Public Health Registrar, presented evidence on the links between health and the built environment. Further information on the intrinsic relationship between Health and Planning can be found in Appendix H of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#). However, a useful discussion was held about the applicability and relevance of many of the suggestions to policy and planning decisions, particularly in a rural area such as Waverley where developments are relatively small and the focus of travel necessarily remains by private car. In addition, Officers stressed the need for extensive evidence of the issue in order to justify an additional requirement on the development industry.
- 3.51 A review had recently been undertaken by Public Health England which examined ways in which Spatial Planning could influence the environment and have positive impacts on health.⁶¹
- **Neighbourhood design:** compact neighbourhoods increase opportunities for social interaction; safe infrastructure enhances connectivity and access to services; and increasing opportunities for active commuting, e.g. walking and cycling, encourages physical activity.
 - **Housing:** improving the quality of housing reduces the likelihood of respiratory disease caused by fuel poverty; a more diverse housing mix between private

⁵⁹ Note at the time of writing the draft revised text of the NPPF is out for consultation.

⁶⁰ <https://www.gov.uk/government/news/prime-minister-launches-new-planning-rules-to-get-england-delivering-homes-for-everyone>.

⁶¹ Spatial Planning for Health: An evidence resource for planning and designing healthier places, Public Health England, 2017:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/625568/Spatial_planning_for_health_an_evidence_resource.pdf

and social housing improves integration and improves the safety perceptions in the neighbourhood.⁶²

- **Food Environment:** improving access to healthy food promotes healthy dietary behaviours and enhancing community food infrastructure provides opportunities for social connectivity.
- **Natural and Sustainable Environment:** reducing exposure to environmental pollution will improve general physical health outcomes and improving neighbourhood layout could result in general environmental improvements.
- **Transport:** increased provision of active travel infrastructure would encourage active mobility through walking and cycling and improving public transport infrastructure would enable all ages to become more mobile and increase their social interaction

3.52 Graham Parrott mentioned that Public Health colleagues had been consulted as part of the Local Plan development, via the Planning team at Surrey County Council who collate responses from internal teams. CCGs had also been consulted on the stages of Local Plan development, and had not raised significant issues to warrant substantial involvement.

3.53 It is important to continue to monitor and review progress against the data in the JSNA that Planning can influence, such as utilisation of green spaces for exercise; proportions of physically active and inactive adults; levels of air pollution; mortality from respiratory and circulatory diseases; and levels of fuel poverty, to decide the extent to which a public health intervention should be made to increase overall healthy life expectancy of the Borough; and to reduce differences in life expectancy and healthy life expectancy between communities.

3.54 The group heard how Planning Policy could use data from the Public Health Outcomes Framework (PHOF) to assist in the monitoring of the effectiveness of planning policies, which could be used to help inform health related policies in future Local Plan documents.⁶³ Alongside data from the JSNA, the PHOF focuses on the respective role of local government, the NHS and Public Health England, and their delivery of improved health and wellbeing outcomes for the people and communities they serve. Furthermore the PHOF sets the context for local areas to decide what public health interventions to make. The PHOF sets out two overarching outcomes:

- Increased healthy life expectancy; and
- Reduced differences in life expectancy and healthy life expectancy between communities.

Table 2 shows the relevance of PHOF to planning.

⁶² Ibid., page 24, point 2b.

⁶³ Further information about the Public Health Outcomes Framework can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/216159/dh_132362.pdf and <https://www.gov.uk/government/publications/public-health-outcomes-framework-2016-to-2019> and <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework>

Table 2: PHOF Relevance for health and planning

Domain	Indicators relevant to planning
Improving the wider determinants of health	<ul style="list-style-type: none"> • Killed or seriously injured casualties on England's roads • Utilisation of green space for exercise/health reasons • Fuel poverty • Older people's perception of community safety
Health improvement	<ul style="list-style-type: none"> • Excess weight in 4-5 and 10-11 year olds • Excess weight in adults • Proportion of physically active and inactive adults • Self-reported wellbeing
Health protection	<ul style="list-style-type: none"> • Air pollution • Public sector organisations with board-approved sustainable development management plan
Healthcare public health and preventing premature mortality	<ul style="list-style-type: none"> • Mortality from respiratory diseases

3.55 Shannon Katiyo, Public Health Registrar, mentioned that Public Health has a service plan objective to address the wider determinants of health by reducing the impact of environmental factors on health, including air quality and housing. Three areas had been highlighted by a public health working group led by the County to implement a strategic approach to address the environmental determinants of health and work to produce a Supplementary Planning Guidance for Health. These were:

- Improve air quality
- Promoting healthy weight; and
- Improving older people's health

3.56 Focusing on these three areas would enable all Boroughs in Surrey to take a joined up approach in order to influence the wider determinants of health through planning. However, it is worth noting that whilst these three particular issues (air quality, obesity and an ageing population) may be issues for Surrey County and Waverley, they are by no means unique to Waverley. These are national issues and require guidance from Government. The Government is currently consulting on the new National Planning Policy Framework (NPPF).

RECOMMENDATION: Develop Supplementary Planning Guidance which would address strategic priorities for health by working with Public Health to collect an evidence base

3.57 The task group later had the opportunity to work with Principle Planning Officers to input into Part 2 of the Local Plan on the Development Management Policies. Members recommended the following:

RECOMMENDATION FOR INCLUSION OF THE FOLLOWING STATEMENTS EITHER IN POLICY WORDING OR IN THE SUPPORTING TEXT INTO THE DEVELOPMENT MANAGEMENT (DM) POLICIES WITHIN LOCAL PLAN PART 2:⁶⁴

DM1: Environmental Implications:

- To include reference to flooding in this policy, recognising the impact that flooding can have on the health and inequalities of individual's in both the short and long term⁶⁵

DM2: Quality Places through Design:

- Regard will be had to the cumulative effects of development on the character of an area.

DM3: Safeguarding Amenity

- For new Housing developments to meet the Government's Technical Housing Standards – Nationally Described Space Standard for internal and external amenity space; and where possible to exceed these standards if financially viable.⁶⁶

DM4: Public realm and streets:

- Improve legibility and links to a coherent wider network by promoting routes and signage between the development and local amenities to facilitate walking routes, including public transport stops.

DM7: Accessibility and transport

- Ensure that vehicle speed is managed
- Facilitates and promotes walking and cycling

DM26: Development within Town Centres:

- Include reference to street furniture and facilities for people walking and cycling such as benches.

Chapter 7: *Delivering the Plan*

Monitoring and Review

⁶⁴ ⁶⁴ Please note these additional suggestions from the Health Inequalities Task Group are not mandatory to the final wording of the DM policies and should only be seen as recommendations

⁶⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/597846/NSFH_briefing_for_policymakers_and_practitioners.pdf

⁶⁶ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

It is recommended that:

Planning Policy Officers are aware of the Public Health’s Outcomes Framework (PHOF) to assess the impact of planning policy on Health and Wellbeing outcomes with the assistance from Public Health Officers at Surrey County Council, for example:

Table 3

Theme/Policy	Relevant indicator Examples
Healthy weight	<ul style="list-style-type: none"> • Percentage of physically active and inactive adults • Utilisation of outdoor space for exercise / health reasons
Older people	<ul style="list-style-type: none"> • Social isolation
Air Quality	<ul style="list-style-type: none"> • Mortality attributable to particulate air pollution • Mortality from respiratory and circulatory diseases

For Officers to access information from Surrey County Council Public Health on the following indicators for Waverley:

Table 4

Theme/Policy	Relevant indicator Examples
Healthy weight	<ul style="list-style-type: none"> • Excess weight in 4-5 and 10-11 year olds: I • Excess weight in adults • Self-reported wellbeing • Killed or seriously injured casualties on England’s roads
Older people	<ul style="list-style-type: none"> • Fuel poverty • Excess winter deaths

Collect evidence on wider public health matters in time for the review of the Local Plan in 5 years time and monitor the indicators set out in Table 3 to gather data to inform the revision of the Local Plan.

For Surrey County Council Planning – Health Group to write guidance on ways of considering health challenges in Strategic and Environmental Assessments (SEA) for plans and Environmental Impact Assessments (EIA’s) for projects.

End of recommendations to Planning Policy

PLACE-SHAPING

IN THE CONTEXT OF CREATING DEMENTIA FRIENDLY COMMUNITIES IT IS RECOMMENDED THAT THE DIRECTOR WITH RESPONSIBILITY FOR PLACE SHAPING:

- **Discusses with Surrey County Council Highway and Transport Officers and Town and Parish Councils the prospect of working together to make existing towns ‘dementia friendly’⁶⁷ Prior to this to seek advice from the Planning – Health Group at Surrey County Council.**
- **Work with Surrey County Council Highway and Transport Officers on the placement of street signs in the ambition for Waverley’s urban settlements to become Dementia Friendly; including street signage to sellers of fresh fruit and vegetables.**
- **It is suggested that partners should demonstrate understanding of the physical, sensory and neurological challenges experienced by people with dementia and take into consideration for public spaces to be easily accessible and approachable; and easily navigable.**

E.g. public places and spaces should have:

- **Wide enough pathways and even surfaces**
- **Outside furniture and seating between locations**
- **Appropriate signage, including colour coding for familiarity.**
- **Available and accessible public toilets.**
- **Include reference to all users, including the elderly in the policy with reference in the supporting text to dementia friendly towns, e.g. by ensuring that entrances are clear and accessible for older people and cross-reference to policy.⁶⁸**
- **Include clearly signposted street networks with destinations within x-x meters (5-10 minutes walk).**
- **For a cross reference to be added into the supporting text of the Local Plan Part 1 for new and improved footpaths**

⁶⁷ http://www.rtpi.org.uk/media/2213533/dementia_and_town_planning_final.compressed.pdf&
https://www.alzheimers.org.uk/info/20079/dementia_friendly_communities

3.58 The Group also discussed how the new Community Infrastructure Levy (CIL) could be used to benefit health and wellbeing for residents. As a side note in a meeting of the Waverley Borough Council Environment Overview and Scrutiny Committee on the 13th November 2017, members had suggested that the Regulation 123 List should include some provision for health facilities in respect of CIL.

RECOMMENDATION: Work with Planning Policy Officers / the Officer responsible for CIL to create a health needs evidence base of the Borough to identify locations where future allocations of CIL monies for health infrastructure would be beneficial.

Housing

Introduction

3.59 Further research was produced in advance of the task group session to aid understanding about the link between housing and health as a wider determinant. It is worth noting that in this section of the report the Task Group heard more evidence with respect to impact upon mental health and wellbeing. As access to Housing is a basic human need, issues being reported nationally such as overcrowding, affordability, security, and housing standards can have a profound affect on mental health and wellbeing.

3.60 Information provided by Shelter show a national overview of the extent to which housing can cause or exacerbate mental health problems.⁶⁹

- Close to half (48%) of all adults have had a housing problem or worry at least once in their lifetime
- Housing affordability was the most frequently referenced issue by those who said housing pressure impacted negatively on their mental health followed by housing conditions.
- 26% adults surveyed who have experienced a housing issue said it had impacted negatively on their mental health. Nationally, this would count as 1 in 20 people, or 5% of the population at large, which scales into the millions.⁷⁰
- The main housing problems or worries identified were affordability and conditions of the property. Where housing was seen as the sole cause of mental health conditions, the most cited mental health conditions were anxiety and depression.
- Only 1 in 4 adults surveyed who had a housing issue that impacted negatively on their mental health went to the GP about it, which indicates that there are many people currently going through housing-induced mental health issues.

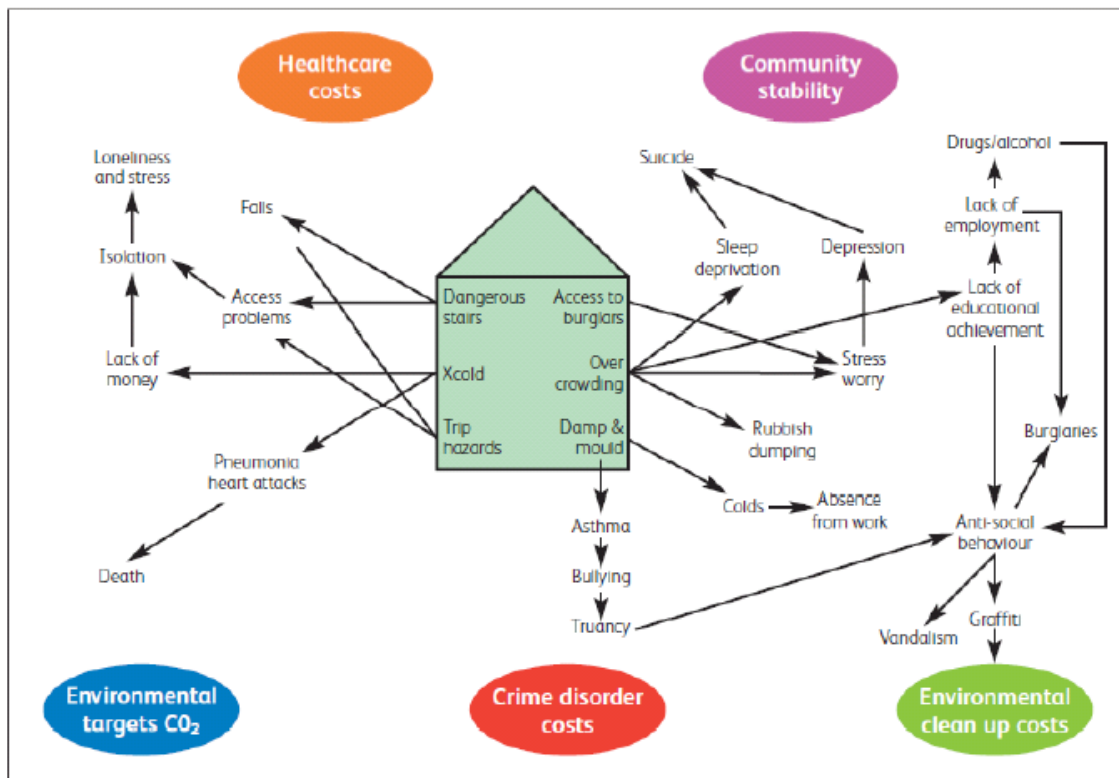
⁶⁹ The impact of housing problems on mental health, Shelter, 2017.

- Housing not only exacerbates existing mental health issues, but also helps create new mental health problems. (1 in 3 surveyed said they had no pre-existing mental health condition or any history of mental health problems).

3.61 Low quality older housing can increase the risk of illness by exposure to damp, mould, cold and structural defects. Generally speaking older homes are harder to heat as a result of poorer insulation, which has a knock-on effect of higher fuel bills. The risk to health known as 'energy precariousness' is a term used to describe the choice to save energy and turn off heating.

3.62 However this behaviour increases the risk of damp and respiratory problems. In Waverley a high proportion of residents are over the age of 85, and risk susceptibility to respiratory problems as a result of cold and damp homes.⁷¹

Figure 9: Diagram from The Chartered Institute of Environmental Health showing the links between the home and health



Extracted from *Good Housing Leads to Good Health*, CIEH 2008

3.63 Waverley as a Local Authority Area equals the national English average for excess winter deaths (19.6).⁷² *The statistic is the sum of the ratio of excess winter deaths (observed winter deaths minus expected deaths based on non-winter deaths).* The Public Health Profile for Waverley in 2016 shows that nationally there has been a rise in the number of excess winter deaths from 15.6 (2016) compared to 19.6 from the 2017 profile data. Worryingly, Waverley is following the national trend, going from 12.3 to 19.6 excess winter deaths in one year (2016 to 2017)

⁷¹ <https://www.surreyi.gov.uk/DrillDownProfile.aspx?rt=8&rid=707&pid=34>

⁷² <http://fingertipsreports.phe.org.uk/health-profiles/2017/e07000216.pdf>

and going from below the national average for excess winter deaths, to now equalling it.⁷³

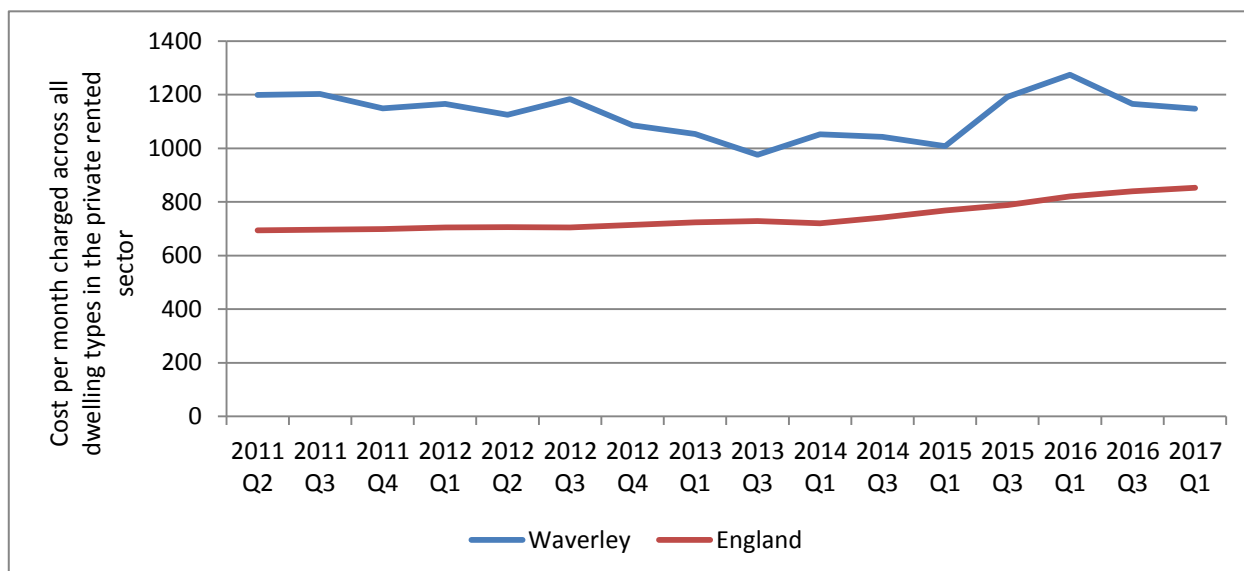
3.64 Furthermore aids and adaptations, especially for the disabled and elderly are very important in reducing the risk of accident. It is documented by the Housing Learning & Improvement Network that the annual cost to the UK Government from falls within their home from those aged 65+ is £1Billion with an average cost of a single hip fracture estimated at £30,000.⁷⁴

3.65 Affordability of housing is a major issue in the South East and this has a knock on effect on access to truly affordable housing for people from all walks of life. Crucially, the demand for social care workers in Waverley is high and inhibited by the barrier to affordable housing in the Borough.

3.66 Using the Shelter Housing Databank the Group were able to highlight the issue of affordability in the Borough by comparing the average private rent (pcm) for all dwelling types; median house prices to median earnings, including the lower quartile figures; and median full time wages.

Figure 10: Mean private rented cost across all dwelling types

- These figures show the mean rent per month charged across all dwellings in the private rented sector in the twelve months to the end of the period specified. The VOA advise that this data is not to be used for reliable trending.

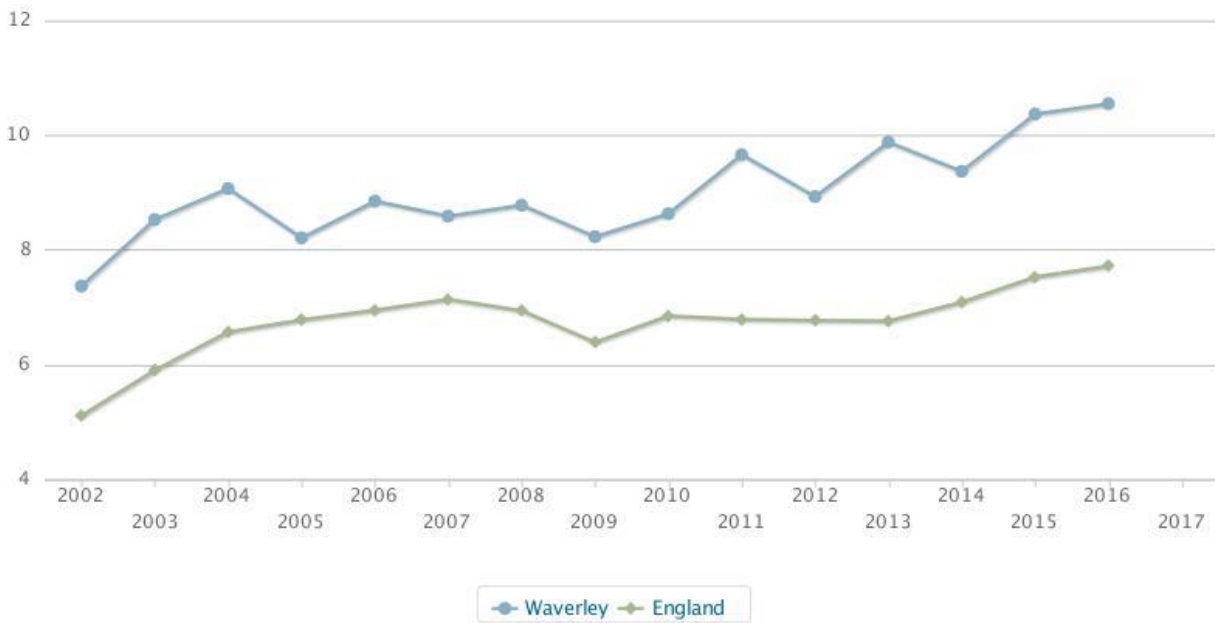


⁷³ Ibid.

⁷⁴ Housing Learning & Improvement Network, Public health and housing: We can get it right, p. 16.

Figure 11: Median House price to median earnings ratio

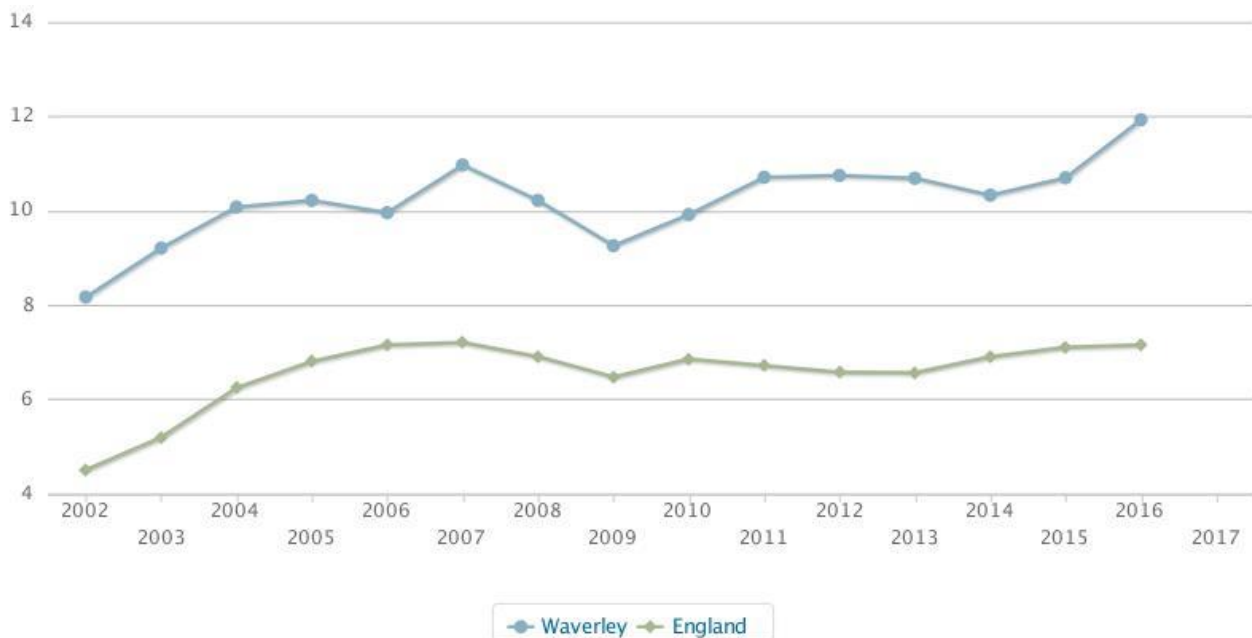
- These figures show the ratio of the median house price to the median wage in the area.



Shelter Housing Databank

Figure 12: Lower quartile house price to lower quartile earnings

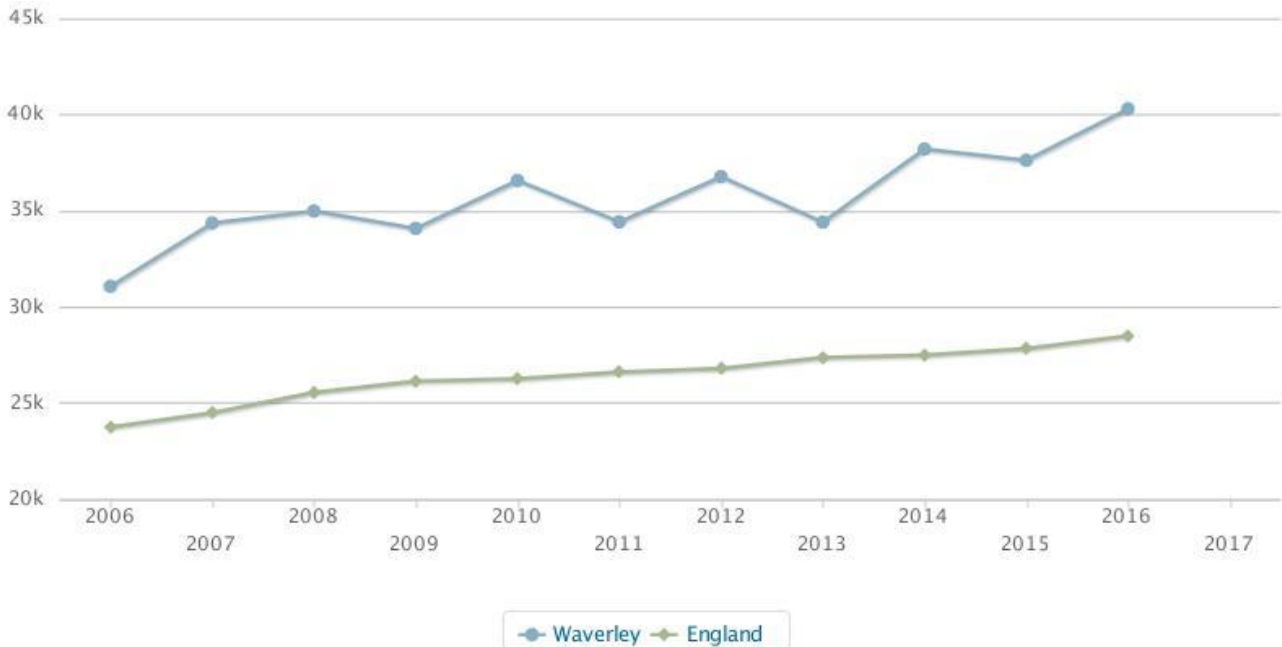
- These figures describe what multiple of the lower quartile income in the area the lower quartile house price in the area is.



Shelter Housing Databank

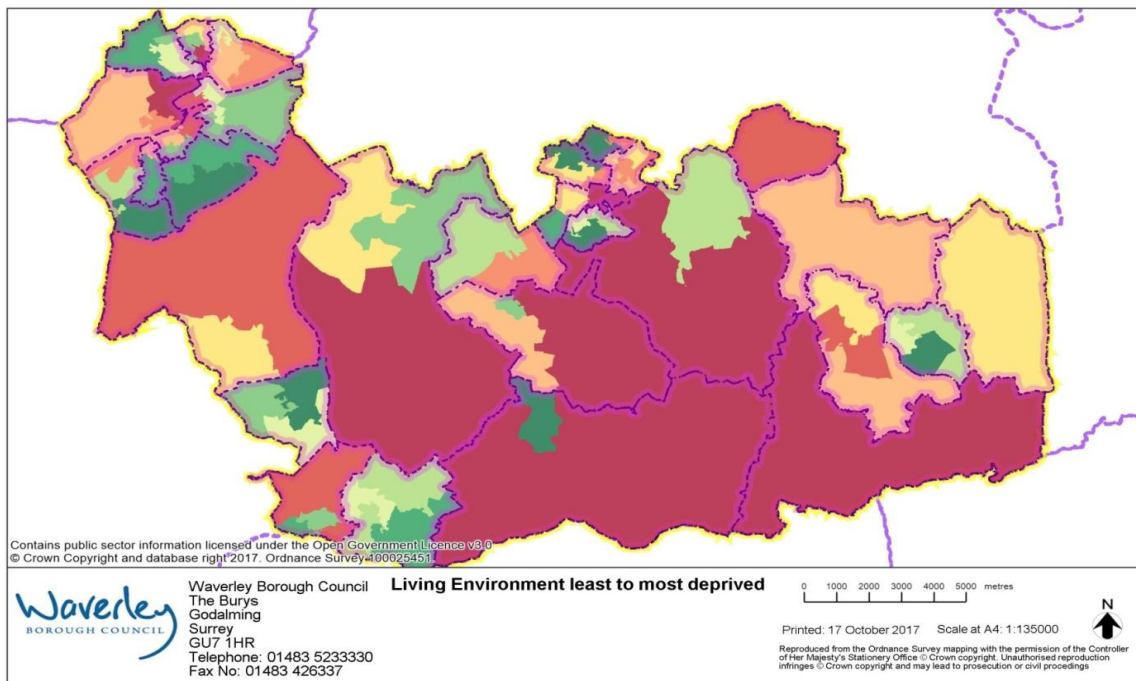
Figure 13: Median full time wages

- These figures show the median gross annual wage for full-time workers in the area.



Shelter Housing Databank

Figure 14: Living Environment IMD Domain (quality of local environment; housing, air quality and road traffic accidents) ⁷⁵



⁷⁵ For further information on this IMD domain, see: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2015>

- 3.67 The Living Environment domain refers to the quality of the local environment in terms of the quality of housing, and air quality and road traffic accidents. For the purpose of this review this domain was used to partially aid the group's understanding of the quality of housing in the Borough. However it is recognised that this data will be influenced by data from air quality and road traffic accidents data and therefore this map should be read in context.
- 3.68 The LSOAs that are categorised in the 1st decile as most deprived are Bramley, Busbridge & Hascombe; eastern part of Witley and Hambledon; Chiddingfold and Dunsfold; Alfold, Cranleigh Rural & Ellens Green; Elstead and Thursley; Godalming Central; eastern part of Farnham Castle; and southern part of Farnham Hale and Heath End.

Private Sector Housing

- 3.69 Members heard from Simon Brisk, Private Sector Housing Manager, that in Waverley the most common recorded issues raised were complaints about living conditions, landlord / tenant disputes and overcrowding.
- 3.70 Approximately one third of private rented properties in Waverley did not meet the decent homes standard and security of tenure is an issue as tenants were often too concerned with the risk of eviction to make a complaint.⁷⁶ Furthermore the increasing cost of energy meant that people often didn't heat their homes properly, increasing the risk of respiratory illness.
- 3.71 The group heard how there has been a large consecutive increase in the number of complaints about living conditions over the past 5 years. In addition data from the Waverley Citizens Advice Bureau (CAB) was submitted to the task group which showed the number of unique housing related cases from 2014 -2017. The data highlights that between 2014 – 2017 there had been 133 cases of clients reporting problems with private sector rents; 72 reports of problems with letting agencies; 75 reports of tenancy deposit protections; and 52 cases of possession action (not arrears). The full dataset can be found in Appendix I of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).
- 3.72 Additional profile client information provided by CAB Waverley showed that there were 69 cases of threatened homelessness due to private landlord; 62 cases of security of tenure; 70 problems with letting; 65 cases of issues to do with the cost of deposits / rents; and 46 cases of possession action (not arrears). Selected data can be found in Appendix J of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).
- RECOMMENDATION: Appraise the value in setting Standards for Private Sector rented housing that go beyond the minimum legal standards for health and safety, gas, fire and electrical safety, to take into account housing conditions.**

⁷⁶ Decent Home Standard:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf

RECOMMENDATION: Explore the possibility of introducing a mandatory registration / licensing of private landlords

3.73 The most frequently reported problems relating to living conditions in private rented properties were respiratory and circulatory diseases from excess cold or damp and mould; disrepair; risk of falls due to poor or unsafe layout; and general safety issues including fire hazards, electrical safety and defective appliances.

RECOMMENDATION: Raise awareness of the Environmental Health guidance on Private Sector Housing Standards

3.74 Members were informed that new legislation had been introduced to prevent retaliatory evictions, giving tenants more confidence when making a complaint. The legislation also required smoke alarms to be fitted in properties, as well as alarms where a solid fuel appliance was used.

RECOMMENDATION: Provide active signposting to landlords and tenants regarding rights and responsibilities

3.75 The Private Sector Housing Team carries out statutory HMO inspections, the majority of which are located in Farnham (student accommodation). There were currently 46 licensing HMOs in Waverley, but proposed legislation to remove the reference to three-storey houses means that properties that are 1 and 2 storey houses of multiple occupancy will require a HMO licence. As a result it was speculated that this figure would increase to around 500. It was also mentioned that in general the cap on benefits has increased the number of house-shares.

RECOMMENDATION: Provide an analysis of the type of HMOs in the Borough in light of the changes to HMO classifications from Government.

3.76 Members heard how the Private Sector Housing team also administer grants; these include disabled facilities grants for both private tenants and owner-occupiers; and energy efficiency grants, where the team was predominantly targeting mobile home sites. These grants helped to maintain resident's independence in their own home, preventing unnecessary hospital admissions.

3.77 Waverley had also received funding from the Better Care Fund to provide further grants to help residents to maintain their independence in their own homes. A new Home Improvement Policy was also in the process of being adopted (commenced January 2018); this would allow the Council to extend the range of assistance it is able to offer to vulnerable residents to help them remain living safely and independently in their own homes.

RECOMMENDATION: Continue to promote the Better Care Fund and advice from Action Surrey to help residents with their energy and fuel costs.

Housing Options

3.78 Annette Marshall, Specialist Advisor mentioned the Housing Options Team work with some of Waverley's most vulnerable residents and those most at risk from cyclical homelessness. For many, their perception of homelessness is the visible manifestation of street homelessness. However, street homelessness counts for a tiny percentage of real homelessness or potential homelessness. Many of the vulnerable people and households we deal with are continuously at risk of

homelessness. These households include children, domestic abuse victims, those with physical or mental health difficulties, households in financial difficulty, and those who have had alcohol or substance misuse issues. The aim is to prevent further homelessness or potential homelessness by providing support to those who need it to maintain their tenancies.

- 3.79 Annette also mentioned that her team continually assess the mental, physical and emotional wellbeing of clients and give appropriate advice to further this aim. The team work with a variety of external partners who are able to share a lot of information with agencies when appropriate; e.g. Social Services (adult and children), Police, Community Mental Health Services, Domestic Abuse Outreach, Educational Services, Private Landlords, Letting Agent's, CAB and Drug and Alcohol Teams.
- 3.80 The group heard how the Housing Options team deal with cases where domestic abuse is the primary issue for their potential homelessness and a large percentage of the team's cases are domestic abuse victims. Since April 2017 37 out of 76 cases that the support team has dealt with cited Domestic Abuse as the primary cause of their housing issue (close to 50% of the team's case work).
- 3.81 For victims of abuse, financial abuse and control are significant components of domestic abuse and it is often the case that managing money, bills and paying rent is made harder by their abuser, or indeed abusers will not allow their victims access to money at all. It was noted that domestic abuse statistics are as high in Waverley as other parts of Surrey and the UK.
- 3.82 There are also an increasing number of cases where the son/daughter of a family were unable to afford their own accommodation but were being asked to leave home by their parents.
- 3.83 As demand for acute housing and social housing far outweighs supply, it is by and large the case that people threatened with homelessness had to be placed in the private rented sector with a higher level of insecurity around tenure as the team has to rely on private landlords to provide a form of quasi-social housing. Often these families would lack life skills, being unable to manage their finances, which lead to high levels of rent arrears. In addition these families were not able to cook properly and as a result of not being able to cook healthy meals, unhealthy lifestyles would often lead to frequent contact with the NHS as preventative measures failed to reach these individuals.
- 3.84 Reasons why residents might be facing homelessness were that rental property in Farnham was unattainable for those on benefits as it was grouped as part of the Blackwater Valley for purposes of rent assessment, rather than the more expensive Guildford Area (the housing benefit rate does not meet the housing market assessment). Many people who were at risk of homelessness struggled to find secure work due to their lack of qualifications. These people were often on minimum wage, zero-hour contracts, meaning that they were not financially stable enough to secure private sector rentals. This links back to the risk of being in rear arrears and being susceptible to being homeless.

3.85 Case studies were provided to illustrate the diverse range of situations the Housing Options team worked with. The case studies reveal that cyclical homelessness is an issue and it was made apparent that often the team were working with different generations of the same family.

RECOMMENDATION: Work with the Benefits Team and Citizens Advice Waverley to promote the availability of budgetary advice with households at risk of cyclical homelessness.

Housing Options Case Studies ⁷⁷

Case Study 1 – Jason*

- Jason is a single male who has an enduring psychotic mental illness
- He has been living in a privately rented flat in Waverley for 8 years and his condition has been relatively stable and managed by his GP.
- Jason attends various voluntary groups such as Oakleaf and the Richmond Fellowship. Jason's GP has identified stress as a relapse trigger in regard to his mental health.
- Following changes in Housing Benefit rules Jason can no longer afford his rent and has received notice from his landlords.
- He is struggling to comprehend the situation and approached Housing Options for advice.
- He had also become confused when dealing with the benefit agency and had not been able to comply with the Employment and Support Allowance requirements.
- This has left him living solely on his Disability Living Allowance award.
- Jason presented as stressed and agitated about the situation and has not always demonstrated full understanding of what he needs to do.
- Recognising the impact the current situation is having on his mental health Jason has been signposted to his GP to be referred back to the Community mental health services.
- At the same time Jason has been assisted in applying for a short term discretionary top-up to his Housing Benefit to give him some time to make a long term plan.
- It was found that Jason had previously applied for social housing but had not kept up with the renewal paperwork and so his application had been cancelled.
- We have assisted Jason to appeal this decision successfully and he is now able to bid on suitable properties as they become available.
- Having shown that he can cope living in the community and managing his home and his mental illness with a minimum of support, we are hopeful that

⁷⁷ * names have been changed

Jason's housing situation will be resolved by a move to the cheaper and more secure option that is social housing.

Case Study 2 – Laura*

- Laura has approached Housing Options for assistance twice.
- In April 2016 she was pregnant and living with her parents.
- The father of her unborn child was no longer in her life.
- Her parent's home was overcrowded already and they could not accommodate her upon the arrival of her baby.
- Unable to work as the baby was imminent and with no savings or family who could help fund housing she faced homelessness.
- Laura was assisted financially with an interest free loan (repayable at an affordable rate) to secure a privately rented property through the rent deposit scheme.
- A year into her tenancy the landlord decided he required the property back for a family member.
- He issued a Section 21 notice (no grounds required) and Laura came back to our service as she was again facing homelessness, this time with an infant child in her household.
- Laura had maintained repayments toward her previous loan and was in receipt of Housing Benefit when she received the Section 21 notice.
- She was assisted to find another privately rented property and this time was eligible for a Discretionary Housing Payment (non repayable grant) to help in part with the start up costs of the tenancy.
- The new deposit was funded by the rent deposit scheme as another interest free loan.
- Laura has also applied to the Council's Homechoice scheme and she and her daughter are on the waiting list for social housing.

Case Study 3 – Bob and Sheila*

- Bob and Sheila have five children ranging in age from four to thirteen.
- Sheila has a Community Psychiatric Nurse as she struggles with bi-polar disorder and she spent much of her childhood as a looked after child.
- The five children are an open case to Children's Services due to concerns about neglect when Mrs Jones' mental health deteriorates, as well the children's poor attendance at school.
- The family were living in a privately rented four bedroom house in Godalming which had been sourced by them and the monthly rental partly funded by Housing Benefit
- Bob's father had acted as guarantor for the tenancy.

- The couple fell out with his father who then withdrew from the guarantor role leading to the letting agent issuing a Section 21 notice.
- Housing Options worked to find another privately rented property of a suitable size in Waverley however nothing presented itself within the family's timescale.
- They were advised of their right to remain beyond the end of the notice however they decided not to exercise this.
- They came to the Council on the last day to present as homeless having surrendered their house keys to the letting agent.
- Emergency bed and breakfast accommodation was arranged in Crawley and their belongings were placed in storage.
- The family made a formal homeless application and the Council accepted a duty to accommodate them.
- They were placed in temporary accommodation in Milford until a property of suitable size and affordable price became available.
- After two months living in temporary accommodation a three bedroom, two reception, privately rented property was sourced in Guildford. This was the closest property that could be found of an adequate size.
- The family now reside in Guildford - however they are unhappy about the location and appealed when the offer was made.
- The Council's decision was upheld by the Reviewing Officer upon appeal.
- The family have declared that they will do all they can to sabotage the tenancy and six months later they have received a Section 21 notice as they have not paid any of their contribution towards the rent.
- It is highly likely that they will face homelessness again and this time the Council may not have a duty to assist them.

Case Study 4 – Ella*

- Ella came to Housing Options whilst living in a privately rented property in Godalming with her partner and their two children.
- The children were open to Children's Services due to concerns about Ella being a victim of domestic abuse from her partner and her misusing alcohol.
- Ella was working part time.
- The couple were given a Section 21 notice by their landlord and meanwhile the Domestic Abuse continued.
- The abuse was so serious that Ella's case was discussed at a multi-agency risk assessment conference.
- During all of this she was being supported by Catalyst, Domestic Abuse Outreach and Children's Services as well as Housing Options.
- With Housing Options financial assistance and the ongoing support from multiple agencies Ella and her children were able to leave her abusive partner
- We sourced a privately rented tenancy for Ella and the children in a safe location.

- Being away from her abuser Ella was able to address her alcohol misuse issues and she has successfully maintained her tenancy.
- Ella no longer requires the support from Children's Services.
- Ella has maintained her employment throughout her ordeal.

Tenancy and Estates

3.86 Laura Dillon, Tenancy and Estates Officer, provided the group with an overview of the main health and wellbeing issues affecting Waverley's tenants.

3.87 The task group heard how many of the tenants may be in need of support to help manage their tenancy; to make and go to appointments; and to secure employment. Mental health, as well as drug and alcohol problems were of concern to the Tenancy and Estates team. Class A drugs such as heroin and cocaine were noted to have been discovered among tenants in Cranleigh. The tenants would only seek help as a last resort, where earlier intervention could have been more effective.

3.88 Laura mentioned that the team were having difficulties linking up with other agencies, and that Social Services and the Mental Health team at Surrey County Council didn't readily share information. Furthermore it was felt that the importance of the work the Tenancy and Estates team do around working with people with health and mental health difficulties were largely unknown to Surrey County Council; and that only when the value of this work was known would a relationship improve with Social Workers – but when staffing changes momentum would be lost.

RECOMMENDATION: Recognise the important work the Waverley Borough Council Tenancy and Estates Team do with respect of clients with multiple health needs.

3.89 The group also heard how Children's Services and Adult Social Care had high thresholds for opening new cases and sometimes would withdraw their support once a tenant reached a certain stage. This would leave the Tenancy and Estates team as the only service available to them.

Tenancy and Estates Case Studies

Cranleigh

- My main issues that I deal with within Cranleigh are mental health and anti social behaviour (ASB). I would say the majority of the tenants who have mental health issues also have a drink or drug addiction. Most don't have contact with any other professional services or if they do they don't engage, so it is left to me/WBC to feedback to the services that should be involved of any concerns. I am visiting these tenants in regards to ASB, property conditions or if property services can't get access.
- I work closely with the police, children centre, mental health and GP. I feel my tenants struggle with accessing services as most are based in Godalming or

Guildford. Public transport is limited and expensive. I believe that at certain points of the day if you catch the bus you have to go to Guildford, then change to get to Godalming.

- I have had some serious ASB which I have liaised with the criminal investigation department (CID). Examples of ASB: Knife crime, unexplained death, assaulting a police officer within their property, assaults and drugs. Other types of ASB are neighbour disputes which we try in most cases to refer to mediation.
- I also attend regular Team around the Family (TAF), Child In Need (CIN) and Child Protection (CP) cases. These meetings are led by Social Services. From experience families primarily attend one of these meetings in relation to rent, ASB and/or unresolved mental health issues.
- Mental Health – St Andrews I have dealt with two cases here with regards to hoarding and living with mental health problems. This has led me to liaise with CAMHS and Adult social services. You have two very different cases as one very much engages with the service provided and the other is struggling due to not being able to read and write. I have also had to call the RSPCA due to the dogs being in such a poor state.

Farnham

- Neighbourhood issues - I have a tenant whom lives alone that has caused some neighbourhood and community issues throughout the past few years. Tenant has previously been a victim of severe Domestic Abuse and has been supported by the outreach team who have assisted with making one of the bedrooms a safe room.
- Due to a complex background tenant turns to alcohol regularly and this is then often a path to destruction. Tenant has been arrested several times from the home and neighbours had been subject to verbal and physical abuse from her.
- When I became involved there was a high level of distrust in any form of authority and although I respected that, I could clearly see this was going to be a slow steps approach in order to make any headway.
- The tenant had made a suicide threat that was taken very seriously, was in significant amount of arrears, her benefits had stopped and she was offering sexual favours in exchange for money on her electric card.
- Although there were a mass of issues to sift through the tenant had volunteered to sign an Anti Social Behavioural Contract (ABC) and I have worked with neighbours, Surrey police, mental health, our rents team, housing benefit, DWP and floating support services in order to assist with keeping the tenant on the right path. I have completed monthly visits for the past 9-12 months and will continue to do this for as long as is needed.
- The tenant was seen last week as we had the final ABC update meeting and she has been accepted for a 2 year counselling course, her HB and rent and

benefits are all on track and she is on the correct medication for her mental health and she was taking positive steps for her future.

- No further complaints from neighbours have been reported and the tenant has reduced her alcohol intake.

Other issues:

- Lack of support from social services – only coming at the case from one point of view, lack of information sharing in the tenant's interest.
- The lack of tenant engagement and denial of problems in some cases.
- Inconsistent and/or temporary mental health support

RECOMMENDATION: For the relevant teams in Surrey County Council, the local CCGs and Waverley Borough Council to look at ways of working to ensure that information is shared responsibly to provide support for vulnerable Waverley residents; and

RECOMMENDATION: For this information to be shared with the Community Safety Team at WBC.

RECOMMENDATION: Review the safeguarding pathways for referring vulnerable residents identified within the Borough by the WBC Housing teams, and others

RECOMMENDATION: As part of the corporate induction programme make all new frontline staff aware of mental health first aid training and 'making every contact count' (MECC) in order to signpost customers who show signs of deteriorating health; and for existing frontline Council staff, Voluntary and Community Groups who receive funding from the Council, and Leisure Centre reception staff to be made aware of mental health first aid training and MECC (cross reference recommendation 59).

LIFESTYLE BEHAVIOURS

3.90 Lifestyle behaviours in the context of this review refer to the activities which impact one's health, such as consumption of alcohol, drugs, tobacco, physical inactivity and being overweight. These behaviours play a major role in influencing health, wellbeing and the risk of developing chronic diseases such as cancer, heart disease, stroke, respiratory disease and liver disease. Behavioural change – i.e. altering behaviour to improve health, is vital to the prevention agenda to improve health outcomes.⁷⁸

3.91 There is a social gradient between high-risk taking behaviours and deprivation - the lower a person's social class, attainment and status, the more likely he/she will engage in these high-risk taking behaviours. The task group also heard from

⁷⁸ See <https://publichealthmatters.blog.gov.uk/2016/09/02/our-support-for-population-behaviour-change/>,

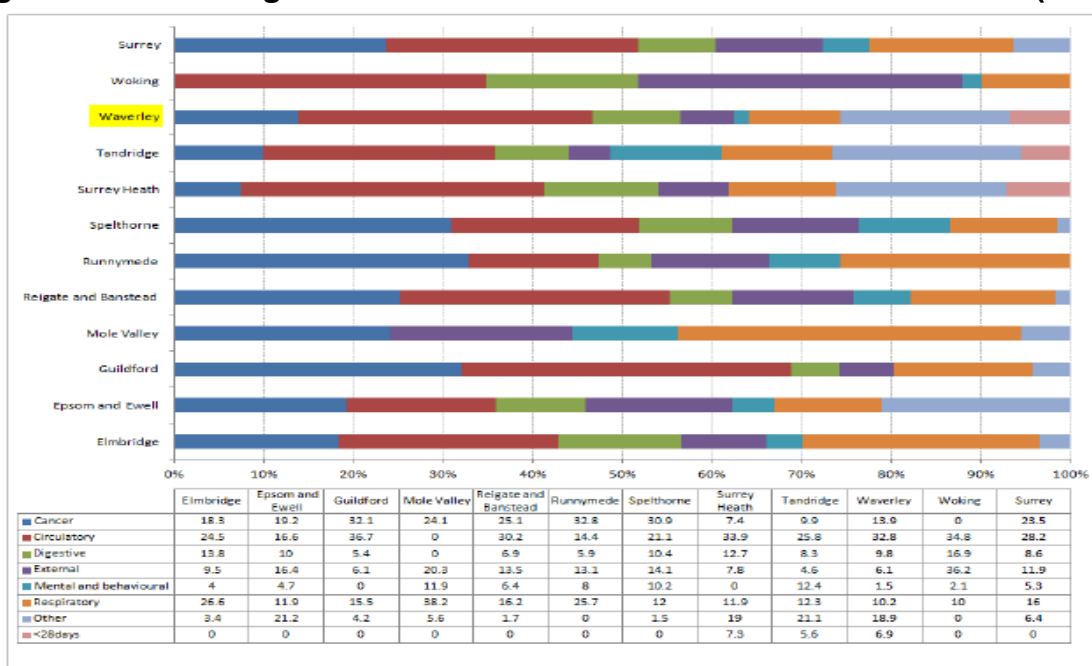
Public Health that close to half of the burden of illness in developed countries is associated with four main unhealthy behaviours: smoking, excessive consumption of alcohol, poor diet and low levels of physical activity – but also that the drivers of these behaviours are linked to factors that drive inequalities, such as deprivation, unemployment, poor educational attainment and housing issues.

3.92 It is estimated that within the North East Hampshire and Farnham CCG area 43% of new cases of cancer are linked to lifestyle and environmental factors with smoking accounting for almost 20% alone.⁷⁹ The biggest risk factors to cancer after smoking is dietary factors: being overweight, obese and consuming harmful amounts of alcohol.⁸⁰

3.93 Data from GWCCG shows that in Waverley a third of deaths are due to circulatory disease, a fifth due to cancer, followed closely by other causes, respiratory and mental and behavioural disease.⁸¹ Data from North East Hampshire and Farnham CCG (2013) state that cancer is now the leading cause of death, followed by circulatory disease and respiratory disease.⁸²

3.94 Data presented in Figure 15 and 16 shows the rank of factors that contribute towards death in men and women per Local Authority area in Surrey⁸³ This data set is not to be confused with the potential years of life lost measurement (PYLL), which is introduced later on in this chapter.

Figure 15: Percentage of factors that contribute towards death in men (2010-12)



Source: PHE segment tool, 2010-2012

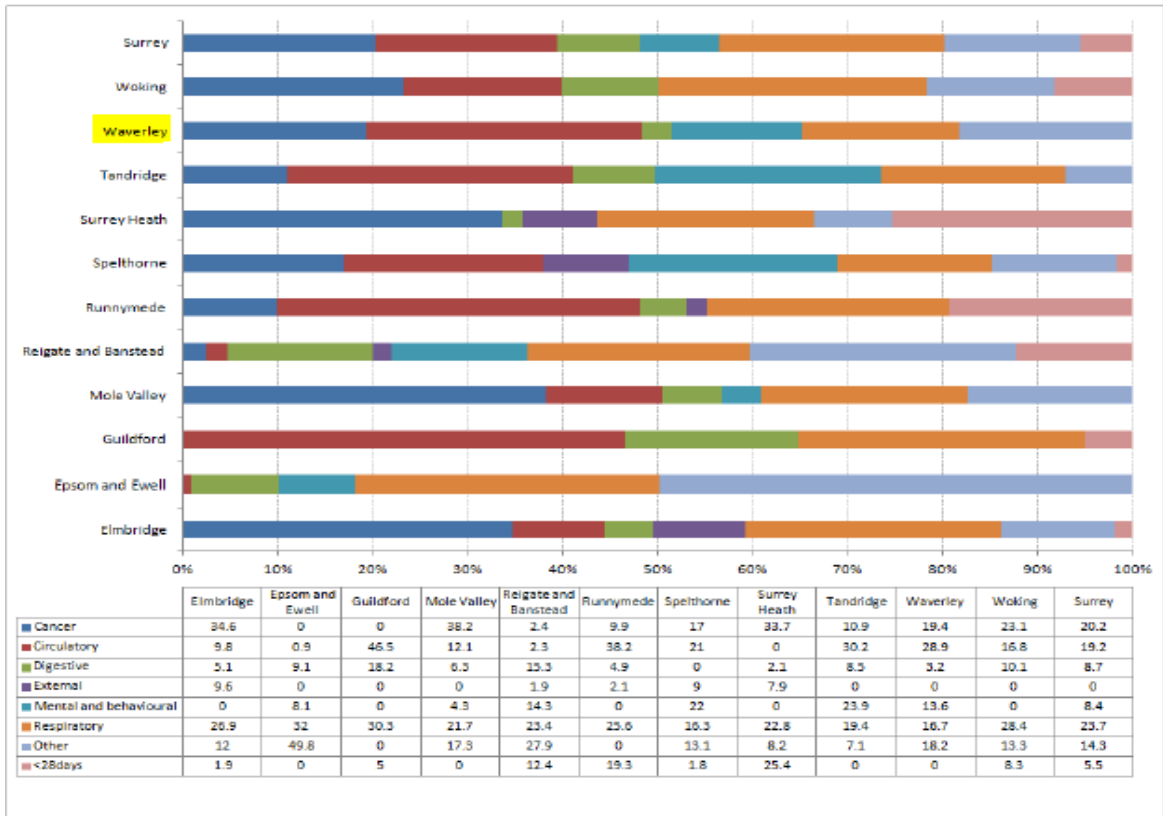
⁷⁹ <http://documents.hants.gov.uk/public-health/jsna-2013/NorthEastHampshireandFarnhamCCGJSNA2013.pdf> p. 42.

⁸⁰ Ibid., p. 42.

⁸¹ Data from Guildford and Waverley Clinical Commissioning Group (GWCCG) Health Profile 2015, p. 107.

⁸² North East Hampshire and Farnham Clinical Commissioning Group, Joint Strategic Needs Assessment 2013, p.3.

Figure 16: Percentage of factors that contribute towards death in women (2010-12)



Source: PHE segment tool, 2010-2012

3.95 Circulatory disease is the single largest contributor to inequalities in life expectancy between the least and most deprived areas in the GWCCG area regardless of gender.⁸⁴ Addressing risk factors for circulatory disease in the most deprived areas is likely to have the most impact on health inequalities overall.⁸⁵

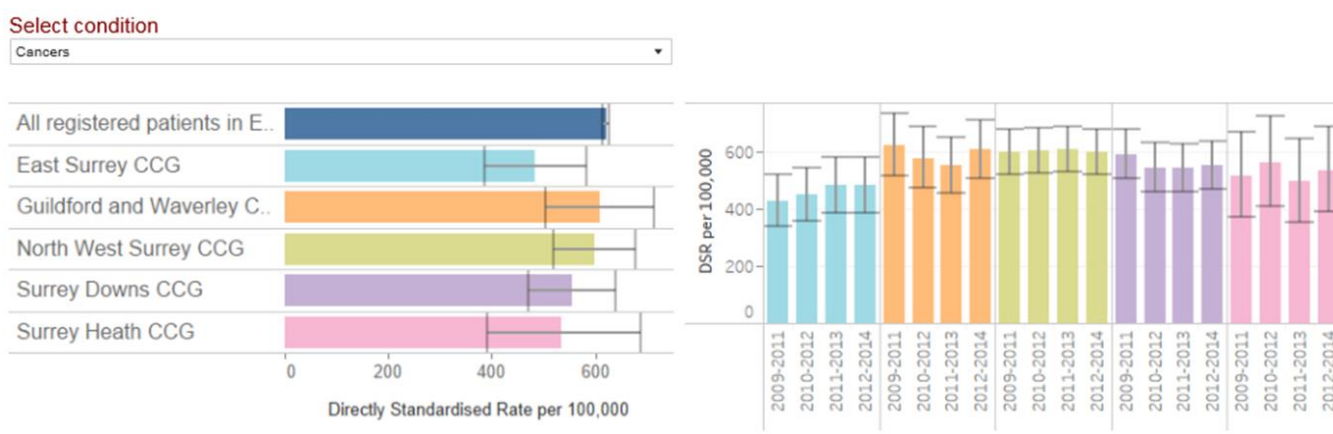
3.96 Targeting cancer in women in Waverley may also reduce the health inequalities.⁸⁶ The large life expectancy gap in women within the Borough (9.5 years) is attributed by and large to the number of deaths of women who live in the most deprived areas in Waverley.⁸⁷ Furthermore the data presented in figure 16 may also help to understand what is happening in smaller pockets of our communities; and may help to explain why certain geographical areas have been flagged up in figure 6, page 33, which show the overall map of deprivation in the Borough.⁸⁸

RECOMMENDATION: Work with Public Health to target a series of health interventions in geographical locations where there is an evidenced uptake in risk taking behaviours, such as smoking, drug, and alcohol. In particular to consider ways of reducing the prevalence of high risk taking behaviours that leads to circulatory disease and cancer, particularly in women in the most deprived areas of the Borough.

⁸⁴ GWCCG Health Profile 2015, p. 108
⁸⁵ Ibid., p. 108
⁸⁶ Ibid., p. 108
⁸⁷ Ibid., p. 108
⁸⁸ Ibid., p. 108

- 3.97 It should be noted however that although the prevalence of cancer is higher locally within the GWCCG area (2.5%) than compared to the English average (2.1%), mortality from cancer is substantially lower, indicating better survival locally.⁸⁹
- 3.98 When examining the Potential Years of Life Lost⁹⁰, data from the Guildford and Waverley CCG Health Profile 2015 (data circa 2010-12), shows that in Waverley (excluding Farnham), the biggest underlying causes of potential years of life lost (PYLL) amenable to health care is cancer (one third) and coronary heart disease (one fifth).⁹¹
- 3.99 Figure 17 shows the PYLL for Cancer for GWCCG compared to the remaining CCG Surrey boundaries. While all CCG's in Surrey have a lower value in PYLL than the national average, figure 17 shows PYLL for cancer in the boundary for Guildford and Waverley CCG is the highest within all CCGs within Surrey.

Figure 17: Potential Years of Life Lost (PYLL)⁹²



Drugs and Alcohol Misuse

- 3.100 The task group heard from Fiona Campbell and James Poole from Catalyst, a counselling service who work with people that are dealing with issues stemming from drug and alcohol misuse and mental health. Based in Guildford and operates across Surrey, Catalyst's aim is to reduce the harm that drug and alcohol cause to an individual, their family and the community at large. Members were made aware how the cases Catalyst receives are complex, as social problems are often involved with alcohol and drug addictions.

⁸⁹ Wording courtesy of GWCCG Health Profile 2015, p. 77

⁹⁰ The PYLL is defined as the years of potential life lost due to premature deaths, i.e. under the age of 75, due to causes of death which have been identified as amenable to prevention or delay through good healthcare.

⁹¹ GWCCG Health Profile 2015, p.6

⁹² Data extracted from Place-based profile, Surrey:

<https://public.tableau.com/profile/alessandra1710#!/vizhome/PotentialyearsoflifelostGuildfordandWaverleyCCG/Potentialyearsoflifelost>

- 3.101 Data provided by Catalyst to aid this scrutiny review can be found in Appendix K of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#). In respect of the data it was noted that there was a feeling that a majority of elderly people with addictions to alcohol were not being picked up / made known to Catalyst albeit a surge in the number of 65 + / retired being referred.
- 3.102 Members were made aware that many people with both substance misuse and mental health issues report having difficulty in accessing services due to issues around exclusion criteria. For example, someone may be excluded from accessing a mental health service such as IAPT due to their level of alcohol use, but may not meet the criteria for a service that supports people with substance misuse issues.
- RECOMMENDATION: There is a need for health care professionals to identify and refer individuals who have intertwined social problems in relation to poor wellbeing, substance misuse and / or excessive consumption of alcohol to the appropriate organisation. It is recommended that there should be better integration between mental health services and alcohol and substance misuse services, e.g. by creating joint care plans, or by positioning mental health workers within drug and alcohol teams.**
- 3.103 Alcohol and drug addiction are both a cause and an effect of social isolation; isolation occurs due to alcohol addiction and this in turn leads to further alcohol consumption due to feelings of isolation.
- 3.104 Members heard from Katie Webb, Community Services Manager, about alcohol and drug related domestic abuse. The definition of domestic violence is in accordance with the current cross - government definition as follows:

“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*
- *Emotional*

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or a pattern of acts of assault”.

- 3.105 The Community Safety Team receives A&E data from the Anti Social Behaviour Manager at Surrey Police – this data provides the team with information about:

1. Alcohol related incidents at licensed premises,
 2. Number of domestic abuse incidents reported; and
 3. The positive outcomes related to the above
- 3.106 Waverley has the highest number of domestic homicide cases compared to Surrey Borough Councils; since 2011 there has been 5 domestic homicide reviews. Members heard how a number of cases of domestic violence included mental health, as well as how alcohol and drugs consumption can act as a trigger. According to Surrey Uncovered, domestic abuse is higher than expected in Surrey and cuts across all areas of society.⁹³ Furthermore the task group heard how there have always been a high level of domestic abuse cases in Waverley, but now they were being reported. Chapter 1, the Outreach Service for Waverley, view that an increase in reported incidents is positive as it shows that victims are coming forward to services for help. However, Chapter 1 also measure the number of repeated reports and this is an area they would like to see go down.
- RECOMMENDATION: To review evidence to identify if and why domestic abuse is high in the Borough; and dependent on the findings, work in partnership with Public Health and other relevant local organisations to campaign to raise awareness of reporting domestic abuse**

Smoking Prevalence

- 3.107 Members heard from Rachael Davis, Public Health Lead, Surrey County Council about tobacco control and smoking cessation. Members heard that smoking remains the single largest cause of preventable deaths and one of the largest causes of health inequalities in England. About half of all life-long smokers would die prematurely. It was also raised that there exists a social gradient between smoking and social status; the more disadvantaged a person is in terms of social status, the higher the likelihood that person will smoke; and therefore suffer from smoking related disease and premature death.
- 3.108 Nationally the rates of smoking prevalence is declining, however the decline in smoking rates has been significantly slower in disadvantaged groups. Smokers from the poorest communities tend to have higher nicotine dependency, lack social support and often have challenging life circumstances.
- 3.109 The task group heard how smoking rates were higher amongst people in manual occupations, people with no qualifications, people who were unemployed and received income support, people who lived in rented housing and people with low mental wellbeing. Smoking rates were also higher among people with mental health problems.
- 3.110 Table 3 shows more up to date data for smoking prevalence in Waverley in 2016. Smoking prevalence nationally has reduced from 19% in 2014 (ONS data)⁹⁴ to 15.5%. Encouragingly prevalence has gone down in Waverley from 14.8% (2014) to 9.1% as of 2016 data.⁹⁵ However, in table 3 there are a handful of wards that

⁹³ http://www.cfsurrey.org.uk/wp-content/uploads/2016/04/2279_Surrey_uncovered_final_LR.pdf

⁹⁴ <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandlifeexpectancies/bulletins/adultsmokinghabitsingreatbritain/2014>

⁹⁵ GWCCG Health Profile 2015, and information from PH 2017 submitted to the Task Group.

are above the national average (15.5%): Godalming Central and Ockford (19.3%), Godalming Farncombe and Catteshall (17.6%), Farnham Castle (17.5%), Godalming Binscombe (16.8%), Farnham Upper Hale (16.7%) and Farnham Moor Park (15.7%). It appears that as the smoking prevalence rate is reducing nationally, Waverley's rate is falling at a faster rate.

Table 3: Smoking prevalence in Waverley (2016)⁹⁶

Ward name	LA name	Estimated number smokers 18+	MidYear 2016 Adults 18+	Estimated smoking prev 18+
Godalming Central and Ockford	Waverley	753	3904	19.3
Godalming Farncombe and Catteshall	Waverley	750	4264	17.6
Farnham Castle	Waverley	643	3662	17.5
Godalming Binscombe	Waverley	557	3308	16.8
Farnham Upper Hale	Waverley	550	3300	16.7
Farnham Moor Park	Waverley	642	4089	15.7
Haslemere Critchmere and Shottermill	Waverley	654	4566	14.3
Godalming Charterhouse	Waverley	421	2954	14.3
Farnham Firgrove	Waverley	501	3516	14.2
Haslemere East and Grayswood	Waverley	756	5450	13.9
Farnham Wrecclesham and Rowledge	Waverley	477	3489	13.7
Cranleigh East	Waverley	722	5288	13.7
Farnham Weybourne and Badshot Lea	Waverley	481	3555	13.5
Farnham Shortheath and Boundstone	Waverley	424	3153	13.5
Alfold, Cranleigh Rural and Ellens Green	Waverley	233	1734	13.4
Farnham Hale and Heath End	Waverley	461	3465	13.3
Hindhead	Waverley	452	3498	12.9
Milford	Waverley	417	3244	12.8
Cranleigh West	Waverley	410	3274	12.5
Elstead and Thursley	Waverley	378	3189	11.8
Bramley, Busbridge and Hascombe	Waverley	436	3697	11.8
Witley and Hambledon	Waverley	360	3073	11.7
Chiddingfold and Dunsfold	Waverley	366	3159	11.6
Ewhurst	Waverley	196	1727	11.4
Shamley Green and Cranleigh North	Waverley	152	1373	11.1
Frensham, Dockenfield and Tilford	Waverley	343	3225	10.6
Godalming Holloway	Waverley	303	3202	9.5
Blackheath and Wonersh	Waverley	130	1411	9.2
Farnham Bourne	Waverley	274	3197	8.6

RECOMMENDATION: Work with the Waverley Borough Council Community Safety Team to stage a public health intervention aimed to reduce smoking prevalence in the wards identified in table 3 of this report.

3.111 When compared to the average smoking prevalence of Surrey (12.4%) as of 2016, over half of Waverley's wards exceed this figure. This may give some explanation why cancer contributes to one third of potential years of life lost⁹⁷ and why circulatory disease is the single largest contributor to inequalities in life expectancy between the least and most deprived areas in the GWCCG area.⁹⁸

3.112 In light of the data above and the pronounced social gradient in smoking that affects health inequalities and life expectancy by premature death (*smoking and the*

⁹⁶ Estimate smoking prevalence by ward – Mosaic 2016. See appendix M of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#)..

⁹⁷ See point 4.100, and p.6 of the GWCCG Health Profile 2015.

⁹⁸ See point 4.97 and p.108 of the GWCCG Health profile 2015.

health impacts are more probable to affect people in manual occupations; people with no qualifications; people who live in rented housing; and people with low mental wellbeing), the following recommendations are made:

RECOMMENDATION: Promote a community wide campaign to promote smokefree organisations by supporting Smokefree Alliances' campaign to go 'smokefree'; and

RECOMMENDATION: For a representative of Waverley Borough Council to join and attend the Smokefree Alliance.

RECOMMENDATION: Work with Human Resources to review the policy of smoking within x-x distance of the Council premises and to test the viability of Waverley Borough Council going smokefree within x-x distance of Council Offices by working with Environmental Health Enforcement; and as part of this initiative to offer support to staff who want to give up tobacco while at work.

RECOMMENDATION: Provide training for Housing Officers and Benefit Support Staff on signposting both Council tenants and customers who are known to smoke to local stop smoking support, e.g. Quit 51, an organisation, commissioned by Surrey County Council public health, that helps people quit smoking.

Healthy Weight and Child Obesity

- 3.113 Nicola Mundy, Public Health, spoke to the group about the state of children's health and obesity in Surrey and Waverley. The presentation can be found in appendix N of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).
- 3.114 . The group heard how recent data showed that whilst Surrey has a significantly lower prevalence of obesity compared to the English average, there are still 1 in 6 (16.67%) reception aged children (ages 4-5 years) either overweight or obese, compared to 1 in 5 (20%) for the rest of England. In addition to this 1 in 4 (25%) Year 6 (ages 10-11 years) are overweight or obese, compared to the 1 in 3 (33%) for England.⁹⁹
- 3.115 The National Child Measurement Programme (NCMP) measures the height and weight of children in reception class (ages 4-5 years) and year 6 (ages 10-11 years) to assess overweight and obesity levels in children within primary schools. The NCMP was formed as part of the Government's strategy to tackle obesity and the key purpose of the programme is for the information to be used to inform local planning and to support the delivery of services for children.

⁹⁹ See appendix N of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#)..

- 3.116 In Waverley obesity prevalence for children in reception (ages 4-5) for 2016/17 is 5.3% (NCMP: Waverley 2007- 2017).¹⁰⁰ In comparison the Surrey Local Authority average is 6.3% (ward data from the NCMP 2013/14 to 2015/16).¹⁰¹ Please note that at the time of writing the latest data informing the Surrey local authority average was not released (2014/17 data set) so NCMP 2013/14 to 2015/16 data was used. Obesity prevalence for children in year 6 (ages 10-11) in Waverley for 2016/17 is 11.48%, compared to the Surrey local authority average of 13.4% (NCMP: Waverley 2007-2017).¹⁰²
- 3.117 Obesity prevalence is also higher among boys than girls in both age groups.¹⁰³ Like other health related behaviours such as smoking, a social gradient exists where the obesity prevalence increases with higher levels of deprivation.
- 3.118 In terms of the prevalence of children who are overweight (including obese), 14.74% of children in Reception age 4-5 are overweight. For children in Year 6 age 10-11, 24.38% are overweight (data quoted can be found in appendix O of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report.](#))
RECOMMENDATION: As part of the Health and Wellbeing strategy put an emphasis on encouraging healthy lifestyles alongside promoting access to Leisure Centres.
- 3.119 Recently the Health Related Behaviour Survey was carried out with young people of primary and secondary school age.¹⁰⁴ Please note that while the sample is Surrey wide (rather than refined to Waverley), and had only 22% coverage across Surrey schools at the time of writing, the Task Group were reassured that the data findings were statistically significant because over 10% of schools had been surveyed.
- 3.120 Nonetheless data had been highlighted that covers the Guildford and Waverley CCG area.¹⁰⁵ Data from the Surrey Children and Young People's Health and Wellbeing Survey 2017 recorded that 26% of pupils aged 8-11 would like to lose weight.¹⁰⁶ In addition 29% had a medium – low self-esteem score.¹⁰⁷ This is based on a composite self-esteem score.¹⁰⁸ More girls than boys scored themselves at

¹⁰⁰ Data extracted can be found in appendix O of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report.](#) This data also includes information for children in Year 6 aged 10-11.

¹⁰¹ See appendix P of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report.](#) The data extracted provides the Surrey Local Authority average for obesity across both age ranges (4-5 and 10-11).

¹⁰² See appendix O and P of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#) respectively.

¹⁰³ See appendix N of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report.](#) (slide number 3).

¹⁰⁴ For the full set of questions and responses for children of primary school please see: <https://www.surreyi.gov.uk/.../get/ShowResourceFile.aspx?ResourceID=1814> . For questions and responses for children of secondary school age, please see:

<https://www.surreyi.gov.uk/get/ShowResourceFile.aspx?ResourceID=1815>

¹⁰⁵ Data extracted from 'The Surrey Children and Young People's Health and Wellbeing Survey 2017: A report for NHS Guildford and Waverley CCG, The Schools Health Education Unit.

¹⁰⁶ Ibid., p. 5.

¹⁰⁷ Ibid., p. 39.

¹⁰⁸ Individual self-esteem items can be found on page 40 of the Surrey Children and Young People's Health and Wellbeing Survey 2017.

the lower end of the scale, however more boys than girls scored themselves with a high self-esteem score.¹⁰⁹ Furthermore, 75% of pupils responded that they worry about at least one of the issues listed (e.g. exams and tests, their physical health, school-work problems, family problems and their mental health).¹¹⁰

- 3.121 Findings relating to Primary School (8 – 11 years of age: year 4 and year 6) are; 72% of pupils experienced at least one of the negative behaviours a few times a month – 29% responded that this feeling is often or everyday.¹¹¹ These negative behaviours range from being pushed/hit for no reason, been teased / made fun of, being called nasty names and had belongings taken / broken. A full list can be found in the ‘Surrey Children and Young People’s Health and Wellbeing Survey 2017’.
- 3.122 In addition 5% of year 10 girls (ages 15-16) in Surrey responded that they usually / always cut and hurt themselves when they have a problem that worries them or makes them unhappy.
- 3.123 Members heard how it was becoming hard to identify excess weight in children as the perception of a healthy weight had changed. The idea of what is a healthy weight was becoming more skewed and consistent levels of childhood obesity in recent years has normalised an unhealthy weight.¹¹² The task group heard that for a child aged 6-8 to be considered a healthy weight their ribs should be mildly visible when relaxed.
- 3.124 The task group also heard that from the health related behaviour survey 27% of Year 6 pupils (ages 11-12) wanted to lose weight and that the percentage of pupils that want to lose weight increases with age. Catalyst added that the consumption of large amounts of unhealthy food, despite the number of people knowing the harm and consequences, could be seen as an addiction. Sometimes the reason for overeating relates to underlying emotional stress.
- 3.125 Data from the Waverley Public Health Profile 2017 states that 58.6 of adults carry excess weight.¹¹³ Moreover data from North East Hampshire and Farnham show that up to 79% of children who are obese in their early teens are likely to remain obese in adulthood and have a higher risk of premature mortality.¹¹⁴ This suggests unhealthy eating behaviours carry on into adulthood.
- 3.126 The group heard that there were a number of initiatives in place to address unhealthy weight in Surrey, including ‘Alive N’ Kicking’, and ‘Change 4 Life’. There is also a model of a whole school approach to support personal, social, health and economic education (PSHE) in schools delivered by the Surrey Healthy Schools Programme which is currently provided by Babcock 4S. There are also a number of strategies designed to contribute towards achieving a healthy weight such as

¹⁰⁹ The Surrey Children and Young People’s Health and Wellbeing Survey 2017, p. 39.

¹¹⁰ *Ibid.*, p. 46.

¹¹¹ *Ibid.*, p. 47.

¹¹² <https://www.sciencedaily.com/releases/2014/11/141111133602.htm>, also see: <https://www.theguardian.com/society/2016/dec/14/parents-children-overweight-survey-obesity> and <https://www.birmingham.ac.uk/research/perspective/childhood-obesity.aspx>

¹¹³ <http://fingertipsreports.phe.org.uk/health-profiles/2017/e07000216.pdf>

¹¹⁴ NE Hampshire and Farnham CCG JSNA 2013, p. 24.

the Healthy Weight Strategy and the Breastfeeding Strategy. It was noted that services were now being directed to those that needed their help and advice to encourage people to do more for themselves to manage their weight.

RECOMMENDATION: Improve children's healthy weight in schools by working with the Public Health Lead at Surrey County Council with responsibility for Children's Health to promote the Alive 'N' Kicking Child Weight Management Programme funded by Surrey County Council, and the exercise referral scheme to Leisure Centres in the Borough.

3.127 Waverley's Leisure Centres run by Places for People have set up a GP referral scheme. Whilst people go to Leisure Centres to lose weight, physical activity can help to improve overall health and wellbeing, including mental wellbeing. However the task group heard that uptake was low and that GPs do not refer enough people to this type of scheme (known as social prescribing). It was added that more people were likely to self refer, than be referred by their GP.

RECOMMENDATION: Continue to work with the North East Hampshire and Farnham CCG and Waverley and Guildford CCG to promote the physical and mental health benefits of referral to Waverley's Leisure Centres and;

3.128 Places for People (PfP) work with the CCGs, PHE, GPs as well as; Frimley Park Hospital, the Royal Surrey County Hospital, Farnham Hospital, Milford Hospital and Haslemere Hospital to promote healthier lifestyles. PfP provide these hospitals with information about their Cardiac Phase IV, Stroke Rehabilitation, Falls Prevention Classes and Exercise on Referral Scheme. It was noted that in regard to Exercise on Referral Scheme, this was applicable to ages 11 and over.

3.129 PfP currently run three classes to promote healthier lifestyles within the Borough on a universal offer, and previously carried out weight management programmes in areas of deprivation.

RECOMMENDATION: Liaise with Places for People (PfP) to assess the benefit of exploring opportunities for community outreach work to encourage active lifestyles in areas of social deprivation.

ACCESS TO PRIMARY CARE

3.130 Members heard evidence from the Guildford and Waverley CCG (GWCCG) and Healthwatch Surrey regarding access to primary care, specifically the extent to which residents are able to access their GP services and what this has meant for health outcomes. Questions regarding access, provision and demand were posed to both guests, and in addition to the evidence heard by the task group, written submissions from both the GWCCG and Healthwatch Surrey can found in Appendix Q, S, T and U of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).

3.131 After this meeting the Scrutiny Policy Officer wrote to the North East Hampshire and Farnham CCG to take account of Farnham, which falls under a different CCG boundary compared to the rest of Waverley. The same questions posed to Guildford and Waverley CCG was asked and answers to these questions have been paraphrased in the report. A full response from both the Guildford and

Waverley CCG and the North East Hampshire and Farnham CCG can be found in Appendix Q & R of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#) respectively.

- *Has it become harder for patients to access GP practices in the last 7 years? (in making an appointment). And if so, what do you feel the reason for this is?*

3.132 Jane Williams, GWCCG, mentioned that the CCG had indications that the workload in primary care is continuing to increase and that demands on GP practices are high. Nationally and locally there is a drive to increase access to GP appointments, e.g. through online access, but also through the NHS England GP Forward View funding for appointments outside of core hours. In Guildford and Waverley for 2018/19, the funding allows for an additional 110 hours per week of clinical across 2 hubs. This is following initial pilots of increased provision over the Christmas and Easter periods. In addition Jane mentioned that the CCG works closely with its practices to identify ways they can work differently to increase access, e.g. through employing clinical pharmacists or diversifying skill sets through working with paramedics / nurses etc.

RECOMMENDATION: Review why awareness of NHS 111 is low; engage with patients and carers to initiate new plans to promote the full range of services it offers including access to out-of-hours GP appointments

3.133 The North East Hampshire and Farnham Clinical Commissioning Group mentioned that nationally, it has been recognised that the demand to access primary care has significantly increased over recent years and locally the GP practices have also experienced an increase in demand. In addition, people are living longer and are experiencing more complex health conditions. The recruitment challenges in primary care for both GPs and practice nurses have also had an impact on GP practices within the CCG area. However, to support GP practices in the increasing demand the CCG have been working to develop new ways of providing health care in the community.

- In Farnham there is a new Integrated Care Centre based at Farnham Centre for Health which will ease pressure on demand.
- There is extended access at GP practices including out of hours services available.
- E-consult is a new service which enables people to contact their GP online 24 hours a day, 7 days a week, which is proving to be very popular and is an excellent additional channel of access to primary care services.

- *Have GP's seen a rise in the number of patients requiring support for their mental wellbeing over the past 7 years?*

3.134 Jane Williams, GWCCG, responded the CCG receive anecdotal evidence that mental health can be a significant contributing factor in many patients wellbeing, and that many factors mentioned in the question (loneliness, housing pressures, work pressures, relationships etc.) may be responsible, but it was hard to identify specifically the cause for this. In addition mental health issues are becoming more

common among patients and poor mental health also exacerbates diseases such as coronary heart disease.¹¹⁵

3.135 The North East Hampshire and Farnham CCG mentioned that while they do not have specific data on the number of attendances in primary care for mental wellbeing, anecdotally they think the number of patients requiring support for mental wellbeing has increased. There are a number of programmes and services to support mental health and wellbeing. These include three specific mental health crisis services, which are out-of-hours, reflecting the fact that many mental health service users found themselves particularly vulnerable in evenings and weekends, when conventional mental health services were unavailable. The three specific mental health crisis services are:

- Aldershot Safe Haven
- The Young Persons' Safe Haven
- The Oasis, Farnborough

(For further information please see appendix R of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#)).

RECOMMENDATION: Educate and train GP surgeries on the benefits of the social prescribing model of care and to encourage GP surgeries to use this model of referral by providing a list of accredited social prescribing organisations; in addition to share this accredited list with Waverley Borough Council for the purpose of signposting customers who may benefit from this type of model of care.

- *How have the reductions in funding to the NHS affected GP practices in delivering its service? E.g. has waiting times significantly increased over the past 7 years? And if so, are you finding existing patients are finding alternative routes to access care and support?*

3.136 Jane Williams, GWCCG, mentioned that there is continued investment in primary care and there have not been reductions in overall funding to GP practices. Members were told that there were significant investment through the GP Forward View, both in supporting service delivery and transformation. Nonetheless Jane mentioned that pressures on primary care are great in addition to the concern that many local GPs are approaching retirement age. However the CCG is actively participating in work streams to support recruitment, e.g. such as the international GP recruitment initiative. Members were told that they (the CCG) do not routinely collect data on waiting times for appointments in primary care. Jane went on to mention that appointments are generally available when populations want it as evidenced in the GP Patient Survey results from patients. However, the problem is that rather than appointments being harder to access, it is more the case that populations are accessing appointments at the same time during peak hours. The risk with seeing GPs at peak times was that patients would not get the continuity of care from their usually Doctor.

¹¹⁵ <https://www.kingsfund.org.uk/projects/time-think-differently/trends-disease-and-disability-mental-physical-health>

3.137 North East Hampshire and Farnham CCG mentioned that since its inception, the CCG has been committed to increasing the funding provided to GP practices to support the delivery of services for patients. More recently, the region of £13 million has been invested into collaborative working between primary and community care together with Frimley Park Hospital through the Vanguard programme for the delivery of new care models. These models include new workforce models; community based specialist services, and integrated care centres. The learning from these fast tracked projects is now being shared across the country to replicate the successes that have been seen.

- *Is there any indication that people are seeing their doctor for a range of issues, such as housing advice, debt advice, which could be dealt with outside of primary care?*

3.138 Jane Williams, GWCCG, said that the CCG have anecdotal evidence that the wider determinants of health are playing a part in many interactions, and that GPs may not be the best professionals to support these issues. There had been some Citizens Advice Bureau (CAB) pilot projects locally which have demonstrated that a significant number of patients can be supported by other services than the GP, e.g. through mental health, drug and alcohol services. Members were told that the CCG were continuing to support GP practices to work collaboratively with other professionals – e.g. through multidisciplinary team working (MDT) with other health and social care colleagues with different professional background and with the voluntary and community sector (VSC) when required.

RECOMMENDATION: Work with Guildford and Waverley Clinical Commissioning Group (CCG) and North East Hampshire and Farnham CCG to establish a list of accredited services ranging from the NHS, Surrey County Council services, the Voluntary and Community Sector and the private sector for effective signposting on issues that result in health inequalities.

3.139 However it was noted that GWCCG was challenged in the following areas: ambulance provision, as ambulances are located in populated urban town centres where there is more likely to be a demand for the service; ambulance response times were not where they should be due to the rural characteristics of the Borough being more sparsely populated.

3.140 The North East Hampshire and Farnham CCG mentioned that patients see their GP for these issues (housing advice, debt advice etc) and they are often signposted to CAB and Borough councils for debt and housing advice. Patients are also referred to their primary care services, dieticians, Tier 2 weight loss services and exercise classes for obesity. However, they would welcome further input from county council public health services, together with joint working with the boroughs, for healthy lifestyle opportunities.

RECOMMENDATION: Work the Northeast Hampshire and Farnham CCG, the Guildford and Waverley CCG and Borough Councils to identify opportunities to promote healthier lifestyles for patients referred to primary care services, dieticians, Tier 2 weight loss services and exercise classes for obesity.

RECOMMENDATION: Make information about healthy food choices and dietary information available locally in all GP practices.

End of answers to posed questions

- 3.141 Members asked a question regarding the link between social isolation and mental health and Jane Williams, GWCCG, told the task group that there has not been a parity of esteem when it comes to investing in Mental Health Care nationally and it was an area that the NHS needed to invest in. However the CCG provide Care 24 provisions and there were now additional young people CAMHS in the area.
- 3.142 It was raised that the Council has had a low uptake from GPs referring patients to Council Leisure Centres and in response Jane Williams, GWCCG, mentioned that this model (called exercise referral) had different levels of support among GPs given the requirement for the patient to pay for access.
- 3.143 Members asked a question about the level of CCG support to planning applications and Jane Williams responded that the GWCCG are not required to provide estate expertise, but rather can advise on health implications of future planning applications. However, this has been identified as a new function of the Sustainability and Transformation Partnership (STP), so there would be more support and expertise to help advise with local planning considerations.¹¹⁶ She did, however, recognise the CCG were not as engaged as they should be on this matter.
- 3.144 Jane Williams, GWCCG, told the group that suicide rates in the GWCCG boundary were higher than expected. Suicides were highest among middle aged men aged 40-50, but there were no specific hot spots in Borough; the reasons for suicide remain complex. The group heard how social isolation and loneliness were factors driving poor mental health in the Borough.
- 3.145 After the meeting, Public Health (Surrey) provided additional information on suicide figures in Waverley, with particular reference to the peak in suicide among middle aged men:
- Suicide rates (2014-16) in Waverley (8.5) are similar to the Surrey average (8.4).¹¹⁷ This data is sourced from Office of National Statistics (ONS) and is classified as all deaths with verdict of suicide (18+).
 - Across the County there has been a peak in suicides in middle-aged men (45-65 years) who were either unemployed, self-employed and / or experiencing significant life events or transition e.g. relationship breakdowns (loss of home and changes in parenting role), job loss and loss of parent.
 - Some significant life events and changes to circumstance are likely to occur during middle age (40-65) and may contribute to thoughts of suicide.

¹¹⁶

¹¹⁷ Suicide rates, Public Health England fingertips, March 2018, <https://fingertips.phe.org.uk/search/suicide#page/7/gid/1/pat/6/par/E12000008/ati/101/are/E07000216/iid/41001/age/285/sex/1>

RECOMMENDATION: For Surrey County Council Adult Social Care to monitor and provide robust information to the Waverley Borough Council Community Safety Team on the number of known cases of suicide in the Borough, and to pass on any information about the number of reported cases of Domestic Abuse to the Community Safety Team.

3.146 Domiciliary care workforce provision remained a challenge in the Borough due to the high cost of living. New schemes of housing for both domiciliary care and social workers were being explored at the CCG. In some cases staff were coming up from Portsmouth on the bus. It was also added that stress leave was high among carers and that there had not been enough investment into the care profession from Government.

RECOMMENDATION: Provide guidance on key worker directives in particular reference to the shortage of Domiciliary Care and Social Care workers who are unable to afford to live in Waverley; and to work with both the Guildford and Waverley Clinical Commissioning Group and the North East Hampshire and Farnham Clinical Commissioning Group to explore schemes of providing accommodation for key workers who in Domiciliary care in Waverley.

3.147 The task group also heard from Matthew Parris, Deputy CEO, Evidence and Insight Manager, Healthwatch Surrey, with regards to access to primary care (GP Practices) and on health inequalities. In addition to the evidence presented to the task group, Healthwatch Surrey provided written submissions that can be found in Appendix S, T and U of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).

3.148 Healthwatch Surrey is an independent watchdog for health and social care that engages and empowers local communities by collecting information about user experiences. The information is then used to shape and improve services by providing a reliable and credible information source to influence decision makers.

3.149 Appendix S of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#) gives information submitted by Healthwatch Surrey about case studies regarding patient experience at GP surgeries across Surrey. Key issues were:

- Physical access barriers (transportation and communications)
- Filtering requests
- Poor mental health care advice
- The importance of continuity of care
- Selected GPs only wanting to treat illnesses, not signposting to specialist care

For case studies in relation to the health and social care services from people within the Borough in the last 12 months, see appendix T of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#).

3.150 Matthew advised that GPs have a critical role in addressing health inequalities, but barriers in accessing the service could be preventing this. In the most recent GP patient survey from Healthwatch Surrey, 'My GP Journey', which explored the

experiences of 120 people from seldom heard and disadvantaged communities, through in-depth interviews on issues such as: visiting their GP; from registering and booking an appointment, through to attending the GP surgery and getting treatment.¹¹⁸

3.151 Findings from the Ipsos Mori administered 'GP Patient Survey' for Waverley based on GP practices within Guildford and Waverley Clinical Commissioning Group area; found that 1 in 5 people said they found it hard to contact the doctors on the phone.¹¹⁹ However, phone consultations have doubled in the past 5 years, which is a positive step towards improving access to GP services. Key findings were:

- 1 in 10 people would not see a doctor on the day of booking an appointment
- 1 in 4 people found it difficult to take time off work to see a doctor

3.152 Matthew stated that one of the findings within 'My GP Journey' report was that it is particularly important for people with complex health and long term conditions to have continuity of care and see the same GP, however this was not always happening (see appendix T of the [26 June 2018 Community Wellbeing Overview and Scrutiny version of this report](#) for an example). However many people didn't mind as long they saw a doctor in a timely manner – this was especially true for minor ailments.

3.153 The study also found that most people used the phone to contact their GP surgery and many people said that they would like the option of booking a phone call with their doctor as this would save time and they wouldn't have to miss work.

3.154 Furthermore there was a lack of signposting to specialist care to medical staff with a greater knowledge on a specific matter and that receptionists could have an important role to play in signposting patients to the appropriate professionals for their condition.

RECOMMENDATION: Consider the value in providing additional training for GP receptionists in signposting patients for specialist care to medical staff within the surgery who have a greater knowledge on the specific topic area

3.155 However Matthew advised that there were physical access barriers to making appointments, both face-to-face and on the phone, for those with hearing impairments, aphasia, dementia and for the disabled. Matthew added that GP systems for booking an appointment are often not designed to effectively facilitate these people and that there was a perception amongst many of these communities that surgery staff did not have enough awareness or understanding of the conditions, particularly in the way in which it affected communication. In addition, Matthew mentioned that those that could use the phone to book GP appointments often found that phone lines were busy, which causes them to wait for long periods of time or in some cases could mean that people with mobility

¹¹⁸ Full report: <https://www.healthwatchsurrey.co.uk/wp-content/uploads/2017/06/My-GP-Journey-Healthwatch-Surrey-June-2017-web-version.pdf>

¹¹⁹ For the full report please visit <https://www.gp-patient.co.uk/slidepacks2017> and download 'NHS Guildford and Waverley CCG'.

impairments need to attend the surgery in person to make appointments. Matthew advised the group that the enforcement of the Accessible Information Standard would help with many of the issues described.

RECOMMENDATION: Reduce barriers to GP access by encouraging GP surgeries to take-up the Accessible and Information Standards to reduce the physical barriers for impaired persons and those suffering with aphasia.

RECOMMENDATION: Make registration to the online system at GPs easier and to try to understand barriers to patient use, by referring to Healthwatch Surrey's report 'GP Online', which provides an evidence base to address and further explore barriers to access.

- 3.156 In some instances when email was offered as an alternative method for accessing GP appointments for those who have hearing impairments and aphasia, messages could be left unanswered for up to 2 weeks.

RECOMMENDATION: Encourage GPs to carry out annual health checks for people with learning disabilities to mitigate deterioration in poor physical and mental health.

RECOMMENDATION: Work with GP surgeries to make their information more accessible for those who have hearing impairments and aphasia by exploring alternative routes to GP surgery access other than telephone methods of communication.

- 3.157 Matthew told the task group that there was considerable variation in online access for booking GP appointments. For example, an analysis of the most recent GP Patient Survey suggests that whilst 1 in 5 people in Cranleigh are using online services to book appointments and make transactions, this was only the case for 1 in 20 in people Binscombe.

RECOMMENDATIONS For the Guildford and Waverley CCG and the North East Hampshire and Farnham CCG to review their primary care strategy to ensure GPs are encouraged to promote online booking.

RECOMMENDATION: Conduct further research into why people who already manage their time online do not know about or use online GP booking in order to promote online access to GP services and reduce variation among patient access and;

RECOMMENDATION: Explore and appraise the use of SMS messaging as a method for registered patients to book GP appointments.

- 3.158 As a final note on this section an article titled 'Struggle to find an NHS Dentist' in the Surrey Advertiser, November 24th 2017, heard from Godalming residents about their struggle to find appointments at NHS dentists. "Practices in Godalming, Farncombe and Milford are not accepting new NHS patients unless they have referred by other dentists". Ockford Ridge and Aarons Hill is one of the most relatively deprived areas in Waverley and is likely to have poorer oral health. A report from the Ockford Ridge Community Inclusion Group 2014 titled 'Ockford Ridge and Aarons Hill: A Community Health Needs Assessment' found that public

transportation was a barrier in accessing NHS dentistry in the area due to issues with cost and reliability of the bus service.

5. Post Review Developments

- 4.1 The BBC reported on the 15th February 2018 that the life expectancy gap between the richest and poorest neighbourhoods in England continues to widen. Inequality was described as the biggest contributing factor to this gap.¹²⁰ It was noted that cancer survival rates were “at an all time high”.
- 4.2 Cancer Research UK has found more than a third of all cases of cancer were avoidable through lifestyle changes. Smoking remains the biggest avoidable cause of cancer, followed by excess weight, overexposure to UV radiation from the sun and sunbeds, drinking alcohol, eating too little fibre and outdoor air pollution. It was added that more action was needed to tackle the “health threat” of obesity.¹²¹
- 4.3 Public Health England (PHE) calls for Britain to go on a diet. The Government agency is urging the food industry to start using healthier ingredients and to encourage the public to opt for lower calorie foods. It is part of a drive by PHE to cut calorie consumption by 20% by 2024 and comes as part of a programme to reduce sugar consumption and the sugary drinks levy.¹²²
- 4.4 New figures from the annual NHS Digital report suggest hospital admissions where obesity is a factor has more than doubled in England during the last four years. It is noted that obesity is linked to a range of health problems, including heart disease, diabetes and cancer. The study highlighted a growing obesity divide between children living in the poorest and richest areas. Noticeably the percentage of obese children between the poorest and richest areas has increased from 4.5% to 6.8% in children of reception age (4-5) and from 8.5% to 15% in children in year 6 (ages 10-11).¹²³
- 4.5 Having as little as one alcoholic drink a day could shorten your life, according to a major study by the University of Cambridge. Drinking over the recommended unit limit (14 units of alcohol each week for both men and women) increases risk of stroke and several cardiovascular conditions. The study noted that many people in the UK regularly drink over the recommended limit.¹²⁴
- 4.6 A report published by the Kings Fund in March 2018 presents lessons from tackling multiple unhealthy risk factors. Most services included in the report are local authority led and are integrated health and wellbeing services aiming to

¹²⁰ <http://www.bbc.co.uk/news/health-43058394>. Report from the Longevity Science Panel (LSP).

¹²¹ <http://www.bbc.co.uk/news/health-43502144>

¹²² <http://www.bbc.co.uk/news/health-43201586>

¹²³ <http://www.bbc.co.uk/news/health-43640575>

¹²⁴ <http://www.bbc.co.uk/news/health-43738644>

support people across a range of different behaviours, including smoking, weight management and physical activity.¹²⁵

- 4.7 The LGA have stated that Rogue landlords in England who commit housing offences should be fined £30,000 magistrates to help drive up standards in the private rental sector. This would bring fines in the magistrates court in line with the sum of money councils can impose on landlords who commit civil offences. The English Housing Survey figures show 27% of privately rented homes fail to meet decent homes standards in 2016, and 8% had damp problems. The LGA said there should be more consistency across the magistrate courts, by using common sentencing guidelines.¹²⁶ It is noted that many councils are already tackling issues in the private rental sector by introducing landlord licensing schemes.
- 4.8 The Huffingtonpost reported that nearly four in five people said a housing situation had made their mental health problems worse. Housing issues can make mental health problems worse, or even cause them, according to a new study by the mental health charity Mind. Two in three people said they had experienced issues including damp, mould, overcrowding, or unstable tenancies.¹²⁷
- 4.9 The NHS is working with councils to improve “housing health” to boost the wellbeing of vulnerable residents after a report found poor housing is costing the health services £1.4 billion a year. The NHS will join with councils to pool resources and budgets and will offer a range of services to improve living conditions. A report by the Kings Fund and National Housing Federation suggests bringing poor quality homes up to standard could cut NHS costs by £2bn a year.¹²⁸
- 4.10 Shortages of nurses and healthcare assistants in hospitals and care homes are blamed for a sharp rise in the number of deaths attributed to falls. Whilst the ageing population is increasing, fatalities have risen much faster than the rise in the number of older people. Hip fractures have risen too, and access to support services has decreased as a possible combination of austerity, the defunding of health and social care, and the reduction in services.¹²⁹
- 4.11 In April 20178 the Local Government Association (LGA) published a report providing an overview of the four key measures of self-reported personal wellbeing. These are: happiness, anxiety, life satisfaction and worthwhile. The data, which is from the ONS Annual Population Survey, scores Waverley well above average in all but one category. Link to data: <http://lginform.local.gov.uk/reports/view/lga-research/lga-research-summary-report-personal-wellbeing-in-your-area?mod-area=E07000216&mod-group=AllDistrictInRegion&mod-type=comparisonGroupType>

¹²⁵ <https://www.kingsfund.org.uk/publications/tackling-multiple-unhealthy-risk-factors>

¹²⁶ <http://www.dailymail.co.uk/wires/pa/article-5424713/Rogue-landlords-face-minimum-30-000-fine-housing-offences.html>

¹²⁷ https://www.huffingtonpost.co.uk/entry/housing-issues-can-make-mental-health-problems-worse_uk_5ae890e0e4b02baed1be6f74

¹²⁸ <http://www.newsshopper.co.uk/news/16110771.nhs-works-with-councils-after-report-finds-poor-housing-costs-14bn-a-year/>

¹²⁹ <https://www.theguardian.com/uk-news/2018/apr/07/more-elderly-are-dying-after-falls-as-care-crisis-deepens>

5. Financial, Legal and Other Implications

Financial Implications

- 5.1 The Council's responsibilities for public health are provided by many services therefore budget provision is difficult to identify. By ensuring the health of residents the public sector can benefit from reduced need for health services provided by the NHS, social care needs from County Council amongst many other benefits. Prevention of health issues and promotion of general public wellbeing can help ensure a more cost effective public health service provision.
- 5.2 A small corporate revenue budget of £5,000 has been approved for 2018/19 to enable the health and wellbeing agenda to be pushed forward.
- 5.3 Waverley has received over £600,000 Better Care funding in 2017/18. This funding has been used to enable a number of public health related projects such as the Warm Homes Project and Home Renovation Grants. These projects help enable Waverley residents to stay in their own homes safely with reduced intervention.
- 5.4 Currently, no further funding is received by Waverley to support public health services.

Legal Implications

- 5.5 The Health and Social Care Act 2012 (HSCA 2012) provides the legal framework for the council's duties in respect of its public health functions. The council has a duty under section 12 of HSCA 2012 to take such steps, as it considers appropriate to improve the health of people in its area. In addition, under the Act, there is a duty on local authorities to reduce health inequalities in its area through the discharge of the Director of Public Health's duties (protective and preventative work on public health matters which require a national overview).
- 5.6 Section 31 of the Health and Social Care Act 2012 inserts a new section 73B into the NHS Act 2006, which gives the Secretary of State the power to publish guidance to which the local authority must have regard when exercising its public health functions. The council must have regard to those documents published, which includes the Department of Health's Public Health Outcomes framework (Public Health England). The Public Health Outcomes Framework 2016-2019 focuses on the respective roles of local government, the NHS and their delivery of improved wellbeing outcomes for the people and communities they serve.
- 5.7 The Council also has the power under the Local Government Act 2000 and the Localism Act 2011 to do whatever is required to improve the well-being of the inhabitants of its area.

Equality Implications

- 5.8 Equality and Diversity issues are a mandatory consideration in decision making in the Council pursuant to the Equality Act 2010. The Council and all other organisations acting on its behalf must fulfil its equality duty when exercising a public function.
- 5.9 The Working Group report considered in detail the discrepancy in life expectancy across different groups in the Borough and the potential reasons for this. The equality and diversity implications are considered in the report and in particular the life chances of those residents within different areas of the Borough.

7. Acknowledgements

- 6.1 The Task Group Members would like to thank Karen Simmonds, Public Health Lead (ASC), Surrey County Council, who gave up a large amount of her time to support and provide guidance to the Task Group throughout the duration of this review.
- 6.2 Members would also like to extend their thanks to Shannon Katiyo, who at the time of this review worked as a Public Health Registrar at Surrey County Council. Shannon provided the group with guidance around Planning – Health Policy. He has since secured a new position as a Public Health Consultant and Members wish him well in his new position.
- 6.3 The Task Group also called on support from a number of internal Council officers, officers from Public Health as well as a number of external organisations to help assist in the evidence gathering of this review. Members would like to thank each and every one of the people listed below for supporting the work of this group. They include:

Graham Parrott, Planning Policy Manager, Waverley Borough Council.

Gayle Wootton, Principle Planning Officer, Waverley Borough Council,

Shannon Katiyo, Public Health Registrar, Surrey County Council.

Simon Brisk, Private Sector Housing Manager, Waverley Borough Council.

Citizens Advice Bureau, for providing a range of data for this review.

Annette Marshall, Housing Options Specialist Advisor, Waverley Borough Council.

Laura Dillon, Tenancy and Estates Officer, Waverley Borough Council

Fiona Campbell and James Poole, Catalyst Group

Katie Webb, Community Services Manager, Waverley Borough Council

Rachael Davis, Public Health Lead, Surrey County Council (Smoking and Tobacco)

Nicola Mundy, Public Health, Surrey County Council (Children's Health & Obesity)

Jane Williams, Deputy of Clinical Commissioning, NHS Guildford and Waverley Clinical Commissioning Group

North East Hampshire and Farnham Clinical Commissioning Group

Matthew Parris, Deputy CEO, Evidence & Insight Manager, Healthwatch Surrey

Glossary

CAMHS – Child and Adolescent Mental Health Service

CCG – Clinical Commissioning Group:- Clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.¹³⁰

Fuel Poverty - A household is considered to be fuel poor if they have required fuel costs that are above average (the national median level) and / or where they spend that amount and are left with a residual income below the official poverty line.

Health Inequality - Differences in health status or in the distribution of health determinants between different population groups.¹³¹

Health Inequity- The absence of avoidable or remediable differences among groups of people in attaining their full health potential through creating fair and equal opportunities.¹³²

Healthy Life Expectancy – The average number of years that an individual is expected to live in a state of self-assessed good or very good health, based on current mortality rates and prevalence of good or very good health.¹³³

IMD – Indices of Multiple Deprivations.¹³⁴

Integrated Care Centres - A centre that coordinates and brings together health, social care, mental health and other voluntary and community services.¹³⁵

¹³⁰ <https://www.nhscc.org/ccgs/>

¹³¹ <http://www.who.int/hia/about/glos/en/index1.html>

¹³² <http://www.who.int/healthsystems/topics/equity/en/> and <http://www.health-inequalities.eu/resources/glossary/>

¹³³ <https://www.gov.uk/government/publications/health-profile-for-england/chapter-1-life-expectancy-and-healthy-life-expectancy#main-messages> . The difference between life expectancy and healthy life expectancy is the average number of years lived in poor health.

¹³⁴ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/464430/English_Index_of_Multiple_Deprivation_2015_-_Guidance.pdf

¹³⁵ <http://mycaremyway.co.uk/integrated-care-centres/>

Life Expectancy – The average number of years that an individual is expected to live based on current mortality rates.¹³⁶

LSOA – Lower Super Output Areas are geographic areas designed to improve the reporting of small area statistics.¹³⁷

Mental Health – Not to be confused with mental illness (a recognised, diagnosed disorder), mental health is defined as our emotional, psychological and social well-being.¹³⁸

PYLL - Potential Years of Life Lost: The years of potential life lost due to premature deaths.¹³⁹

STP: Sustainability and Transformation Partnership:- STPs are partnerships between local NHS organisations and councils to improve health and care in the areas they serve.¹⁴⁰

Wider Determinants of Health –The conditions in which we are born, grow, live, work and age. These are a diverse set of social, economic and physical environmental factors that determine

¹³⁶ <https://www.gov.uk/government/publications/health-profile-for-england/chapter-1-life-expectancy-and-healthy-life-expectancy#main-messages>.

¹³⁷ https://www.datadictionary.nhs.uk/data_dictionary/nhs_business_definitions/l/lower_layer_super_output_area_de.asp?shownav=1

¹³⁸ <https://www.mentalhealth.gov/basics/what-is-mental-health>. For the distinction between mental illness and mental health, see: <https://capitaleap.org/blog/2016/08/12/mental-illness-vs-mental-health-the-difference-and-why-it-matters-in-the-workplace/>

¹³⁹ <https://www.healthknowledge.org.uk/public-health-textbook/research-methods/1a-epidemiology/years-lost-life>

¹⁴⁰ <https://www.england.nhs.uk/systemchange/faqs/>. Also see: <https://www.kingsfund.org.uk/topics/integrated-care/sustainability-transformation-plans-explained>

8. Appendix

SCOPING REPORT

Topic		
1.	Title of proposed review:	Factors affecting health inequalities in the Borough.
2.	Proposed by:	Cllr Macleod and Cllr Wheatley

Who is involved?		
3.	Chair of the task and finish group:	Cllr Macleod
4.	Members on the task group:	Cllr Andy Macleod Cllr Liz Wheatley Cllr Patricia Ellis Cllr Nabeel Nasir Cllr Nick Williams Cllr Sam Pritchard
5.	Scrutiny Policy Officer:	Alex Sargeson

Research programme	
6.	<p>Rationale / background to the review: Why do you want to undertake this review? What has prompted the review? E.g. legislation, public interest, local issue, performance information etc.</p> <p>A starting point for this review was information from the Waverley Health Profile 2016, Public Health England, which reported life expectancy as being 11.8 years lower for women and 7.8 years lower for men in the most deprived areas of Waverley than in the least deprived areas. This data is of concern as Waverley is ranked the 323rd least deprived Local District Authority according to the gov.uk indices of multiple deprivation (IMD) 2015.¹⁴¹</p> <p>A report from the Kings Fund titled 'The role of District Council contribution to public health' states that our health is primarily determined by factors other than health care and lower tier councils have considerable scope to influence many of the factors that determine our health.¹⁴² These are the wider determinants of health, such as factors that affect the local economy and the environment, e.g. levels of relative deprivation, unemployment, the built and natural environment</p>

¹⁴¹ <https://mycouncil.surreycc.gov.uk/documents/s34285/Annex%203%20Waverley%20Health%20Profile%202016.pdf>, p. 99. At the time of writing a new local health profile from Public Health England was released on July 13th 2017. This new profile reduced the disparity in life expectancy in women and men from the least to the most deprived areas to 9.5 years 5.7 years respectively. However while the gap in life expectancy has reduced in both genders from the 2015 data there is still nearly a 10 year gap for women.

¹⁴² The Borough council contribution to public health: a time of challenge and opportunity: The Kings Fund, David Buck and Phoebe Dunn, p. 5.

(planning), social isolation, education, cost of living, housing conditions, the environment, fear of crime; lifestyle factors such as alcohol misuse and smoking; and the spatial environment to ensure the local population can access health and social care services.

The Joint Strategic Needs Assessment (JSNA)¹⁴³ notes that people who engage in negative lifestyle risk behaviours, such as smoking and alcohol misuse, are more likely to develop poor health and mental health (including hypertension, stroke, heart disease, depression, anxiety and insomnia). Smoking is the primary cause of preventable illness and premature death and rates are much higher in the relatively deprived communities, which have a significant impact on increasing health inequalities by reducing life expectancy. Broad measures indicate that Surrey has statistically significant higher rates of alcohol-related hospital admissions compared with the south east region. In terms of Waverley, the JSNA notes that Godalming Centre and Ockford ward is one of a handful of wards across Surrey to feature high rates of local smoking prevalence (JSNA lifestyle chapter p4).¹⁴⁴

The JSNA also mentions that these behaviours are influenced by the wider determinants of health. As a precaution the wards and data mentioned in this scope should be treated relatively and compared to the national average there are good levels of mental wellbeing within Surrey. Data from the (JSNA) and the UK local area profile report that the following wards perform worse on the Indices of Multiple Deprivation (IMD)¹⁴⁵ within Waverley; Godalming Central & Ockford Ridge (010A), Binscombe (005C), Farnham Upper Hale (002E) Cranleigh East (013C) and Farnham Castle (003B).¹⁴⁶ The latter ward (Farnham Castle) is mentioned in the JSNA summary for Surrey as the ward with the second highest recorded levels of common mental illness within the County.¹⁴⁷ According to Waverley's Health and Wellbeing Strategy 2016-2021 Godalming and Ockford ridge ward has the highest recorded level of common mental illness within Surrey and Farnham Moor Park is the 5th highest in the same table.¹⁴⁸ There does not appear to be one common factor as to why each of these wards features in this data. However it is noted that improvements in mental health are linked to improved health outcomes.¹⁴⁹

Data from the (JSNA) mentions Surrey County has the highest group of people with high anxiety scores and national data points towards there being a considerably higher prevalence of mental health problems (generalised anxiety, panic disorder and depressive disorder) in the county *than people diagnosed or received treatment*.¹⁵⁰ While the JSNA has reported common mental health needs in Surrey are relatively low compared to England, barriers such as stigma, poor transport infrastructure and social isolation may be contributing factors for a higher prevalence of mental health problems whilst having relatively low recorded mental health needs.¹⁵¹ For example data

¹⁴³ JSNA Chapter: Improving Health Behaviours (Surrey), p.1.

¹⁴⁴ The LGA has responded to the Government's new Tobacco Control Plan. Despite smoking levels decreasing to 15.5% nationally, there remains one in five still smoking and reducing this further is made more difficult by the Government's reductions to the public health budget, which councils use to fund smoking cessation services.

¹⁴⁵ The IMD takes into account income, employment, health and disability, education training and skills, barriers to housing and services, crime and living environment.

¹⁴⁶ <http://www.uklocalarea.com/index.php?q=Waverley>

¹⁴⁷ JSNA Chapter: Wellbeing and Adult Mental health:

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1740&cookieCheck=true&JScript=1>

¹⁴⁸ Health and Wellbeing Strategy 2016-2021, Waverley Borough Council,

<https://modgov.waverley.gov.uk/documents/s8431/Draft%20Health%20and%20Wellbeing%20Strategy%202016-2021%20Annex%201.pdf>, p. 6.

¹⁴⁹ Overview and Scrutiny Committee Review of Inequalities:

<https://www.gateshead.gov.uk/DocumentLibrary/Care/JSNA/002.pdf>

¹⁵⁰ This may be due to the stigma of having a mental health problem and thus making it harder for people to seek help from services. Or is this the case that people are unable to receive timely treatment?

¹⁵¹ Again, mental health needs may be low due to the stigma of the issue and a lack of timely support and treatment being available.. or being unaware this care is 'out there' across a range of providers, including the voluntary and charitable sector.

	<p>from the JSNA reports that for mental health (depression and anxiety for 18+) Waverley has a score of 8.2% of the population.¹⁵² This is compared to a national average for England of 7.3% and an average for Surrey of 6.6%.¹⁵³ Furthermore Waverley is ranked third from bottom (8/11 District Councils in Surrey) for populations aged 18-64 predicted to have a common mental health illness in Surrey.¹⁵⁴ Moreover for populations aged 65+ predicted to have depression as of 2017 Waverley is ranked the lowest of the 11 District Councils in Surrey.¹⁵⁵</p> <p>It is hoped that taking action through tackling the wider determinants of health, lifestyle factors and improved access to health and social care to reduce health inequalities will reduce the disparity of life expectancy in the Borough.</p>
7.	<p>Terms of reference: What are your desired outcomes? What are the objectives for this review? (Linked to the research questions but are used to describe the general aims and outcomes of the review). Which research questions do you want to answer? (Questions upon which the review will be focused and for which timely and informed answers can be developed in accordance to the evidence collected)</p> <p>District councils have a key role to play in reducing health inequalities as part of their health and wellbeing responsibilities. The Kings Fund's acknowledges our health is primarily determined by factors other than health care. District Councils do have statutory health duties for the wider determinants of health such as, housing, leisure facilities, environmental health, economic development, the built and natural environment and enabling communities (among other factors affecting the local economy and environment).¹⁵⁶</p> <p style="text-align: center;"><u>Terms of reference</u></p> <p><u>Desired outcomes</u></p> <p>To understand the role of the Borough Council in improving the health and wellbeing of the local population by reviewing the reasons for the disparity in life expectancy between the least and most deprived areas within Waverley and using this understanding to inform policy.</p> <p><u>Objectives for the review</u></p> <ul style="list-style-type: none"> • To review a selection of the wider determinants of health as identified by this scope and a selection of lifestyle behaviours to illustrate the impact these factors have in producing both health and mental health inequalities in the Borough. • To understand the relationship between the social determinants of health, negative lifestyle behaviours and the spatial environment on health outcomes. • To understand how the geography and rural nature of borough affects the health and mental wellbeing of residents and how this impacts access to health and social care services • Identify successful approaches to tackling health inequalities across wards by looking at case studies from other local authorities • To consider where direct investment is most needed to reduce immediate health inequalities, including applying proportionate universalism as a concept into policy • To make recommendations to the Executive and partners to reduce health (and mental health) inequalities and improve the lives and health of residents and communities within Waverley • To improve how Waverley Borough Council engages with Public Health and other health

¹⁵² JSNA Chapter: Wellbeing and Adult Mental health, p. 6.

¹⁵³ Ibid.

¹⁵⁴ Data from Surrey.

¹⁵⁵ Ibid.

¹⁵⁶ The district council contribution to public health: The Kings Fund, Buck and Dunn, p. 19-20.

partners, such as the Clinical Commissioning Groups (CCG's) and the Sustainable and Transformation Partnership (STP), to tackle health inequalities by highlighting the health duties of the Borough Council through research and evidence of impact.

- Work towards developing a local preventative approach to health and mental health in collaboration with Public Health England.

Research questions / key lines of inquiry

1. What are Waverley Borough Council's health duties?
2. How do our current policies reflect our commitment to reducing the difference in health outcomes and life expectancy between the least and most deprived areas of the Borough?
3. How do the wider determinants of health (social, economic and environment), affect our health and mental health?
4. To what extent do negative lifestyle behaviours impact on health and mental health?
5. What is the existing role of the planning process in relation to providing for health and wellbeing and its contribution towards reducing inequalities? (e.g. through the National Planning Policy Framework, the Local Plan 1 and 2 and on planning decisions for existing applications).
6. How does housing and planning policy contribute to improved health and wellbeing?
7. Why is the inequality between the least and most deprived areas greater for women than men?
8. Do factors that increase health inequalities differ from ward to ward? And if so why?
9. How can the Council work with Public Health to promote the prevention of negative lifestyle behaviours (smoking and alcohol misuse) And what does successful prevention look like?
10. To what extent does having a common mental health problem reduce life expectancy? And how can negative lifestyle behaviours such as substance and alcohol misuse contribute to poorer mental health? (*according to Oxford University, serious mental illnesses reduce life expectancy by 10-20 years – a loss of years that's equivalent to or worse than for heavy smoking*).¹⁵⁷

8. Policy development and/or service Improvement

How will this review add to policy development and / or service improvement

Policy Development:

This review has policy development implications for a wide-range of services that affect the wider determinants of health (housing, the built and natural environment, which includes planning; leisure, economic development). For instance this review will look into how the concept of proportionate universalism can be imbedded into the planning and delivery of council services to reduce health inequalities.

There are also likely to be implications around ensuring all significant decisions consider the impact on the health and mental health of residents and service users before decisions are made; including taking into account how equitable services are / will be to the local population. In this respect, with the assistance of Public Health, it may be possible to identify where health equity audits and health inequality impact assessments would assist the Council to ensure it is seen to be more proactive in collating evidence on the health economics of its activities and considers the impact on residents' health (and mental health) in future decisions. Other outcomes expected from this review relate to preventing behaviours that damage a person's health (smoking and excessive alcohol consumption), e.g. by encouraging behavioural change.

Public Health will no doubt have an important role in this piece of work and it is anticipated that there will be a handful of recommendations that will require the Council to work with the Public Health team at Surrey County Council to implement the recommendations coming from this

¹⁵⁷ <http://www.ox.ac.uk/news/2014-05-23-many-mental-illnesses-reduce-life-expectancy-more-heavy-smoking>

review. Therefore how the Council engages with Public Health and uses its Community Wellbeing function in the broadest sense to build resilient and healthy communities will be critical to ensure the findings and legacy of this review encourages greater partnership working with our health colleagues.

In addition how Surrey County Council engages with the planning team at a local district level has important implications for ensuring future developments take into account the local health infrastructure need. Moreover the recommendations of this review may also help to inform where CIL monies can deliver transport infrastructure support to and from local health services in relation to future residential development sites.

It is also likely that this review will encourage and advocate for a greater role from the Borough Council in the Surrey health devolution deal to ensure the future funding provision for local health and social care services within the Borough are protected at the very least.

9. **Corporate priorities:**
 How does the review link with the corporate priorities?
http://www.waverley.gov.uk/info/200009/council_performance/524/waverley_corporate_plan_2016_-_2019#

Community Wellbeing – building resilient and healthy communities by addressing health inequalities that affect life expectancy disparity in the Borough.

10. **Scope:**
 What is and what isn't included in the scope? E.g. which services does the scope cover?

NB: Dahlgren and Whitehead's 1992 representation of the wider determinates of health illustrates factors that affect a person's health and wellbeing. This diagram was used to help scope this review.



The scope of this review is to explore three aspects of the wider determinants of health which are:

1. Local economy and environment
2. Lifestyle behaviours
3. Equity of access to health and social care services

Local economy and environment

This will include **housing services** (housing enabling; service improvement; housing development, private sector housing) and **the built and natural environment which will**

primarily focus on planning (policy team and development control). These two areas were chosen to illustrate with evidence the impact the local economy and the environment has on health and wellbeing, including life expectancy.

Housing was chosen because access to good quality housing, both in the public and private sector, is critical to good mental and physical health. Access to genuinely affordable housing (not the sector definition) is a prevalent issue not only in the Borough but across the whole county. Research from Shelter (2017) suggests the most common mental health problems amongst those experiencing housing worries are: stress, 64%, anxiety 60%, sleep problems, 55%, depression 48%, and panic attacks 30%. This in turn impacts on life expectancy. This review will focus equally on private sector housing standards as this is an area that has received little scrutiny in recent times.

The built and natural environment was chosen due to its impact on the provision of services such as housing, the spatial environment, infrastructure and proximity of services. Within the area of planning this review will be focused upon how the planning policy context impacts on the indices of deprivation within certain wards and will use this information to understand how steps can be taken so that the Council's planning powers and role as a local developer can aid the health and mental wellbeing of the local population.

Lifestyle behaviours

To focus on the impact **smoking, alcohol misuse and obesity** has on health outcomes.

Equity of access to health and social care services

The extent to which people are able to access health and social care services (GP and community health and mental health services) due to a) increased demand, b) reduced funding and therefore reduced service provision and c) transport infrastructure barriers.

This scope will not include:

The role of social and community networks on an individual's health and 'activities', i.e. social capital. While this review recognises this is extremely important in affecting a person's mental wellbeing, it is not within the scope of this review to investigate this determinant of health. However this review will consider implicitly how the Borough's unique rural geography affects an individual's mental wellbeing, in particular around the problem of social isolation, as part of discussion around the built and natural environment.

11. **Methodology and methods:**
Your methodology underpins how you will undertake the review. For example what evidence will need to be gathered in-house and from external stakeholders / partners?
Your research methods are the techniques used to gather knowledge and information. These include but are not limited to desk based research, interviews, site visits, engagement exercises, surveys, focus groups etc.
How do these methods help you to answer your research questions in section 7?
- Methodology:**
- Preliminary / core evidence that will need to be collected to inform this review is as follows:**
- a) Local area profiling of the indices of multiple deprivation per ward to find out which determinant(s) of health contribute towards health inequalities.
(It is recognised that it may not be possible to pin down a direct causation to one factor. Rather, health inequality is a result of a number of factors, but one or more determinants may be more prevalent than other factors; but there is no guarantee that this will be the case across all wards in

	<p>the Borough that feature relatively higher than other wards on the IMD).</p> <p>b) Evidence to show that current policies in housing and planning take into account health inequalities. And if not, why not?</p> <p>c) Evidence from organisations such as Citizens Advice, Catalyst, Healthwatch Surrey etc. to show both qualitative and quantitative information of how determinants of health and lifestyle factors affect health and mental health. This may also include data to show access to health and social care services.</p> <p>d) To identify how other District/ Borough Councils have applied the concept of proportionate universalism into their housing and planning policies.</p> <p>e) To take evidence and advice from Public Health England and other councils about how to implement the prevention agenda into policy to reduce the impact of negative lifestyle factors on ill health.</p> <p>Methods:</p> <p>A series of Member task group meetings will be held to hear evidence from both internal and external guests. Members will hear information and statements from witnesses and then provide questions to probe additional information to answer the key research questions as set out in this scope.</p> <p>It is anticipated there will also be a collection of written evidence submissions from other witnesses to aid the evidence gathering for this review.</p> <p>Anecdotal evidence will also be welcomed to demonstrate evidence of need.</p>
--	--

Council services expected to contribute	
Council Service	Reason / Intention for evidence
12. Housing (Private Sector Housing Manager, Housing Support Officer, Housing Tenancy and Estates, Family Support Manager, Sheltered Housing and Community Development (Housing))	
13. Planning Policy and Development Control	
14. Community Wellbeing (health & wellbeing aspect)	
15. Licensing enforcement (Alcohol)	

External Witnesses to be invited / submit evidence	
Organisation	Reason / Intention for evidence
16. Public Health England, Surrey County Council.	
17. Service Managers, Surrey County Council (Alcohol misuse and smoking)	
18. Adult Social Care representative, Surrey County Council.	
19. Health and Wellbeing Board, Surrey County Council.	

20.	Guildford & Waverley Clinical Commissioning Group (CCG)	
21.	Citizens Advice Bureau	
22.	Catalyst – the welcome project Waverley	
23.	Healthwatch Surrey	
24.	Surrey and Borders Partnership NHS Foundation Trust	
25.	Safe Haven representative	
26.	Local GP's	
27.	Local authorities: Medway, Gateshead, South Somerset, Rotherham (written evidence submissions)	
28.	Housing Association representative	
29.	Shelter (housing charity)	
30.	Voluntary Action South West Surrey Guildford and Waverley Mental Health Forum	
31.	Healthy Minds Surrey	
32.	Richmond Fellowship	
33.	Acorn (Community Drug & Alcohol Services)	
34.	Alcoholics Anonymous (mid-Surrey Intergroup)	
35.	South West Surrey Compass Health sub-group	
36.	GP Out-of-hours service	

36.	Project plan:	
	What is the proposed start and finish date?	
	How many task and finish group meetings are anticipated to support this review?	
	Are the task and finish group meetings going to be thematic in approach? If so, what themes / policy issues will the task group consider in each respective task and finish group?	
	Timescale	
	Proposed start date:	September 2017
	Proposed finish date:	January 2018
Task and finish group plan		
How many task and finish groups are anticipated to support this review? Fill in and strike through as appropriate.	5	
Task group theme (1): Introduction and overview of topic		

Aim

To gain an understanding about how the determinants of health affect life expectancy; and to learn about the factors that influence determinants of health.

Show case data to set the scene and go through the objectives of the review.

Visual data aids to show health inequalities across the borough.

Confirm research questions, task group structure and agree witnesses for future meetings.

Witnesses

- Karen Simmonds, Public Health, Surrey County Council.
- Damian Roberts, Strategic Director for Frontline Services (Waverley Borough Council)
- Fotini Vickers, health lead, WBC.

Task group theme (2): Local economy and environment

Aim

To find out the extent to which housing, both public and private, and planning contribute to health inequalities and;

Identify the factors within housing and planning that contribute to poorer health outcomes and if this differs across wards, why?

To look at the extent to which current housing and planning policy takes into consideration reducing health and mental health problems

Witnesses

- Housing Officers (Private Sector Housing Manager, Housing Support Officer and Housing Tenancy and Estates)
- Planning Policy Officers, Waverley Borough Council.
- Karen Simmonds, Public Health, Surrey County Council.
- Citizens Advice Bureau.

Task group theme (3): Lifestyle behaviours

Aim

To investigate and hear evidence from witnesses regarding the impact of smoking, alcohol misuse and obesity on mental health and life expectancy;

To understand the extent to which poorer social determinants contribute to a rise in the population taking up negative lifestyle behaviours such as smoking and alcohol misuse.

To learn which demographic is most at risk in developing health risks as a result of smoking and alcohol misuse; and

To learn what successful prevention and intervention looks like.

Witnesses

- Public Health Officers with responsibility for smoking, and child obesity, Surrey County Council.
- Catalyst, (drugs, alcohol and mental health)
- Community Services, WBC (domestic abuse)

Task group theme (4): Equity of access to health and social care services

Aim

What is the local health and social care provision in the Borough?

What is the current need among the population for Tier 2 services? (Primary Community Services – where there is an identified health and mental health need).

JSNA states for Tier 2 primary community services the need is approximately 1 in 4 people

Has it become harder to access these services over time? And is this because more people are experiencing health and mental health difficulties? Following on from this to what extent has the local voluntary and charitable sector provided a psychological therapy, community and supported employment service? ¹⁵⁸

To understand if there are geographical trends between areas that have a relatively higher IMD as identified by the JSNA and Public Health England and local areas that struggle to access health and social care services.

Witnesses

- Adult Social Care representative, Surrey County Council
- Local CCG's
- Healthwatch Surrey

¹⁵⁸ What does this say about the level of demand v the level of need in the local population?

	<p>Task group theme (5): Conclusions and Recommendations</p> <p>Aim</p> <p>To make conclusions and recommendations.</p>
37.	<p>Scrutiny resources: In-depth scrutiny reviews are facilitated and supported by the Scrutiny Policy Officer.</p> <p>Alex Sargeson, Scrutiny Policy Officer (research and policy support to task group with the responsibility to compile information and write the final report).</p> <p>Yasmine Makin, Graduate Management Trainee (research and policy support to the task group).</p> <p>Emma Dearsley, Democratic Services Officer (organisation of task group meetings and recording key points and actions in task groups)</p>

For completion by Corporate Policy Manager	
--	--

38.	<p>Corporate Policy Manager comments Will the proposed scrutiny timescale impact negatively on the scrutiny policy officer's time? Or conflict with other work commitments?</p> <p>The review is wide ranging and for this reason an additional resource has been brought into the Policy Team to support the Scrutiny Policy Officer on a short term basis. I would expect the outcome of the review will positively inform the policy context of the Council.</p>				
	<table border="1"> <tr> <td>Name:</td> <td>Louise Norie</td> </tr> <tr> <td>Date:</td> <td>18/07/2017</td> </tr> </table>	Name:	Louise Norie	Date:	18/07/2017
Name:	Louise Norie				
Date:	18/07/2017				

For completion by Lead Director	
---------------------------------	--

39.	<p>Lead Director comments Scrutiny's role is to influence others to take action and it is important for the task and finish group to seek and understand the views of the Lead Director. Are there any potential risks involved that may limit or cause barriers that scrutiny needs to be made aware of?</p> <p>I welcome the review. The topic is a very important issue for Waverley and its residents and makes a vital contribution to Place Making. I am not aware of any significant risks other than the availability of staff in other organisations.</p>
-----	--

<p>Are you able to assist with the proposed review? If not please explain why? Are you or Senior Officers able to provide supporting documentation to this task group via the coordination of the Scrutiny Policy Officer?</p> <p>Yes</p> <p>I have sufficient experience of this topic from my previous local government roles.</p>	
Name and position:	Damian Roberts, Strategic Director-Front Line Services
Date:	11 August 2017
For completion by Executive Portfolio Holder	
40.	<p>Lead Executive members comments</p> <p>As the executive lead for this portfolio area it is important for the task group to seek and understand your views so that recommendations can be taken on board where appropriate.</p> <p>The examination of this very interesting and important issue has my full support. The disparity between the respective life expectancies which has been identified is unacceptable and our Corporate Priorities certainly recognise the potential of the Council's ability to impact upon the wellbeing and general quality of life of our residents.</p> <p>Of particular interest for me within my Portfolio is the effect of social isolation contributing to a longevity outcome which is compromised. This is recognised in the approach of both Waverley's Health & Wellbeing and Cultural Strategies. The result of the study will, I hope, underpin the need for their stringent implementation and adjustment wherever possible.</p> <p>Please do not hesitate to include me in any aspect of this piece of work if it is thought that I may be of help.</p>
Name and position:	Jenny Else Portfolio Holder Health & Wellbeing & Culture
Date:	15/08/2017

WAVERLEY BOROUGH COUNCIL

EXECUTIVE

10 JULY 2018

Title:

HOUSING DESIGN STANDARDS FOR NEW COUNCIL HOMES

**[Portfolio Holder: Cllr Carole King]
[Wards Affected: All]**

Summary and purpose:

The attached report sets out the work undertaken and recommendations made by the Member Scrutiny Review Working Group into Housing Design Standards for New Council Homes. If agreed, it is expected that the recommendations of this Scrutiny Review will inform the design proposals for Site C at Ockford Ridge and future housing development.

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

This report relates to the Council's Community Wellbeing Priority with the objective of continuing to invest in the Council's housing stock to maintain decent homes and to deliver affordable housing across the Borough.

Equality and Diversity Implications:

Recommendations that reflect the Working Group's consideration of accessibility and adaptability standards have been made within the report.

Financial Implications:

Changes in design standards might have financial and viability implications on any future development schemes. If standards are increased they may increase development costs. Financial appraisals are completed for each new scheme as part of the budget approval process. This will include Site C Ockford Ridge when the scheme has been developed and the impact of changes can be measured in the first instance on this scheme.

Legal Implications:

In March 2015, the government published the "Technical Housing Standards – Nationally Described Space Standard" (amended in 2016). These standards replaced the different space standards previously used by local authorities. The technical standards remain within the planning system as a form of technical planning standard.

The standard was one of a wider housing standards review package. There are also optional building regulations requirements for access and water efficiency. Powers to introduce these optional requirements are included in the Building Act 1984 (as amended). The optional regulations and space standard can only be applied where there is a local plan policy based on evidenced local need and where the viability of development is not compromised. The review also clarified statutory building regulation guidance on waste storage to ensure it is properly considered in new housing development.

1. Background

The Council adopted the current Housing Standards and Specifications in April 2014. When the report was brought to full Council it was recommended that as government guidance, building standards and best practice change, current standards and specifications should be regularly reviewed to reflect these changes.

Since then the Government has concluded a Housing Standards Review (2015) that aimed to simplify government regulations and standards within a set of Building Regulations. The Government also provided further guidance on Housing Standards by introducing a new Technical Housing Space Standard.

The Housing Standards Review gave local authorities the option of requiring developers to build to higher standards than the minimum requirements in the Building Regulations Part M (access to and use of buildings) and Part L (water usage). In addition the Government no longer requires local authorities to adopt the Code for Sustainable Homes as a planning condition for new developments.

The opportunity to review the Council's Design Standards for new Council Homes was therefore timely and provided an opportunity to collect and review feedback from tenants in recent new builds to learn what aspects of design works well and what could be improved.

Waverley completed a review of its tender specification, which included some elements of design. The latest tender specification was produced in 2017 and is referenced in this report as the 'Draft Waverley General Design and Information Requirements 2017' (GDI). Any approved changes to the Design Standards will be incorporated into this tender specification.

Four councillors and one member of the Tenants' Panel, all members of the Housing O&S Committee, were assigned to form a Working Group to conduct a Scrutiny Review prior to the drafting of updated standards and specifications.

Recommendation

It is recommended that the Executive considers the attached report and agrees the recommendations contained within it.

Background Papers

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

CONTACT OFFICER:

Name: Yasmine Makin
Policy Officer – Scrutiny

Telephone: 01483 523078
E-mail: yasmine.makin@waverley.gov.uk

Louisa Blundell
Housing Development Manager

Telephone: 01483 523205
E-mail: louisa.blundell@waverley.gov.uk



Waverley Borough Council Scrutiny Review

Housing Design Standards for New Council Homes

A Review Report of the Housing Overview & Scrutiny Committee

July 2018

Contents

CHAIRMAN'S FOREWORD	2
1. EXECUTIVE SUMMARY	4
2. CONCLUSIONS	4
3. RECOMMENDATIONS	6
4. REPORT	11
Conduct of the Review	11
BACKGROUND	11
EVIDENCE TO THE TASK GROUP	16
INTERNAL DESIGN STANDARDS	16
Gross internal area	16
Bedroom Size	18
Living Spaces and Design Layouts	19
Internal Storage	19
Porches	20
EXTERNAL APPERANCES	21
Car Parking	21
Cycle Parking	23
Garden Size	24
Landscaping (pathways)	24
Refuse Bin Storage	25
BUILDING REGULATIONS AND SUSTAINABILITY	26
Background	26
Energy and CO ₂ emissions	27
Optional Requirement (Water)	28
Building Regulations Requirement (Access to and use of Building)	29
ROOF SPACE	30
'DO YOU LIKE WHERE YOU LIVE' SURVEY RESULTS	32
5. Financial, Legal and Other Implications	41
6. Summary of Appendices	42
7. Officers to Contact	42
Appendix A: Executive Response to Scrutiny	43
Appendix B: Scoping report	44

Housing Design Standards Scrutiny Review

Task Group Members:

Councillor Richard Seaborne (Chairman)
Councillor Liz Townsend
Councillor Patricia Ellis
Councillor Tony Gordon Smith
Adrian Waller (Tenants' Panel)

Sponsor:

Councillor John Ward (Chair of Housing Overview and Scrutiny Committee)

Chairman's Foreword

Waverley Borough Council (the Council) last published standards for Council House design in 2014. This report documents the detailed scrutiny work carried out by a task group of the Housing Overview and Scrutiny Committee between November 2017 and May 2018 to support the scheduled review of those standards, which are due to be brought to Council for approval in Autumn 2018.

Not all borough councils maintain a stock of council housing or build new houses. The Council is proud to both maintain a large stock of council owned accommodation and to augment that stock by renovating older properties, and building new properties when funding allows.

In April 2018 the Council published a new Five Year Housing Strategy. The timing of the design standards review work fits well with the release of the new Housing Strategy in that two of the four key pillars of that strategy are to *Increase delivery of well designed, well built affordable housing*, and to *make best use of existing homes*. The first of these two pillars talks explicitly of good design. The second implicitly requires good design if it is to be delivered.

Notwithstanding the pre-determined requirement to periodically update the design standards, in addition to the publication of the Housing Strategy, several other events have happened since 2014 that warrant a thorough review. The Code for Sustainable Homes (CfSH) was replaced by the National Technical Standards in 2015. In 2017 the Grenfell Tower tragedy occurred, the enquiry into the causes of which is ongoing. The updated Waverley standards need to incorporate changes and learnings from these events.

In conducting the review, members of the task group (the Group) have consistently challenged officers to ensure that the new standards are current in terms of legislation and good building practice, that properties to be constructed using the new standards will blend with market housing, and that any improvements to the standards have minimal cost impact, thus enabling the Council to deliver as many new properties as possible for the available budget. The review has looked to the

future and sought to include good levels of provision for existing technology such as power points and internet connection as well recognising the need to accommodate emerging technology such as making provision for external electric car charging points. Wherever possible, flexibility has been built into the standards to allow for future adaptation of properties to accommodate more challenged tenants.

Design aspects to be improved have been identified by interacting with residents, and site visits to a variety of recently completed, newly completed and under-construction properties have been used to sense check the decisions that have been made. The purpose was to gauge what the proposed minimum bedroom sizes look like in reality; how much garden space is appropriate; and how much storage space a family needs.

The members of the Group have tackled the review with considerable commitment and enthusiasm, supported ably by the excellent co-operation, hard work and diligence of Officers from Scrutiny, Democratic Services and the Housing Development team. A shared commitment to making the next generation of Waverley Council properties even better than those built in recent years has driven the effort that has gone into this review.

Councillor Richard Seaborne,

Chairman of the Housing Design Standards Task Group

1. EXECUTIVE SUMMARY

Background

- 1.1 Waverley Borough Council (the Council) maintains Housing Design Standards for New Council Homes, which it sets out to review and update every 3 years. This report sets out the findings from the Member Scrutiny Review of the 2018 update of these standards.
- 1.2 Good quality homes consist of well thought out internal design with optimised use of internal space, provide adequate and well designed external amenity space and are high performing in terms of energy performance and sustainability.
- 1.3 Members reviewed 3 aspects of Housing Design: internal design (space) standards, external space standards and building regulations and sustainability.
- 1.4 Particular attention was paid to relevant changes in regulations and to other relevant factors occurring since the 2014 standards was written. These include:
 - the replacement of the Code for Sustainable Homes in 2015;
 - updates to Building Regulations; and
 - safety concerns arising from the 2017 Grenfell Tower disaster.
- 1.5 It is expected that the recommendations of this Scrutiny Review will inform the design proposals for Site C at Ockford Ridge and future housing development schemes.

2. CONCLUSIONS

- 2.1 The Group recognised the huge importance to tenants' well-being of a well-designed and comfortable home. Undertaking this review allowed the Housing Design Standards task and finish group to take a step back from the day-to-day housing role of the Council and examine the nuts and bolts of Waverley new builds.
- 2.2 The review has made every effort to ensure that the updated standards are current and complete in terms of incorporating changes to housing design practice that have emerged since 2014. The review greatly benefited from the knowledge and understanding of visiting officers with expert understanding in their particular and relevant field and from site visits which were very helpful.
- 2.3 The Council has an ambitious and exciting aim to build new affordable social rent homes that are well-designed, sustainable and support strong and vibrant communities. The aim is to provide homes in attractive

neighbourhoods with the space and layout required for modern day living, with adaptability built in from the start to meet the changing physical needs of tenants throughout their lives.

- 2.4 As part of the review process the Group visited newly built houses in the borough as well as homes occupied by tenants. The Group would like to thank tenants who invited them into their homes and provided this invaluable opportunity. The Group listened to their experiences of every day living in our properties and through this identified areas for improvement as well as discovering what was working well.
- 2.5 The Group considered the fact that housing needs change over a period of time that is relatively short compared to the expected life of properties, necessitating future-proofing through careful design of the standards.
- 2.6 In order to achieve best value for money for tenants, building costs were always considered. Visiting existing properties allowed the Group to learn from current practice and make suggestions for improved value for money which were then reflected in the standards.
- 2.7 The proposals recognise the changes in residents' expectations and the Council's need to comply with legislation in many areas and requirements associated with climate change, building regulations and sustainability.
- 2.8 The Council wants to ensure resources are used as efficiently and effectively as possible. Subject to confirmation of cost, the review aspires to achieve a target improvement of 35% in Dwelling Emission Rate (CO₂) prioritising 'fabric first'¹ principles. This will also assist in delivering lower energy bills and water consumption for tenants. The proposed standards ensure that homes are future-proofed for the increasing use of electric vehicles, with the installation of easily accessible charging point wiring.
- 2.9 Incorporation of new design technology in terms of insulation and roof design should lead to significantly more energy efficient homes and better use of roof space.
- 2.10 The Group paid great attention to the differing needs of modern family units in terms of design, space (including outside space), noise pollution and car parking. The Group has been scrupulous in not only taking into account associated costs and land availability but the comfort, pride and enjoyment of future residents and their future needs.
- 2.11 The proposed space standards meet, and in some areas exceed, those set nationally, including those for storage.

¹ According to [Design Buildings Wiki](#) 'a 'fabric first' approach to [building design](#) involves maximising the performance of the [components](#) and [materials](#) that make up the [building fabric](#) itself, before considering the use of mechanical or electrical [building services](#) systems. This can help reduce capital and [operational costs](#), improve energy efficiency and reduce carbon emissions. A fabric first method can also reduce the need for [maintenance](#) during the building's life'.

2.12 This review of the design standards will assist Waverley to deliver quality homes that fit in with the character of the area and support the health, safety and well-being of the occupants.

3. RECOMMENDATIONS

The Portfolio Holder for Housing and the Executive are asked to consider the following recommendations:

RECOMMENDATIONS FOR INCLUSION IN THE REVISED 'DESIGN STANDARDS FOR NEW COUNCIL HOMES' AND;

FOR DWELLINGS ON SITE C AT OCKFORD RIDGE TO MEET THE FOLLOWING RECOMMENDED MINIMUM m² DESIGN STANDARDS:

Design Principles

1. To expand the text describing the principle 'Future Proof' to reflect emerging new technologies as suggested in paragraph 4.8 of this report.
2. To include the words 'Safe' in front of the principle 'Secure' to safeguard tenants against the risk of fire hazards; flooding, and trips, slips and falls.
3. That a statement outlining Waverley's commitment to meeting all building regulations is made explicit in the revised design standards.
4. That the principle 'Sound: Homes that meet all building regulations to minimise noise pollution' is adopted.
5. For Officers to incorporate the relevant findings from the inquiry into the Grenfell Fire disaster into the revised 'Housing Design Standards for new Council Homes' when they become available and to adopt the regulatory framework as a package, as outlined in the [Building a Safer Future – Independent Review of Building Regulations and Fire Safety: Final Report](#) May 2018.

Ockford Ridge Proposed Site Layout Options:

6. Site 'C' Ockford Ridge development is delivered in accordance with the recommendations of the Group.

Internal Design Standards

7. For new builds to meet the minimum gross internal area² requirements per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
RECOMMENDATION: Proposed new Waverley Standard	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)

8. For the minimum size of a single bedroom to be no less than 7.5m², for a double bedroom to be no less than 12.5m² and a twin room to be the equivalent of two single rooms of 7.5m², and for all to have the below corresponding widths:

	Single Bedrooms (m)	Double Bedrooms (m)	Twin rooms (m)
RECOMMENDATION: Proposed Waverley Standard	2.15	2.75	2.75

9. For ceilings to be a maximum of 2.4m in height, excluding rooms with sloped ceilings³.

10. For new builds to meet the minimum living space requirements per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/ 5 person House (m ²)
RECOMMENDATION: Proposed new Waverley Standard	23	27	27	29

² Gross internal area of a dwelling is defined as the total floor space measured between the internal faces of perimeter walls that enclose the dwelling.

³ In rooms with sloping ceilings, at least 50% of the floor area should have a floor to ceiling height of 2.1m

11. For new builds to meet the minimum storage space per property type:

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
RECOMMENDATION: Proposed new Waverley standard	2.5	3.0	3.0	3.5

12. The revised standard should reflect the space standards contained in table 4 (page 20) and should specify separate floor to ceiling ventilated airing cupboard of a minimum area of 1m² with a heat source.

13. For the design standards to include a covered porch at the main defined entrance point (either at the front of the house, but not necessarily enclosed, or where there is a defined rear access), with the additional optional provision of a reception area adjacent to the main defined entrance point.

External Appearance

14. That the number of car parking spaces per dwelling meets the requirements set out in the current Waverley parking guidelines⁴.

15. To continue to make the distinction between the number of spaces in urban and rural settings by following the existing Waverley Parking Guidelines.

16. Continue to provide 4.8m x 2.4m for C3⁵ general needs in-curtilage parallel / bay car parking with at least one space that can be widened to 3.3m.

17. Continue to provide 6.1m x 2.4m for C3 general needs 0°/linear car parking with at least one space that can be widened to 3.3m.

18. For group parking specify disabled parking dimensions and ensure spaces are no less than 4.8m x 3.6m, with an additional demarcated area of 1.2m at the rear to enable wheelchair access; and in grouped parking situations where 10 or more spaces are provided, for 10% of spaces to meet the minimum

⁴ At the time the report was written the parking guidelines in use were the Waverley Parking Guidelines 2013.

⁵ C3 is a classification within 'Use Classes'. Use Class C3 refers to Dwelling Houses, which is covered by three parts (a, b and c). See link for more information:
https://www.planningportal.co.uk/info/200130/common_projects/9/change_of_use

disabled parking dimensions. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.

19. To include provision of wiring for one electrical charging point per residential property with in-curtilage parking, and provision of wiring for one electrical charging point per 10% of group or undedicated parking spaces with a minimum of one space.
20. Continue to provide per dwelling a 6' x 4' shed with a secure locking cycle point within the rear private garden.
21. Where a communal play area is part of the design in a development, for 'A' frame stands to be included to accommodate secure visitor and children's cycle parking.
22. New builds should aim to meet the recommended garden space size per property type, whilst seeking to utilise the site's full development potential:

	1 and 2 bed flat (m ²)	2 bed house (m ²)	3 bed house (m ²)	4 bed house (m ²)	5 bed house (m ²)
RECOMMENDATION: Proposed new Waverley Standard	25m²	50m²	60m²		

23. To continue to ensure paths within the curtilage of individual dwellings are a minimum 900mm (0.9m) in width.
24. To continue to ensure building entrances with communal paths are a minimum 1.2m in width.
25. Gateways should be a minimum of 850mm wide.
26. For significant developments, particularly where planning and construction are carried out in distinct phases, to include an integration and whole site design plan; and
27. For significant developments to include an infrastructure needs assessment, which includes broadband, mobile phone coverage and fifth generation wireless (5G).

Building Regulations and Sustainability

28. For new builds to achieve a minimum of 9 out of the 12 Building for Life 12 criteria in order to secure Built for Life™ accreditation.
29. Depending on the outcome of the ongoing cost analysis referred to in paragraph 4.66, Waverley should aspire to adopt the standard set out in the 2016 London Plan Policy 5.2, with a target of achieving a 35% improvement in Dwelling Emission Rate (CO₂) on site relative to Part L of the 2013 Building Regulations.
30. For new builds to continue to achieve <105 litres of water per person per day.
31. For the level of access and adaptability (M4)⁶ to be defined by type of building and specify the following:
 - Flats/maisonettes: M4 level 2 standard for ground floor accommodation. Accommodation on upper floors would require installation of a lift or its own staircase to meet M4 level 2 standard.
 - General need dwelling: M4 level 2.
 - Wheelchair user dwelling: M4 level 3.

Roof space

32. That the revised Design Standards include a design element for loft space to incorporate a habitable bedroom; and that this should only apply to house types with 3 + bedrooms and would therefore vary scheme to scheme.
33. Building into the roof to create a habitable bedroom should be considered per scheme as a cost effective solution for creating additional bedroom space in 1 and 2 bed homes without increasing the building's footprint.

⁶ M4 refers requirement 'M' in Building Regulations on Access to and use of Buildings. M4 is divided into 3 categories: M4(1), M4(2) and M4(3). M4 (1) is the a minimum requirement for all visitable dwellings and is achieved when a dwelling makes reasonable provision for most people, which includes wheelchair users able to access and enter the dwelling, including habitable rooms. M4(2) and M4(3) are 'optional requirements' as defined in the Building Regulations and are only required if specified in planning permission, otherwise dwellings only need to meet M4(1). M4(2) is a requirement for accessible and adaptable dwellings and M4(3) is a requirement for wheelchair user dwellings. For more information on M4 categories, see either figure 2 of this report (page 27), or visit: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/540330/BR_PDF_AD_M1_2015_with_2016_amendments_V3.pdf

4. REPORT

Conduct of the Review

- 4.1 **Four councillors and one member of the Tenants' Panel from the Housing O&S Committee were assigned to form a Task Group⁷ to conduct a Scrutiny Review prior to the drafting of updated standards and specifications. Members received the scoping report which sets out the terms of reference for the task group (Appendix B) in November 2017.**
- 4.2 The Group reviewed internal design (space) standards, external space standards and building regulations and sustainability. Members have also been on site visits to a number of council housing sites, including Wey Court, Godalming (WBC scheme), Church View, Station Road, Godalming (WBC scheme) and Furze Lane, Farncombe (Croudace / Mount Green Housing Association), Site B at Ockford Ridge.

BACKGROUND

- 4.3 The Council adopted the current Housing Standards and Specifications in April 2014. When this report was brought to full Council it was recommended that as government guidance, building standards and best practice changes, current standards and specifications should be regularly reviewed to reflect these changes.
- 4.4 Since the Council adopted the new Design Standards and Specifications in 2014 the Government has concluded a Housing Standards Review (2015) that aimed to simplify government regulations and standards within a set of Building Regulations. The Government also provided further guidance on Housing Standards by introducing new Technical Housing Standards.⁸
- 4.5 The Housing Standards Review gave local authorities the optional requirement to require developers to build to higher standards than the minimum requirements in the Building Regulations Part M (Access to and use of buildings) and Part L (water usage). In addition the Government no longer requires local authorities to adopt the Code for Sustainable Homes as a planning condition for new developments.
- 4.6 Members of the Housing Overview and Scrutiny Committee went on a site visit around Ockford Ridge, a Council-owned housing estate in Godalming, in August 2017 to look at the new social homes being built. Members observed that the loft space in the show homes on site 'A' appeared much larger than

⁷ The notes of the Group's meetings are available on request from officers.

⁸ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

is normally the case. Furthermore Waverley's standard tenancy agreement specifies that the loft space is not accessible to tenants. The observation that use of loft space for additional accommodation of storage may represent an opportunity provided increased impetus for members to review the Council's design standards for new builds. The opportunity to review the Council's Design Standards for new Council Homes is therefore timely. It also provided an opportunity to collect and review feedback from tenants in recent new builds to learn what aspects of design worked well for them and what they would like to see improved.

4.7 The existing standards⁹ for new Council homes had been prepared in 2013 (adopted 2014) and had taken account the following set of standards: Design and Quality Standards, HCA (2007); the Housing Quality Indicators, HCA (2011); Consultation by the DCLG on Housing Standards; Waverley's Parking Standards (2013); and feedback from residents who live in new housing association homes.

4.8 Members met to discuss the scope of the scrutiny review design principles:

- **Fit for purpose:** homes that reflect modern lifestyles and meet the current needs of tenants.
- **Future-proof:** homes that are robust but flexible, with the ability to adapt to the changing needs of existing and future tenants, **and which are designed to make provision for incorporation of emerging technologies.**
- **Community:** homes that respect and enhance the character of the local area and create mixed communities where people want to live.
- **Sustainability:** homes that meet high levels of sustainability to reduce the impact on tenants of rising fuel costs and minimise environmental impact.
- **Choice:** homes that provide a range of sizes and types to reflect local needs and provide choice to households on the housing register.
- **Secure:** homes that provide safe places for tenants to live and discourage crime in the local community.
- **Good management:** homes that enable the Council to manage better and maintain its stock.

4.9 Members felt that the principle 'Future Proof' should also make reference to new technologies, such as electric charging for bikes and cars.

RECOMMENDATION: To expand the text describing the principle 'Future Proof' to reflect emerging new technologies as suggested in 4.8.

4.10 Members agreed that 'Secure' should become 'Safe and Secure' to reflect the need to minimise through design the risk of fire, flood and trips, slips and falls.

⁹http://www.waverley.gov.uk/downloads/download/1841/design_standards_and_specifications_for_new_council_homes

RECOMMENDATION: To include the words ‘Safe’ in front of the principle ‘Secure’ to safeguard tenants against the risk of fire hazards; flooding, and trips, slips and falls.

4.11 The Grenfell fire disaster in Kensington on 14 June 2017 brought into question the safety standards of building control regulations, but also implications on housing design.

RECOMMENDATION: For Officers to incorporate the relevant findings from the inquiry into the Grenfell Fire disaster into the revised ‘Housing Design Standards for new Council Homes’ when they become available and to adopt the regulatory framework as a package, as outlined in the [Building a Safer Future – Independent Review of Building Regulations and Fire Safety: Final Report](#) May 2018.

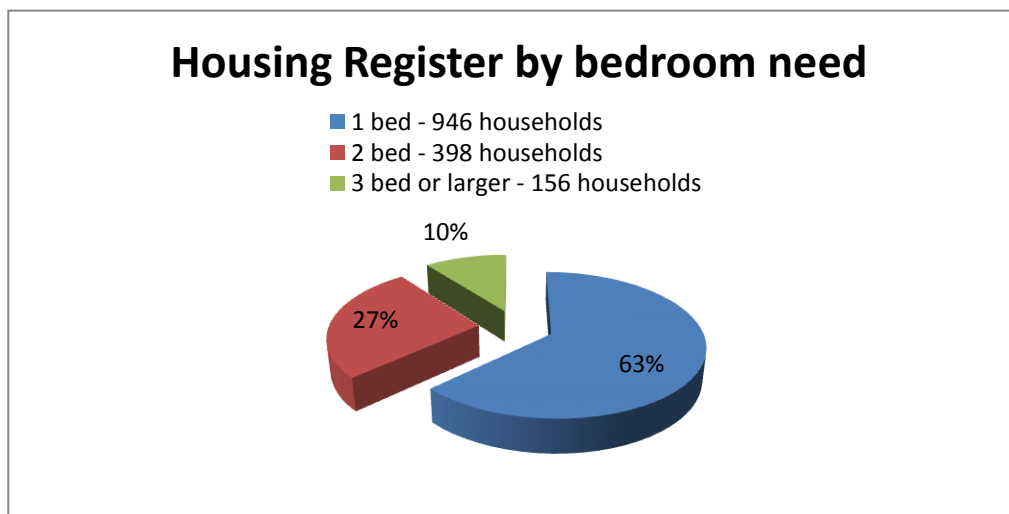
4.12 Members also felt that whilst it was a given that all Waverley developments would meet building regulations, this should be explicitly stated in the principles, including the addition of the management of sound so as to minimise noise pollution.

RECOMMENDATION: That a statement outlining Waverley’s commitment to meeting all building regulations is made explicit in the revised design standards.

RECOMMENDATION: That the principle ‘Sound: Homes that meet all building regulations to minimise noise pollution’ is adopted.

4.13 Members felt an analysis of housing need based on the Council’s housing register gives a better indication of the type and size of properties on which the Group should focus its attention.

Figure 1: Housing Register applicants housing need as of 1 April 2017



4.14 It is clear from data shown in figure 1 that there is a predominant need in Waverley for 1 bed homes. However, members were informed that the greatest demand currently is for 2-bed, 4-person homes rather than 1-bed

homes, as outlined in the West Surrey Strategic Housing Market Assessment (SHMA) 2015 This was because a 2-bed home is more flexible for couples who want to have a family and is more practical as a 2-bed could have slightly larger bedrooms that could be divided if necessary to accommodate two children of different sexes. Members were informed that housing need changes periodically and that 10 years ago the greatest need was for 3-4 bed homes. Members subsequently agreed to review the design standards for 1 bed / 2 person flat; 2 bed / 4 person flat; 2 bed / 4 person house; and 3 bed / 5 person house.

4.15 In order to get a better understanding of the design standards Waverley were working to, members went on a site visit to view new build social housing being developed in partnership with the Council. These were Wey Court (WBC scheme), Godalming, Church View (WBC scheme) and Godalming and Furze Lane, Farncombe (Croudace / Mount Green Housing Association Scheme). Observations made by members were:

- Some fitted cupboards are beneficial.
- Large windows provided a good level of natural light into the property.
- Bathroom storage (e.g. vanity unit or bathroom cabinet) would be nice to provide for tenants.
- In mixed market and affordable developments, the different tenures should not be obvious from the external appearance.

4.16 Members also had the opportunity to speak to some tenants who had moved into newly developed homes. The feedback from tenants was that:

- Rear parking led to the front door not being sufficiently used.
- Carpets in the kitchen are not practical.
- Insufficient provision of storage space was a challenge.

4.17 Members heard how Housing Design Standards acted as guidance for developers and were not currently adopted Council policy. Designs were assessed on a site-by-site basis in order to strike balance between financial and practical constraints. Housing standards could only be enforced if they were included in a local planning document. As a result, numerous national examples of design standards exist, for example: The Housing Manual (1949); Parker Morris dwelling space standards (1961); Homes and Communities Agency Design and Quality Standards (2007); Standards and Quality in Development, HATC (2008); The London Plan (2011: including the London Housing Design Guideline SPD 2012, London Plan 2016 & 2017); Building for Life 12 (2016). In 2015 the Government set out the nationally described space standard to try to standardise minimum gross internal floor areas for developers to work to (enforceable through local planning documents). In addition the Group reviewed a handful of design standards that Local Authorities work to in order to compare and judge Waverley's current standards (2014).

4.18 The Scrutiny Review applies to new homes developed and funded by Waverley Borough Council, and focussed on:

- general needs affordable housing for rent;
- internal design (space) standards, including internal storage space provision and potential use of roof space;
- accessibility and adaptability standards;
- external space standards / gardens / amenity space;
- parking provision;
- materials – e.g. shaver sockets/towel rails; and
- opportunities for future proofing and adaptation to changing circumstances.

4.19 External expertise was brought in to inform discussions of sustainability and the use of roof space.

4.20 During the same time as the scrutiny review, Waverley completed a review of its tender specification, which included some elements of design. The latest tender specification was produced in 2017 and is referenced in this report as the 'Draft Waverley General Design and Information Requirements 2017' (GDI). Any approved changes to the Design Standards as a result of this scrutiny review will be incorporated into the next update of this tender specification.

EVIDENCE TO THE TASK GROUP

INTERNAL DESIGN STANDARDS

4.21 Members reviewed four aspects of internal design: gross internal area, bedroom size, living spaces and design layouts; and internal storage. Desktop research was conducted to showcase a range of space standards to compare with Waverley's current (2014) standard in order to make a judgement whether to increase or decrease the space standard. This can be found in Appendix C¹⁰ of the [Housing Overview and Scrutiny Committee version of this report](#). To help make this judgement, members were informed about the cost implications of any proposed changes and were mindful of the need to balance relative design quality with the number of homes that can be built for a given specification. This exercise was repeated for each design standard throughout the duration of the review.

Gross internal area

4.22 Members reviewed the comparison of gross internal areas between Waverley's 2014 standards, the National Standards, other written guidance and a handful of examples from local authorities. Whilst Waverley's 2014 standards were not too dissimilar from the Nationally Described Space Standard (2015), members agreed that the standards set out in the London Plan (2011) were a good standard to follow as the London Plan (2011) corresponded to the 2015 standards except for 2 bed/4 person house and the 3 bed/ 5 person house (2 and 3 storey) where it was slightly more generous.

4.23 Members were informed that the standards in the London Plan (2011) would have been considered carefully in the context of cost of land, and the marginal increases in gross internal area over the Nationally Described Space Standard were not extravagant. The proposed new standards are presented in Table 1.

¹⁰ Please note, information contained in appendix C of the [Housing Overview and Scrutiny Committee version of this report](#) was obtained before the report was published and developments since publication may mean this information is no longer correct.

Table 1: Gross Internal Area

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
Waverley 2014	48	70	83	96
National Standards 2015	50	70	79	86 (1 storey) 93 (2 storey) 99 (3 storey)
London Plan 2011	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)
RECOMMENDATION: Proposed new Waverley Standard	50	70	83	86 (1 storey) 96 (2 storey) 102 (3 storey)

4.24 The incremental costs of increasing gross internal area by 10%, for example on a two bed house from 48m² to 52.8m², are £9,600. The increase from 48m² to 50m² increases the cost build cost by £4,000 based on a build cost rate per m² of £2,000.

Table 2: Cost comparison of house types

Unit Type	1-bed/2 person flat	2-bed/3 person flat	2-bed/4 person flat	2-bed/4 person house	3-bed 5/ person house
Floor area of unit in m ²	48	61	70	83	96
Addition of 10% *	4.8	6.1	7	0	0
Total floor area in m ² *	52.8	67.2	77	83	96
Works cost per m ²	£2,000	£2,000	£2,000	£2,000	£2,000
Works cost only	£105,600	£134,400	£154,000	£166,000	£192,000
Total scheme cost per m ² **	£2,412.48	£2,408.88	£2,412.48	£2,653.72	£2,653.71
Total cost per unit **	£127,379	£161,877	£185,761	£220,259	£254,757

* To allow for communal and circulation space in flats

** The total cost per unit is inclusive of works, professional fees, contingency and interest costs within the development appraisal.

Bedroom Size

4.25 Waverley's current 2014 design standard (m²) at level 2 for minimum bedroom space is 7.5m² for a single bedroom and 12.0m² for a principle double bedroom. The Waverley General Design and Information Requirements (GDRs) specify that the minimum size of a single room should be 7.5m² and the minimum size for the main double room should be 12.0m² with other double bedrooms being at least 11.5m².

4.26 Members reviewed a range of bedroom size examples for a principle double bedroom (details can be found in Appendix C of the [Housing Overview and Scrutiny Committee version of this report](#)). Across the majority of examples reviewed, 12m² appeared to be the accepted standard for a double bedroom.

4.27 Members agreed that the minimum size for a single room should be 7.5m² (with a minimum width of 2.15m), and 12.5m² for a double bedroom (with a minimum width of 2.75m). Members noted that a twin room should be the equivalent of two single rooms of 7.5m² to allow for sub-division.

RECOMMENDATION: For the minimum size of a single bedroom to be no less than 7.5m² for a double bedroom to be no less than 12.5m² and a twin room to be the equivalent of two single rooms of 7.5m², and for all to have the below corresponding widths:

	Single Bedrooms (m)	Double Bedrooms (m)	Twin rooms (m)
RECOMMENDATION: Proposed Waverley Standard	2.15	2.75	2.75

4.28 Some members of the Housing Overview and Scrutiny Committee went on an additional site visit to Site D at Ockford Ridge in March 2018 to review progress with the development. During the visit, members observed the high ceiling heights in some of the properties they visited (2.7m – 2.8m). Members noted that whilst the minimum floor to ceiling height is 2.1m, the practical maximum standard ceiling height (2.4m) should be adopted in the revised set of design standards.

RECOMMENDATION: For ceilings to be a maximum of 2.4m in height, excluding rooms with sloped ceilings.¹¹

¹¹ In rooms with sloping ceilings, at least 50% of the floor area should have a floor to ceiling height of 2.1m

Living Spaces and Design Layouts

4.29 The Living area is defined as the lounge, kitchen and dining area. Waverley's preference is for kitchen/diners rather than a separate dining and living room as this is more convenient for modern living, and more practical for families and older people with mobility issues.

4.30 Members felt that the living areas set out in the Waverley GDR 2017 were low (18.5m² combined living/dining and kitchen area) when compared to other design standards adopted by Councils, and that this did not allow for additional living space needed when there are more people in the home. NB: In Appendix C of the [Housing Overview and Scrutiny Committee version of this report](#) 'Living area size comparison' shows for the majority of examples combined living / dining and kitchen space. When this is the case it is specified in the footnotes.

4.31 The London Plan 2011 standard increased the living area by 2m² for each additional person; members felt this was a reasonable approach and should be incorporated into the revised set of design standards.

Table 3: Living space area

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/ 5 person House (m ²)
Waverley General Design and Information Requirements 2017	18.5	18.5	-	-
London Plan 2011	23	27	27	29
RECOMMENDATION: Proposed new Waverley Standard	23	27	27	29

Internal Storage

4.32 Storage space is defined useable space in an airing cupboard with the addition of kitchen cupboards (i.e. built in storage space excluding furniture). Members felt that having an airing cupboard was a useful facility for airing laundry as well as a useable storage space. In addition, the airing cupboard should be provided with a heat source.

4.33 Waverley's current 2014 standard specify 2.5m² of internal storage for a 1 bed / 2 people flat and a 2 bed / 4 person home. This increases to 3.0m² for a 3 bed / 5 person home. Members felt that the amount of storage space should increase in line with the number of bed-spaces in the home and should reflect the measurements and criteria outlined in the Waverley 2017 GDRs (see table 4).

4.34 Members also commented that it would be helpful to define storage space as volume m³ as well as prescribing inclusion of some storage to accommodate bulky items such as ironing boards, upright vacuum cleaners and brooms.

Table 4: Storage space

	1 bed/2 person Flat (m ²)	2 bed/4 person Flat (m ²)	2 bed/4 person House (m ²)	3 bed/5 person House (m ²)
Waverley 2014	2.5	-	2.5	3.0
Waverley General Design and Information Requirements 2017	2.5	-	3.0	3.5
RECOMMENDATION: Proposed new Waverley standard	2.5	3.0	3.0	3.5

RECOMMENDATION: The revised standard should specify a separate floor to ceiling ventilated airing cupboard space of 1m² with heat source.

Porches

4.35 Members discussed the exterior of homes and whether the design standards should include provision of a covered porch area situated at the front of the house, and / or a reception area towards the front of the property to avoid having to enter through the front door directly into the living room.

RECOMMENDATION: For the design standards to include a covered porch at the main defined entrance point (either at the front of the house, but not necessarily enclosed, or where there was a defined rear access), with the additional optional provision of a reception area adjacent to the main defined entrance point.

EXTERNAL APPERANCES

4.36 Members reviewed a handful of external design standards, such as car parking (including disabled parking), cycle storage provision and garden size.

Car Parking

4.37 Members looked at both general needs car parking as well as disabled user parking and reviewed both the number of parking spaces provided, and the size of the spaces. As there are many use classifications, members focused on car parking standards for use class C3: dwelling houses / residential development (family houses, up to 6 residents living as a single household, including households where care is provided). Members noted that homes provided by Waverley had always provided in-curtilage parking and did not rely on the availability of on-street parking. Members proceeded to discuss parking space numbers and dimensions with this in mind.

4.38 The Waverley Parking Guidelines (2013) sets out standards for general use car parking. The guidance is based off 'Vehicular and Cycle Parking Guidance' Surrey County Council (January 2012) and supersedes the County Councils 2003 parking guidelines.

4.39 The number of spaces per dwelling as set out in the Waverley Parking Guidelines (2013) for residential development (C3) is presented below:

Table 5: Number of car parking spaces per dwelling

Locational Characteristics	Town Centre	Rest of Waverley
1 bed	1 space per unit	1 space per unit
2 bed	1 space per unit	2 spaces per unit
3 + bed	1.5 spaces per unit	2.5 spaces per unit

4.40 Members agreed that the number of spaces provided would need to follow the adopted Waverley Parking Guidelines (2013) and expressed a preference for there to be a continued distinction between the number of spaces in urban and rural settings.

RECOMMENDATION: That the number of car parking spaces per dwelling meets the requirements set out in the current Waverley parking guidelines.

RECOMMENDATION: To continue to make the distinction between the number of spaces in urban and rural settings by following the existing Waverley Parking Guidelines.

- 4.41 The current Waverley Design Standards for new Council Homes (2014) adopted the guidance presented in table 5, however was silent on technical standards (dimensions). However, members were informed that Waverley had defined the dimensions of car parking spaces within the 2017 Employer’s Requirements; these were slightly larger than the Department of Transport Manual for Streets Guidance (2007).
- 4.42 The Waverley 2013 Parking Guidelines also references ‘Surrey Design’ (2002), which provides guidance for technical specifications and design for parking standards. Surrey Design (2002) recommends the following dimensions for parking spaces:

Table 6: Surrey Design (2002) car parking dimensions

Access from the end	2.4m x 4.8m
Access from the side	2.4m x 4.8m
Disabled parking bay	At least 3m x 4.8m

- 4.43 Members also considered the draft Waverley 2017 GDRs, which outline that individual parking spaces shall have minimum dimensions 4.8m x 2.4m for parallel / bay parking, and 6.1m x 2.4m for 0°/linear parking (nose to tail). In addition the GDRs provide guidance for disabled parking bays: in a grouped parking situation where 10 or more spaces are provided, 10% of spaces must have a minimum dimension of 4.8m x 3.3m to account for disabled car users. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.
- 4.44 Members were satisfied with the requirement of 4.8m x 2.4m for general needs in-curtilage parking and 6.1m x 2.4m for 0°/linear parking. However, members felt that for disabled parking spaces there should be a minimum width of 3.6m with an additional demarcated area of 1.2m at the rear to enable wheelchair access. This is in accordance with the Building for Life standard.

RECOMMENDATION: Continue to provide 4.8m x 2.4m for C3 general needs in-curtilage parallel / bay car parking with at least one space that can be widened to 3.3m; and

RECOMMENDATION: Continue to provide 6.1m x 2.4m for C3 general needs 0°/linear car parking with at least one space that can be widened to 3.3m.

RECOMMENDATION: For group parking specify disabled parking dimensions and ensure spaces are no less than 4.8m x 3.6m, with an additional demarcated area of 1.2m at the rear to enable wheelchair access; and in grouped parking situations where 10 or more spaces are provided, for 10% of spaces to meet the minimum disabled parking

dimensions. For grouped parking situations with fewer than 10 spaces one space shall meet the minimum disabled parking dimensions.

- 4.45 Members also discussed the future proofing of new homes by specifying built in wiring for electric car charging points to be installed on site. Members expressed concern about the need to reduce CO₂ emissions and gave a preference for the exterior design to permit the installation of an electric car charging point.

RECOMMENDATION: To include provision of wiring for one electrical charging point per residential property with in-curtilage parking, and provision of wiring for one electrical charging point per 10% of group or undedicated parking spaces with a minimum of one space.

Cycle Parking

- 4.46 The standard for cycle parking spaces across the examples presented to members (see Appendix C of the [Housing Overview and Scrutiny Committee version of this report](#)) was one traditional Sheffield hoop-stand per dwelling. Waverley has traditionally provided a 6' x 4' shed with a secure locking point inside for each dwelling with private amenity (garden) space.

- 4.47 The Waverley 2017 GDRs provide provision of one cycle storage place per dwelling, provided communally for apartments or on an allocated basis within curtilage for houses.

- 4.48 Members had reservations about providing sheds with secure locking points on the presumption that they were underused. However, members recognised there ought to be some provision for cycle parking to promote active lifestyles, and there was no harm in continuing the current approach. It was further recognised that the increase in use of e-bikes may, in future, justify secure cycle parking.

RECOMMENDATION: Continue to provide per dwelling a 6' x 4' shed with a secure locking cycle point within the rear private garden.

- 4.49 Members also discussed the provision of cycle parking for visitors, and it was agreed that if visitors choose to travel by bike, visitors' cycles should be stored in their host's private garden.

- 4.50 Members heard that Waverley's flatted blocks were provided with 1 hoop stand per dwelling in a communal area. Members felt that there should be capacity for visitors, and if play areas are provided in a development, 'A' frame stands should be incorporated.

RECOMMENDATION: Where a communal play area is part of the design in a development, for 'A' frame stands to be included to accommodate secure visitor and children's cycle parking.

Garden Size

4.51 Members focused on rear private garden space when discussing garden sizes. The current Waverley Design Standards for New Council Homes (2014) and the Waverley GDRs (2017) specify a minimum private garden space (rear) of 50m². Across a range of examples from other local authorities members reviewed, 50m² was a common size for rear private garden space.

4.52 Members felt that 50m² was generous for a 1-bed/2 person home as previous experience from tenants who live in new builds at Ockford Ridge found the large gardens difficult to manage. Members agreed to reduce the garden size for all 1 and 2 bed flats to a minimum of 25m². Members felt however, that 25m² would be too small for a family home with children, and agreed that a range of minimum sizes starting at 25m² for a 1-bed/2 person home ranging up to 60m² for a 3 or 4 bed home was more appropriate guidance for the Design Standards.

Table 7: Garden space size

	1 and 2 bed flat (m ²)	2 bed house (m ²)	3 bed house (m ²)	4 bed house (m ²)	5 bed house (m ²)
Waverley 2014 and GDR 2017	50m ²				
RECOMMENDATION: Proposed new Waverley Standard*	25m²	50m²	60m²		

* whilst seeking to utilise the site's full development potential.

4.53 Members also briefly discussed provision of communal amenity space for flats, and were informed planning guidance exists on the minimum measurement. In the Waverley GDR 2017, for schemes which include apartments should have a communal garden area of 10m² per dwelling.

Landscaping (pathways)

4.54 Members briefly discussed landscaping and were informed that the Lifetime Home Standard provided good guidance on the topic. Waverley's 2017 GDI's specify that paths are to be, as a minimum, 900mm wide (0.9m), and

entrance points should be a minimum of 1.2m wide (Accessible and Lifetime Home Standard).

4.55 The Lifetime Homes Standard specifies the width of the path between the parking and the dwelling within the curtilage of individual dwellings should be a minimum width of 900mm (0.9m) and recommends increasing the width to 1.2m.¹² Furthermore the standard specifies that communal paths should have a minimum width of 1.2m, and recommends increasing the width to 1.8m¹³.

4.56 The Group agreed that it was important to also specify a minimum width for gateways. The Lifetime Homes Standard specifies that the minimum width of all dwelling entrance doors should be 800mm. Members felt that it was reasonable to exceed this by a small amount in order to improve access

RECOMMENDATION: To continue to ensure paths within the curtilage of individual dwellings are a minimum 900mm (0.9m) in width.

RECOMMENDATION: To continue to ensure building entrances with communal paths are a minimum 1.2m in width.

RECOMMENDATION: Gateways should be a minimum of 850mm wide.

4.57 Members briefly discussed the desire for a development that is conducted in a phased manner, like Ockford Ridge, to be well integrated and cohesive, both in design and in its exterior appearance in relation to other dwellings on site. Additionally, members mentioned that new developments of this scale should include an infrastructure needs assessment to inform broadband infrastructure and mobile phone coverage.

RECOMMENDATION: For significant developments, particularly where planning and construction are carried out in distinct phases, to include an integration and whole site design plan; and

RECOMMENDATION: For significant developments to include an infrastructure needs assessment, which includes broadband, mobile phone coverage and fifth generation wireless (5G).

Refuse Bin Storage

4.58 Members discussed provision for storing refuse bins when not in use at the property and were informed that planning required a defined space for refuse bin storage to be shown in block plans, but there was no prescription on the location or materials required. Members were informed that it was common practice to provide an area behind the garden shed or on the patio for home with a private rear garden to store the refuse bins. Members looked at 'Bindock' as an option to disguise refuse bins at the front of the property.

¹² <http://www.lifetimehomes.org.uk/pages/3-approach-to-all-entrances.html>

¹³ Ibid.

However, members came to the conclusion that for the time being there was suitable provision to store refuse bins in the designated space behind the garden shed provided, or on the patio in the rear private garden.

BUILDING REGULATIONS AND SUSTAINABILITY

Background

4.59 The Code for Sustainable Homes (CfSH) was replaced with the introduction of the National Technical Standards in 2015. As a result, many of the CfSH requirements were consolidated into a national framework centred on building regulations.¹⁴ Furthermore the National Technical Standards (2015) also included higher optional building regulations regarding access (part M) and water (part G). These optional requirements were comparable with the former requirement Code level 4. Members reviewed both of these optional requirements.

4.60 Waverley's 2014 Design Standards reflected CfSH Level 4 as a target. Members were informed that where this was not achievable, at least the energy, CO₂ and water standards of the CfSH Level 4 had to be met.¹⁵

4.61 The former CfSH now only existed for legacy projects and, or specific funding streams; otherwise there was no requirement to meet the standards in excess of what was required by the revised set of building regulations. Officers and members therefore had a desire to describe both a minimum and desired standard for all categories previously used by the CfSH. In the scope of this review, members looked at energy and CO₂ requirements and water requirements.

4.62 The 'Building for Life 12 is a government-endorsed industry standard for well-designed homes and neighbourhoods'¹⁶. There are twelve criteria set out by the standard, including standards regarding public transport and car parking. In order to achieve the Built for Life 12™ accreditation, a development must secure 9 'greens' against the individual criteria. Members considered this standard and recommended its adoption.

RECOMMENDATION: For new builds to achieve a minimum of 9 out of the 12 Building for Life 12 criteria in order to secure Built for Life™ accreditation.

¹⁴ <https://www.gov.uk/government/collections/approved-documents>

¹⁵ Categories of the former CfSH include: energy and CO₂ emissions, water, materials, surface water run-off, waste, pollution, health and wellbeing and management ecology.

¹⁶

https://www.designcouncil.org.uk/sites/default/files/asset/document/Building%20for%20Life%2012_0.pdf

Energy and CO₂ emissions

- 4.63 Waverley Current Design Standards (2014) worked to the equivalent of Code level 4 (deliver a minimum 25% improvement in energy preservation and CO₂ emission reduction for the dwelling emission rate (DER) 2010. To understand how the former CfSH, Part L of the Building Regulations 2013, London Plan 2016 and the Passivhaus standards perform against each other, members met with a representative of Stephen Taylor Architects, who provided a comparison of the energy and CO₂ requirements in each of these standards. The papers can be found in Appendix D of the [Housing Overview and Scrutiny Committee version of this report](#).
- 4.64 The former CfSH required a minimum 19% improvement in CO₂ emission relative to Part L of the 2013 Building Regulations. However, the London Plan 2016 set out CO₂ emission reductions in excess of Part L in order to achieve zero carbon homes. This translates into a 35% improvement in CO₂ emissions on site relative to Part L of the 2013 building regulations.
- 4.65 Passivhaus housing on the other hand is a voluntary certification that demonstrates a high level of energy performance. Members were informed that homes would still have to meet the Part L requirement in building regulations, but the standard is focussed on achieving zero energy use for heating: buildings are very highly insulated, with air-tight triple-glazed windows, and air-tight construction with very efficient mechanical heat recovery ventilation. The representative of Stephen Taylor Architects advised that according to Passivhaus Trust¹⁷ the estimated increase in building costs to achieve the Passivhaus standard over the minimum requirements set out in the building regulations was around 17%; and achieving the equivalent of CfSH Level 4 was estimated to add an additional 5% to the costs¹⁸.

Table 8: Comparison of CO₂ and energy performance relative to Part L Building Regulations 2010.

Standard	Energy performance
Part L Building Regulations 2013	6% CO ₂ improvement relative to Part L 2010
CfSH Level 4	19% improvement relative to Part L 2013
London Plan 2016	35% improvement on site relative to Part L 2013
Passivhaus	30-45% improvement in carbon emissions relative to Part L 2010.

¹⁷ Passivhaus Capital Cost Research Project:
<http://www.passivhaustrust.org.uk/UserFiles/File/Passivhaus%20Capital%20Cost%20Research%20Project%20-%20Passivhaus%20Trust,%20January%202015.pdf>

¹⁸ Cost of building to the Code for Sustainable Homes:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/6378/1972728.pdf

4.66 Members were advised by the representative of Stephen Taylor Architects that whilst the London Plan 2016 requirements were higher than Part L 2013 building regulations, schemes would be financially viable with outcomes broadly comparable to Passivhaus standard. Members requested that officers established the cost associated with achieving the London Plan 2016 requirements in comparison to the former CfSH Level 4 and Part L 2013 building regulations.

4.67 Members concluded that the Passivhaus standard would be too costly to achieve (a 17% uplift in costs compared to the CfSH level 4) and that it also relied on a high degree of adherence to operational requirements by tenants, e.g. keeping windows closed, which could not be guaranteed. There would also be additional costs in the use of land due to thicker walls required – this would have a direct impact on the number of homes that could be built per site. Members did however, agree that going beyond the Standards set out in Building Regulations (minimum 6% carbon dioxide saving relative to Part L 2010) and the Code for Sustainable Homes (minimum 19% relative to Part L in 2013) was desirable. The aspiration of achieving 35% will depend on the outcome of an analysis of cost of achieving the various levels of CO₂ Dwelling Emission Rates, which was ongoing at the time this report was generated but will be incorporated into the final updated standards.

RECOMMENDATION: Depending on the outcome of the cost analysis referred to in paragraph 4.66, Waverley should aspire to adopt the standard set out in the 2016 London Plan Policy 5.2, with a target of achieving a 35% improvement in Dwelling Emission Rate (CO₂) on site relative to Part L of the 2013 Building Regulations.

Optional Requirement (Water)

4.68 Members reviewed part G, the optional requirement for water, in building regulations. Waverley currently achieves <105 litres of water per person per day, which is equivalent to former CfSH levels 3 and 4. This standard was already being achieved at no additional cost through specification of restricted water flow. Members felt this was a good standard to achieve as it was less the standard set out in building regulations; <125 litres per person per day (<115 litres per person per day for the higher optional requirement).

Table 9: Building Regulations: Water usage

Legislation	Water
Code for Sustainable Homes Level 4 / Waverley 2014	< 105 litres of water per persons per day equates to levels 3 and 4
Building Regulations	<125 litre's per person per day (115 litre's per person per day for optional requirement)
RECOMMENDATION: Proposed new Waverley Standard	< 105 litres of water per day per person

Building Regulations Requirement (Access to and use of Building)

4.69 Members considered part M, the requirement for access to and use of buildings. For context, see figure 2 which outlines the levels of categories for access to and use of buildings.

Figure 2: M4 Categories for access to and use of buildings

- Requirement M4 (1): Category 1 – Visitable dwellings.
 - Compliance with this requirement is achieved when a new dwelling makes reasonable provision for most people, which includes wheelchair users to access and enter the dwelling, and access habitable rooms and sanitary facilities on the entrance level.
- Requirement M4 (2): Category 2 – Accessible and adaptable dwellings.
 - Step free access from parking to the dwelling, and to a ground floor WC, with provision for wheelchair users and the elderly.
 - Wall mounted switches and sockets at a height suitable for occupants with reduced reach.
 - Capability for adaptations in later life or for disabled occupants.
- Requirement M4 (3): Category 3 – Wheelchair user dwellings.
 - Fully adapted or adaptable dwellings for wheelchair users. The requirements of this option are more comprehensive and supersede those above.

4.70 Members agreed that M4 (2) should be further defined to specify that for flats to be M4 (2) compliant, the property would need to have a lift or its own staircase. All properties must be compliant with M4 (2), as adopted in Local Plan Part 1.

Waverley 2014	M4 level 2 for of the accessible and adaptable requirements for all general use dwellings. M4 level 3 for wheelchair user dwellings.
RECOMMENDATION: Proposed new Waverley Standard	All dwellings must comply with M4 level 2 for of the accessible and adaptable requirements for all general use dwellings. M4 level 3 for wheelchair user dwellings.

ROOF SPACE

- 4.71 Members of the Housing Overview and Scrutiny Committee went on a site visit around Ockford Ridge, a housing estate in Godalming, in August 2017 to look at the new social homes being built. Members observed that the loft space in the show homes on site 'A' appeared much larger than is normally the case. Furthermore Waverley's standard tenancy agreement specifies that the loft space is not accessible to tenants. However, the design for Site A does include scope to build into the roof space on some of the properties if required in the future through the specifications for adaptability by design.
- 4.72 Whilst Members recognised the benefit of having the potential to extend properties in to the roof, they also felt that by not designing built in habitable use of the roof space would be a missed opportunity. Members rejected the idea of converting lofts for the sole use of creating additional storage space, but instead gave preference to incorporating a habitable room within the space of the loft. This would provide an additional bedroom without increasing the buildings footprint and it would also provide additional storage capacity within the eaves of the loft.
- 4.73 Members and Officers were therefore keen to explore a design whereby a habitable room built into the loft space could be provided. The representative of Stephen Taylor Architects provided information and guidance on the matter, including some examples of schemes where houses had included a room in the roof. This highlighted a number of issues for members to consider, including: roof pitch height; whether to create space for a habitable room or primarily for storage space; insulation requirements and type, cost etc.
- 4.74 The representative of Stephen Taylor Architects provided examples of schemes where some houses had included a habitable room in the space of the roof. This illustrated the difference in room pitch needed. Members thought the mix of dwellings with and without the use of the additional bedroom in the roof added visual interest to the street scene by varying height and pitch of the roofline. The representative also showed an example of a development where the bedroom ceiling had been removed to give upper first rooms with high, pitched ceilings. This used the roof space effectively and allowed for the roof line to be kept low.
- 4.75 The representative also informed members that whilst it was a little more costly to insulate the roof to make a habitable roof space, it was not difficult to do and the benefit would be an additional bedroom for marginal increase in the footprint. Members heard that creating capacity to build into the roof space, then not doing so, was costly.
- 4.76 Figure 1, page 13, shows housing applicants housing need. It is clear from the data that there is a need in Waverley for 1 and 2 bed homes. In the context of building into the roof space, there is less of a need to build into the roof space of 1 and 2 bed homes to provide an additional bedroom.

However, building a habitable room into the loft space would provide a cost effective solution and be a better use of space if a family wishes to upsize.

RECOMMENDATION: That the revised Design Standards include a design element for loft space to incorporate a habitable bedroom; and that this should only apply to house types with 3 + bedrooms and would therefore vary scheme to scheme.

RECOMMENDATION: Building into the roof to create a habitable bedroom should be considered per scheme as a cost effective solution for creating additional bedroom space in 1 and 2 bed homes without increasing the buildings footprint.

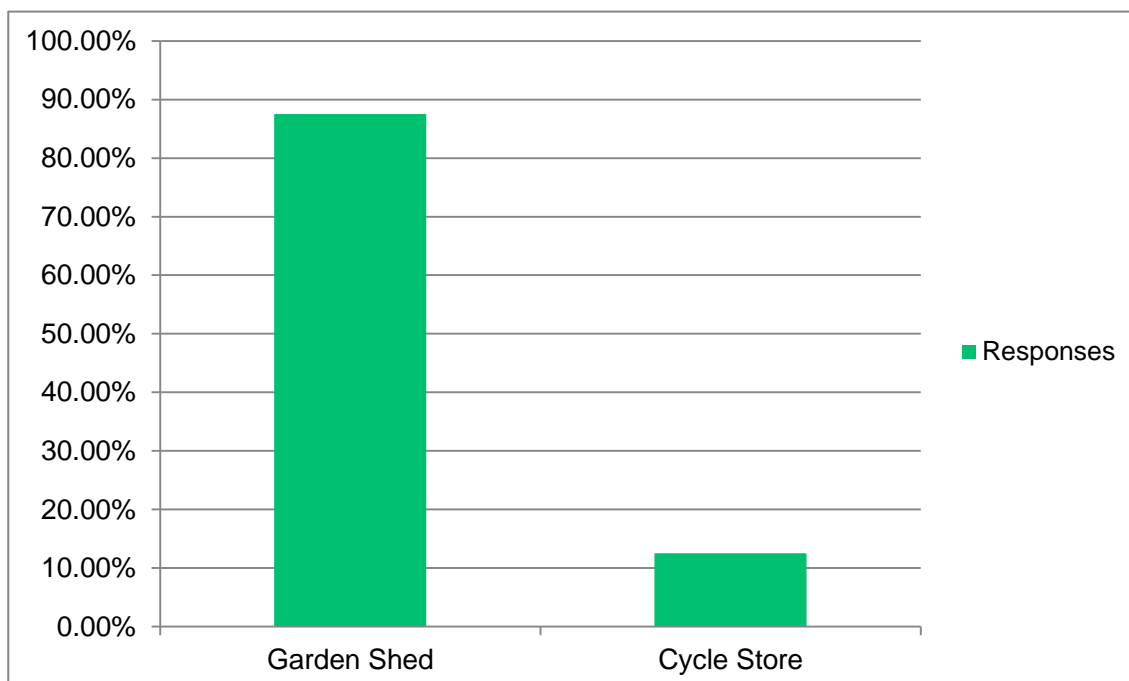
‘DO YOU LIKE WHERE YOU LIVE’ SURVEY RESULTS

4.77 Members issued a survey¹⁹ to tenants who reside in Waverley’s new homes. The Group was keen to understand tenant’s opinion about the design of their home and what could be improved in the future.

4.78 The survey was sent to 28 tenants. 10 people (36%) answered the survey. Out of the 10 total responses, 8 completed the survey and 2 partially completed the survey. Common themes were made by observing the survey data trends. While these themes were common among the responses, it is not possible to make inferences due to the small sample size. Tenants generally commented that there was a lack of space in the property, as well as a lack of space in the kitchen and lounge; criticism to the open plan design; and the property not being suitable for families with children in pushchairs, which has led to issues with accessibility. However, tenants did praise the availability of car parking onsite; improved health; lower energy bills; lower rent costs; improved environment for children (e.g. garden, own bedroom); general design of the home and good natural lighting.

4.79 Below is a snapshot analysis of the questions that received the most vocal and informative feedback.

Question 5: If cycle storage was selected, do you store your cycle in the designated space within the garden shed or cycle store?



¹⁹ The full results of the survey are available from officers on request.

Answer Choices	Responses	
Garden Shed	87.50%	7
Cycle Store	12.50%	1
Other (please specify)		1
	Answered	8
	Skipped	2

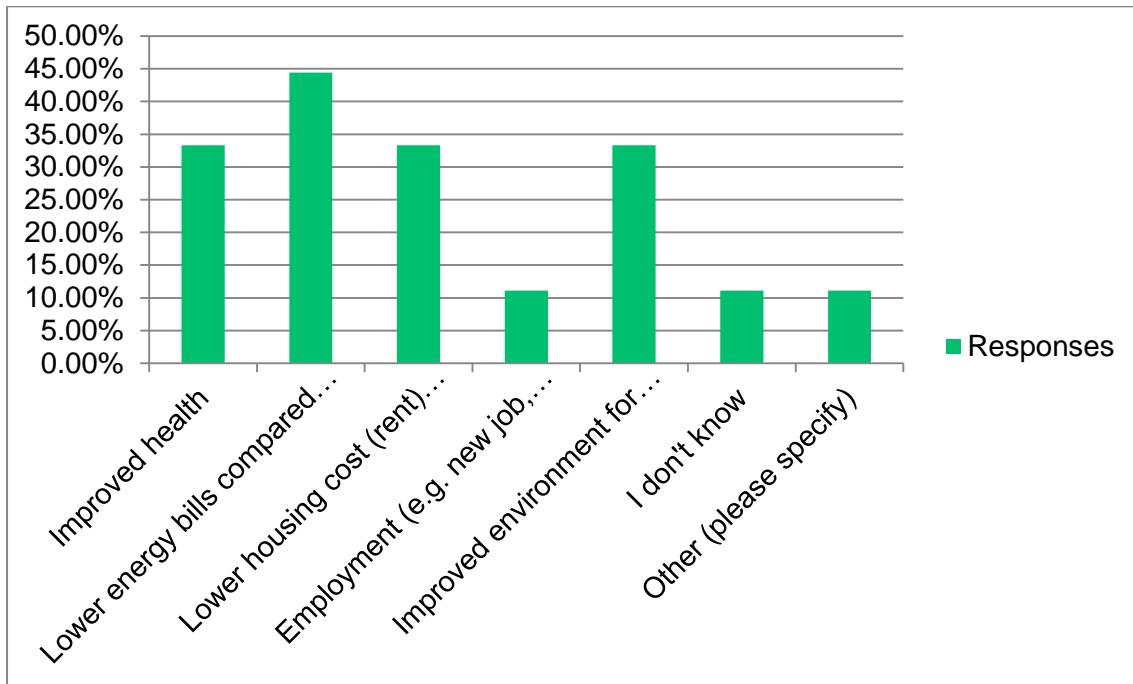
Question 9: Looking specifically at your home, is there anything you particularly like about it?

Responses
<p>How much storage space there is.</p> <p>I like the garden and that there is parking. My house is cosy and I like that it is energy efficient.</p> <p>The look of the house as it's a new build.</p> <p>Apartment design, location, accessibility.</p> <p>Am happy.</p> <p>Lots of light into the house and space to park car.</p> <p>The bedrooms are both a good size. I like having an energy efficient home with solar panels etc. I like having private parking at the back.</p> <p>I have a lot of windows that allows a lot of natural light.</p>

Question 10: Is there anything you particularly dislike about your home?

Responses
<p>Mould on walls, doors and windows keep dropping and people prams etc. out by my door not giving me enough room to get my own pram out.</p> <p>Layout/design is bad and no built in storage. Rooms are small and the house always looks cluttered.</p> <p>Our front driveway.</p> <p>It's become too small for my family, I am also on the second floor without a lift and have two toddlers and a baby. It's a struggle getting in and out and I have also broken two pushchairs trying to get it up the stairs. Also the rent is ridiculous and it's putting quite a big financial strain on me. I can't stand it here.</p> <p>The kitchen is so small it is very hard to fit a dining table. The lounge is also too small. We were told it would fit if we didn't have a dryer. Without a dryer I would never be able to dry all their clothes quickly enough. I have had to take off two internal doors downstairs to create space. The car park could have been designed more sensibly there are two areas that are meant to be planted, one got shrubs but the other has just been left to overgrow with weeds.</p> <p>Yes would like balcony bigger. Do not think there should be very light cream carpets through out as all of my block have children don't like open plan kitchen/lounge I think we should be allowed to have pets in our properties Walls are so thick we can all hear each other. We need a pram storage cupboard on ground floor as our prams keep braking.</p>

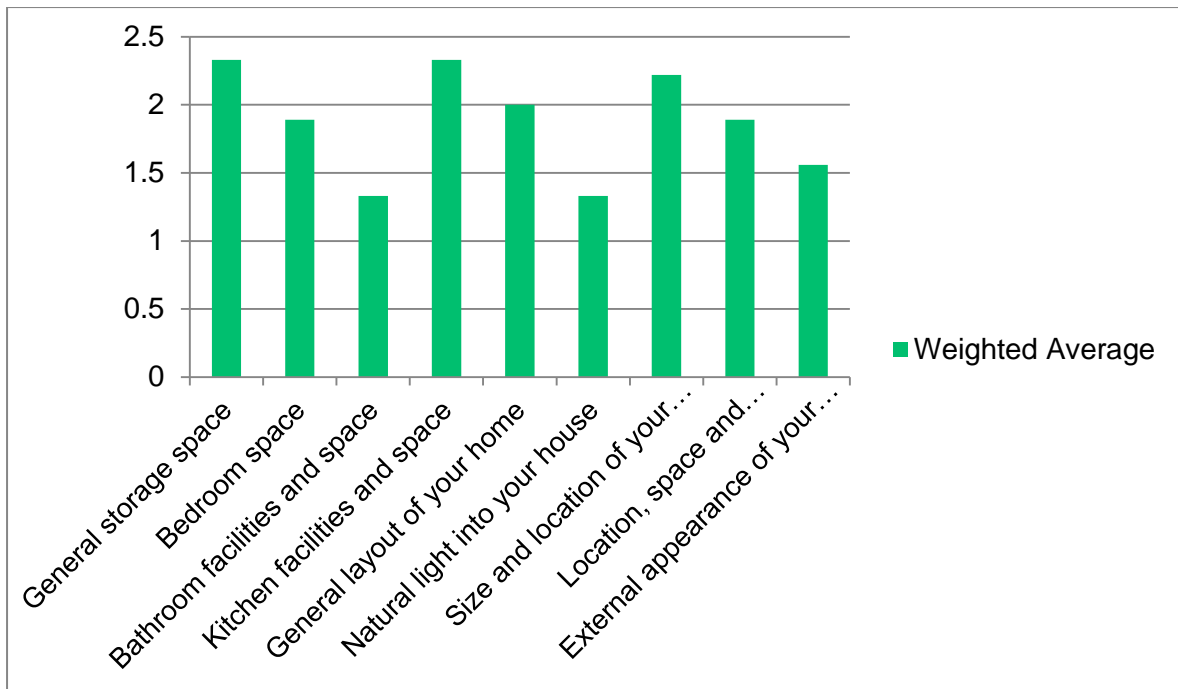
Question 12: Has moving to your new home had any of the following benefits for you or members of your family?



Answer Choices	Responses	
Improved health	33.33%	3
Lower energy bills compared with previous home	44.44%	4
Lower housing cost (rent) compared with previous home	33.33%	3
Employment (e.g. new job, closer to work, increased chance of finding work)	11.11%	1
Improved environment for children (e.g. garden, own bedroom)	33.33%	3
I don't know	11.11%	1
Other (please specify)	11.11%	1
	Answered	9
	Skipped	1

Question 13: More specifically, how satisfied / dissatisfied are you with the following:

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
General storage space	33.33% 3	33.33% 3	11.11% 1	11.11% 1	11.11% 1
Bedroom space	33.33% 3	44.44% 4	22.22% 2	0.00% 0	0.00% 0
Bathroom facilities and space	66.67% 6	33.33% 3	0.00% 0	0.00% 0	0.00% 0
Kitchen facilities and space	33.33% 3	33.33% 3	0.00% 0	33.33% 3	0.00% 0
General layout of your home	44.44% 4	22.22% 2	22.22% 2	11.11% 1	0.00% 0
Natural light into your house	66.67% 6	33.33% 3	0.00% 0	0.00% 0	0.00% 0
Size and location of your private outdoor space	44.44% 4	22.22% 2	11.11% 1	11.11% 1	11.11% 1
Location, space and convenience for refuse and recycling containers	55.56% 5	22.22% 2	11.11% 1	0.00% 0	11.11% 1
External appearance of your house	55.56% 5	33.33% 3	11.11% 1	0.00% 0	0.00% 0

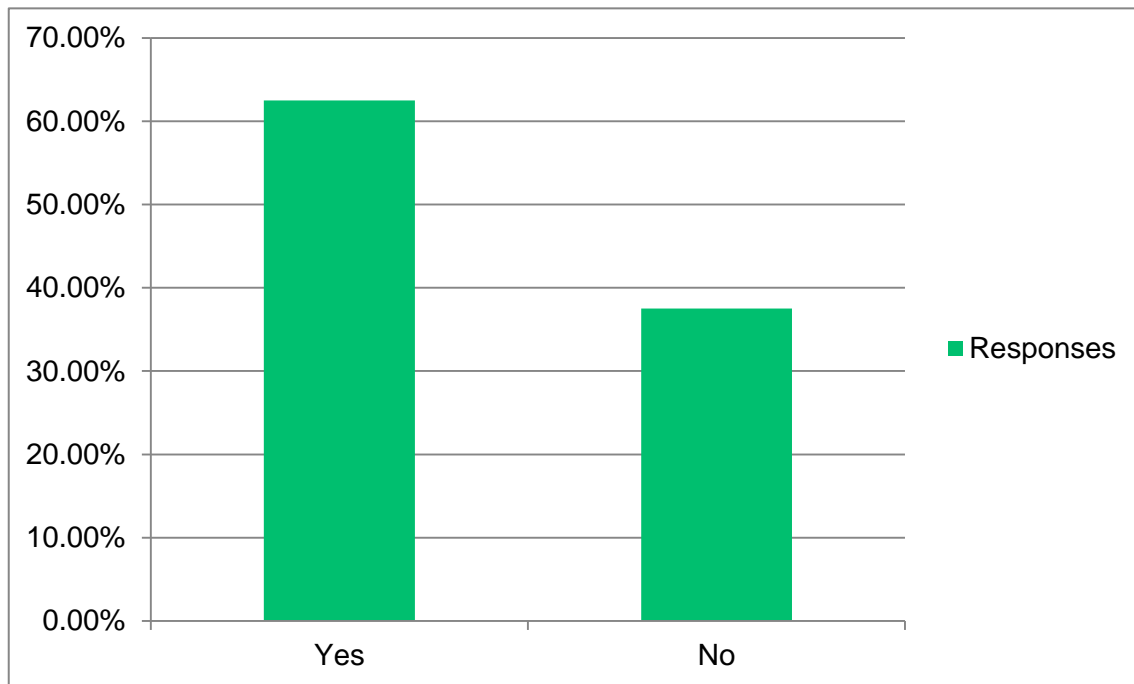


Question 14: If you are particularly dissatisfied with any of the above points, please provide additional information:

Responses

As stated previously the rooms have not been designed well, they lack space and the house generally looks cluttered. No built in storage. Downstairs toilet is huge and could have easily made it much smaller which would have allowed room for a cupboard behind. There is nowhere for the bins. I have put them in the carpark. Disappointed in kitchen there's no space for a tumble dryer or a dishwasher it's also open plan that is awful makes my lounge furniture smell of cooking

Question 19: When you have visitors, can they easily find somewhere to park?

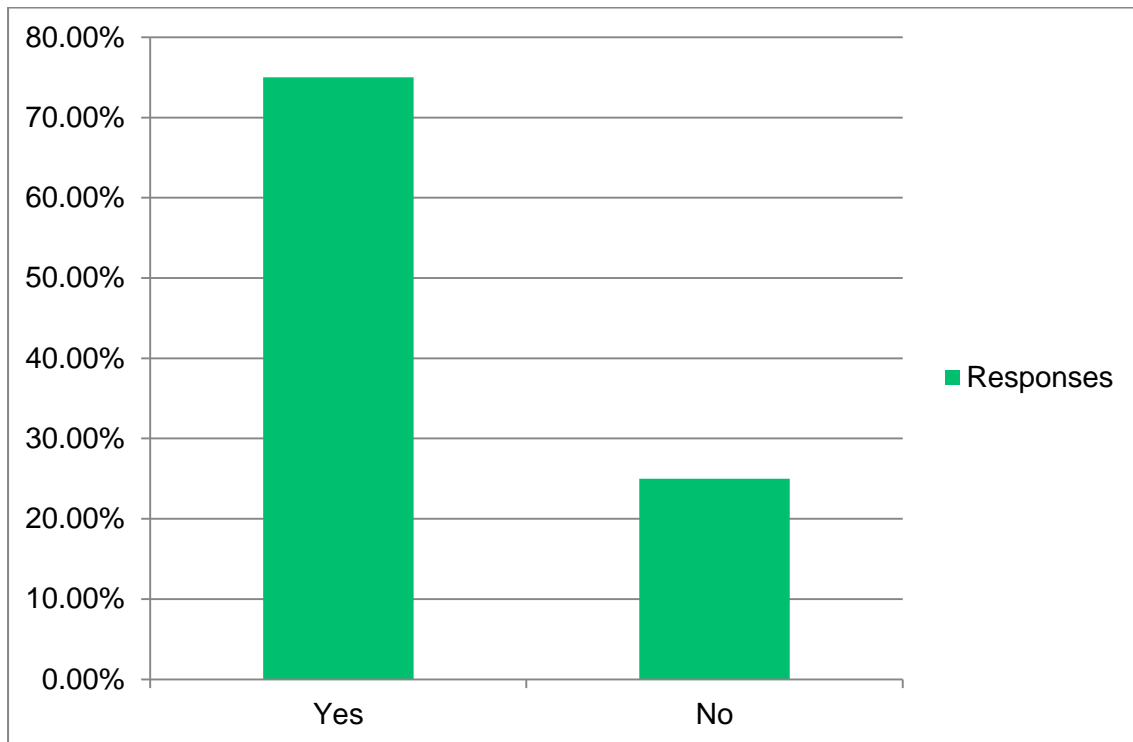


Answer Choices	Responses	
Yes	62.50%	5
No	37.50%	3

Question 20: Please state any additional comments you may have in relation to car parking

Responses
<p>Some times can't get in my space when people want to come round</p> <p>Car park is a great help. A big plus for moving here</p> <p>I have my own allocated parking space but don't have car, everyone seems to park in space. No one has any consideration, when family visits my space has usually been taken by someone else do the struggle to park here</p>

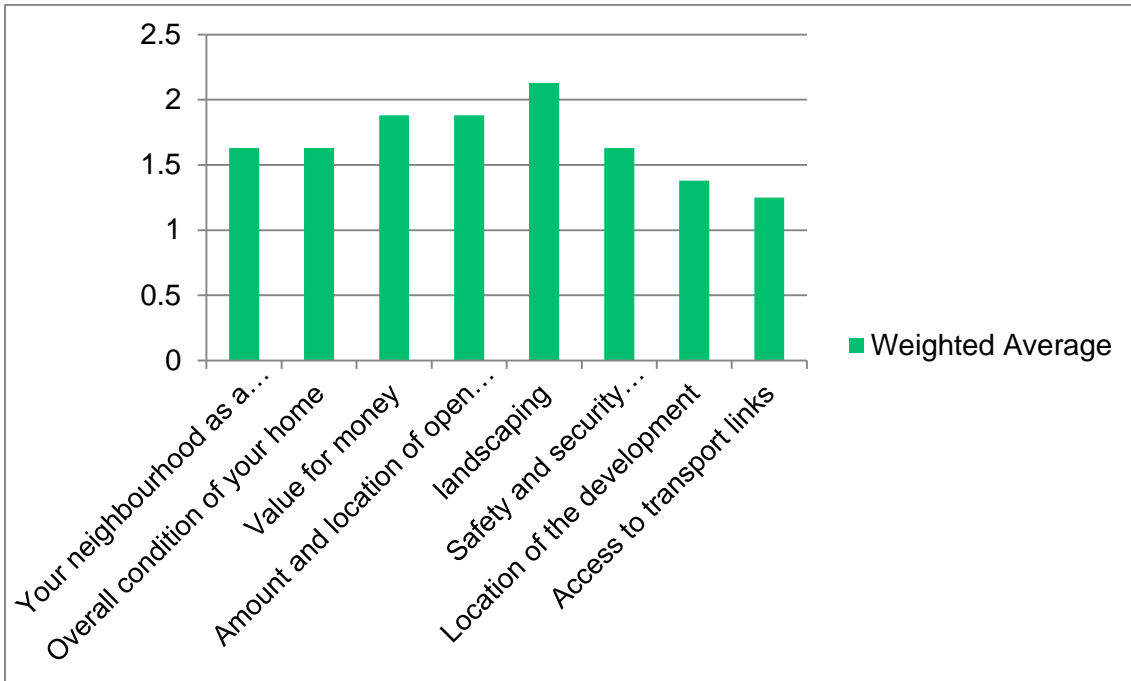
Question 23: Do you think your home is well designed and looks good?



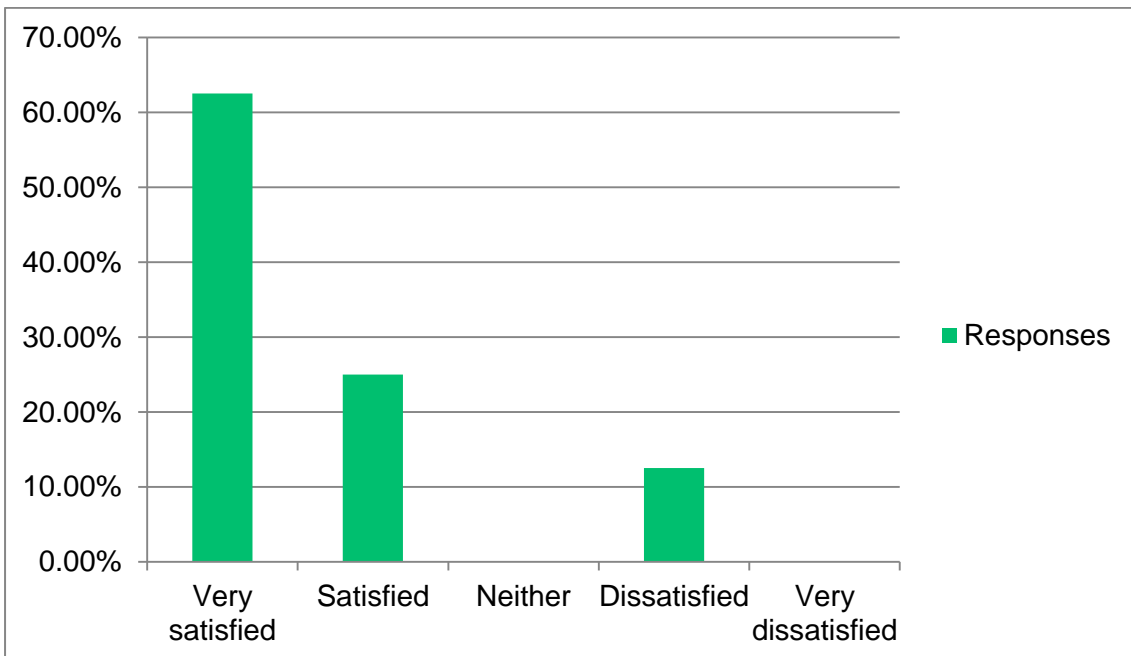
What are the reasons for your answer?
More space.
I think it looks nice but that's design isn't great, like one tiny window at the front and a larger one. Very difficult to find curtains/blinds.
Modern and spacious layout.
It's not right to raise children with no table to sit at for meals. The kitchen is too small for a table, likewise the lounge.

Question 27: How satisfied / dissatisfied are you with the following?

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Your neighbourhood as a place to live	62.50% 5	25.00% 2	0.00% 0	12.50% 1	0.00% 0
Overall condition of your home	37.50% 3	62.50% 5	0.00% 0	0.00% 0	0.00% 0
Value for money	50.00% 4	37.50% 3	0.00% 0	0.00% 0	12.50% 1
Amount and location of open space	50.00% 4	25.00% 2	12.50% 1	12.50% 1	0.00% 0
landscaping	50.00% 4	12.50% 1	12.50% 1	25.00% 2	0.00% 0
Safety and security throughout the development	37.50% 3	62.50% 5	0.00% 0	0.00% 0	0.00% 0
Location of the development	62.50% 5	37.50% 3	0.00% 0	0.00% 0	0.00% 0
Access to transport links	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0



Question 29: Overall, how satisfied are you with your home and development as a whole?



Answer Choices	Responses	
Very satisfied	62.50%	5
Satisfied	25.00%	2
Neither	0.00%	0
Dissatisfied	12.50%	1
Very dissatisfied	0.00%	0

5. Financial, Legal and Other Implications

5.1 Financial Implications

Changes in design standards might have financial and viability implications on any future development schemes. If standards are increased they may increase development costs. Financial appraisals are completed for each new scheme as part of the budget approval process. This will include Site C Ockford Ridge when the scheme has been developed and the impact of changes can be measured in the first instance on this scheme.

5.2 Legal Implications

In March 2015, the government published the “Technical Housing Standards – Nationally Described Space Standard” (amended in 2016). These standards replaced the different space standards previously used by local authorities. The technical standards remain within the planning system as a form of technical planning standard.

The standard was one of a wider housing standards review package. There are also optional building regulations requirements for access and water efficiency. Powers to introduce these optional requirements are included in the Building Act 1984 (as amended). The optional regulations and space standard can only be applied where there is a local plan policy based on evidenced local need and where the viability of development is not compromised. The review also clarified statutory building regulation guidance on waste storage to ensure it is properly considered in new housing development.

5.3 Equality Implications

Recommendations that reflect the Working Group’s consideration of accessibility and adaptability standards have been made within the report.

6. Summary of Appendices

Appendix A – Executive Response to Scrutiny

Appendix B – Scoping report

7. Officers to Contact

Yasmine Makin
Policy Officer – Scrutiny
Tel: 01483 523078

Louisa Blundell
Housing Development Manager
Tel: 01483 523205

Appendix A: Executive Response to Scrutiny

The following table sets out the Executive's response to the Overview and Scrutiny report

Introduction

Scrutiny Recommendation	Executive Decision	Progress/Action	Timescales

Waverley Borough Council

Scrutiny Review

Review of Housing Design Standards and
Specifications

November 2017

SCOPING A SCRUTINY REVIEW

Background

Overview and Scrutiny by definition of the Local Government Act 2000 has the power to investigate and review an issue or concern by conducting an in-depth scrutiny review. Choosing the right topic for an in-depth scrutiny review is the first step in guaranteeing that the work of scrutiny adds value to the corporate priorities and benefits the Borough's residents. The Overview and Scrutiny Committee may wish to appoint a members task and finish group to undertake a majority of the research and to evaluate the evidence.

What makes an effective scrutiny review?

An effective scrutiny review must be properly project managed. The review must clearly state the aims & objectives, rationale and how the review will contribute to policy development / improve service delivery. To ensure the review goes well it is vital that the scope is robust and thorough and is treated as a project plan. The review should be SMART (Specific, Measurable, Achievable, Realistic & Time-bound) in its scope in order to have the most impact. The scoping template is designed to ensure that the review from the outset is focused exactly on what the members hope to achieve.

The scoping document should be treated as the primary source of information that helps others understand what the review inquiry is about, who is involved and how it will be undertaken. Once the scoping document is complete it should be circulated to relevant officers and key members of the Executive for comment before being agreed by the relevant Overview & Scrutiny Committee. The scrutiny review will be supported by the Scrutiny Policy Officer.

What happens after the review is complete?

It is important that the relevant Overview & Scrutiny committee considers whether an on-going monitoring role is appropriate in relation to the review topic and how frequent progress is reported back to the Overview & Scrutiny committee after completion. Overview & Scrutiny should be monitoring the progress and reviewing the changes that have been made as a result of a scrutiny review to ensure the work undertaken has been effective in achieving its objectives.

FOR COMPLETION BY MEMBERS PROPOSING THE REVIEW

Topic		
1.	Title of proposed review:	Housing Design Standards and Specifications
2.	Proposed by:	Cllr John Ward

Who is involved?		
3.	Chair of the task and finish group:	
4.	Members on the task group:	Cllr John Ward Cllr Richard Seaborne Cllr Liz Townsend Cllr Gordon-Smith Cllr Patricia Ellis Adrian Waller – Waverley Tenants Panel
5.	Scrutiny Policy Officer:	Alex Sargeson

Research programme	
6.	<p>Rationale / background to the review: Why do you want to undertake this review? What has prompted the review? E.g. legislation, public interest, local issue, performance information etc</p> <p>The Council adopted the current housing standards and specifications in April 2014 at full Council and as part of the guidance notes it was recommended that these standards should be reviewed two years time after adoption. In the meantime, in March 2015, the Government reviewed the national space standards and has removed the code for sustainable homes in a move to embed energy targets within building regulations as part of the Deregulation Bill within the new standards.²⁰ Therefore these two circumstances provide a timely opportunity to review the design standards and specifications for social housing provided by Waverley. It is intended that the outcome of this review will inform proposals for Site C at Ockford Ridge and other Waverley Borough Council housing development schemes.</p>
7.	<p>Terms of reference: What are your desired outcomes? What are the objectives for this review? (Linked to the research questions but are used to describe the general aims and outcomes of the review). Which research questions do you want to answer? (Questions upon which the review will be focused and for which timely and informed answers can be developed in accordance to the evidence collected)</p>

²⁰ <https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard>

Terms of reference

Desired outcomes

To make recommendations for the practical and effective use of social housing internal design standards and specifications. Other desired outcomes are for the findings of this review to inform current and future housing developments, e.g. site C in the Ockford Ridge development programme. Furthermore members wish to gain reassurance of the health and safety of structures following the Grenfell disaster.

Objectives for the review

To review the housing designs standards and specifications adopted in April 2014 and carry out scrutiny in relation to the development of the Waverley Housing Standard to take into account the following:

The removal of the Code for Sustainable Homes by the Government.

Previous commitment to reviewing the standards and specification in two years²¹

To review the space guidelines with particular attention to internal layout, storage space and room layout.

To understand the difference between what are the nationally described standards including:

What is and isn't legally binding

What are optional requirements / recommendations for Local Housing Authorities (building regulations), which only apply 'where it is right to do so'.²²

To consider through building regulations how future developments can become more sustainable for energy (low carbon energy efficient homes) and waste disposal.²³

To what extent do we want to implement any of the optional requirements against meeting our housing objectives?

To understand if the current internal design standards and specifications are meeting local needs and if not to identify which aspects can be improved.

To learn through examples from other Local Authorities what best in class affordable housing looks like in terms of design standards.

To learn from the experiences of tenants about potential areas for improvement in standards and space specifications.

To review housing health and safety aspects, including the health and safety risk register in light of the Grenfell disaster.

To address the shortfalls in the Governments 2015 Housing Standards review (partly addressed in section 8).

Research questions

Are the overarching principles in the Design Standards and Specifications for New Council Homes (Waverley Borough Council, December 2013) acceptable?

What design standard guidance do members want to review?

What is the current legislation on building regulations?²⁴

What are the Government's new Housing Standards (2015) and to what extent has Waverley Borough

²¹ The Government is reviewing building regulations as a result of the Grenfell disaster – results due in spring 2018

²² NB: the optional requirements / regulations on access and water efficiency and the nationally described space standard can only be applied where there is a local plan policy in place based on evidenced local need.

²³ Optional requirements introduced in building regulations also include accessibility and water efficiency.

²⁴ The Government are currently reviewing building regulations as a result of the Grenfell disaster with results due in Spring 2018.

	<p>Council adopted any of the optional requirements? (If none, which (if any) of the optional requirements should the Council adopt?</p> <p>As housing designs are assessed on a site-by-site basis, in the circumstance of conflicting priorities between housing size and number of houses per site, what should be the top priorities in order to maximise local need?</p> <p>What scope is there for loft space to be used as either additional storage space or a bedroom?²⁵ And what are the implications of this move, e.g. on internal space standards, bed room size, and required living space designs?</p> <p>How will a change to the space standard impact on the risk to health and safety and on energy conservation targets in building regulations?</p> <p>What are the implications of changes to either principles or guidance on the new tenancy agreement? E.g. in the event of changes to the provision for loft storage space.</p> <p>Given the growing number of residents over 65 and 85 years of age in Waverley (highest in Surrey and this number is predicted to increase by approximately 30% over the next 5 years), what are good examples of accessible bungalow designs and ground floor flats?</p>
8.	<p>Policy Development and Service Improvement How will this review add value to policy development and/or service improvement?</p> <p><u>Policy Development</u></p> <p>It is expected that the conclusions and recommendations of this review will go on to inform the design proposals for Site C at Ockford Ridge and future housing development schemes.</p> <p><u>Issues in the current Government Housing Standards (March 2015):</u></p> <p>As part of the Government’s changes to the Housing Standards in 2015 sustainability performance is assessed on a site wide basis and is considered as a planning policy matter.</p> <p>There is no compulsion for ‘walk around’ space if minimum standards are met as furnished layouts are not required to demonstrate compliance. Plus there is no national guidance for those wanting to go further than the baseline minimum.</p> <p>There are no housing quality indicators outside of London.²⁶</p> <p>What are the implications of the national described space standard on local neighbourhood plans.</p> <p>The national described space standard and the optional regulations can only be applied where there is a local plan policy based on evidenced local need and where the viability of development is not compromised.</p> <p>The Housing Standards 2015 do not include guidance on internal daylight, indoor air quality and guidance and evidence of materials for sustainable practice.</p> <p><u>Service Improvement</u></p> <p>This review will be inviting evidence from the Waverley Tenants Panel on the first homes delivered to the current standard (Cedar Close, Farnham., Show Homes, Ockford Ridge, Godalming and Bridge Road, Haslemere, Badgers Close, Farncombe, Wey Court, Godalming and Nursery Hill, Shamley Green) in order</p>

²⁵ The current Design Standards and Specifications (Dec 13’) state that the Council supports the minimum storage standards and that storage should be provided through dedicated, built-in storage cupboards such as airing, utility and cloak cupboards, cupboards under the stairs or built-in wardrobes. Again, it raises the question over what are the optional requirements / recommendations and what is standard design guidance from Government.

²⁶ As there are no housing quality indicators outside of London the group should consider developing a set of indicators for Waverley.

	to incorporate their comments and suggestions to continuously improve the quality and design structure of new Council homes.
9.	<p>Corporate priorities: How does the review link with the corporate priorities? http://www.waverley.gov.uk/info/200009/council_performance/524/waverley_corporate_plan_2016 - 2019#</p> <p>Community Wellbeing (Housing) Environment (The Built Environment)</p>
10.	<p>Scope: What is and what isn't included in the scope? E.g. which services does the scope cover?</p> <p>What is within the scope:</p> <p>New homes developed and funded by Waverley Borough Council including; A focus on the internal design (space) standards General needs affording housing for rent Flats Standards for residential development (internal and external space standards) External space standards / gardens / amenity space Parking provision</p> <p>What isn't within the scope:</p> <p>Privately developed accommodation Void homes Standards for refurbished properties (private and social) Garages Physical external materials Design standards for Disabled Adaptations Supported Living Accommodation Connectivity and Surroundings – (planning)</p> <p>Services included:</p> <p>Housing Development Housing Operations Planning Services (Local plan and Site C, Ockford Ridge).</p> <p>There are also implications for the Tenancy and Estates team as well as the Legal team in relation to health and safety aspects (fire safety).</p>
11.	<p>Methodology and methods: Your methodology underpins how you will undertake the review. For example what evidence will need to be gathered in-house and from external stakeholders / partners? Your research methods are the techniques used to gather knowledge and information. These include but are not limited to desk based research, interviews, site visits, engagement exercises, surveys, focus groups etc. How do these methods help you to answer your research questions in section 7?</p>

	<p>Methodology:</p> <p>Preliminary / core evidence that will need to be collected to inform this review is as follows:</p> <p>The Design and Specifications for new Council Homes, Waverley Borough Council, December 2013 Technical housing standards – nationally described space standard, Department for Communities and Local Government, March 2015. Summary of energy requirements</p> <p>Methods:</p> <p>A series of Member task group meetings will be held to hear evidence from both internal and external guests. Members will hear information and statements from witnesses and then provide questions to probe additional information to answer the key research questions as set out in this scope.</p>
--	--

Council services expected to contribute	
Council Service	Reason / Intention for evidence
12 .	Housing Development
13 .	Housing Operations
14 .	Planning Services
	Local plan & Site C at Ockford Ridge

External Witnesses to be invited / submit evidence	
Organisation	Reason / Intention for evidence
15.	Waverley Tenants Panel
16.	
17.	
19.	

20.	<p>Project plan:</p> <p>What is the proposed start and finish date? How many task and finish group meetings are there likely to be? Are the task and finish group meetings going to be thematic in approach? If so, what themes / policy issues will the task group consider in each respective task and finish group?</p>						
	<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">Timescale</th> </tr> </thead> <tbody> <tr> <td style="width: 30%;">Proposed start date:</td> <td>November 2017</td> </tr> <tr> <td>Proposed finish date:</td> <td>March 2018</td> </tr> </tbody> </table>	Timescale		Proposed start date:	November 2017	Proposed finish date:	March 2018
Timescale							
Proposed start date:	November 2017						
Proposed finish date:	March 2018						

Task and finish group plan	
<p>How many task and finish group meetings are anticipated to support this review? Fill in and strike through as appropriate.</p>	4
<p>Task group theme (1): Context and Introduction: Overarching principle guidelines</p> <p>Aim: To receive and understand the context for this scrutiny review and to examine the overarching principles in the design standards and specifications for new council homes to assess if the standards are up to date in light of the changes in legislation to housing design standards from the Government. Members will also be reviewing external appearances (including health and safety aspects), town and village designs as well as considering the implications on the Local Plan. In addition members will decide which design standards they would like to review in more detail for future task group meetings.</p> <p>Witnesses:</p>	
<p>Task group theme (2): Design standards (x 2)</p> <p>Aim: To review a selection of internal design standards with the aim to make a judgement as to whether the current internal space standards selected for review are meeting current and future tenants needs, for example loft space. Members will hear experiences from existing tenants about potential areas for improvement; in addition to evidence provided from other Local Housing Authorities on best practice. Members should also decide if they wish to develop a 'Waverley Standard' and therefore consider if any extensions to the nationally described space should be sought in relation to internal space design.</p> <p>Members should also bear in mind what (if any) optional requirements they would like to explore in relation to building regulations (energy and sustainability) in preparation for the next session.</p> <p>Part 1, Design Standards. Areas covered:</p> <ul style="list-style-type: none"> Internal Space Standards Bedroom size Living spaces and design layouts Internal storage <p>Part 2, External appearance and design. Areas covered:</p> <ul style="list-style-type: none"> External appearance Accessibility standard 	

	<p>Residential development standards</p> <hr/> <p>Task group theme (3): Building regulations and sustainability²⁷</p> <p>Aim: In this session members will be looking at building regulations and sustainability in relation to the removal of the Code for Sustainable Homes, which was replaced by new optional technical national standards, which include optional building regulations (water and access). Members should consider whether first and foremost if Waverley has added any optional requirements and if so what these are, but if not, if any optional requirements should be added. Members should also consider what challenge this may present to planning (these additional options can be required by a planning permission).</p> <p>Areas covered:</p> <p>Sound insulation Post Code for Sustainable Homes</p> <hr/> <p>Task group theme (4): Conclusions and recommendations</p> <p>Aim: To reflect on the previous sessions and conclude and make recommendations.</p>
21.	<p>Scrutiny resources: In-depth scrutiny reviews are facilitated and supported by the Scrutiny Policy Officer.</p> <p>Alex Sargeson, Scrutiny Policy Officer (research and policy support to task group with the responsibility to compile information and write the final report).</p> <p>Yasmine Makin, Graduate Management Trainee (research and policy support to the task group).</p> <p>Fiona Cameron, Democratic Services Officer (organisation of task group meetings and recording key points and actions in task groups).</p>

For completion by Corporate Policy Manager	
22.	<p>Corporate Policy Manager comments: Will the proposed scrutiny timescale impact negatively on the scrutiny policy officer's time? Or conflict with other work commitments?</p> <p>The proposed timescale is manageable in relation to other demands on the Scrutiny Officer's time as we have the additional support of the Graduate Management Trainee.</p>

²⁷ Ahead of this session members should bare in mind that the Government are currently reviewing building regulations and are due to publish a revised version in Spring 2018.

	Name:	Louise Norie, Corporate Policy Manager
	Date:	23/11/2017
For completion by Lead Director		
23.	<p>Lead Director comments:</p> <p>Scrutiny's role is to influence others to take action and it is important for the task and finish group to seek and understand the views of the Lead Director.</p> <p>Are there any potential risks involved that may limit or cause barriers that scrutiny needs to be made aware of?</p> <p>None.</p> <p>I would encourage the scrutiny review group to link Housing design with the promotion of wellbeing to ensure homes are compatible with modern and family lifestyles, e.g. by exploring the benefits of kitchen diners, lots of power sockets, broadband, wet rooms, smaller gardens and adequate parking provision. It is also important that accommodation is cost effective and easy to heat, maintain and keep clean. I would also encourage the scrutiny review group to consider how we can minimise the risk of mould and damp given the risks to health and how the accommodation facilitates personal independence, particular as tenants become older.</p> <p>Are you able to assist with the proposed review? If not please explain why? (Are you or Senior Officers able to provide supporting documentation to this task group via the coordination of the Scrutiny Policy Officer?)</p> <p>Yes – the Head of Strategic Housing and Delivery and the Housing Development Manager will be able to support the Scrutiny Policy Officer in this review.</p>	
	Name and position:	Damian Roberts, Strategic Director – Frontline Services
	Date:	23 rd November 2017
For completion by Executive Portfolio Holder		
24.	<p>Executive Portfolio Holder comments</p> <p>As the executive lead for this portfolio area it is important for the task group to seek and understand your views so that recommendations can be taken on board where appropriate.</p> <p>The nationally described space figures provide a starting point when determining room sizes but it has been widely accepted that this is a minimum standard and that the more space provided the healthier the home. Overcrowding and lack of built in storage leads to an increase in the risk of condensation and damp creating an unhealthy atmosphere and potential damage to the fabric of the property.</p>	

Consultation with tenants when refurbishing the sheltered housing units at Rolston House revealed that built-in storage was the key to living in a smaller property, thus avoiding clutter and the subsequent reduction in circulation space. All units were provided with built-in wardrobes and additional storage cupboards, a move which has been very well received by the residents.

Storage is a key issue but access to loft space should be denied as it presents an opportunity for hoarding and creates serious issues for maintenance staff when carrying out basic maintenance to loft-based utilities. However, consideration should be given to building out into the roof space in larger properties. This will be informed by housing need and the constraints of individual sites. In any case, properties should be designed with sufficient roof space to allow an extension into the roof should the need arise.

Good thermal insulation and energy efficient heating is provided in all Waverley's new builds. It should be ascertained whether modern, high-tech control of heating systems has produced added value where it has been installed in other social housing developments. Hastoe Housing Association introduced Passivhaus mechanical ventilation and heat recovery systems, and higher levels of the Code for Sustainable Homes. It would be useful to explore whether this has been of benefit to the tenant in terms of living environment and energy cost, and to the landlord's installation and maintenance costs.

Waverley's ambition is to continue building high quality, well designed, healthy homes to meet the needs of our tenants now and into the future.

Name and position:	Cllr Carole King, Portfolio Holder for Housing.
--------------------	---

Date:	13 November 2017
-------	------------------

This page is intentionally left blank

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 10 JULY 2018

Title:

**PERFORMANCE MANAGEMENT REPORT Q4 2017/18
(JANUARY – MARCH 2018)
AND SERVICE PLANS OUTTURN REPORT 2017/18**

**[Portfolio Holder: Cllr Julia Potts]
[Wards Affected: All]**

Summary and purpose:

This report provides an analysis of the Council's performance across both key performance indicators (KPIs) and Service Plans for 2017/18. The Q4 and end of year analysis of the KPIs can be found in Annexe 1 and the annual outturn report on Service Plans for the financial year 2017/18 can be found in Annexe 2.

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:

There are no direct equality and diversity implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

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.

Background

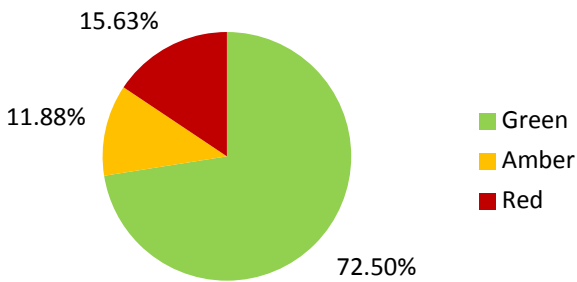
1. The annual outturn on key performance indicators (KPIs) and Service Plans across all services of the Council for the financial year 2017/18 are set out below. Each of the Overview and Scrutiny (O&S) Committees has reviewed the performance of the respective services in their remit and their comments and recommendations are included in this report.
2. The report is structured into six sections, starting with the general overview of the annual performance (the performance dashboard), followed by individual specific

Committee performance sections and the final section which includes comments and observations from the O&S Committees.

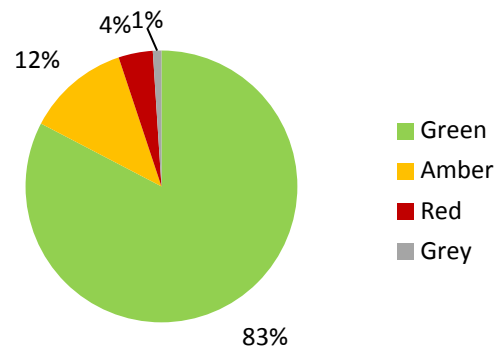
Section 1 - 2017/18 Performance Dashboard (KPIs and Service Plans)

3. Waverley services performed well in 2017/18. Over 72% of indicators performed on target throughout the year and 83% of service plan objectives were achieved. The below diagrams show aggregated percentage figures for both performance measures.

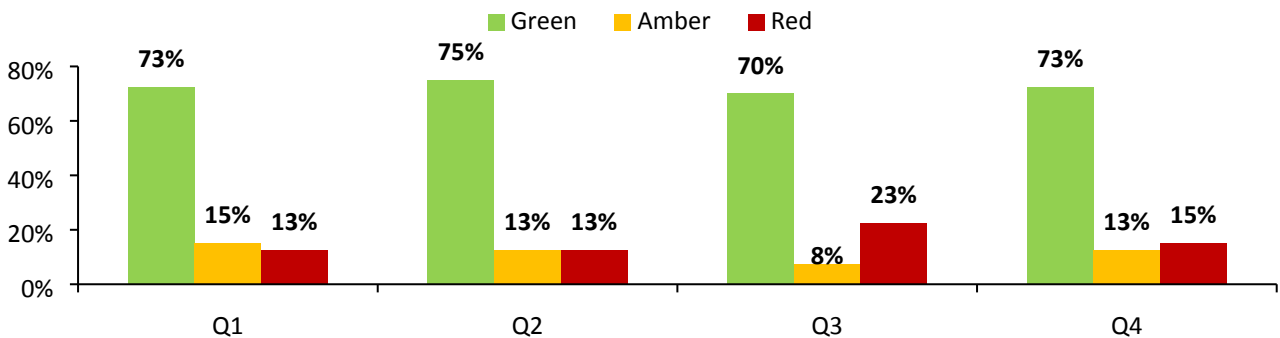
2017/18 Annual Average of KPIs Performance



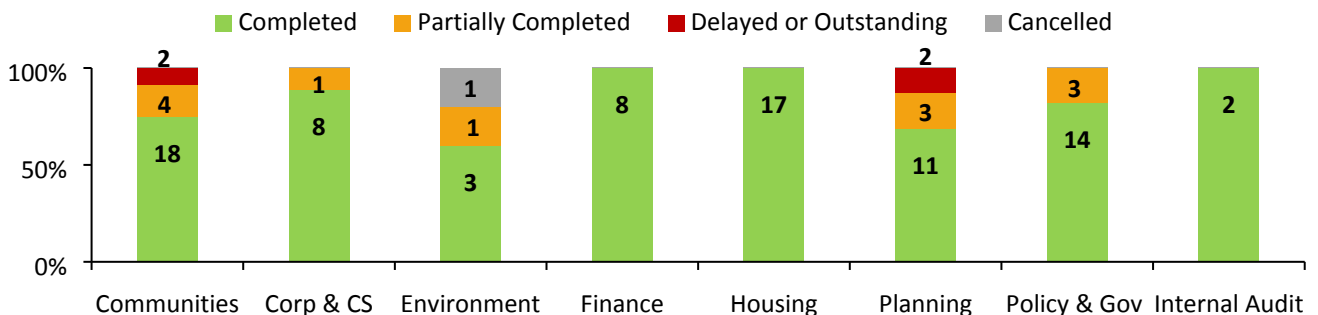
2017/18 Service Plans Completion Rate



Performance Indicators Q1 - Q4 2017/18 - % per status



Service Plans 2017/18 (Summary per service)



Section 2 - Value for Money and Customer Service O&S Committee

Summary

4. The remit of this Committee covers three service areas: Corporate and Customer Services, Finance and Policy and Governance. As of 1 April 2018, Elections and Human Resources are also part of the Policy and Governance Service.

Corporate & Customer Services

2017/18 Annual KPIs Outturn

5. This service area does not have any established KPIs. However the current customer service review will be exploring what measures could be used for performance monitoring in the future.

Service Plans 2017/18 Outturn

6. Only 1 out of 9 Service Plans objectives was not fully achieved in 2017/18. This was the delivery of the new Planning IT system and it was delayed due to issues arising during the procurement process. A new contractor has now been appointed.

Finance

2017/18 Annual KPIs Outturn

7. The Finance team has performed consistently well throughout the year with regards to council tax and business rates collection and improved processing times for new claims and events changes. However, payment of invoices to local businesses fell behind target in the last two quarters. This was due to the implementation of the new purchase order system and an improvement in performance has been seen in the first quarter of 2018/19.

Service Plans 2017/18 Outturn

8. All eight of the Finance Service Plan objectives were achieved at the end of the financial year 2017/18. The Benefits service underwent a pilot "Systems Thinking" project, which resulted in a significant reduction in benefits payments processing time. The Revenues team will be undertaking a similar review starting from May 2018 and further improvements in service delivery are expected later in the year.

Policy & Governance

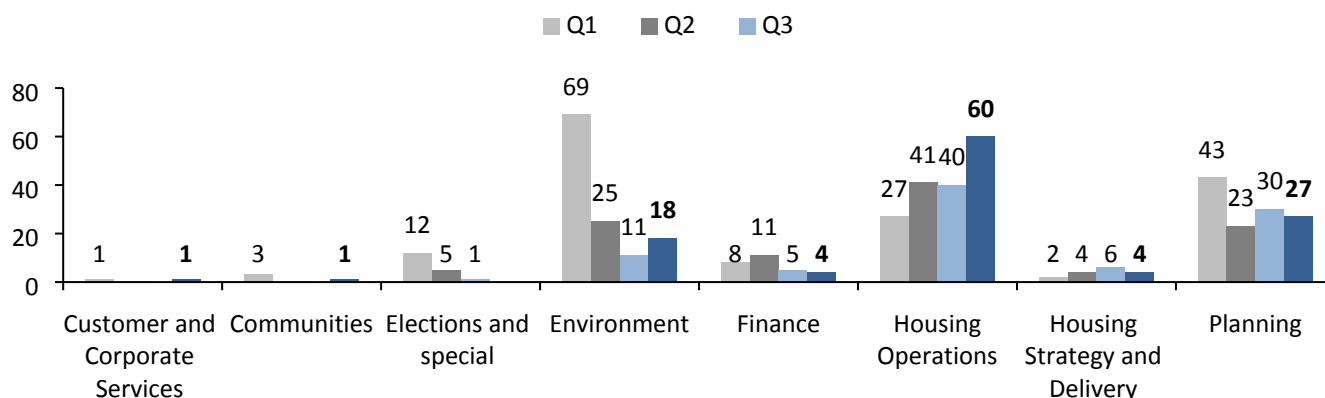
2017/18 Annual KPIs Outturn

9. The KPI relating to sickness absence remained within target up until the fourth quarter. The staff turnover KPI, for which no target is set, saw a significant increase in the fourth quarter with 34 members of staff leaving and 18 new starters joining. The increase is in part due to redundancies. The Value for Money and Customer Service O&S Committee considered a detailed report on the 25 June 2018 on the reasons for the high turnover figures.
10. The number of complaints has decreased through the year overall although the number of complaints received by the Housing Operations Property Team has significantly increased due to poor customer service from a contractor. Actions are being taken to address the issues and the improvements should be seen in the next quarter. The number of complaints relating to Environmental Services improved

through the year with 18 complaints received in the last quarter compared with 69 received at the beginning of the year. However this earlier figure was unusually high and related largely to disabled parking.

More detailed annual per service breakdown is presented in the chart below.

Annual complaints analysis per service team (2017-18)



Service Plans 2017/18 Outturn

11. 14 out of 17 Policy and Governance Service Plans objectives were fully achieved in 2017/18. The three which were not will be carried forward to the new financial year 2018/19. These relate to:

- The Corporate Strategy. At the start of the year, it was envisaged that the existing corporate plan would be 'refreshed' however the Council's new Chief Executive has led a more fundamental review of the corporate strategy in consultation with members and this has meant that the original timescales were not met. The new corporate strategy will be coming to the Executive in July.
- Work relating to addressing staffing gaps in the organisation. Progress has been made but this action was not complete within the year. The Council's new HR Manager will be leading work to develop a new HR strategy for the organisation and this will pick up this and other key HR issues.
- A small shortfall in the number of on-line forms going live. The project is largely complete with 90 forms now on line and 5 in progress.

Section 3. Community Wellbeing O&S Committee

Summary

12. The remit of this Committee covers the service area of Communities. In Q4 2017/18, all six performance indicators with associated targets performed on target, showing a great improvement over the preceding quarter. The annual analysis of the service objectives for the financial year 2017/18 shows an overall 75% completion rate. The 17% of objectives were partially completed and the 8% were delayed or are still outstanding.

Communities

2017/18 Annual KPIs Outturn

- The number of visits for all leisure centres exceeded the target by 11.65%, with an overall number of 2,000,719 visits in 2017/18 compared with the target of 1,792,000.
- The museums performed well in 2017/18 compared to the preceding year, with higher numbers overall for visits and learning activities.

15. The new Careline indicators introduced last quarter performed well, with a steady number of clients throughout 2017/18. To boost the residents' awareness about Careline, marketing brochures advertising the service were sent in April with the council tax bill.

Proposed indicator changes for 2018/19

16. The officers have conducted the review of the current indicator set for leisure centres. It has been noted that up to this point the committee only received the data on the number of visits to the leisure centres, which although easy to measure does not present a full picture about the health and wellbeing of our residents or demonstrates participation at our leisure events. The proposed changes to the indicator set are presented in the table below.

New Leisure performance indicators set for 2018/19

Code	Short name	Proposal
CS1	Number of Access to Leisure cards issued	Discontinue
TBC	Total number of visits to Waverley Leisure Centres	New - replacing CS2,CS3,CS4,CS5,CS6 – individual centre performance to be reported on annual basis
CS2	Number of visits to Farnham Leisure Centre	Discontinue
CS3	Number of visits to Cranleigh Leisure Centre	Discontinue
CS4	Number of visits to Haslemere Leisure Centre	Discontinue
CS5	Number of visits to The Edge Leisure Centre	Discontinue
CS6	Number of visits to Godalming Leisure Centre	Discontinue
TBC	Total number of attendees of the health and wellbeing activities	New
TBC	Total number of participants to Waverley leisure events	New

17. It is also proposed to discontinue the current museum indicator set as of Q1 2018/19 due to the transfer in ownership and operations to Godalming Town Council and the Farnham Maltings. It is proposed therefore to discontinue the following KPIs:
- [C7] Total number of visits to and use of museums (Farnham & Godalming);
 - [C8] Total users of learning activities (number of attendees to on-site and off-site learning activities (Farnham & Godalming));

The officers will continue to monitor the performance through the Service Level Agreements in place.

Service Plans 2017/18 Outturn

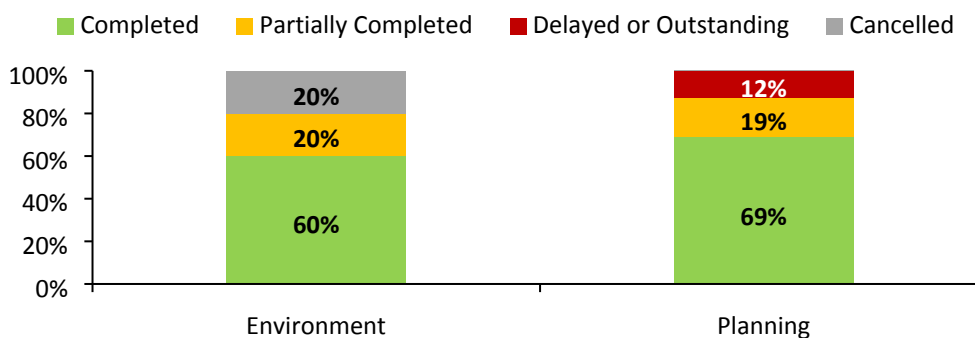
18. Six out of 24 Communities' Service Plan objectives were not fully achieved in 2017/18 and their execution will be carried out in the new financial year 2018/19. These relate to the Memorial Hall and the leisure centre options report which will be presented to this committee in July. A notable success however, and the culmination of a number of years' work, is the start of the major Brightwells regeneration scheme. In addition, the new Business and Marketing plans have been agreed for Waverley Training Services and Careline and these are now in the implementation phase.

Section 4. Environment O&S Committee

Summary

19. The remit of this Committee covers Planning and Environmental Services. As of 1 April 2018, the Licencing team have transferred to Environmental Services. In Q4 out of the 19 performance indicators with associated targets, 14 performed on target, two were less than 5% off target and three were off target by more than 5%. Three of the indicators do not have assigned targets.
20. The annual analysis of the Service Plan objectives for the financial year 2017/18 shows an overall 70% completion rate for these two service areas. Out of 20 Service Plan objectives, two were delayed and four were partially completed at this stage.

**Service Plans 2017/18 (Summary per service)
Environment OS Committee**



Planning

2017/18 Annual KPIs Outturn

21. All KPIs relating to the speed of processing planning applications and planning enforcement performed excellently during 2017/18. However, performance on planning appeals allowed was impacted by the Local Plan adoption process. To improve performance in this area, training sessions for both officers and members were held. The officers have also included a performance section in each planning committee agenda to provide a monthly update with the most up-to-date statistics and to raise members' awareness of the overall planning performance. The Building Control Team performed well in ensuring that compliance checks were carried out in a timely manner. When looking at the overall annual performance 8 out of 12 indicators have improved their performance over the preceding year.

Service Plans 2017/18 Outturn

22. Five out of 16 Service Plan objectives for Planning were not fully achieved in 2017/18 and their execution will be carried forward to the new financial year 2018/19. These relate to Local Plan Part 2, Conservation Area Appraisals, CIL and the Building Control business model.

Environmental Services

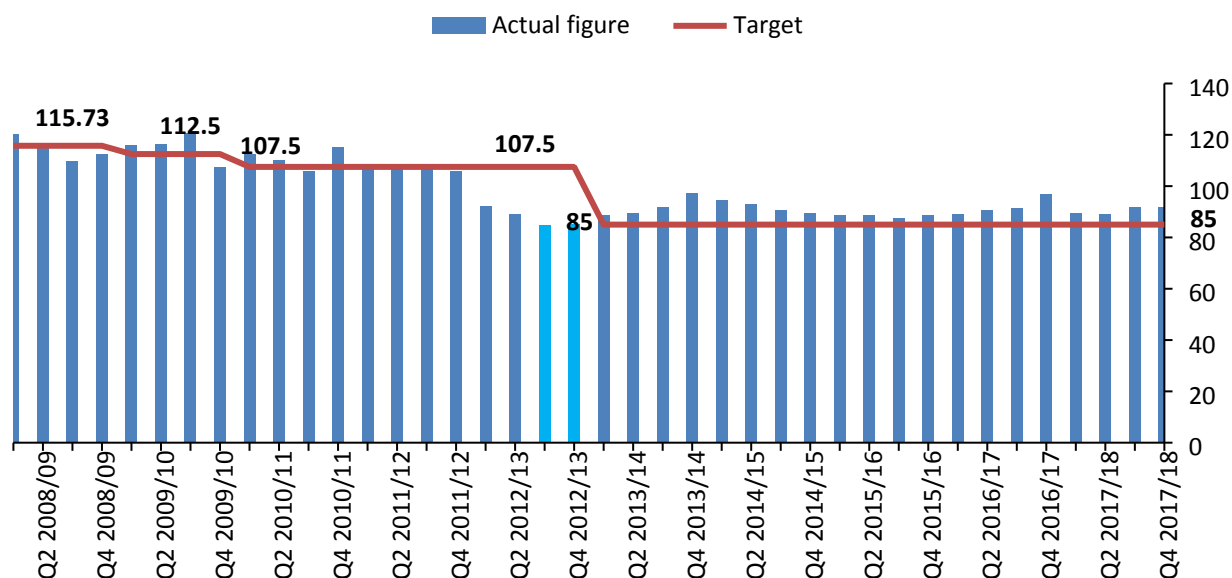
2017/18 Annual KPIs Outturn

23. There was an improvement in the amount of waste sent for reuse, recycling and composting in 2017/18 and targets were consistently met. However, the residual household waste levels and the materials recycling facility reject rate consistently

missed their targets. When looking at the overall annual performance, five out of eight indicators improved their performance over the preceding year. The team worked closely with the contractor to introduce service improvement measures and to address staffing issues throughout the year. A more detailed and frequent performance monitoring was introduced, which enabled an early identification of potential issues and a timely implementation of mitigation measures.

Proposed indicator changes for 2018/19

24. The indicator measuring the 'residual household waste per household (kg)' [NI191] has underperformed since the change of target in Q1 2013/14 from 107.5kg per household to 85kg, suggesting that the target threshold agreed at the time may have been set at an unrealistically low level. The review and analysis of trends in the past 5 years, suggest that the average household waste from Q1 2013/14 until Q4 2017/18 comes in at 90.91kg per household, which is 5.91kg more than the current target.
25. The introduction of the food waste and the blue all-recycling bins in 2013 greatly improved the residual waste as seen on the diagram below. At the time it was predicted that a downward trend observed in Q3 2012/13 (84.71kg) and Q4 2012/13 (85.23kg) would continue. However after the initial improvement following the service change, the numbers rose and settled at a slightly higher level, remaining there for the past 5 years. The 87.65kg level was the lowest ever achieved against the 85kg target and the officers would like to propose a change of the target from 85kg per quarter to 90kg, to align it with the 5 year average of 90.91kg.



Service Plans 2017/18 Outturn

26. One out of four Service Plan objectives for the Environmental service area was not fully achieved in 2017/18 and this relates to the delay to the Riverside 2 car park improvement project in Farnham. It is worth noting that the preparatory work for the tender of the waste contract has been successfully completed and preferred options will be considered in 2018/19. In the past year the contactless and card payment methods were made available to the public in the seven busiest car parks in the Borough. Key preparatory work has also been completed in the area of antisocial behaviour and the Joint Enforcement Initiative through the completion of the initial

consultation phase for Public Space Protection Orders and establishing a trial contract with East Hampshire District Council to undertake litter enforcement.

Section 5. Housing O&S Committee

Summary

27. In Q4, out of the 7 Housing performance indicators with associated targets, five performed on target and two were less than 5% off target. Two of the indicators do not have assigned targets and are presented for information only.
28. The annual analysis of the service objectives for the financial year 2017/18 shows an overall 100% completion rate with all actions achieved

2017/18 Annual KPIs Outturn

29. In the past year, the housing service has continued to meet key performance targets on voids, gas safety, temporary accommodation and overall satisfaction with responsive repairs. The initiatives implemented to improve and maintain performance have been successfully reflected in the indicators and an overall reduction in the number of complaints. The team will continue to identify service improvements and embed current initiatives to drive continuous improvements.

Proposed indicator changes for 2018/19

30. The officers propose the introduction of additional performance indicators measuring delivery of affordable homes to show the preliminary work undertaken prior to delivery. The new set will include monitoring of:
 - number of new affordable homes planning permission granted, and
 - number of new affordable homes started on site.
31. Also, to reflect the new Homelessness Reduction Act it is proposed to replace the current "*number of homelessness cases prevented*" indicator for:
 - number of HRA 2017 Prevention and Relief duties discharged

Service Plans 2017/18 Outturn

32. All 17 Housing Service Plans objectives were achieved in 2017/18. The Housing Team worked on various projects through the year and it is worth mentioning that the new five year Housing Strategy (2018-2023) has now been approved, and its ongoing implementation will be reviewed on an annual basis, to make sure that it aligns with the housing needs of residents. A revised Tenancy Agreement was introduced in June 2018 to allow more effective management of homes and tenancies. The Team has also progressed work to develop online forms and also implemented a new telephone system to increase the customer satisfaction and speed up service delivery. Also, a refugee family has been successfully resettled in Waverley as part of the "Vulnerable Persons Resettlement Scheme", and the lessons learnt from the process will be used to facilitate resettlement of four further families.

Section 6. Overview & Scrutiny Committees

Comments and Observations

Each Overview & Scrutiny Committee considered the quarterly Performance Reports and the Annual Service Plans Outturn Reports at their individual meetings, and their observations and comments are set out below.

Value for Money & Customer Service

(from the meeting on the 25/06/2018)

33. Performance Management Report

33.1 The Committee was pleased to note the continuing good performance against all but one of the targets relating to Finance, however noted that the payment of invoices to small/local businesses had been affected by the implementation of a new purchase order system. Officers explained that the new system was now running smoothly, and improvements would be visible from the next quarter.

33.2 Members noted that the number of complaints received had generally decreased throughout the year, with the exception of Housing Operations, which had seen a notable increase. Officers explained that had been due to issues with the customer service provided by the contractor. The Committee felt that it was important that when there were such exceptions, the Head of Service should be asked to provide some narrative by way of explanation. Officers agreed to circulate further details on the housing complaints after the meeting.

34. Service Plans Annual Outturn Report

34.1 The Committee was pleased to note the good overall performance against service plan targets, with a 94.4% completion rate for the service areas falling within the remit of the VfM and Customer Service O&S Committee. Members, however, felt that the status could be presented in a more meaningful way to enable the Committee to better analyse the outturn. Officers responded that the Chief Executive was currently leading a project to review performance monitoring, and would welcome any further feedback on the presentation of these reports.

34.2 The Committee queried the status of CCS3.3, Successful Delivery of the Planning System Project, which was currently at 65%. As the system would not be in place for the whole of the service area until around January 2019, Members felt that 65% did not accurately represent the status, and suggested that this should in fact be around 15%. Officers agreed, and this has subsequently been re-assessed at 20% progress.

34.4 It was noted that the targets for SH1.2 and SH1.3, regarding addressing staffing gaps in the organisation, were not SMART targets and therefore the progress was difficult to quantify. The Committee emphasised the importance of using SMART targets going forward.

Community Wellbeing

(from the meeting on the 26/06/2018)

35. The Committee noted the performance report for the fourth quarter of 2017/18 in the service area of Community Services. Members noted that following a review of some

of the KPIs a number of changes were proposed. These are detailed at paragraph 16 of this report and are recommended to the Executive to take forward.

36. The Committee was pleased to note that all leisure indicators were on target and the museums were performing well. It was noted that the number of people using Careline had slightly dropped over the last quarter. Kelvin Mills, the Head of Communities explained this was largely due to customers sadly passing away but they were looking at boosting the residents' awareness and had sent out marketing brochures with the council tax bills to all residents in the Borough.
37. The Committee noted the performance against the service plan objectives and was pleased with the progress that had been made. Members were pleased that there was an overall completion rate of 75% for the Communities Service. 6 of the 24 service plan objectives had not been completed. One of these, the Memorial Hall would be placed on the work programme for an update.

Environment

(from the meeting on the 02/07/2018)

38. To be added after the meeting takes place

Housing

(from the meeting on the 03/07/2018)

39. To be added after the meeting takes place

Recommendations

It is recommended that the Executive:

1. Considers the performance figures for Quarter 4 2017/18 and end of year outturn as set out in Annexe 1 to this report and agrees any observations or recommendations about performance and progress towards targets.
2. Considers the progress against actions contained within the Service Plans 2017/18 set out in Annexe 2 to this report and agrees any observations or comments.
3. Approves the changes to the current indicator set for leisure centres and wellbeing.
4. Approves the discontinuation of the current indicator set for museums.
5. Approves the proposed target change of the '*residual household waste per household (kg)*' [NI191] from 85kg to 90kg.
6. Approves the inclusion of the new housing indicators.

All proposed changes will take the effect from Q1 2018/19.

Background Papers

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

CONTACT OFFICER:

Name: Nora Copping
Telephone: 01483 523465

Title: Policy & Performance Officer
E-mail: nora.copping@waverley.gov.uk

Executive Performance Management Report

Quarter 4, 2017/18
(January - March 2018)

RAG Legend		Graph Lines Legend	
On target	Green	Waverley 2017/18 (current year outturn)	
Up to 5% off target	Amber	Waverley 2016/17 (prior year outturn)	
More than 5% off target	Red	Waverley Target	---
Data not available	Not available		
Data only / no target / not due	No Target		

CONTACT OFFICER:

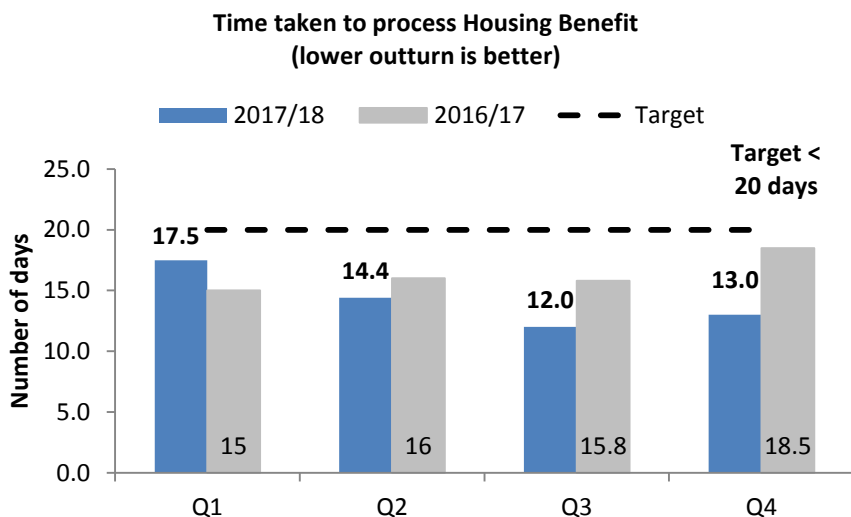
Name: Nora Copping

Telephone: 01483 523 465

Email: nora.copping@waverley.gov.uk

FINANCE:
NI 181a Time taken to process Housing Benefit support new claims

GREEN



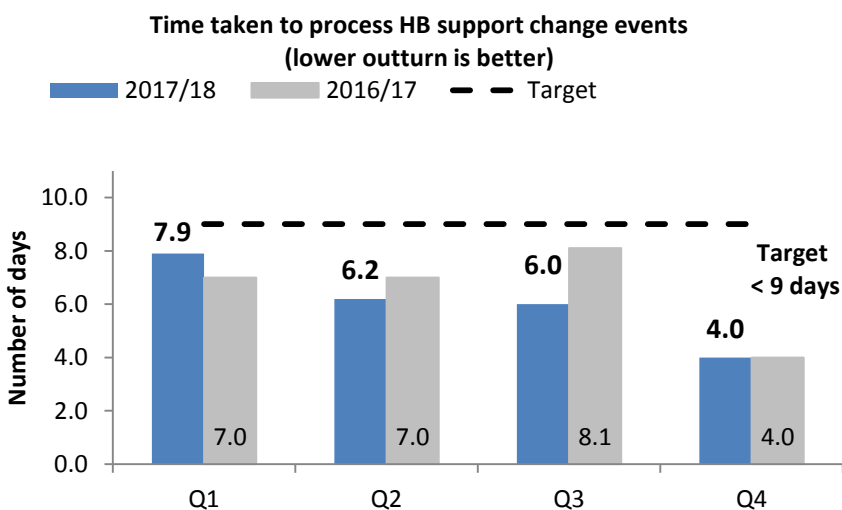
Quarter	2017/18	2016/17	Target
Q1	17.5	15	20
Q2	14.4	16	20
Q3	12.0	15.8	20
Q4	13.0	18.5	20

Comments

The time taken to process new claims has increased slightly, however when analysing annual trend, a great improvement has been made since last year with the overall time shortening by 5.5 days due to service improvements implemented as part of the 'Systems Thinking' project.

FINANCE:
NI 181b Time taken to process Housing Benefit change events

GREEN



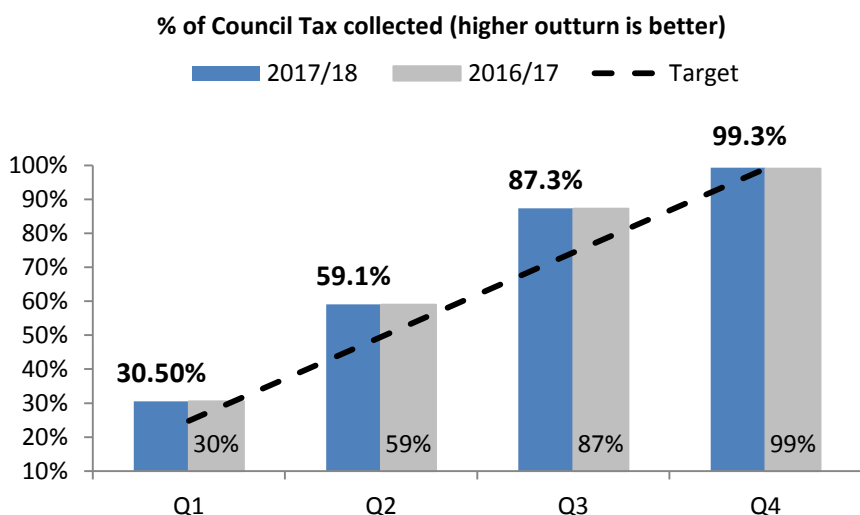
Quarter	2017/18	2016/17	Target
Q1	7.9	7.0	9
Q2	6.2	7.0	9
Q3	6.0	8.1	9
Q4	4.0	4.0	9

Comments

The time taken to process event changes has further shortened by 2 days from the last quarter, showing a nearly 4 day reduction in processing time through 2017/18. The continuous improvement is linked to the process changes implemented as part of the 'Systems Thinking' project.

FINANCE:
F1: Percentage of Council Tax collected

GREEN



Quarter	2017/18	2016/17	Target
Q1	30.5%	30.5%	24.8%
Q2	59.1%	59.0%	49.5%
Q3	87.3%	87.2%	74.3%
Q4	99.3%	99.0%	99.0%

Comments

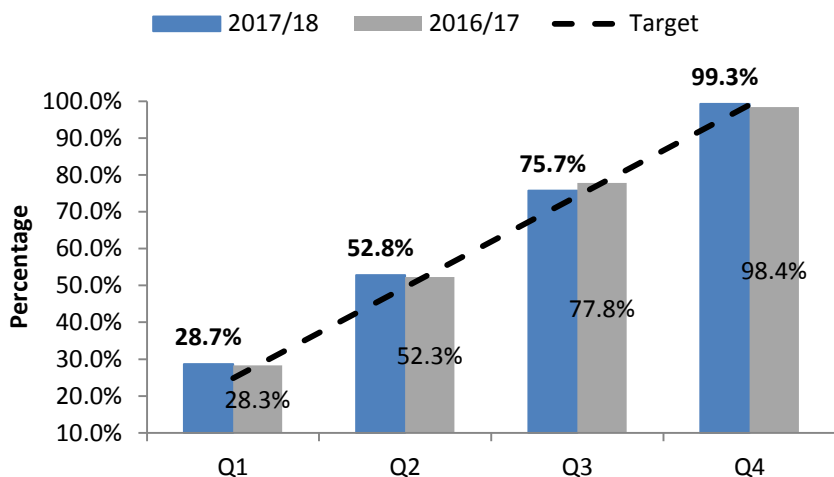
The annual Council Tax collection has closed the year with only 0.7% of tax outstanding for collection. This is a very good performance from the Revenues Team, exceeding the target and the Q4 2016/17 collection level.

FINANCE:

F2: Percentage of non-domestic rates collected

GREEN

% of non domestic rates collected (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	28.7%	28.3%	24.8%
Q2	52.8%	52.3%	49.5%
Q3	75.7%	77.8%	74.3%
Q4	99.3%	98.4%	99.0%

Comments

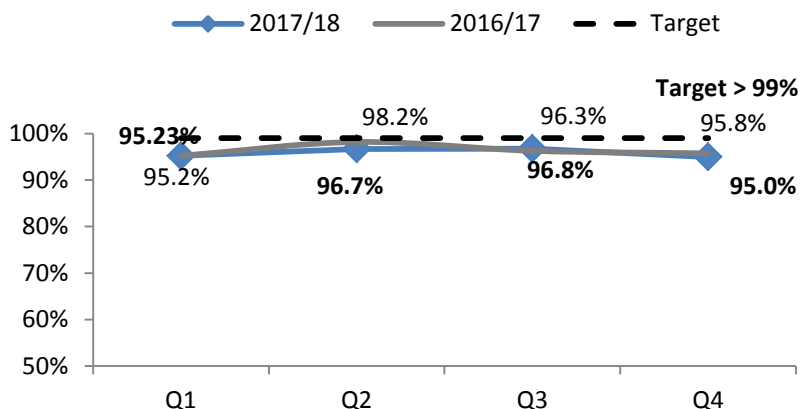
The annual non-domestic rates collection has closed the year with only 0.7% of tax outstanding for collection. This is a very good performance from the Revenues Team, exceeding the Q4 2016/17 collection level and the annual target.

FINANCE:

F3: Percentage of invoices paid within 30 days or within supplier payment terms

AMBER

% of invoices paid within 30 days or within supplier payment terms (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	95.2%	95.2%	99%
Q2	96.7%	98.2%	99%
Q3	96.8%	96.3%	99%
Q4	95.0%	95.8%	99%

Comments

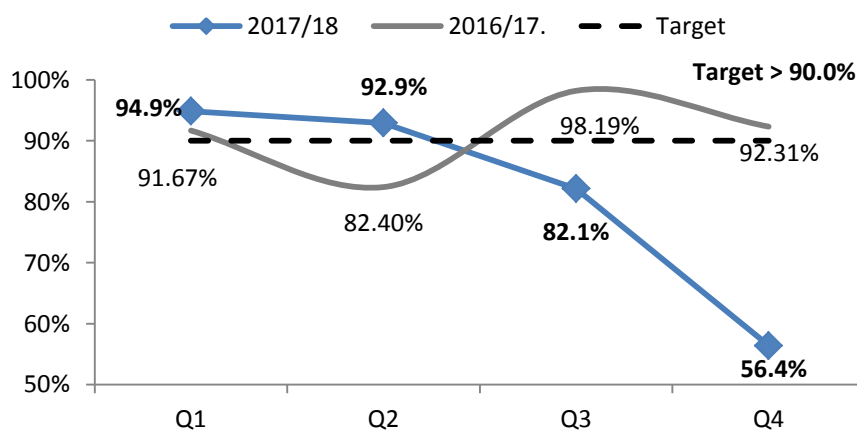
There was a small dip in the Q4 performance due to a higher workload volume with an additional 96 invoices being processed when compared to Q3. Out of a total of 1059 invoices 1006 were paid on time, compared with 932 out of 963 invoices paid on time in Q3.

FINANCE:

F4: Percentage of invoices from small/local businesses paid within 10 days

RED

% of invoices from small/ local businesses paid within 10 days (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	94.9%	91.7%	90.0%
Q2	92.9%	82.4%	90.0%
Q3	82.1%	98.2%	90.0%
Q4	56.4%	92.3%	90.0%

Comments

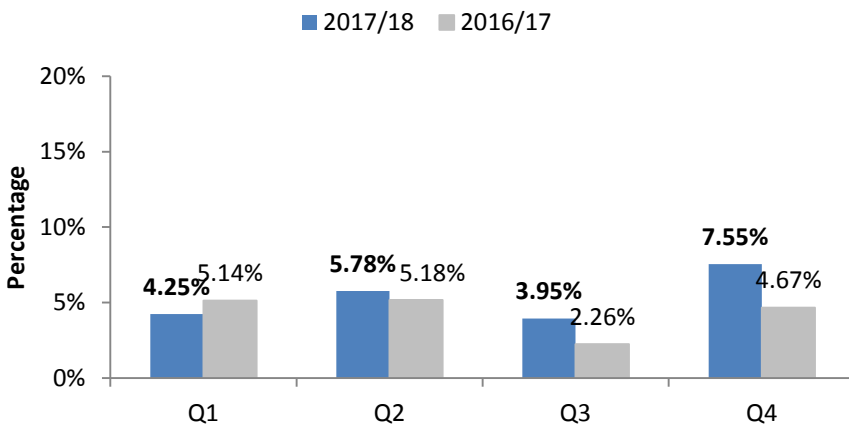
The performance in Q4 was significantly impacted by the implementation of the new Purchasing Order system. Out of the 39 invoices in this category 17 missed their target compared to 5 out 28 in the previous quarter. It is worth noting that all remaining invoices were paid within 20 days and the improvement brought by the new system should be visible from the next quarter.

RESOURCES:

HR1: Staff turnover – all leavers as a percentage of the average number of staff in period

No target

Staff turnover - all leavers as a percentage of the average number of staff in a period



Quarter	2017/18	2016/17
Q1	4.25%	5.14%
Q2	5.78%	5.18%
Q3	3.95%	2.26%
Q4	7.55%	4.67%

Comments

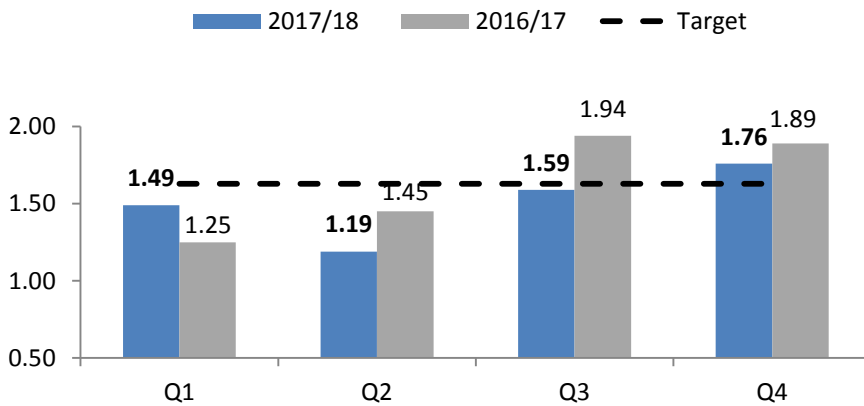
Staff turnover has increased from Q3 by 3.6% points, representing 34 members of staff leaving and 18 new starters joining. However this figure also includes 6 redundancies due to restructure which has contributed to the increase in the turnover percentage.

RESOURCES:

HR2: Average working days lost due to sickness absence per employee

RED

Working days lost due to sickness absence (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	1.49	1.25	1.63
Q2	1.19	1.45	1.63
Q3	1.59	1.94	1.63
Q4	1.76	1.89	1.63

Comments

Information provided by First Care* confirms that sickness rates have increased for Q4. This is a trend they have seen across their whole client base. It is also to be expected for the time of year. When compared to the corresponding quarter in 2016/17 a reduction in absence of 0.13 days can be noticed.

* First Care - external absence monitoring provider

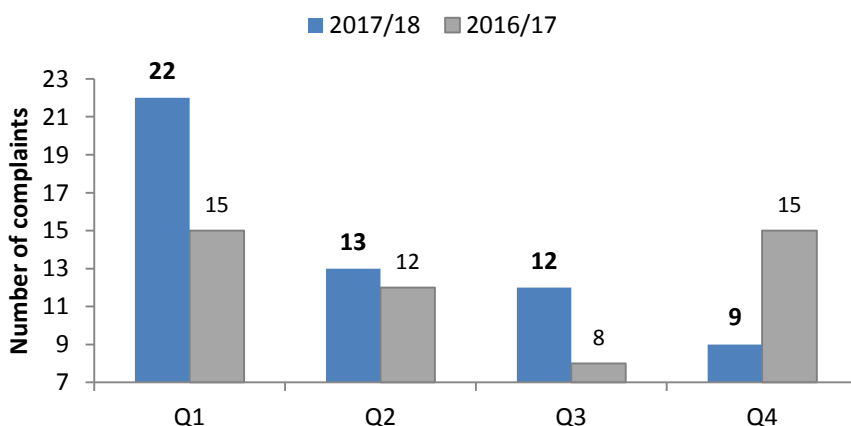
POLICY & GOVERNANCE

COMPLAINTS:

M1: Number of Level 3 (Chief Exec) and Ombudsman Complaints received

No target

Number of Level 3 (CEX) and Ombudsman complaints received



Quarter	2017/18	2016/17
Q1	22	15
Q2	13	12
Q3	12	8
Q4	9	15

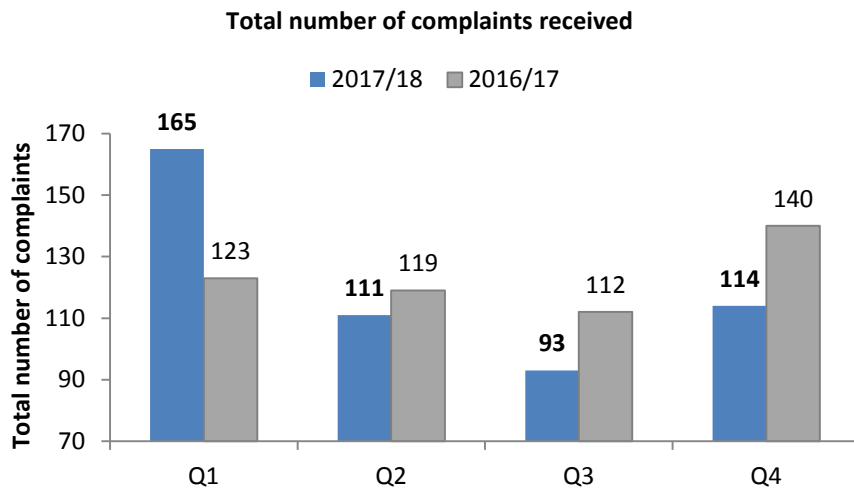
Comments

The number of complaints escalated to Level 3 in the fourth quarter has decreased with 3 fewer cases. These complaints related to service areas of Housing Operations (4), Housing Strategy (2) and Planning (3).

COMPLAINTS:

M2: Total number of complaints received

No target



Quarter	2017/18	2016/17
Q1	165	123
Q2	111	119
Q3	93	112
Q4	114	140

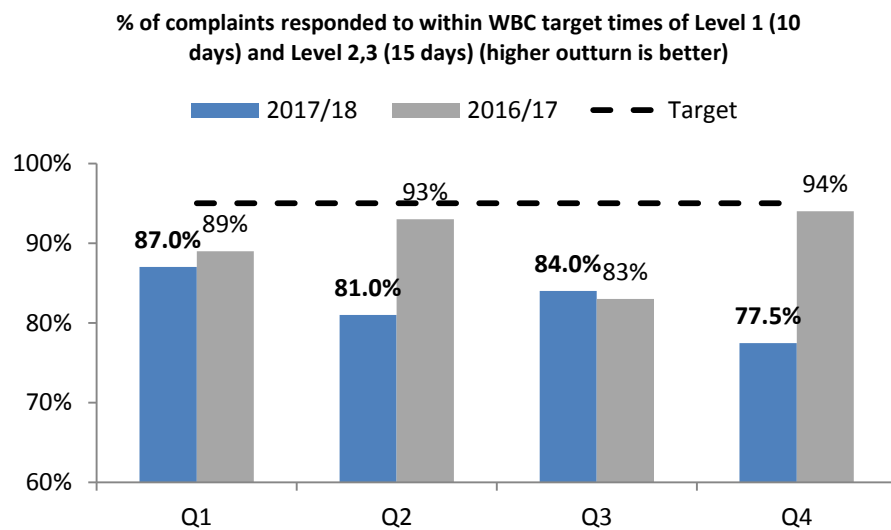
Comments

The total number of complaints has increased in the fourth quarter with 21 more complaints received by comparison to Q3. The areas with the largest number of complaints were Housing Operations (60), Planning (27) and Environmental Services (18).

COMPLAINTS:

M3: % of complaints responded to within target times of 10 working days Level 1 & 15 working days for Level 2 and 3

RED



Quarter	2017/18	2016/17	Target
Q1	87.0%	89%	95%
Q2	81.0%	93%	95%
Q3	84.0%	83%	95%
Q4	77.5%	94%	95%

Comments

The indicator shows a weighted average* of different response levels, however each level has a different volume of complaints. At Level 1 the response rate was 81% for a total of 83 complaints, 64% with 22 complaints at Level 2 and a 78% response rate for the 9 complaints that were escalated to Level 3. A few more complex cases took longer to resolve and impacted

* The weighted average for this indicator is calculated as per below formula:

NL1 - Number of Level 1 Complaints

NL2 - Number of Level 2 Complaints

NL3 - Number of Level 3 Complaints

%L1 - Percentage of Level 1 complaints Responded on time

%L2 - Percentage of Level 2 complaints Responded on time

%L3 - Percentage of Level 3 complaints Responded on time

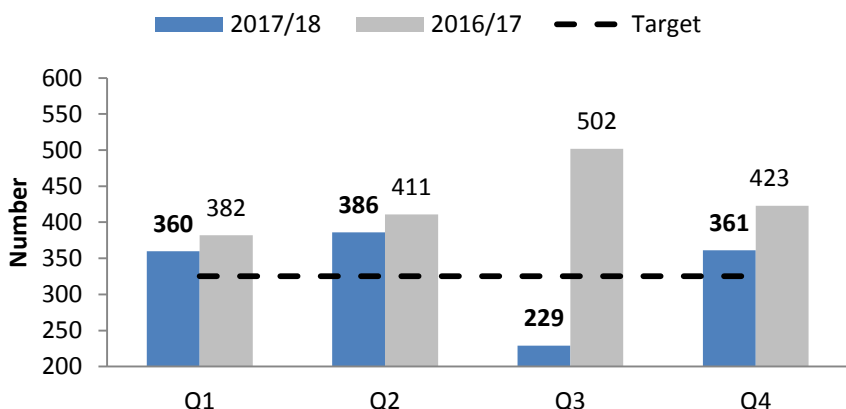
$$\text{Weighted average} = \frac{(NL1 \times \%L1) + (NL2 \times \%L2) + (NL3 \times \%L3)}{(NL1+NL2+NL3)}$$

COMMUNITY SERVICES:

CS1: Number of Access to Leisure Cards issued

GREEN

Number of Access to Leisure Cards issued
(higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	360	382	325
Q2	386	411	325
Q3	229	502	325
Q4	361	423	325

Comments

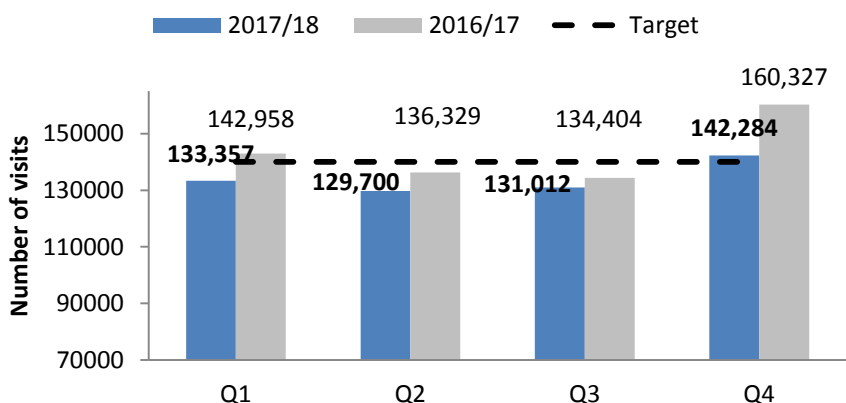
After a quarter in decline, the number of access to leisure cards issued has picked up again and has not only return to green status, but also exceeded the target by 11.08%. When comparing the annual trend, there were 382 less access cards issued in 2017/18 than in 2016/17.

COMMUNITY SERVICES:

CS2: Number of Visits to Farnham Leisure Centre

GREEN

Number of visits to Farnham Leisure Centre
(higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	133,357	142,958	140,000
Q2	129,700	136,329	140,000
Q3	131,012	134,404	140,000
Q4	142,284	160,327	140,000

Comments

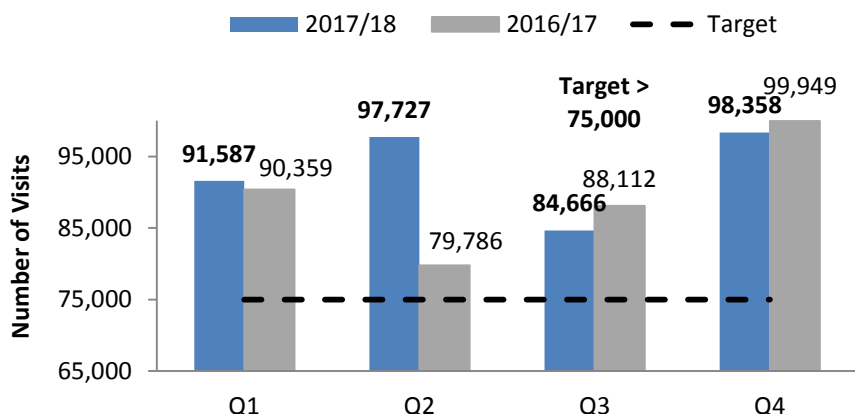
After a downward trend in the past 3 quarters, the performance in Q4 has improved significantly, exceeding the target by 1.63%. There were 37,665 fewer visits in 2017/18 than 2016/17 when analysing annual trends. This indicator is the subject of the annual indicator review.

COMMUNITY SERVICES:

CS3: Number of Visits to Cranleigh Leisure Centre

GREEN

Number of visits to Cranleigh Leisure Centre
(higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	91,587	90,359	75,000
Q2	97,727	79,786	75,000
Q3	84,666	88,112	75,000
Q4	98,358	99,949	75,000

Comments

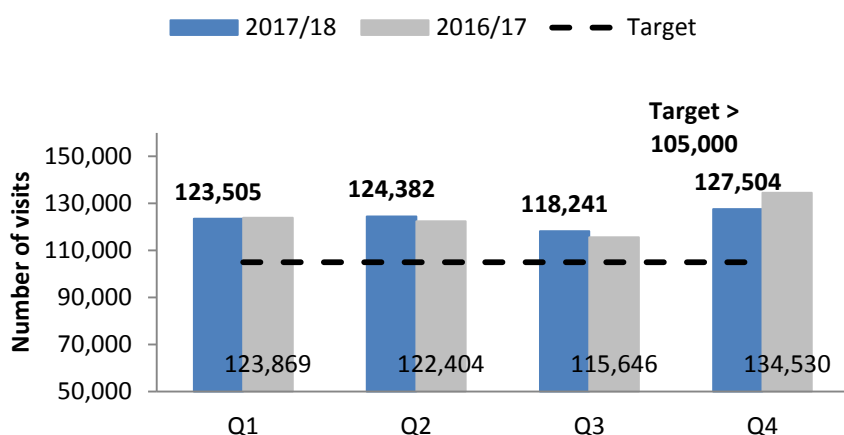
The fourth quarter has seen an increase in numbers and the performance exceeds the target by 31.14%. There were 14,132 more visits in 2017/18 when compared with the year before. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS4: Number of visits to Haslemere Leisure Centre

GREEN

Number of visits to Haslemere Leisure Centre (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	123,505	123,869	105,000
Q2	124,382	122,404	105,000
Q3	118,241	115,646	105,000
Q4	127,504	134,530	105,000

Comments

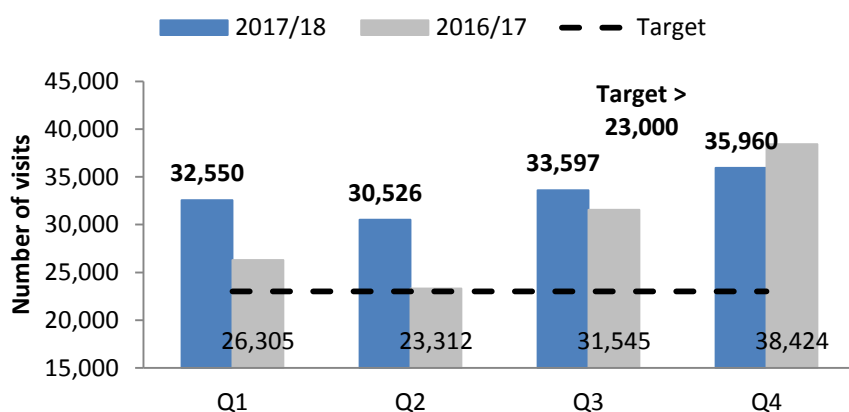
There was an improvement in the performance over the preceding quarter, with the Q4 figures exceeding the target by 21.43%. When comparing annual trends, there were 2,817 fewer visits this year than the year before. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS5: Number of Visits to The Edge Leisure Centre

GREEN

Number of visits to the Edge Leisure Centre (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	32,550	26,305	23,000
Q2	30,526	23,312	23,000
Q3	33,597	31,545	23,000
Q4	35,960	38,424	23,000

Comments

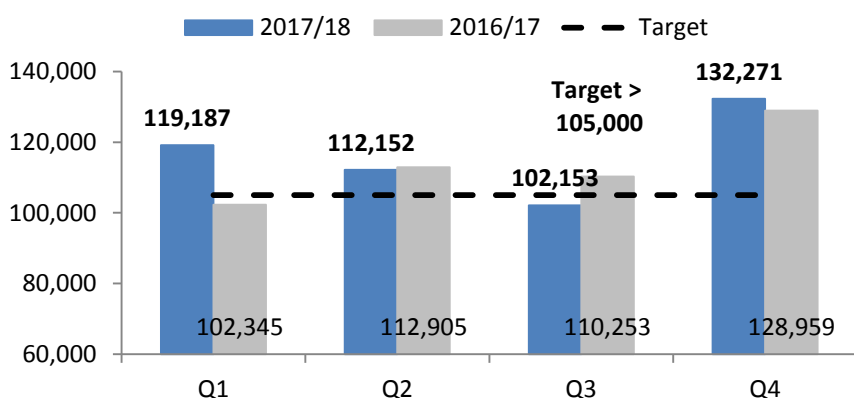
There were 2,363 more visits to the Edge centre in the fourth quarter and the indicator performs well within its target. When looking at the annual trend there were 13,047 more visits this year than in 2016/17. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS6: Number of Visits to Godalming Leisure Centre

GREEN

Number of visits to Godalming Leisure Centre (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	119,187	102,345	105,000
Q2	112,152	112,905	105,000
Q3	102,153	110,253	105,000
Q4	132,271	128,959	105,000

Comments

Q4 has seen very good performance with the highest numbers since the beginning of data collection in 2014, exceeding the target by 25.97%. There were 11,301 more visits in 2017/18 than in 2016/17. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS7: Total number of visits to and use of museums (Farnham & Godalming)

No target

Combined

Quarter	Combined Total 2017/18	Combined Total 2016/17
Q1	9,565	9,402
Q2	10,967	7,740
Q3	11,338	9,679
Q4	9,259	8,897

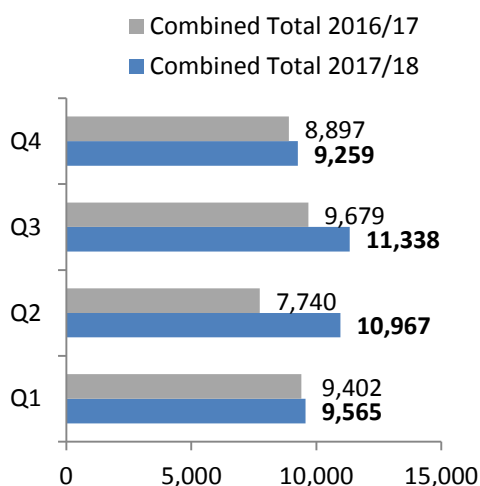
Farnham

Quarter	Farnham 2017/18	Farnham 2016/17
Q1	5,297	5,997
Q2	5,720	3,345
Q3	5,327	4,893
Q4	5,416	5,275

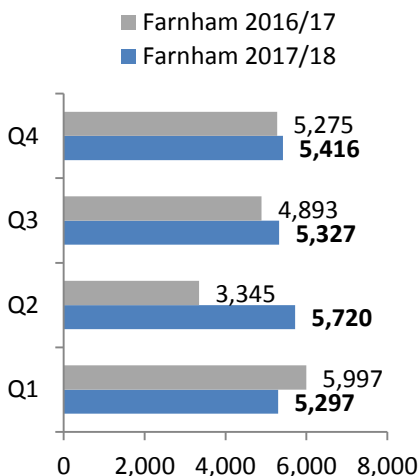
Godalming

Quarter	Godalming 2017/18	Godalming 2016/17
Q1	4,268	3,405
Q2	5,247	4,395
Q3	6,011	4,786
Q4	3,843	3,622

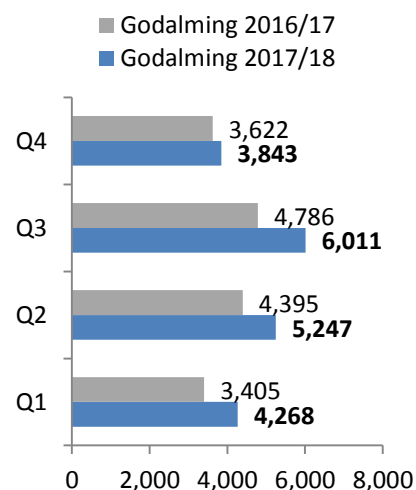
The number of visits and use of museums - Combined



The number of visits and use of museums - Farnham



The number of visits and use of museums - Godalming



Comments

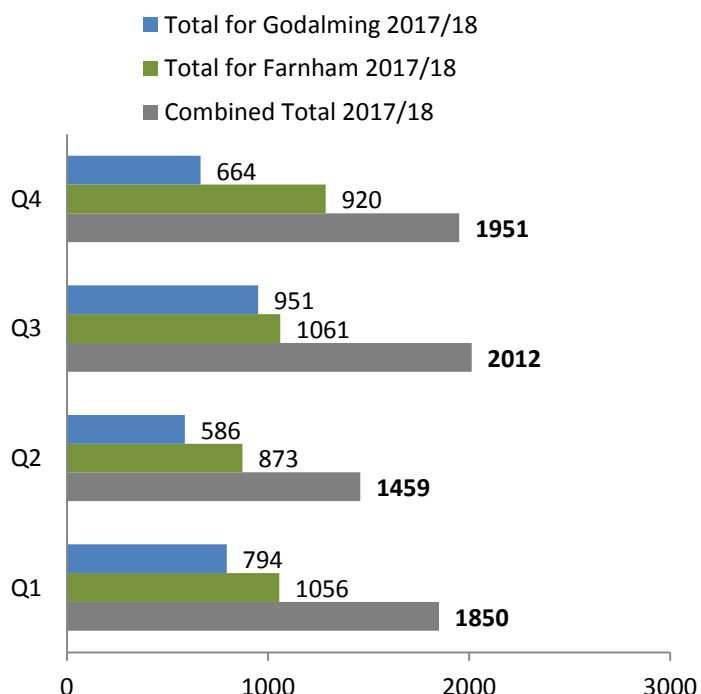
Both museums performed well in the fourth quarter and throughout 2017/18 with improvements in the number of visits. There were 2,250 more visits to the Farnham Museum in 2017/18 when compared to 2016/17, and 3,161 more visits to the Godalming Museum in 2017/18 when compared with the preceding year. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS8: Total users of learning activities (number of attendees to on-site and off-site learning activities)

No target

Total attendees to on-site/off-site learning activities



Quarter	Combined Total 2017/18	Total for Farnham 2017/18	Total for Godalming 2017/18
Q1	1,850	1,056	794
Q2	1,459	873	586
Q3	2,012	1,061	951
Q4	1,951	1,287	664

Comments

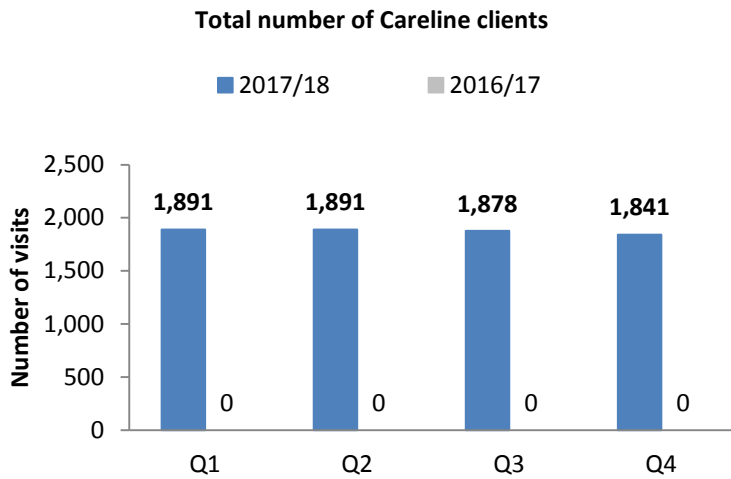
The fourth quarter has seen good performance with the loan boxes still being popular. There were also various successful marketing campaigns run in this period to promote events and make best use of the facilities. For example renting out the "Garden Gallery" for private events at Farnham Museum.

When analysing the annual trends, 2017/18 has seen 1,845 more users of learning activities than the preceding year. This indicator is included in the annual indicator review.

COMMUNITY SERVICES:

CS9: Total number of Careline clients

No target



Quarter	2017/18	2016/17
Q1	1,891	N/A
Q2	1,891	N/A
Q3	1,878	N/A
Q4	1,841	N/A

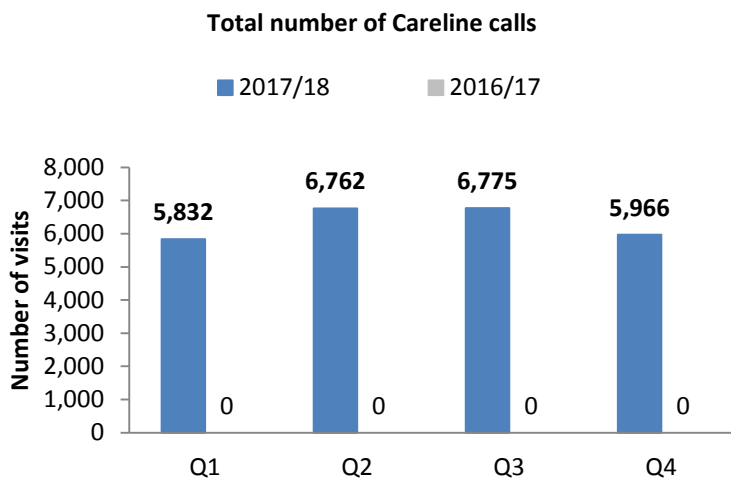
Comments

This is the second quarter of reporting on the performance of this Careline indicator to the O&S Committee. The team has already been collecting data for the previous quarters and so they have been included in this trend analysis. 2017/18 has seen a steady numbers of clients and marketing brochures were sent with the council tax bills to promote the service with our residents.

COMMUNITY SERVICES:

CS10: Total number of Careline calls in a quarter

No target



Quarter	2017/18	2016/17
Q1	5,832	N/A
Q2	6,762	N/A
Q3	6,775	N/A
Q4	5,966	N/A

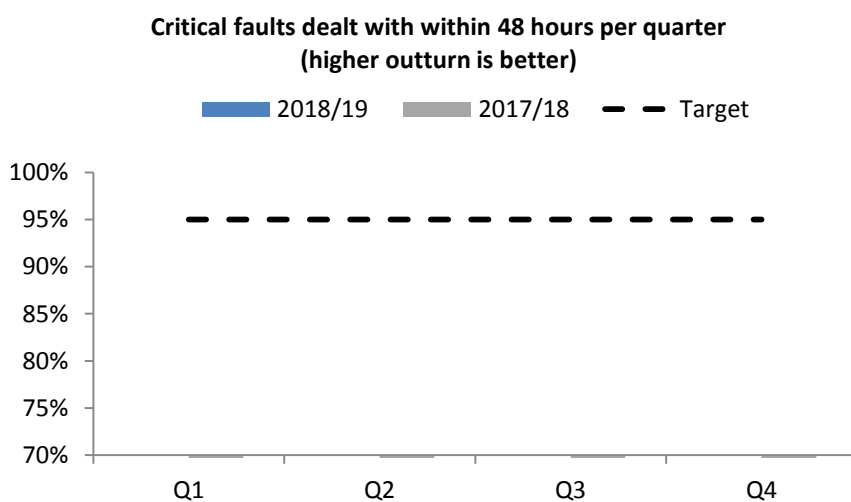
Comments

This is the second quarter of reporting on the performance of this Careline indicator to the O&S Committee. The team has already been collecting data for the previous quarters and they have also been included in this trend analysis.

COMMUNITY SERVICES:

CS11: Critical faults dealt with within 48 hours per quarter (95% target)

To be collected from 1 April 2018



Quarter	2018/19	2017/18	Target
Q1		N/A	95%
Q2		N/A	95%
Q3		N/A	95%
Q4		N/A	95%

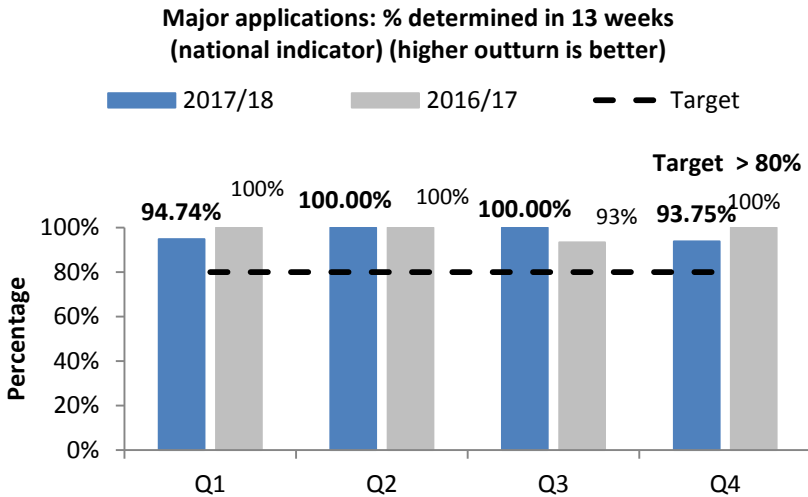
Comments

There is no retrospective data available for this new indicator and measuring and collecting methods are currently being revised. The data collection will start from the 1 April 2018.

PLANNING:

P151 (NI157a): Processing of planning applications: Major applications - % determined within 13 weeks

GREEN



Quarter	2017/18	2016/17	Target
Q1	94.74%	100.00%	80%
Q2	100.00%	100.00%	80%
Q3	100.00%	93.33%	80%
Q4	93.75%	100.00%	80%

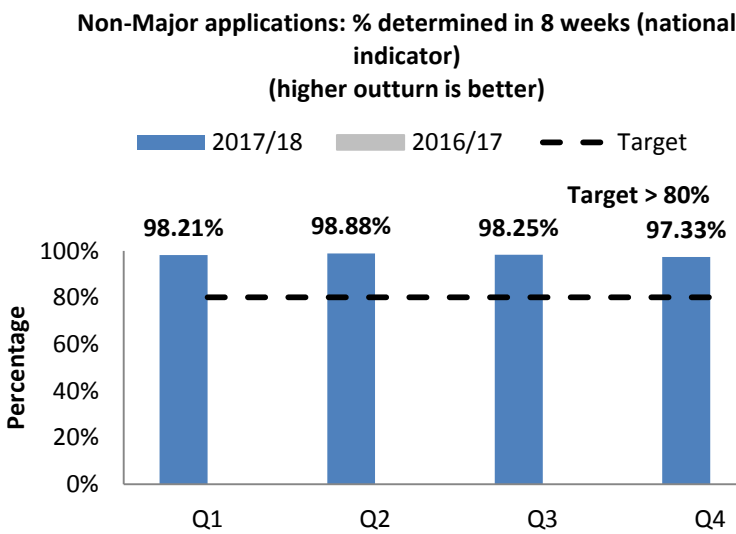
Comments

The fourth quarter saw 15 out of 16 applications determined within 13 weeks. This indicator performed well throughout the year with the average of 97.06% of major applications processed within the target, the number being 66 out of 68 applications processed on time in 2017/18.

PLANNING:

P153 : Processing of planning applications: Non-major applications - % determined within 8 weeks

GREEN



Quarter	2017/18	2016/17	Target
Q1	98.21%	N/A	80%
Q2	98.88%	N/A	80%
Q3	98.25%	N/A	80%
Q4	97.33%	N/A	80%

Comments

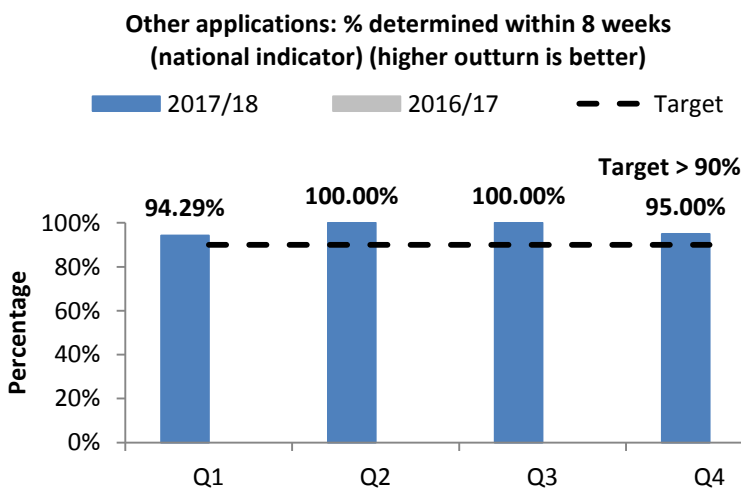
In the fourth quarter 401 out of 412 non-major applications were determined within the given timescale of 8 weeks. This indicator performed well throughout the year with an average of 98.18% of non-major applications processed within the target. This represents a total of 1674 out of 1705 applications being processed on time in 2017/18.

replaces NI157b

PLANNING:

P123 : Processing of planning applications: Other applications - % determined within 8 weeks

GREEN



Quarter	2017/18	2016/17	Target
Q1	94.29%	N/A	90%
Q2	100.00%	N/A	90%
Q3	100.00%	N/A	90%
Q4	95.00%	N/A	90%

Comments

In the fourth quarter 19 out of 20 applications were determined within the expected 8 weeks time frame. This indicator performed well throughout the year with the average of 97.73% of other applications processed within the target, representing a total of 129 out of 132 applications processed on time in 2017/18.

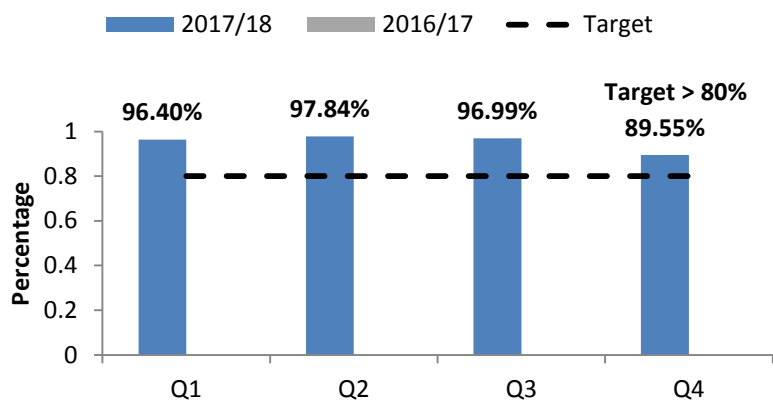
replaces NI157c

PLANNING:

LP9: Delivery of all other residual applications: % determined within its target

GREEN

**Delivery of all other residual applications:
% determined within its target (higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	96.40%	N/A	80%
Q2	97.84%	N/A	80%
Q3	96.99%	N/A	80%
Q4	89.55%	N/A	80%

Comments

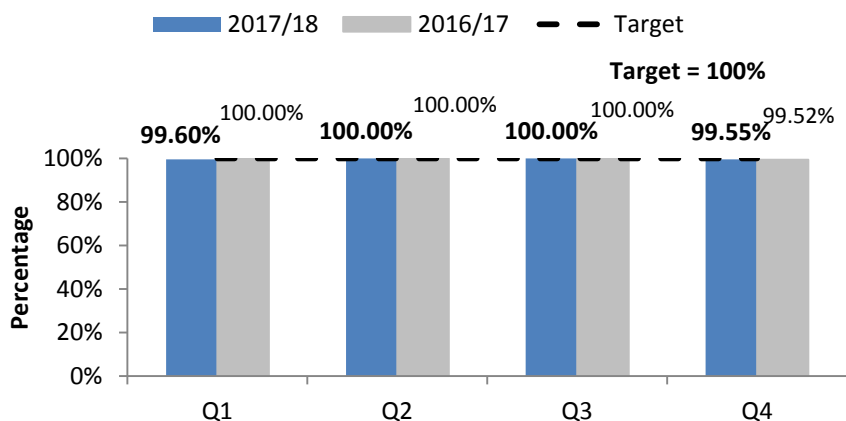
In the fourth quarter 120 out of 134 residual applications were determined within the relevant target. This indicator performed well throughout the year with the average of 95.23% of residual applications processed within the target, representing a total of 519 out of 545 applications processed on time in 2017/18.

PLANNING:

P1: All planning applications - % determined within 26 weeks

AMBER

**All applications: % determined in 26 weeks
(higher outturn is better)**



Quarter	2017/18	2016/17	Target
Q1	99.6%	100.0%	100%
Q2	100.0%	100.0%	100%
Q3	100.0%	100.0%	100%
Q4	99.6%	99.5%	100%

Comments

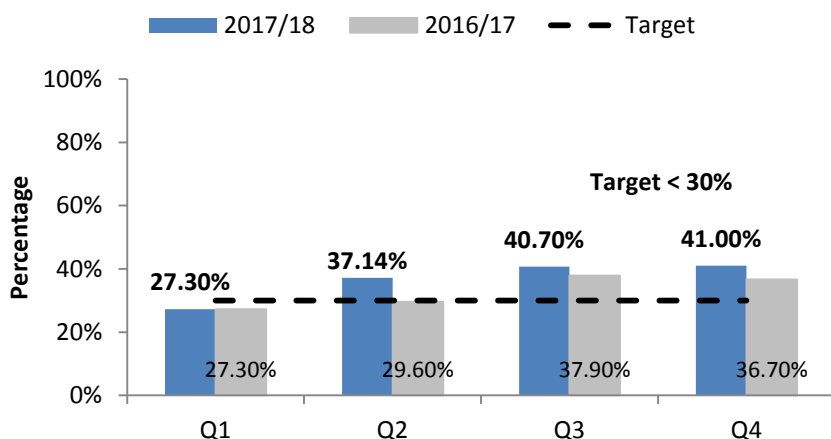
In the fourth quarter 446 out of 448 applications were determined within the agreed timescale. This indicator performed well throughout the year with an average of 99.79% of residual applications processed within the target, representing a total of 1902 out of 1906 applications processed on time in 2017/18.

PLANNING:

P2: Planning appeals allowed (cumulative year to date)

RED

Planning appeals allowed (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	27.3%	27.3%	30%
Q2	37.14%	29.60%	30%
Q3	40.70%	37.90%	30%
Q4	41.00%	36.70%	30%

Comments

An upward trend continued and at the end of the financial year a total of 34 appeals were allowed out of 83 appeals determined in 2017/18 (cumulative year to date figure).

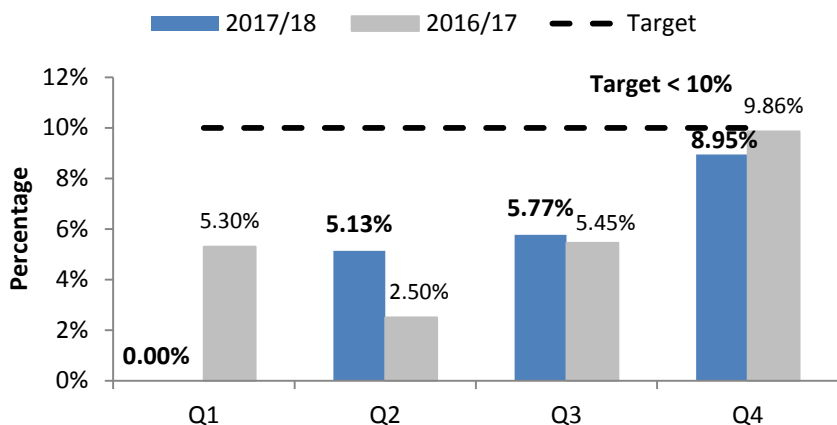
* Number of all appeals allowed (major and non-major) against all appeals submitted for both major and non-major applications to date, for the current financial year.

PLANNING:

P152 (P3): Major planning appeals allowed as % of major application decisions made (cumulative)

GREEN

Major planning appeals allowed as % of Major Application decisions made (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	0.00%	5.30%	10%
Q2	5.13%	2.50%	10%
Q3	5.77%	5.45%	10%
Q4	8.95%	9.86%	10%

Comments

The fourth quarter saw a very good performance with only 6 major appeals allowed against 67 major applications determined. When looking at the overall annual performance a total of 11 appeals were allowed out of 177 applications determined, representing an average of 6.21% of major appeals allowed in 2017/18.

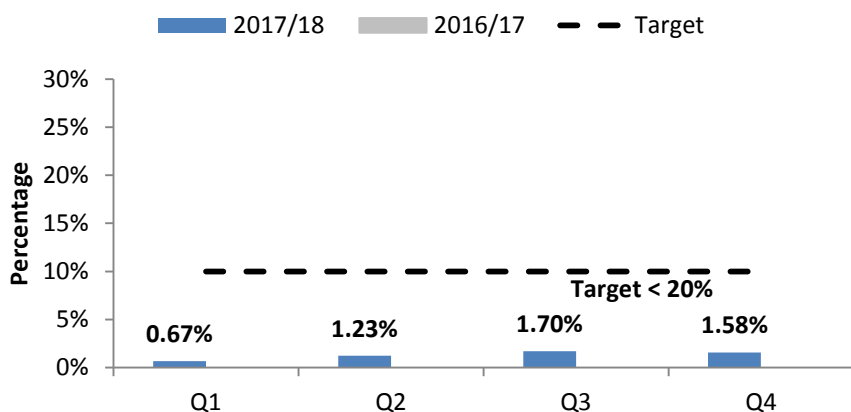
* Number of major appeals allowed against all major planning decisions made to date, for the current financial year

PLANNING:

P154: Non-major planning appeals allowed as % of non-major application decisions made (cumulative)

GREEN

Non-major planning appeals allowed as % of Non-major Application decisions made (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	0.67%	N/A	10%
Q2	1.23%	N/A	10%
Q3	1.70%	N/A	10%
Q4	1.58%	N/A	10%

Comments

The performance in the fourth quarter was very good with only 27 non-major appeals allowed against a total of 1705 non-major application decisions made.

* Number of non-major appeals allowed against all non-major planning decisions made to date, for the current financial year

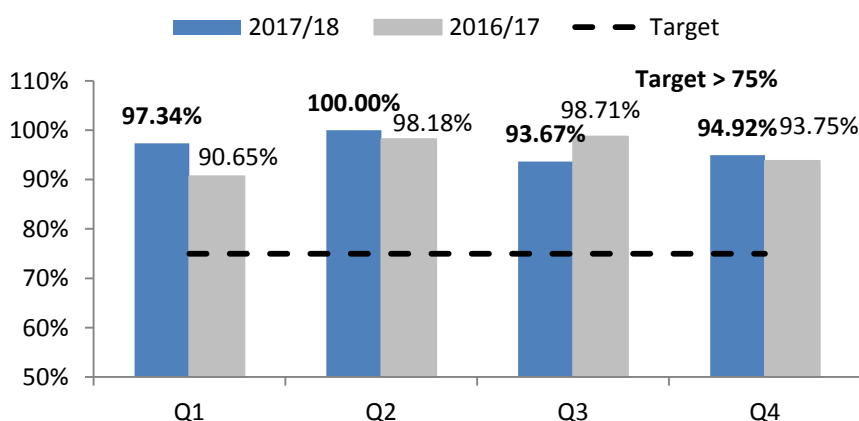
PLANNING:

P4: Percentage of enforcement cases actioned within 12 weeks of receipt

(Actioned = investigated, a planning application received, a notice issued / or a case is closed)

GREEN

% of enforcement cases actioned within 12 weeks of receipt (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	97.34%	90.65%	75%
Q2	100.00%	98.18%	75%
Q3	93.67%	98.71%	75%
Q4	94.92%	93.75%	75%

Comments

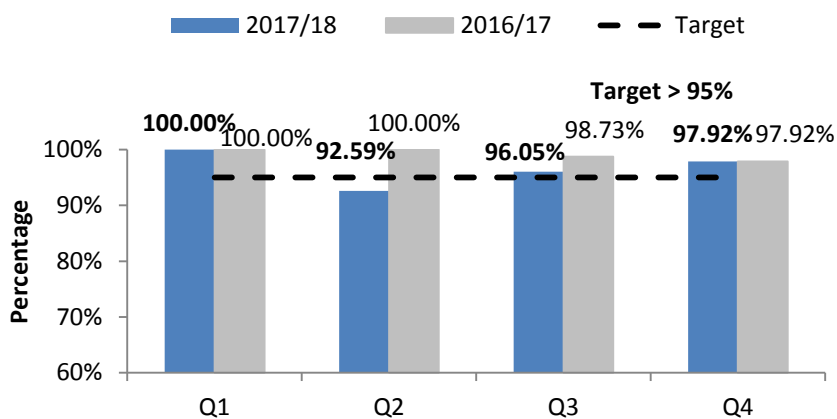
In quarter 4, 56 out of 59 cases were actioned within 12 weeks of receipt. When analysing the annual trends, the indicator performed well with 283 out of 293 enforcement cases actioned on target, giving it an overall timely completion average of 96.59% at the end of 2017/18.

PLANNING:

P5: Percentage of Tree applications determined within 8 weeks

GREEN

% of tree applications determined within 8 weeks (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	100.00%	100%	95%
Q2	92.59%	100%	95%
Q3	96.05%	98.73%	95%
Q4	97.92%	97.92%	95%

Comments

In the fourth quarter 47 out of 48 applications were determined within the 8 weeks timescale.

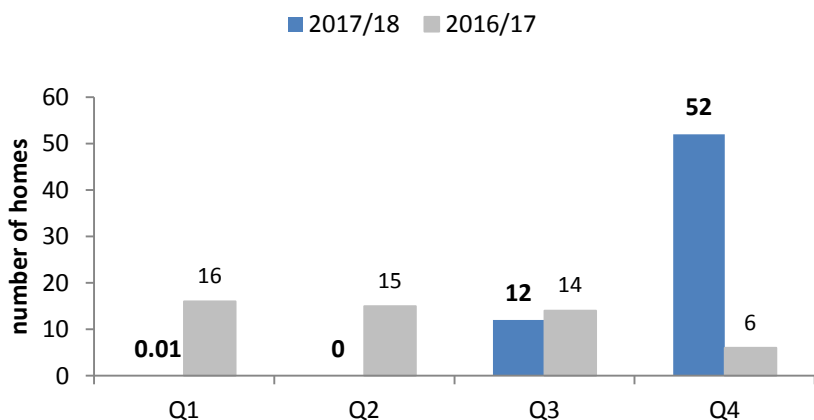
When analysing the annual trends, the indicator performed well with its target with 219 out of 227 tree applications determined on time, giving it a 96.48% annual average for 2017/18.

PLANNING:

P6: Number of Affordable homes delivered by all housing providers

No target

Number of affordable homes delivered (gross)



Quarter	2017/18	2016/17
Q1	0	16
Q2	0	15
Q3	12	14
Q4	52	6

Comments

There were 52 affordable homes completed in Q4:

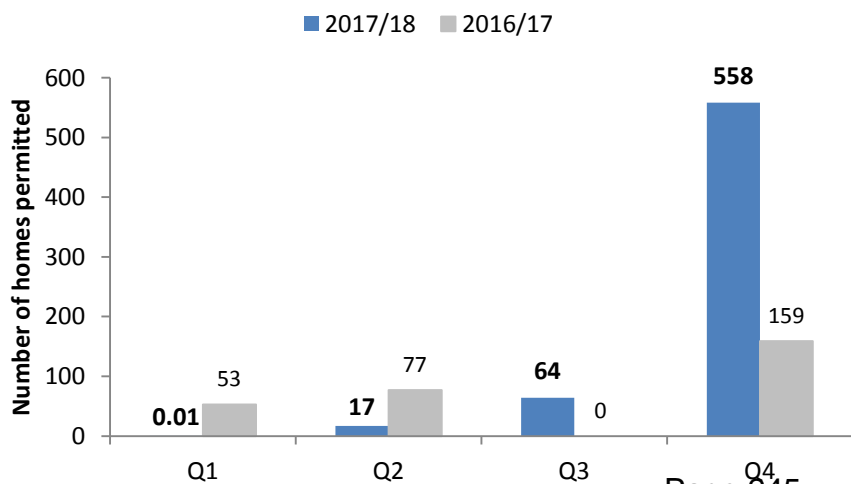
- 10 Shared ownership (SO) homes completed at Amlets Lane, Cranleigh by Hyde Housing
- 18 affordable homes (9 Affordable Rent (AR) and 9 SO) completed at Weydon Lane, Farnham by Thames Valley Housing
- 22 affordable homes (9 AR and 13 SO) completed at Horsham Rd, Cranleigh by Clarion
- 2 social rented homes completed by Waverley BC at Sherrydon, Cranleigh

PLANNING:

P7: Number of affordable homes permitted (homes granted planning permission)

No target

Number of affordable homes permitted



Quarter	2017/18	2016/17
Q1	0	53
Q2	17	77
Q3	64	0
Q4	558	159

Comments

There were 558 homes granted permission in Q4:

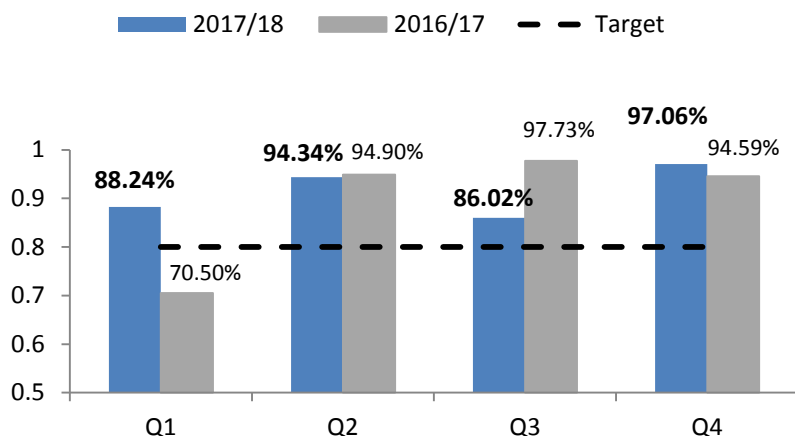
- 18 affordable homes at Green Lane Farm, Badshot Lea, granted on 21.02.2018
- 540 affordable homes at Dunsfold Aerodrome granted on 29.03.2018

PLANNING:

P8: Percentage of complete Building Control applications checked within 10 days

GREEN

% of building control applications checked within 10 days (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	88.24%	70.50%	80%
Q2	94.34%	94.90%	80%
Q3	86.02%	97.73%	80%
Q4	97.06%	94.59%	80%

Comments

In the fourth quarter 94 out of 99 checks were completed within the 10 days timescale. When analysing the annual trends, the indicator performed well within its target with 379 out of 417 compliance checks completed on time, giving it a 90.89% annual average for 2017/18.

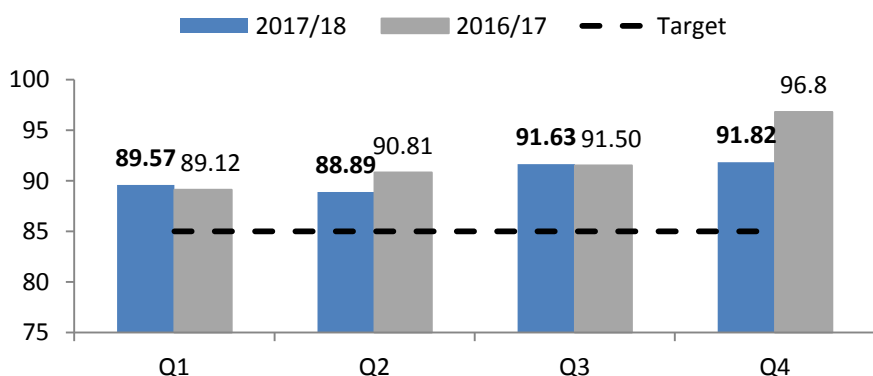
ENVIRONMENTAL SERVICES

ENVIRONMENTAL SERVICES:

NI 191: Residual household waste per household (kg)

RED

Residual household waste per household (kg) (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	89.57	89.12	85
Q2	88.89	90.81	85
Q3	91.63	91.50	85
Q4	91.82	96.80	85

Comments

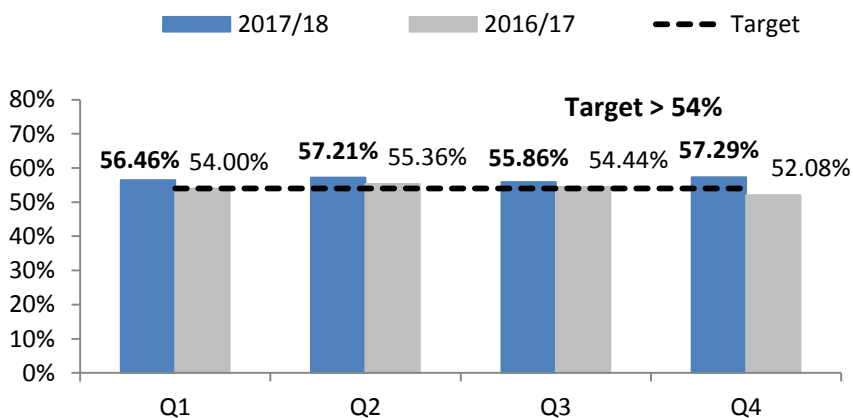
The household waste levels remained at the same level in Q4 and are much lower when compared to the corresponding quarter in 2016/17. The annual trend analysis shows that the residual waste has reduced in 2017/18 by 6.32kg per household per year, from 368kg in 2016/17 to 362kg in 2017/18.

ENVIRONMENTAL SERVICES:

NI192: Percentage of household waste sent for reuse, recycling and composting

GREEN

% of household waste sent for reuse, recycling and composting (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	56.46%	54.00%	54%
Q2	57.21%	55.36%	54%
Q3	55.86%	54.44%	54%
Q4	57.29%	52.08%	54%

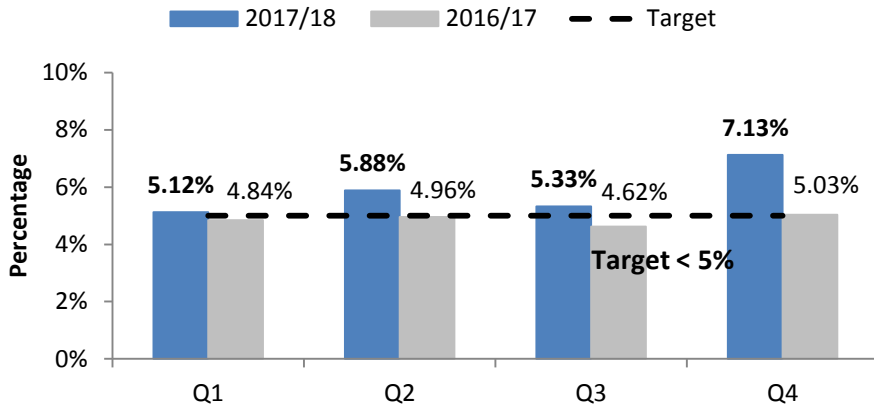
Comments: This indicator performed well in Q4 and when analysing the annual trend the average percentage of household waste sent for reuse, recycling and composting has increased on average by 2.74% from the previous year.

ENVIRONMENTAL SERVICES:

E1: MRF (materials recycling facility) reject rate

RED

MRF Reject Rate (lower outturn is better)



* bring sites - areas in the local community such as car parks where non-residential recycling facilities are available to members of public

Quarter	2017/18	2016/17	Target
Q1	5.12%	4.84%	5%
Q2	5.88%	4.96%	5%
Q3	5.33%	4.62%	5%
Q4	7.13%	5.03%	5%

Comments

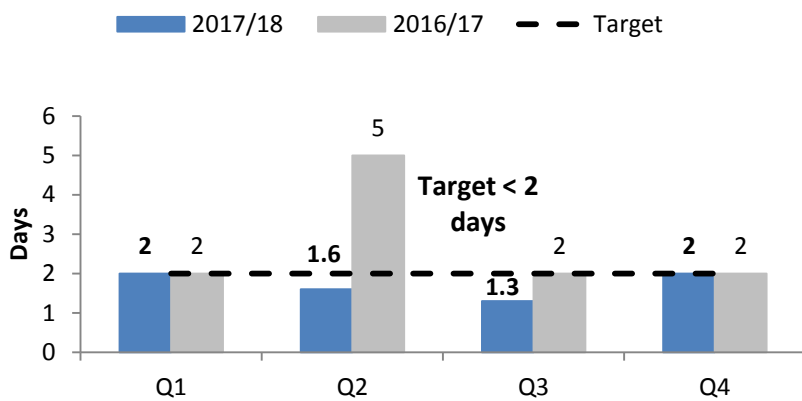
There has been an unusual rise in the reject rate in March at 10.29%, compared to 4.88% in January and 6.22% in February. There have been no particular increases in bin rejections due to contamination in this month. However, bring sites* are regularly noted to be an issue relating to contamination. The annual reject rate shows a 1% increase on the preceding year.

ENVIRONMENTAL SERVICES:

E2: Average number of days to remove fly-tips

GREEN

Average number of days to remove fly-tips (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	2.00	2.00	2
Q2	1.60	5.00	2
Q3	1.30	2.00	2
Q4	2.00	2.00	2

Comments

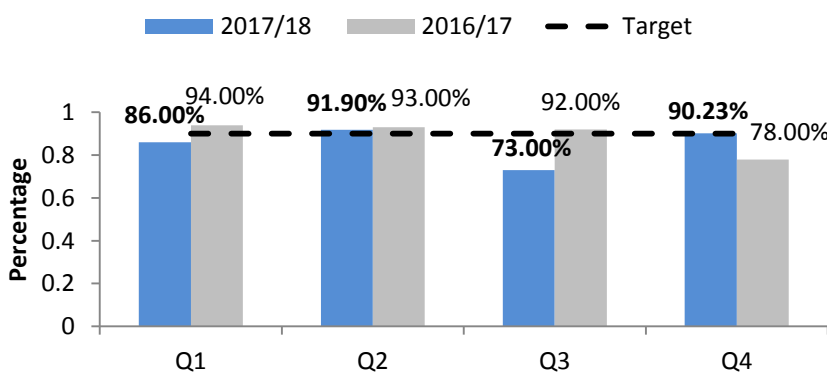
There were 166 fly-tipping incidents in Q4 compared to 146 in Q3 and a lot of effort was made to remove them in a timely manner. When comparing the annual trend the number of incidents has increased from 549 in 2016/17 to 615 in 2017/18, however the time taken to remove them has reduced from 2.75 days to 1.73 days in 2017/18.

ENVIRONMENTAL SERVICES: E3: Percentage of compliance for litter and detritus

(Percentage of inspections that meet the DEFRA code of practice on litter and detritus)

GREEN

Percentage of compliance for litter and detritus (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	86%	94%	90%
Q2	92%	93%	90%
Q3	73%	92%	90%
Q4	90%	78%	90%

Comments

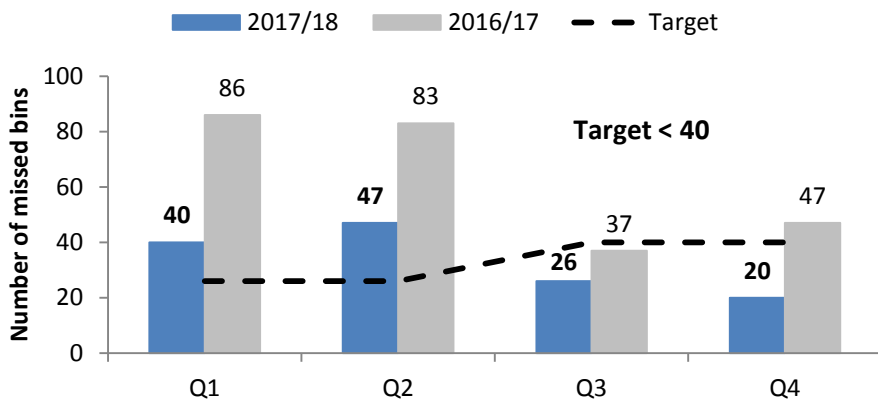
The contractor introduced new improvement measures in Q3, contributing to a good performance in the fourth quarter. When analysing annual trends the average overall performance has dipped slightly with 85.28% compliance in 2017/18, compared to 89.25% in 2016/17.

ENVIRONMENTAL SERVICES:

E4: Average number of missed bins per 104,000 bin collections each week

GREEN

Average number of missed bins per 104,000 bin collections each week (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	40	86	26
Q2	47	83	26
Q3	26	37	40
Q4	20	47	40

Comments

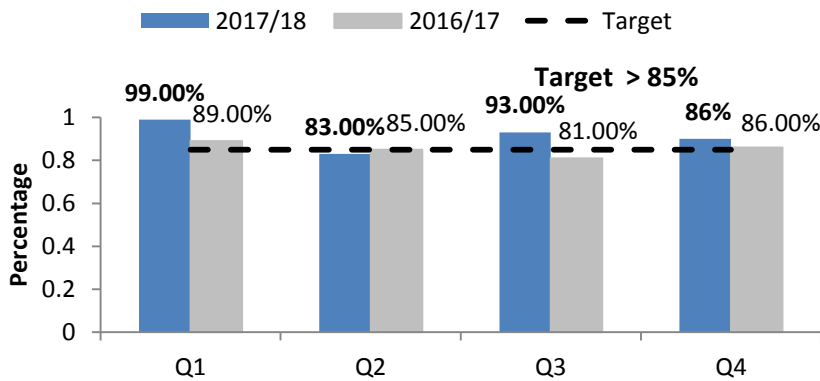
The number of missed bins in Q4 was at the lowest level since the beginning of data recording in Q3 2014/15, with only 0.02% total bins missing the scheduled collection. 2017/18 has seen a great improvement in performance from the contractor, with the number of missed bins nearly halved, with an average of 33.25 bins missed this year, compared to an average 63.25 in 2016/17.

ENVIRONMENTAL SERVICES:

NI 182: Satisfaction of Business with local authority regulation services

GREEN

% of businesses satisfied with LA regulation services (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	99%	89%	85%
Q2	83%	85%	85%
Q3	93%	81%	85%
Q4	90%	86%	85%

Comments

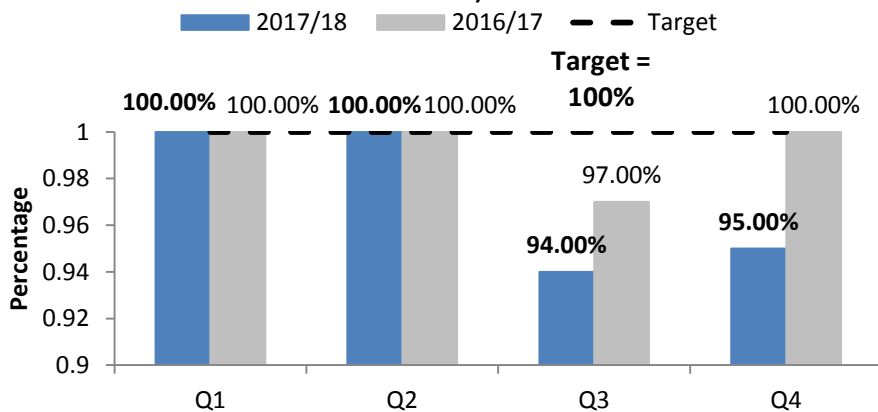
The performance has dipped slightly in Q4, however the overall performance in 2017/18 has improved by 6% from the preceding year with the average of 91.25% businesses satisfaction levels, compared to 82.25% in 2016/17.

ENVIRONMENTAL SERVICES:

E5: Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due

AMBER

Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due (higher outturn is better)



Quarter	2017/18	2016/17	Target
Q1	100%	100%	100%
Q2	100%	100%	100%
Q3	94%	97%	100%
Q4	95%	100%	100%

Comments

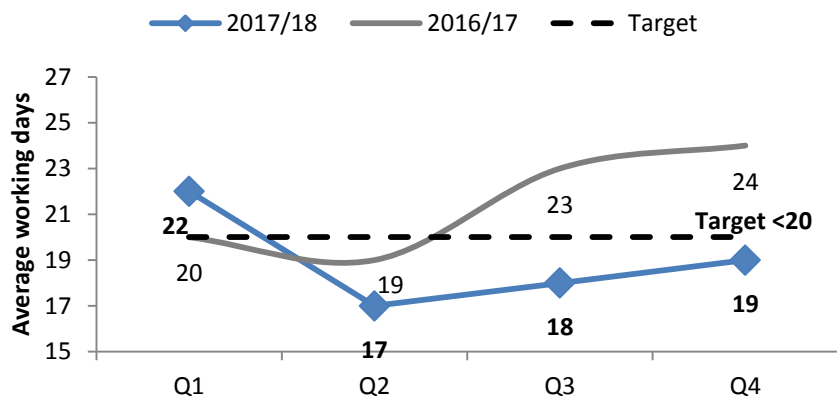
In the fourth quarter 21 out of 22 programmed inspections for category A/ B (High Risk) Food premises have been carried out on time. Only 1 inspection fell out of the target due to workload demands on the Team, but has now been inspected. In 2017/18 76 out of 78 premises inspections were carried out on time with a 97.44% completion rate.

HOUSING:

H2: Average number of working days taken to re-let

GREEN

Average number of working days taken to re-let (lower outturn is better)



Quarter	2017/18	2016/17	Target
Q1	22	20	20
Q2	17	19	20
Q3	18	23	20
Q4	19	24	20

Comments

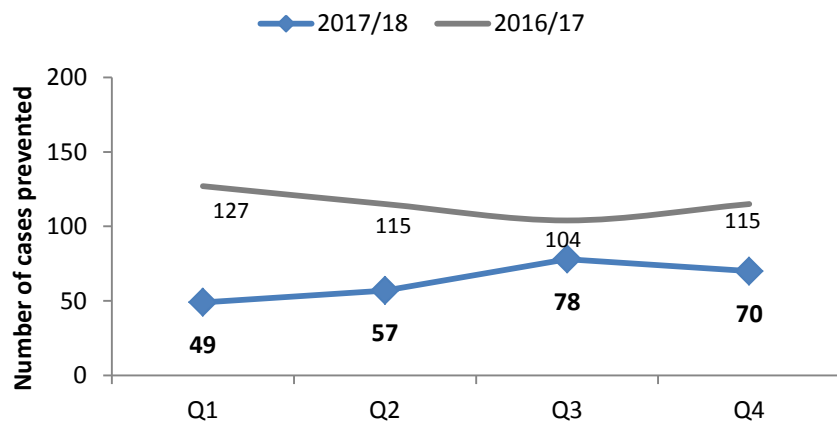
In Q4, 47 out of 74 homes were relet within target time. When analysing the annual trends a total of 156 out of 236 homes were relet on time (66.10%) and the overall average of working days has decreased from 21.5 in 2016/17 to 19 in 2017/18.

HOUSING:

H3: Housing advice service – homelessness cases prevented

No target

Number of homelessness cases prevented (higher outturn is better)



Quarter	2017/18	2016/17
Q1	49	127
Q2	57	115
Q3	78	104
Q4	70	115

Comments

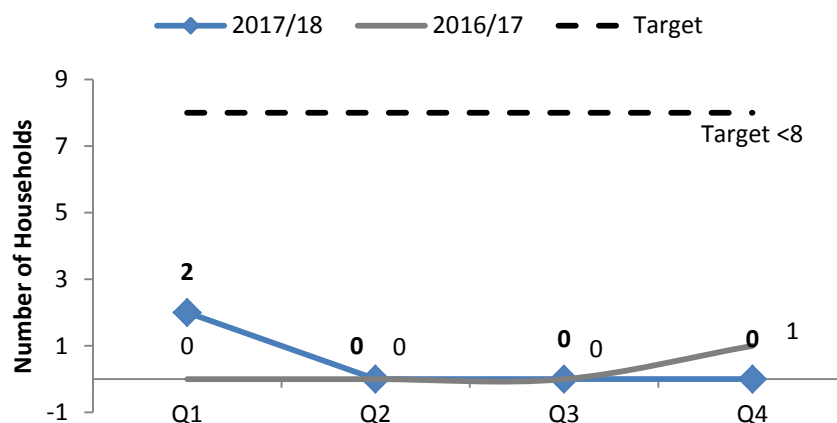
The team worked with 70 households in Q4 to successfully prevent homelessness by assisting with maintaining or securing accommodation. It is worth noting that the number of cases requiring assistance have significantly reduced in 2017/18 with 254 cases against 461 received in 2016/17 a 44.90% reduction.

HOUSING:

H4: Number of households living in temporary accommodation

GREEN

Number of Households living in temporary accommodation (lower outturn is better)



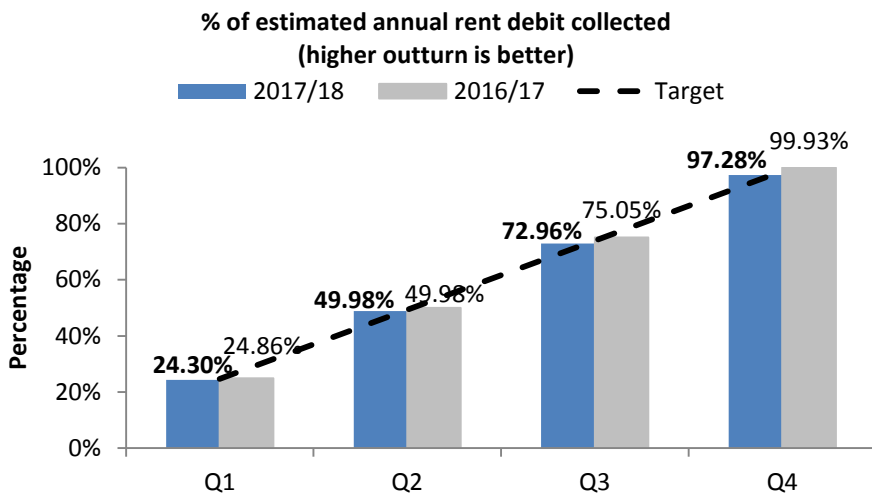
Quarter	2017/18	2016/17	Target
Q1	2	0	8
Q2	0	0	8
Q3	0	0	8
Q4	0	1	8

There were no households living in temporary accommodation at the end of the financial year. A total of ten households were provided emergency B&B accommodation during 2017/18.

HOUSING:

H5: Percentage of estimated annual rent debit collected

AMBER



Quarter	2017/18	2016/17	Target
Q1	24.30%	24.86%	24.65%
Q2	48.90%	49.98%	49.30%
Q3	72.96%	75.05%	73.95%
Q4	97.28%	99.93%	98.65%

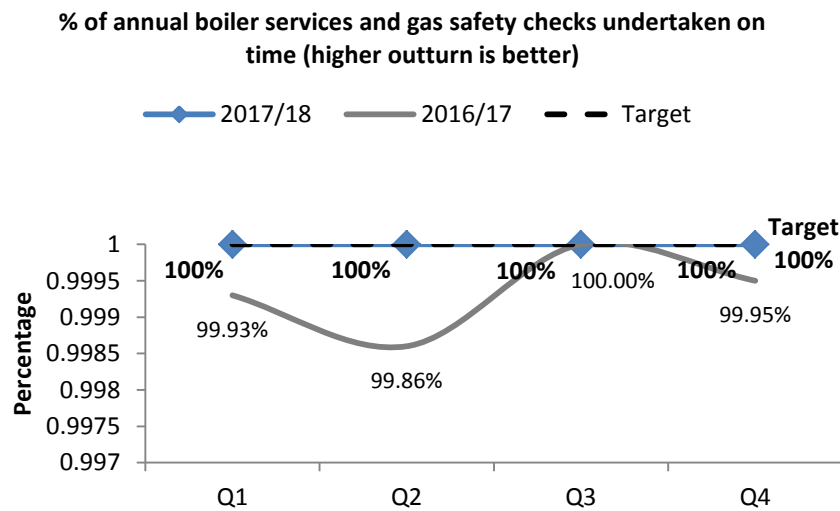
Comments

The Team collected £30.1m of the estimated rent due this year. Of the actual rent charged 99.37% was collected.

HOUSING:

H6: % of annual boiler services and gas safety checks undertaken on time

GREEN



Quarter	2017/18	2016/17	Target
Q1	100.00%	99.93%	100.00%
Q2	100.00%	99.86%	100.00%
Q3	100.00%	100.00%	100.00%
Q4	100.00%	99.95%	100.00%

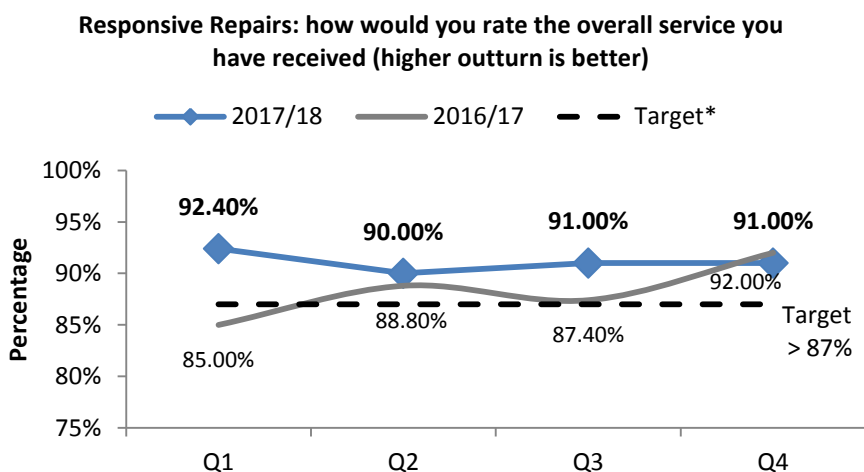
Comments

All gas safety checks were carried out on time throughout the year and at the end of Q4, all homes with gas services had a valid gas safety certificate.

HOUSING:

H7: Responsive Repairs: how would you rate the overall service you have received

GREEN



Quarter	2017/18	2016/17	Target*
Q1	92.40%	85.00%	87.00%
Q2	90.00%	88.80%	87.00%
Q3	91.00%	87.40%	87.00%
Q4	91.00%	92.00%	87.00%

Comments

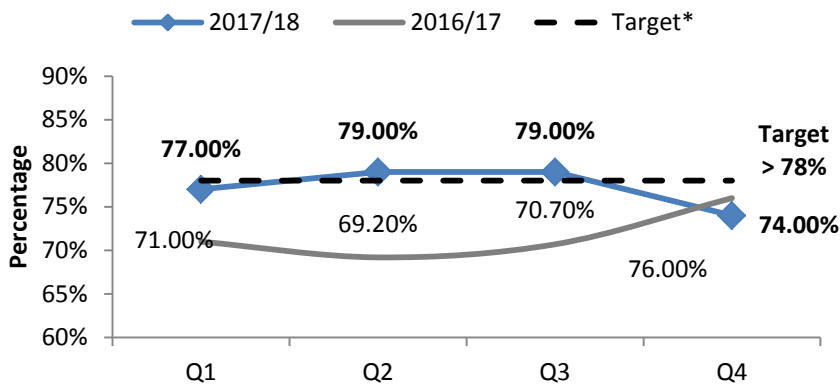
The overall satisfaction rate for responsive repairs have increased in 2017/18 to an average score of 91.10%, compare to 88.30% in 2016/17.

HOUSING:

H8: Responsive Repairs: Was the repair fixed right the first time

AMBER

Responsive Repairs: Was the repair completed right the first time (higher outturn is better)



Quarter	2017/18	2016/17	Target*
Q1	77.00%	71.00%	78.00%
Q2	79.00%	69.20%	78.00%
Q3	79.00%	70.70%	78.00%
Q4	74.00%	76.00%	78.00%

Comments

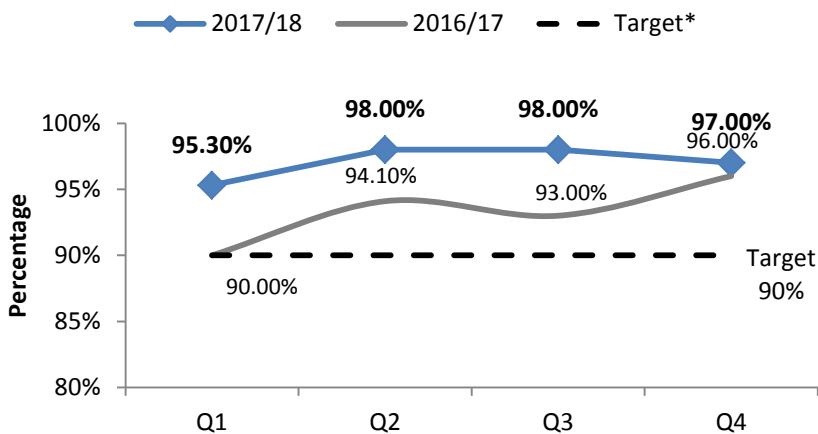
There was a dip in performance in Q4 due to the extreme weather, however when analysing annual trends the first time fix rate has increased by 5.53% in 2017/18 (77.25%) compare to the previous year (71.73% in 2016/17).

HOUSING:

H9: Responsive Repairs: Did the tradesperson arrive within the appointment slot

GREEN

Responsive Repairs: Did the tradesperson arrive within the appointment slot (higher outturn is better)



Quarter	2017/18	2016/17	Target*
Q1	95.30%	90.00%	90.00%
Q2	98.00%	94.10%	90.00%
Q3	98.00%	93.00%	90.00%
Q4	97.00%	96.00%	90.00%

Comments

The punctuality of tradesperson to scheduled appointment slots has improved in 2017/18 with an average 97.08% rate, compare to 93.28% received in 2016/17.

* The targets have been set using past performance data and the market research company's benchmarking data. The targets have been set to deliver realistic service improvements. These targets are not contractual KPIs, the team are currently negotiating the contract

This page is intentionally left blank






Executive

Annual Service Plans

Outturn Report 2017/18

(April 2017 - March 2018)

Action Status RAG Legend

	Completed Action
	Partially Completed Action
	Delayed or Still Outstanding Action
	Cancelled Action
	Percentage completed

CONTACT OFFICER:

Name: Nora Copping

Title: Policy & Performance Officer

Telephone: 01483 523 465

Email: nora.copping@waverley.gov.uk

Value for Money and Customer Service O&S Committee

Service Plan Annual Outturn Report 2017/18
(01/04/2017 – 31/03/2018)

Service: Finance **Head of Service: Peter Vickers**

Objective F1: Complete a process review of the Benefit Service to identify and adopt best practice in response to the increasing demand on the capacity of the service from the government's data matching agenda and Universal Credit

Ref	Action	Status	Final Comments
F1.1	Agree a project plan with Rushmoor Borough Council's experienced in-house process review team (engaged to provide expert guidance).	100%	The process review of the Benefits Service began in January 2017 with the initiation of the Systems Thinking project. This method has been used successfully at Rushmoor Borough Council and Waverley was able to secure a resource from Rushmoor to assist with the project. The project involved a system redesign which was successfully completed and tested and presented to staff on the 10 October. The new design was then rolled out to the whole team. New customer service standards are being achieved and budget savings have been included in the 2018/19 base budget. Customer survey data is being obtained to ensure quality. The project has succeeded in reducing the new claims turn around times from 17.5 days to 13 days at the end of 2017/18 and change events from 8 to 4 days.
F1.2	Identify team resources and back fill capacity.		
F1.3	Implement project plan.		
F1.4	Complete a post implementation review in Feb/March 2018.		

Objective F2: Enhance the Council's financial governance by implementing a single electronic purchase ordering process (a recently procured functionality within the Council's financial system) that will standardise purchasing authorisation, scrutiny and compliance.

Ref	Action	Status	Final Comments
F2.1	Agree and produce a project implementation plan in consultation with software provider and senior management.	100%	The project to introduce a single electronic purchase ordering process was successfully delivered on target in January 2018. The system provides all budget holders and managers with real time access to expenditure across the transaction cycle and commitment accounting.
F2.2	Identify project resources and assimilate onto the project working group.		
F2.3	Implement project plan and roll out across the Council. Set up a Finance systems user group and service champion network. Conduct a post implementation review		
F2.4	Conduct a post implementation review.		

Service: Corporate & Customer Service **Head of Service: David Allum**

Objective CCS.1: Deliver a change programme leading to improved customer satisfaction

Ref	Action	Status	Final Comments
CCS1.1	Complete the customer services review, identify the direction of travel required corporately and develop an action plan to respond to the agreed improvements.	100%	The customer service review has been conducted with the assistance of the Customer Service Foresight Group, selected Heads of Service and Directors. The review has been completed and an action plan agreed. The action plan was presented to the Executive in November 2017 and includes a review of Customer Standards, operational processes and improvements to customer on-line transactions and access.
CCS1.2	Take an active participatory role in the Surrey Customer Care Group.	100%	Attending meetings and hosted event in March 2018.
CCS1.3	Effectively lead the internal Foresight Customer Service Group.	100%	The Customer Service Foresight Group meets on a monthly basis and is active and effective.

Objective CCS2: Ensure the Council has an appropriate asset portfolio to provide an ongoing income stream to support and fund activity

Ref	Action	Status	Final Comments
CCS2.1	Take a lead role in servicing and advising the Investment Advisory Board and ensure that the objectives and aims of the Board are realised.	100%	Investment Board meeting regularly and investment opportunities are being pursued. The Property Investment Strategy was agreed at Council in April.
CCS2.2	Identify acquisition opportunities leading to economic development opportunities and/or revenue generation.	100%	Four properties have being acquired during the course of 2017/2018 and are now generating income for the Council.
CCS2.3	Ensure the commercial portfolio delivers the maximum return.	100%	The team monitors the tenancy levels and implements rent reviews when due throughout the year. The portfolio is on course to achieve targets.

Objective CCS3: Maintaining and improving the IT infrastructure, services and systems which support the daily activity of the Council to meet its priorities

Ref	Action	Status	Final Comments
-----	--------	--------	----------------

CCS3.1	Deliver the 2017/18 Work Programme in line with the targets.	100%	Work Programme has being delivered as revised and agreed by the IT Strategy Group. Some projects have been carried over into 2018/2019, including; the Planning System due to a change in contractor; the aerial gazetteer project due to a difficulty in sourcing a contractor; and the scanning element of employee records.
CCS3.2	Ensure Public Sector Network (PSN) accreditation is maintained.	100%	Achieved.
CCS3.3	Successful delivery of the Planning System Project.	65%	The original contract did not proceed due to problems identified during the due diligence process. A new contractor was appointed and they are due to present their proposal in Q1 2018/2019.

Service: Policy & Governance	Head of Service: Robin Taylor
---	--------------------------------------

Objective PG1: Make Waverley's service planning, policy development, decision-making and performance management smarter

Ref	Action	Status	Final Comments
PG1.1	Refresh and republish Waverley's Corporate Plan, underpinned by SMART targets and actions.	75%	A new Corporate Strategy has been prepared with priorities of People, Place and Prosperity. Two workshops were held with Members in November 2017 and a revised draft incorporating the feedback from these sessions has been considered by Executive members. Two further workshops are planned for June and it is intended that the Strategy will be adopted by Council in July 2018.
PG1.2	Review and update the Council's Constitution and Scheme of Delegation to promote and facilitate swifter and more responsive decision-making at Waverley, without compromising democratic integrity and accountability, transparency or risk management.	100%	The changes to the Constitution and Scheme of Delegation were all completed and agreed by Full Council in the Summer 2017.
PG1.3	Deliver Waverley's Scrutiny Change programme, putting Scrutiny at the heart of the Council's governance processes and ensuring it makes a real difference.	100%	In-depth reviews have been carried out on a variety of subjects across the four O&S Committees during 2017/18 and the work of the committees has added value in terms of both scrutiny and policy development.

Objective PG2: Ensure Policy and Governance front line and support service functions are responsive, value-for-money and customer friendly

Ref	Action	Status	Final Comments
PG2.1	Develop and implement phase 2 of Waverley's digital strategy to ensure the Council keeps pace with swiftly changing customer expectations and drives a channel shift to engagement via web and key social media platforms.	99%	The council bid for and successfully won external funding to support this process allowing swift progress in upgrading the online forms to make them mobile responsive and easier to complete, to encourage customers to self serve. Outcomes were focused on: <ul style="list-style-type: none"> • Making it easier for customer to interact online • Increased customer satisfaction with council services • Increase in the % of forms being started and submitted • Reduction in phone calls by 10% At the start of the project we identified 122 online forms; 37 were deleted as they were either duplicated or unused. As of March 2018 all new forms went live with the exception of 2 forms which required final sign off.
PG2.2	Utilise the functionality of our IKEN legal service case management system to provide consistent communication with internal customers and to meet agreed targets for acting on instructions and providing legal advice.	100%	Improved workflows and reporting (both internal and customer-focused) have been implemented within the IKEN case management system and further functionality will be developed during 2018/19.
PG2.3	Monitor and improve the quality of committee reports, minutes and agendas.	100%	The quality of committee reports, agendas and minutes is monitored continually and is part of the core business objective for the Democratic Services Team to delivery high quality services.
PG2.4	Reduce spending on printing committee agenda papers by encouraging greater use of paperless technologies provided by existing software.	100%	Spending on printing has been reduced, but work is ongoing to promote and support greater use of paperless agendas by managers and elected Members.
PG2.5	Continue to strengthen the performance, resilience and efficiency of the Licensing Service by delivering phase 1 of the Licensing Process and Service Re-design programme.	100%	Complete. The team continues to review its performance to apply further efficiencies and to provide service resilience. From April 2018 the Licencing team has moved to the Environmental Services.

Objective PG3: Ensure that all aspects of Waverley's brand are professionally, positively and consistently communicated to residents and customers

Ref	Action	Status	Final Comments
-----	--------	--------	----------------

PG3.1	Complete, publish and adhere to Communications and PR standards across all channels of communication and PR, including Waverley's letters, stationery, advertising, publications, uniforms, signs, public notices, web pages, social media content, buildings and vehicle livery and recruitment documentation.	100%	Comprehensive Brand guidelines (including logo guidance) and communications handbook complete, agreed and in place. <ul style="list-style-type: none"> • New photography guide approved and implemented. • Social media pages rebranded • Online recruitment templates in use • New branding in place for the Joint Enforcement Initiative • New ranger vehicles branded
-------	---	------	---

Service: Elections	Head of Service: Robin Taylor
---------------------------	--------------------------------------

Objective E2: Maintaining high standards of governance and ethical standards

Ref	Action	Status	Final Comments
EL2.1	Finish Individual elector registration process.	100%	The transition to Individual Electoral Registration is complete.
EL2.2	Administer successful combined triple or quadruple combined elections.	100%	Triple elections were successfully conducted in May 2017 for Surrey County Council, a town council by-election for Godalming and a neighbourhood planning referendum for Farnham. A snap General Election was called in April 2017 and conducted on 8 June 2017 together with 2 town council by-elections for Haslemere.
EL2.3	If necessary organise Neighbourhood Plan referenda in 2017/18.	100%	A neighbourhood planning referendum was conducted for Farnham on the 4 May 2017.
EL2.4	Conduct annual canvass 2017.	100%	The revised electoral register was published on 1 December 2017. The final overall response rate for the canvass was 97.52%. All related statutory duties required of the Electoral Registration Officer have been completed. A mobile canvassing pilot project was conducted and its effect and impact has been fully reviewed.

Service: Strategic HR	Head of Service: Robin Taylor
------------------------------	--------------------------------------

Objective SH1: To address key staffing gaps in the organisation

Ref	Action	Status	Final Comments
SH1.1	Support Heads of Service to address all current and emerging recruitment and retention challenges.	100%	Complete / Ongoing. Benchmarking and analysis undertaken in respect of difficult to recruit posts. Following the recent restructure to create a single integrated HT function, work is undertaken to develop a new "People Strategy" for the Council, which will include a refreshed approach to recruitment, retention and succession planning.
SH1.2	Increase Waverley's visibility and attractiveness in the job market as a high quality employer.	50%	This objective is underway but not yet complete. As noted above (SH1.1), the Council's approach to recruitment, retention and succession planning is currently being review and the work will continue in the new financial year 2018/19.
SH1.3	Utilise new electronic channels to communicate the Council's "Offer" and brand to prospective candidates in key skills groups.		

Objective SH2: Deliver workforce developments arising from the Strategic Review

Ref	Action	Status	Final Comments
SH2.1	Support the delivery of the outcomes from the Strategic Review.	100%	The Strategic Review Action Plan has been concluded with all services having been actively engaged with the process.

Service: Internal Audit	Service Manager: Gail Beaton
--------------------------------	-------------------------------------

Objective A1: Effective Internal Audit service and good relationship with external Auditors

Ref	Action	Status	Final Comments
A1.1	Continue to monitor external contractor performance and quality.	100%	As part of monitoring the performance of the contractor, yearly performance measures are reported to the Audit Committee by the Internal Audit Client Manager as part of the Annual Internal Audit Report that is presented to the Audit Committee in July each year. As an example the % of the Audit Plan completed by 31 March, was for 2017/18 100%. Previous years average was 82.6%
A1.2	Provide awareness to staff and members on fraud issues that could affect Waverley, obtaining their cooperation in identifying and dealing with these matters if and when they materialise.	100%	Fraud awareness is provided to all new employees at induction and a backstage article and dedicated page is being developed to provide updates and awareness.

Community Wellbeing O&S Committee
Service Plan Annual Outturn Report 2017/18
(01/04/2017 – 31/03/2018)

Service : Communities	Head of Service : Kelvin Mills
------------------------------	---------------------------------------

Objective CCS1: To successfully complete the Memorial Hall refurbishment creating a new multi-use community facility for Farnham and a new home for the Gostrey Centre and Waverley Training Services

Ref	Action	Status	Final Comments
-----	--------	--------	----------------

CCS1.1	Management of Refurbishment project	80%	The additional work scope was required on the lower ground floor to enable the relocation of Waverley Training Services and to allow the building to act as an emergency office space in the event of The Burys being unavailable, and these changes were reflected in the project plan. The refurbishment project has been delayed as a result of adverse weather conditions and the impact upon the building. The necessary repairs are currently being undertaken and the new expected completion date has therefore moved from May 2018 to Summer 2018.
CCS1.2	Completion of works / snagging	70%	Works are progressing well and issues are being resolved as they arise. Snagging will not be able to be completed until the final stage of the project.
CCS1.3	Internal Fixtures & Fittings installed	50%	Internal fixtures and fittings have been chosen and where appropriate are being stored off site awaiting completion of the main refurbishment.
CCS1.4	New Centre opens	10%	Plans for the opening have been prepared, however the official opening date cannot be confirmed until handover has been completed.
CCS1.5	New users successfully moved into centre	10%	All users have been kept informed of progress and been made aware of the new expected dates. Tours will be arranged in the coming months.

Objective CCS2: To increase Waverley Training Services provision to offer increased apprenticeship opportunities and help young adults into employment or further education

Ref	Action	Status	Final Comments
CCS2.1	Review the management structure of the Waverley Training Services team	100%	Restructure is now complete following an extensive recruitment process.
CCS2.2	Embed new operating processes for Levy Funding Stream	100%	Process completed following funding guidelines from agencies. Process communicated and rolled out to employers and sub-contractors.
CCS2.3	Implement new charging structure for employers and sub-contractors	100%	Competitor analysis carried out and new charges have been agreed and implemented.
CCS2.4	Write and implement new Business Plan	100%	The new Business Plan was presented to the O&S Committee. Implementation of the plan will happen over the next year.
CCS2.5	Write and implement new marketing plan	100%	Marketing plan completed and implemented with focus on levy apprenticeship growth for the public sector provision.
CCS2.6	Deliver Contract Funding Sum	100%	Academic year completed and funding provision delivered within allowed contractual variance.
CCS2.7	Increase direct delivery maximising income from the apprenticeship levy	100%	Direct delivery has increased, but work continues to improve levy organisations take up. Although nationally apprenticeships are around 60% down, Waverley's numbers have increased albeit lower than forecast.

Objective CCS3: Increased use of Waverley's Careline service to help more vulnerable adults in our community

Ref	Action	Status	Final Comments
CCS3.1	Write and implement new Business Plan to increase use of the service	100%	Both the Business and the Marketing plans have been written with support from the Communications Team and have been implemented. The continued element of work will be carried forward beyond this financial year. The service has performed well and changes in technology offer further opportunities which are being explored.
CCS3.2	Write and implement new marketing plan to raise awareness and increase use of the service		

Objective CCS4: Maximise the usage and offering provided by our leisure centres by ensuring that residents are happy with the service and facilities offered by Waverley

Ref	Action	Status	Final Comments
CCS4.1	Implement a more focused, efficient contract management system	100%	New online system implemented to improve monitoring of contracts and increase speed of rectifications. The centres performed well in 2017/18 with high usage figures.
CCS4.2	Work closely with Places for People to ensure their leisure management approach offers a high level of service for our residents and value for money		
CCS4.3	Tender for, and undertake detailed condition and structural surveys of our centres to inform and understand future lifecycle costs	100%	This is now complete. The work has been identified and scheduled for implementation within lifecycle costs for 2018/19.
CCS4.4	Procure and undertake detailed feasibility study for further investment in the leisure centres.	100%	The detailed feasibility study has been undertaken and completed. The findings were presented to the O&S Committee in October 2017.
CCS4.5	Findings presented to Portfolio Holders for analysis	100%	Complete.
CCS4.6	Options presented for consideration of Executive	80%	The report will be presented to the Executive in July 2018.

Objective CCS5: Regeneration of the East Street area of Farnham through the delivery of the Brightwells Scheme

Ref	Action	Status	Final Comments
CCS5.1	Enter into Development Agreement with Crest Nicholson	100%	The Agreement has now gone 'unconditional' and work has begun on the regeneration scheme.
CCS5.2	Review pre-commencement planning conditions and create monitoring regime	100%	System of monitoring is in place giving clarity to the process. Planning meetings have taken place regularly with team to enable accurate and timely monitoring of conditions.

CCS5.3	Pre-commencement works start onsite (bat house/ sewage works / bridge construction)	100%	Pre-commencement works have now started.
CCS5.4	Site fully hoarded and main scheme starts onsite	100%	Plans for the hoardings have now been reviewed. The site will be hoarded at the end of May in line with agreed phasing plan.

Environment O&S Committee
Service Plan Annual Outturn Report 2017/18
(01/04/2017 – 31/03/2018)

Service : Environmental Services **Head of Service : Richard Homewood**

Objective ES1: Implement measures to ensure long term improvements in refuse collection, recycling and street cleansing

Ref	Action	Status	Final Comments
ES1.1	Conduct a strategic review of options for the future arrangements for waste, recycling and street cleaning services.	100%	The strategic review has been completed by the O&S Task and Finish Working Group. The recommendations were presented to the O&S Committee and the Executive has approved them on the 6 February 2018. Work started on the phase 2 of the project in order to progress the three options for the procurement of services from October 2019. Strategic Director and Portfolio Holders for Environment and Finance were asked to identify and action the most advantageous options for Waverley.

Objective ES2: Implement a Joint Enforcement Initiative to deliver reductions in Environmental Crime and Anti-Social Behaviour

Ref	Action	Status	Final Comments
ES2.1	Develop and deliver a Joint Enforcement Initiative to ensure effective partnership working and coordination of action against Environmental Crime and Anti-social behaviour.	100%	The Joint Enforcement Initiative has been developed and implemented and has made good progress and achieved more effective joint working with Police and other agencies and between service departments. Fixed Penalty Notices are being issued where CCTV evidence has been obtained. All vehicles and uniforms in use. Fly tipping has increased due to other factors but more proactive responses have meant quicker clearance.

Objective ES3: Invest in a car parking service improvement programme using new technologies to create a modern, cost-effective, customer-friendly and high quality parking service

Ref	Action	Status	Final Comments
ES3.1	Upgrade existing payment technology and introduce an expanded range of payment options for customers.	100%	RingGo now has almost 42,000 returning customers. Trial of Check In/Check Out system has not proved popular in Cranleigh, the take up of the system was very low and it has now been stopped. Contactless and Credit Card payment methods have been rolled out to other towns and are proving extremely popular.
ES3.2	Implement car park improvements identified in year 2 of the new Waverley Borough Council 10-year Car Park Maintenance and Improvement Programme.	85%	All but one identified car park improvement work scheduled for 2017/18 have now been implemented. The completion of the Riverside 2 car park improvement project in Farnham was delayed and the outstanding resurfacing work is to be carried forward to the new financial year 2018/19 The ongoing Car Park Maintenance Programme is on schedule.

Objective ES4: Introduce environmentally sustainable energy resources for Waverley BC

Ref	Action	Status	Final Comments
ES4.1	Develop proposals and programme for installing Photo Voltaic (PV) panels on Waverley Sheltered Housing Units	Cancelled	After a further review the project was considered financially unfeasible and therefore was discontinued and the capital funding was redirected to other projects.

Service : Planning **Head of Service: Elizabeth Sims**

Objective P1: Increase the supply of housing to meet Waverley's needs including affordable housing

Ref	Action	Status	Final Comments
P1.1	To make recommendations on planning applications for housing to secure affordable housing	100%	Continuing to support proposals which include the provision of affordable housing and giving such provision great weight in favour of approving development. Secured through S.106 Legal Agreement and support to Council's own housing development. Section 106 sites approved have generally secured 30% Affordable Housing or more. The Planning Service continues to support the provision of new housing in appropriate locations.
P1.2	Update planning policy and new sites identified	100%	This objective is delivered under the Local Plans Part 1 & Part 2. Further details can be found in P1.3 - P1.6.
P1.3	Local Plan Part 1 (LPP1) adopted	100%	The Local Plan Examination period was extended to allow consultation on Main Modifications. Inspector's report was received on 1st February 2018. The Council formally adopted the Local Plan Part 1 on 20th February 2018.
P1.4	Local Plan Part 2 (LPP2) - Stage 1 of 3 - Identifying and assessing issues and options and producing preferred options	100%	Issues and Options consultation was completed in July 2017. Preparation of Preferred Options was delayed pending outcome of Local Plan Part 1 Examination. Preferred Options version produced and agreed for consultation on 10th April 2018. Consultation on Preferred Options commenced on 25th May 2018.
P1.5	Local Plan Part 2 (LPP2) - Stage 2 of 3 - Consultation on preferred options and draft policies (Regulation 18)	Delayed 0%	Timescale for Preferred Options consultation on LPP2 was linked to successful completion and adoption of LPP1. This was delayed due to the longer time taken for the Examination of LPP1. The Executive agreed LPP2 Preferred Options for consultation to start on 25th May 2018.

P1.6	Local Plan Part 2 (LPP2) - Stage 3 of 3 - Analysis of representations and preparation of pre-submission plan	Delayed 0%	This stage cannot commence until Stage 2 of LPP2 is completed and is expected to start in July 2018.
P1.7	Support the preparation of Neighbourhood Plans by Parish Councils	100%	This is an ongoing task linked to a number of Neighbourhood Plans that are all at different stages. Farnham Neighbourhood Plan was adopted in July 2017 and, with the exception of two that are on hold, other plans are still in preparation.

Objective P2: Supporting the needs of businesses

Ref	Action	Status	Final Comments
P2.1	Ensure the planning process is supportive of local businesses. To make recommendations on planning applications for housing to secure employment space (Classes B1a and b).	100%	Continue to support the provision of employment floor space. At Woodside Park in Godalming a redevelopment permission was granted for a commercial site, with element of B1 floor space reprovided to meet needs.

Objective P3: To promote and celebrate excellence in design and improve the public realm

Ref	Action	Status	Final Comments
P3.1	Maintain quality of new development	100%	Continue to review appeal performance and outcomes. Where possible, updating Members of the outcome and learnings from appeal decisions. Members now to receive quarterly update via 'Members Bulletin'. Currently there is no process in place to receive feedback from end users of development, however a recommendation of the DM Improvement Plan is to introduce Member site visits to completed developments, which would allow revision of the quality of schemes. The first of these took place in March 2018. In addition, training for Officers and Councillors on design matters has also been provided as part of this option.
P3.2	Carry out Conservation Area Appraisals (CAA) in accordance with programme.	50%	In 2017/18 the team has commenced a Conservation Area Appraisal in Haslemere area and although the work is progressing well, the resource implication of Local Plan Part 2 project work, has slightly delayed completion of the CAA, which is now expected to be finished by Autumn 2018.
P3.3	Tree Preservation Orders kept under review	100%	The annual target for the Tree Preservation Order is at least 10 reviews per year. In 2017/18 7 TPOs were revoked and 4 varied. In addition, a further 60 TPOs have been updated.
P3.4	Preparation and agreement of Buildings of Local Merit (BLM)	100%	This is an ongoing task. Timescales are dependent on the progress made by local groups. A report to adopt BLMs submitted in 2017/18 in Wonersh, Shamley Green and Blackheath wards awaits a sign off from the Planning Portfolio Holder and is expected to be completed by the end of May 2018.

Objective P4: Put in place adequate infrastructure to support new development

Ref	Action	Status	Final Comments
P4.1	Secure adequate infrastructure to support development on applicable applications (in kind or on schemes in excess of 10 dwellings) through legal agreement and legal involvement.	100%	The Team has continued to secure appropriate infrastructure improvements via S.106 or in kind by developers. Many of the significant developments yet to reach trigger for delivery. The Team has worked closely with infrastructure providers to secure appropriate provision and justify requests for infrastructure
P4.2	Community Infrastructure Levy (CIL).	80%	Preparation of CIL is linked to progress with Local Plan Part 1. Consultation on Draft Charging Schedule complete. Following Council approval in April 2018, the CIL Draft Charging Schedule was submitted for Examination in May. Hearing date is 17 July 2018.

Objective P5: Secure resilient Building Control Team

Ref	Action	Status	Final Comments
P5.1	Provide a self sufficient statutory Building Control Service	100%	The overall inspection market nationally has declined during 2017/18. However, the service has achieved 63% from its lowest level 62% last year (was 77% in 2012/13). This generated £453,000 (2016/17 £490,000), sufficient to cover its direct operating costs (Surveyors and support staffing) and made a small contribution to the Council's support services.
P5.2	Agree a Business Model for delivering a resilient service in the long term	70%	The forecast for 2018/19 is £520,000 accounting for a 10% fee increase implemented on 1st April 2018 and a 3% market share increase. This will under achieve the 2018/19 income budget (£589,000) which does not reflect the slowdown in the market. The service focus will be on gaining back domestic market share where added value can be used as a unique selling point to the small builder and bespoke developer centring around extensions, loft conversions and structural changes / internal alterations.

Housing O&S Committee
Service Plan Annual Outturn Report 2017/18
(01/04/2017 – 31/03/2018)

Service : Housing Head of Service : Hugh Wagstaff / Andrew Smith

Objective H1: To publish a Housing Strategy 2018 – 2023 to set out how the Council will deliver homes for local people in housing need.

Ref	Action	Status	Final Comments
-----	--------	--------	----------------

H1.1	To draft a new strategy	100%	The final draft of the 5 year Housing Strategy setting out a clear direction of travel and outlining key milestones and was endorsed by both Housing O&S Committee (20 March 2018) and the Executive (10 April 2018).
H1.2	To consult with stakeholders	100%	An online residents' survey was promoted in the summer edition of "Your Waverley" and the tenants magazine "Homes and People". The consultation with partner Housing Associations took place in September. The Town and Parish consultation events took place in January 2018. All feedback was considered in drafting the strategy.
H1.3	Council to adopt strategy	100%	Council resolved to adopt the Housing Strategy 2018-23 (Housing Strategy and Delivery) at their meeting on the 24 April 2018. It has been agreed that the strategy will be reviewed on annual basis.
H1.4	To publish Housing Strategy online	100%	The Housing Strategy has been published on the Waverley BC Website and can be accessed through the link below. Housing Strategy 2018-2023

Objective H2: To review tenancy agreement(s) to ensure effective management of homes and tenancies

Ref	Action	Status	Final Comments
H2.1	To identify the issues and/or concerns regarding the current Tenancy Agreement and review; suggesting improvements to ensure fair, legal and appropriate.	100%	The Tenancy and Estates Team reviewed internal issues and complaints regarding the Tenancy Agreement in Spring 2017. A revised agreement was prepared, involving a housing specific legal advisor, to ensure that it complies with the current legislative requirements. The proposal of the new Agreement was presented to the Housing O&S Committee in July 2017 and was well received. The Committee passed on their comments and suggestions back to the officers and they were incorporated in the project delivery plan. Informal consultations were held with tenants at an "All Tenants Open Meeting" in January 2018 and at a "Tenancy Agreement Workshop" in February 2018. The consultation details were published in the winter edition of the tenants newsletter. The formal consultation stage commenced with a preliminary notice being served at the end of February 2018 and the final feedback was received by 23 April 2018. The new "Tenancy Agreement was finalised and was introduced from Monday 4 June 2018.
H2.2	To scope review to ensure Tenancy Agreement reflects recent legislation		
H2.3	To make recommendations to Corporate Overview and Scrutiny Committee on outcomes of reviews.		

Objective H3: Improve customer service by increasing range of customer contact options. To deliver preferred method of communication through website development, new telephone system for Customer Service Team and expand texting service

Ref	Action	Status	Final Comments
H3.1	Identify key transactional services that can be delivered online	100%	The key transaction services that could be delivered online in the future have been identified by the team in June 2017 and are listed below. <ul style="list-style-type: none"> •Tenancy and Estates •Aids and Adaptation •Mutual Exchange •Rents •Housing Options •Planned Maintenance •Sheltered Housing •Voids / new tenants
H3.2	Create online forms and workflow process for identified services	100%	The online forms for the eight key service areas have now been developed and are live on the Waverley BC website as of March 2018.
H3.3	Publicise and refer tenants to online forms	100%	Online services promoted in tenants newsletter, "All Tenants Open Meeting" and ad hoc tenant contacts.
H3.4	Implement new call handling telephone system for Customer Service Team.	100%	New telephone system piloted and was successfully implemented, increasing customer satisfaction and also meeting target on lost calls rate.
H3.5	Increase texting service to range of transactions and promote to tenants	100%	On going programme to check and collect mobile numbers at every customer contact. Contractor is able to text appointment times and progress information and the Rents team are able to text missed payment alerts and direct debit information.

Objective H4: Implement Executive recommendations regarding the housing maintenance contract procurement to ensure a long term, robust and financially efficient contract

Ref	Action	Status	Final Comments
H4.1	Retender or renegotiate maintenance contracts	100%	The draft Selection Questionnaire and Invitation to Tender has been reviewed and finalised. The tender information was published on 22 September 2017. The tender process is on target for the new contract to start at the beginning of 2019.
H4.2	Meet project milestones	100%	Project milestones have been met to date. ITT (invitation to tender) submissions have been assessed by quality and price. Responsive repairs and voids negotiations and planned works interviews were arranged for March 2018. Work is on schedule to make the contract selection in the summer of 2018.

Objective H5: Implement a Vulnerable Persons Resettlement Scheme to assist in the Government's Syrian Refugee Resettlement Programme within Waverley

Ref	Action	Status	Final Comments
H5.1	Support the resettlement of five families into Waverley over five years	100%	A refugee family arrived and settled in July 2017. The Family Support Team sourced all necessary household items and furniture as the family had arrived with only two carrier bags of personal belongings. Since then the children have started school, the father has found work and they are all taking English lessons.
H5.2	Identify and secure suitable accommodation in the Private Rented Sector	100%	Accommodation was successfully secured for the first refugee family, the team are currently assessing a home for two further families.
H5.3	Resettlement process developed to support work with further families in 2018/19	100%	Resources acquired, local knowledge and lessons learnt during the first family resettlement have been recorded to assist the team with supporting further families in the future.

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank