

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW AND SCRUTINY - SERVICES - 21 MARCH 2022

(To be read in conjunction with the Agenda for the Meeting)

Present

Cllr Peter Marriott (Vice Chairman)	Cllr Mary Foryszewski
Cllr Carole Cockburn	Cllr Ruth Reed
Cllr Martin D'Arcy	Cllr Philip Townsend
Cllr Sally Dickson	Cllr Michaela Wicks
Cllr Jenny Else	

Apologies

Cllr Kevin Deanus and Cllr Christine Baker

Also Present

Councillor Richard Seaborne and Councillor Paul Follows

34 MINUTES (Agenda item 1)

The Minutes of the meeting held on 24 January 2022 were agreed as a correct record.

35 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS (Agenda item 2)

Apologies for absence were given by Cllrs Kevin Deanus and Christine Baker.

36 DECLARATIONS OF INTERESTS (Agenda item 3)

There were no declarations of interest declared for items at this meeting.

37 QUESTIONS BY MEMBERS OF THE PUBLIC (Agenda item 4)

There were no questions submitted by members of the public for this meeting.

38 QUESTIONS FROM MEMBERS (Agenda item 5)

There were no questions submitted by members for this meeting.

39 COMMITTEE FORWARD WORK PROGRAMME (Agenda item 6)

Mark Mills outlined areas of note in the committees work programme.

It was noted that, in part one, responses had been received from the Executive regarding the recommendations submitted by the Committee regarding the service Plans and Carbon Neutrality Plan.

In part 3 Mark Mills advised that currently there were a number of items scheduled for the June meeting but it was likely that a few would drop off before the agenda is published.

Mark highlighted that the report from the Housing Allocations Task & Finish Group was nearly ready to come back to the Committee.

The Chairman advised he was pleased to see version control used on this report.

40 CORPORATE PERFORMANCE REPORT Q3 2021/22 (Agenda item 7)

A copy of the Corporate Performance Report for quarter 3 of 2021/22 was circulated with the agenda. Members were invited to comment on each service area in turn and raise any queries.

Commercial Services

Members asked about Welfare activities – When does this start and will it include social prescribing? Officers advised that this should be in place by Q4 of this year. It will include social prescribing.

Members were please to see the works being carried out in Farnham Park and asked how many complaints/compliments had been received. This was taken away to be responded to.

Environmental and Regulatory Services

Officers were asked if the emergency planning officers NBOSH course still on schedule to be completed by 31 March and were advised it is on course for completion by the set date.

A member highlighted that there have been a lot of missed food waste bins in Cranleigh East and enquired if there was a reason for this? Officers advised this was due to staff shortages there have been a lot of temporary staff who are not familiar with the areas and have had issues, especially in rural areas.

Brightwells delays – Members asked for an update. It was explained that the delay was due to shortages of materials. Completion was due by end of the year.

Car Parking charges – Members asked how many complaints or comments had been received and was advised there had not been a significant number of complaints made and all queries had been dealt with in a timely manner.

Housing Operations

No queries were raised on this section and Members congratulated the team on their performance this quarter.

Housing Development and Communities

Members requested that ward councillors are included in consultations on applications.

Members noted that there had been an increase in homelessness and the report had highlighted a lack of resources. Officers advised that this lack of resourcing had been addressed through government funding.

Members asked how the Thriving Communities funding aligned with the old SLA's. It was highlighted this was a different mechanism which a previous task and finish group set up by the old Communities O&S committee had carried out work on and made recommendations to the Executive.

Planning and Economic Development

It was commented that the 5 year housing supply member briefing had been cancelled due to sickness and officers were asked for an update. Officers reported that Waverley still have not enough development to meet the 5 year housing supply but are working on how to rectify this. The issue is not around applications being approved but is with the developers delivering on their builds. Officers also highlighted that there was a possible need to review LPP1 also.

Members felt that discharging conditions seemed to drag along and suggested that officers should be proactive and push developers to deliver rather than just sitting back and waiting.

Officers were asked for an update on Woolmead and were advised that officers were talking to the developers about starting works. They also advised that the estates team had also been talking to Berkley Homes.

It was noted that the report showed a significant increase in applications. Members felt it would be useful to have sight of the numbers of applications submitted. The report had also highlighted that there had been two expensive judicial reviews in December. Members requested the details of the expense in costs and officer time. Officers were also asked if a risk assessment had been carried out on the Public Review and if so where could it be found?

Officers agreed to take the above questions back and get a response.

Recommendation

It is recommended that the Executive consider and respond to the comments made by the Services Overview & Scrutiny Committee.

41 ANNUAL KPI'S FOR 2022/23 (Agenda item 8)

Louise Norie outlined the background to the report advising it had been agreed by Members that officers would review the KPI's annually. She advised that the suggestions and proposed changes were set out in the report.

Members questioned the target for dwellings commenced. It was felt that as we were not meeting the target and therefore had a surplus from last year that officers should be given a stretch target to not only meet the quarterly target but also catch up on the surplus. Officers highlighted the difficulties in getting delivery as this was in developers hands not the officers. Members were also asked to keep in mind the difference between the Housing Delivery Test and the 5 year Housing Supply.

It was **Recommended** that the targets for P7 and P8 should be raised to take into account the surplus from the previous years as well as the current years number.

Members suggested that the KPI's across all services appeared to miss out on what residents are asking us for. Officers in Housing Operations advised they were planning on introducing tenant satisfaction KPI back in following responsive repairs. Louise Norie advised that the Resources O&S did have two KPI's in their remit relating to this.

Members were advise that a question had been submitted in writing by Cllr Mulliner on the removal of these KPI's (104b and 105b) and had been responded to by the Head of Service explaining that contractor performance was rigorously monitored by the Housing Operations Team and tenant experience indicators provided an overarching picture of the service.

It was **Recommended** that satisfaction KPI's should be considered across services.

Members felt that targets should not be reduced to what we can achieve rather than pushing us to do better. They commented that targets should be 100% so we aim for the top even if it is not achievable. It was felt we should be focussing on the percentage we do not achieve rather than the percentage we do.

Recommendation

It is recommended that the Executive approve the proposals set out in the report subject to consideration of the additional comments and recommendations made by the Committee.

42 CLIMATE CHANGE AND SUSTAINABILITY SPD (Agenda item 9)

Alice Knowles introduced the report and the background to its production. She then introduced Chris Peachey of Land Use Consultants who had produced the draft SPD.

Members received a short presentation setting out the highlights and areas to note of the document.

Cllr Richard Seaborne advised that, although the SPD is thorough, the committee could add some additional recommendations to strengthen it. It was suggested that the document should set out what is enforceable and officers should then enforce when necessary. Anything that is a requirement should be identified robustly as such and guidance should be set out clearly.

It was noted there was little mention of the impact on CO² emissions with poorly planned utility works.

Members also commented on the lack of consistency in formatting of various SPD's. It was felt they should be consistent so users are familiar with whichever one they are reading.

The consultants advised they would take these comments on board and look at implementing the suggestions.

Members highlighted that Waverley had declared a Climate Emergency therefore the document needs to force a steep change in energy efficiency. It was also suggested that flood defences be mentioned in the document.

Officers were also requested to include a glossary of terms in the document.

Members put forward that actual figures should be set out in the document rather than generalisations such as 'minimise' 'reduce' etc

Members also suggested an emphasis on lessons learnt should also be included in the document, however Officers felt that they wished this to be a positive document rather than highlighting negatives.

It was suggested by officers that a small group be set up to provide recommendations and feedback to the Executive.

Members were reminded that the 4 week consultation period was also an opportunity for them to feedback any further comments.

Recommendation

The Committee **Recommends** that the Executive consider and respond to the committees observations and recommendations including:

- a. Demarcation of requirements and guidance.
- b. Good quality planning of utility works to reduce traffic congestion and CO² emissions.
- c. Consistent formatting of SPD's
- d. Glossary of terms to be included
- e. Inclusion of figures to quantify 'minimise' and 'reduce'.

43 HOUSING DEVELOPMENT UPDATE (STANDING ITEM) (Agenda item 10)

44 IMPLICATIONS OF THE ENVIRONMENT ACT (Agenda item 11)

The Committee **NOTED** the report.

45 LEISURE CENTRE CONTRACT MANAGEMENT AND INVESTMENTS (Agenda item 12)

Kelvin Mills outlined and summarised the report and options considered. It was planned to go to tender in the late summer/early autumn and seek to appoint in winter.

The Committee was asked if they wished to set up a small sub-group to be kept up to date on progress.

It was agreed to set up a Task and Finish Group to monitor progress. Members nominated were: Cllrs M Foryszewski, J Else and M Wicks plus one member of the Resources O&S to be nominated.

Cllr Else also enquired about the extension of car park set out on page 207. She commented that this had been going on for a long time. Kelvin Mills advised that they were just waiting for Secretary of State approval.

46 SUICIDE PREVENTION ACTION PLAN UPDATE (Agenda item 13)

Mark Mills outlined the report updating on the action plan. He thanked everyone who had been involved in the drafting of the plan.

Cllr Baker had submitted apologies for the meeting but had put forward a proposal and a query.

- a. An annual update be provided to the committee
- b. Who from Waverley was attending the domestic abuse and suicide prevention team meeting.

The Committee **Noted** the report and agreed the recommendations as long as the resources were there to action them.

47 EXCLUSION OF PRESS AND PUBLIC (Agenda item 14)

There were no items to discuss in exempt session so the Chairman closed the meeting.

The meeting commenced at 7.00 pm and concluded at 9.13 pm

Chairman