Waverley Borough Council
Council Offices, The Burys,
Godalming, Surrey
GU7 1HR
www.waverley.gov.uk

To: All Members and Substitute Members of the Overview and Scrutiny Committee - Services
(Other Members for Information)

When calling please ask for:
Jake Chambers
Legal & Democratic Services
E-mail: Jake.Chambers@waverley.gov.uk
Direct line: 01483523044
Date: 15 March 2024

Membership of the Overview and Scrutiny Committee - Services

Cllr Carole Cockburn (Chair)	Cllr Jacquie Keen
Cllr Philip Townsend (Vice Chair)	Cllr Gemma Long
Cllr Jane Austin	Cllr David Munro
Cllr Dave Busby	Cllr John Robini
Cllr Janet Crowe	Cllr Graham White
Cllr George Hesse	

Substitutes

Cllr Kevin Deanus	Cllr James Staunton

Members who are unable to attend this meeting must submit apologies by the end of Monday, 18 March 2024 to enable a substitute to be arranged.

Dear Councillor,

A meeting of the Overview and Scrutiny Committee - Services will be held as follows:

Date: Tuesday, 26 March 2024

Time: 7.00pm

Place: Committee Room 1, Council Offices, The Burys, Godalming

The agenda for the meeting is set out below.

The meeting can be viewed remotely via Waverley Borough Council's YouTube channel or by visiting www.waverley.gov.uk/webcast.

Yours sincerely,

Susan Sale,
Executive Head of Legal & Democratic Services & Monitoring Officer

disability confident EMPLOYER

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www.waverley.gov.uk/webcast

Waverley Corporate Strategy 2020 - 2025

Vision

Our vision is that Waverley will be environmentally, economically and financially sustainable with healthy, inclusive communities and housing available for all who need it.

Our strategic priorities:

- ✓ Local, open, participative government
- ✓ Supporting a strong, resilient local economy
- ✓ Taking action on Climate Emergency and protecting the environment
- ✓ Good quality housing for all income levels and age groups
- ✓ Effective strategic planning and development management to meet the needs of our communities
- ✓ Improving the health and wellbeing of our residents and communities
- ✓ Financial sustainability

Good scrutiny:

- is an independent, Member-led function working towards the delivery of the Council's priorities and plays an integral part in shaping and improving the delivery of services in the Borough;
- provides a critical friend challenge to the Executive to help support, prompt reflection and influence how public services are delivered;

- is led by ‘independent minded governors’ who take ownership of the scrutiny process; and,
- amplifies the voices and concerns of the public and acts as a key mechanism connecting the public to the democratic process.

Notes for members

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

Agenda

1 **Apologies For absence and substitution**

To receive apologies for absence and note substitutions.

Members who are unable to attend this meeting must submit apologies by the end of Tuesday 19 March 2024 to enable a substitute to be arranged, if applicable.

2 **Minutes** (Pages 7 - 12)

To approve as a correct record the minutes of the meeting of the Overview & Scrutiny Committee - Services held on Tuesday 23 January 2024 and published on the Council’s website.

3 **Declarations of interest**

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

4 **Questions from members of the public**

The Chairman to respond to any questions submitted by members of the public in accordance with Procedure Rule 10.

The deadline for submission of written questions for this meeting is Tuesday 19 March 2024.

5 **Questions from members**

The Chairman to respond to any questions received from Members in accordance with Procedure Rule 11. The deadline for submission of written questions for this meeting is Tuesday 19 March 2024.

The following two questions from Cllr Hesse are included here. Cllr White has agreed to put these questions to the committee, as Cllr Hesse has given his apologies for this meeting.

1. *"Will the Head of Planning and Economic Development take steps to ensure that planning drawings that are submitted, either by owners, developers or agents, that have inadequate detail, missing elevations, no title bar with drawing number, date and issuers details and no information such as notes or flags or hatching to show removal of heritage features, eg the door on the front elevation of The Bishops Table Hotel, West Street, Farnham, which is a listed Heritage building of note, are NOT validated but returned for further details or information?*

(This will hopefully avoid plans being approved due to plans lacking detail being submitted by opportunistic applicants).

2. *Would the Head of Planning and Economic Development also provide information to the committee as to what steps are being considered or have been taken to strengthen the Waverley Conservation and Historic buildings team?*

The lack of resource in this department was flagged up at the O&S November meeting."

6 **Committee Forward Work Programme** (Pages 13 - 26)

The Overview & Scrutiny Committee – Services is responsible for managing its work programme.

The current work programme (attached) includes agreed items and takes account of items identified on the latest Executive Forward Plan (Annexe 2) as due to come forward for decision.

Members are invited to consider their work programme and make any comments and/or amendments they consider necessary, as well as make suggestions for any additional topics that the Committee may wish to consider.

7 **Safer Waverley Partnership** (Pages 27 - 56)

The Committee are to review and scrutinise the work of the Safer Waverley Partnership (SWP), the Draft SWP Plan 2024-27, and the activities of its partners. This fulfils the requirements of Section 19 of the Police and Justice Act 2006.

8 **Corporate Performance Report Q3 2023-24** (Pages 57 - 126)

The Corporate Performance Report provides an analysis of the Council's performance for the third quarter of 2023-24. The report, set out at Annexe 1, is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations they may wish to make to the Executive.

The Policy and Performance Officer and Heads of Service are to highlight areas relating to this Committee's remit (pages to note are pages 3-11 and 61-89 of the agenda papers).

9 **The Anti-Social Behaviour, Crime And Policing Act 2014 - PSPO (No.3)** (Pages 127 - 146)

The Committee are to receive a report on the borough's Public Space Protection Order No.3, and its proposed three year extension, from the Antisocial Behaviour Officer.

The Committee are asked to offer feedback, comments and any recommendations that the feel are appropriate.

10 **Presentation on the Surrey Environment Partnership**

The Committee are to receive a presentation from the Interim Head of Environmental Services on the work of the Surrey Environment Partnership.

11 **Verbal update on Suitable Alternative Natural Green Space (SANG) Land and Planning Policy**

The Committee are to receive a verbal update from the Executive Head of Planning Development on the topic of Suitable Alternative Natural Greenspace (SANG) land with respect to its relevance to planning policy and any impact on brownfield site construction in the borough.

12 **Exclusion Of Press And Public**

To consider, if necessary, 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 items on the grounds that it is likely in view of the nature of the proceedings, that if members of the public were present during the items there would be disclosure to them of exempt information (as defined by Section 100I of the Act) to be identified at the meeting.

13 **Any Issues To Be Considered In Exempt Session**

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

Officer contacts:
Jake Chambers, Senior Democratic Services Officer (Scrutiny)
Tel. 01483 523044 or email: jakechambers@waverley.gov.uk
Kimberly Soane, Kimberly.soane@waverley.gov.uk
Tel. 01483523258 or email: Kimberly.soane@waverley.gov.uk

Waverley Borough Council

Minutes Of The Overview and Scrutiny Committee - Services - 23 January 2024

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

Present

Cllr Carole Cockburn (Chair)
Cllr Philip Townsend (Vice Chair)
Cllr Dave Busby
Cllr Janet Crowe
Cllr Jacquie Keen
Cllr Gemma Long
Cllr David Munro
Cllr John Robini

Apologies
Cllr Jane Austin and Cllr George Hesse

Also present (virtual)
Cllr Graham White
Cllr Jerry Hyman

35 Apologies for absence and substitutions (Agenda item 1)

Apologies were received from Cllrs Jane Austin and George Hesse.

Cllr Graham White attended the meeting remotely.

36 Minutes (Agenda item 2)

The minutes of the previous meeting held on 21 November 2023 as published on the website were agreed as a correct record.

37 Declarations of interest (Agenda item 3)

None were received for this meeting.

38 Questions from members of the public (Agenda item 4)

38.1 Two questions from members of the public were submitted to this meeting and published as supplements to the agenda.

38.2 The following response from the Monitoring Officer was given to the question asked by Mr Tim House:

- All officers below Chief Executive are responsible to the Head of Paid Service rather than to Councillors;
- The Head of Paid Service has not raised any concerns with the Chair of the O&S Committee about lack of political impartiality of any senior officers;
- As part of the scrutiny function, the Council's constitution allows for the Chair of the O&S Committee to call any senior officer to the committee to explain their performance in respect of any matter within their remit. The Chair of O&S has not felt the need to do so.

- Should anyone have any concerns about the conduct or performance of any senior officer within the Council they should address their concerns to the Head of Paid Service through the usual complaint procedure via the website.

38.3 Questions from South Farnham Residents Association and Badshot Lea Community Association have been answered by the Executive Head of Planning Development. This written response will be sent to the questioner by the Scrutiny Officer.

39 Questions from members (Agenda item 5)

39.1 Three questions were submitted by Cllr David Munro and one by Cllr Jane Austin. The Chair clarified that these would be taken under item 8.

40 Committee Forward Work Programme (Agenda item 6)

40.1 The Committee noted the Forward Work Programme. The Chair referenced the fact that much of the Executive work at present was focussed on budgetary matters and encouraged members to suggest items for future consideration.

40.2 The Chair noted that The Surrey Environment Partnership had been raised by members and asked if the Interim Head of Service could be contacted to clarify a date.

41 Funding Assessment Panel (Agenda item 7)

41.1 The Committee agreed to the nomination of Cllr David Munro to sit on a one-off funding assessment panel as part of the Thriving Communities Commissioning Fund.

42 Safer Waverley Partnership (Agenda item 8)

42.1 The Executive Head of Community Services introduced the item and thanked Members for submitting their questions prior to the meeting, reminding the Committee that the Safer Waverley Partnership (SWP) involved a wide range of agencies and stakeholders that share responsibility for many of the operational issues. It was noted that officers could still raise issues and expect responses from these other agencies at the March meeting, where there will be a more detailed discussion of the Partnership.

42.2 The Community Services Manager addressed the written questions submitted by members. It was clarified that officers regularly emphasise the poor performance of the 101 reporting mechanism to Police colleagues. Cllr Munro queried who should take responsibility for this issue and agreed to return to the issues again at the March meeting, when partners will be present to give a response. It was stated that reporting issues to partners was paramount for making them aware and most able to provide effective responses.

42.3 The Committee were informed that Neighbourhood Dispute Action Groups had now been disbanded after an unsuccessful pilot and will feature in the March report.

42.4 Officers advised that a Joint Health and Wellbeing Board had been established across Waverley and Guildford with a wide range of partners involved and encompassing two sub-groups - one for each borough. The Committee requested that the Joint Health and Wellbeing Board be added to the Committee Forward Work Programme.

43 Economic Development Strategy (Agenda item 9)

43.3 The Economic Development Manager referenced events such as Brexit, the pandemic and cost of living crisis in explanation of the need to update the Strategy, and reminded the committee of the need to support businesses to endure the issues they face in recruitment and retention, among other areas. They noted that some of the work in this area would be addressed in parts of the new Local Plan.

43.4 The collaborative work with Guildford Borough Council and Addison Young was referenced to emphasise the quantitative and qualitative data collection that took place, alongside other partners such as the local Chambers of Commerce. Colleagues in Waverley's Planning department were contacted, as were a range of external groups and stakeholders.

43.5 Cllr Crowe asked whether reviews of the council's waste contract to explore emission reduction will include more opportunities for residents to pursue recycling. It was stated that this would be fed back to the Executive Head of Service and Director, as was a comment about the need to develop public transport.

43.6 Cllr Keen referred to the commercial spaces lost to housing development.

43.7 Accepting that there were still alterations to be made, non-voting member Cllr Hyman noted that the Strategy does not align with the years of the new Local Plan, contended that Waverley may not be able to afford to widely engage in Passivhaus retrofitting and thus advise others, and queried the home build costs of the Property Development Strategies. He also raised what he felt were contradictions in the policies on congestion. The Executive Head of Regeneration and Planning Policy clarified that the Strategy's 10-year time horizon was planned and that the document will be reviewed as appropriate.

43.8 Cllr Robini noted the difficulties of encouraging active travel and building the appropriate infrastructure in Haslemere, and asked how funding would be secured to make the necessary changes. The Joint Strategic Director of Place noted the that wide range and ambition of the strategy would help with securing relevant funding bids after partner organisations are invested and reiterated that active travel measures also fall under the Climate Change Action Plan. The Economic Development Manager referred to a recent trial change to the hopper service.

43.9 Cllr Munro asked about the impact that the Strategy will have on housing, that Woolmead's issues be addressed in the document, that a review of congestion pinch points be included in the action plan. The Joint Strategic Director of Place noted the importance of planning to both the Local Plan and Economic Development Strategy and that housing policies form a large part of the Strategy – she also stated that there is work planned regarding Woolmead and would confer with Cllr Munro about this, and that usage of the Invest To Save fund would be considered.

43.10 Cllr Busby asked if the Strategy should include reference to the value of existing amenities to the rural economy. The Joint Strategic Director of Place clarified that this would be considered under the Local Plan. The Economic Development Manager noted that the Rural Prosperity Fund was addressing some of these concerns.

43.11 The Executive Head of Regeneration and Planning Policy reminded the committee that infrastructure is also reliant on a suite of other supporting documents such as the Infrastructure Delivery Plan and LCWIP. The Chair voiced concern about restrictions on business accommodation having the potential to drive away potential investors and referenced the success of the new Ashgate Gallery. The Joint Strategic Director of Place noted that many businesses now desire space on much more flexible terms.

43.12 Cllr Long noted the Digital Voice Switchover scheduled for 2025 and asked about plans for broadband infrastructure given the areas of no service in rural parts of the borough given new hybrid working habits. The Joint Strategic Director of Place noted that many businesses stated that many staff of younger generations have very different travel demands and that these changes can be reflected in the Strategy as well as the new Local Plan.

44 Statement Of Community Involvement (Agenda item 10)

44.1 The Interim Planning Policy Manager introduced the report. Cllr Robini queried how developers can be better collaborated with. The Executive Head of Planning Development detailed the comprehensive pre-application service offered and how developers are worked with, especially around strategic sites, noting that work is being undertaken with the Portfolio Holder to clarify this process for developers.

44.2 Cllr Munro asked if the BIDs are consulted on the document and referred to the statutory requirement to publish planning notices in newspapers. The Executive Head of Planning Development noted that this is still a legal requirement under a 1963 Act.

44.3 Non-voting member Cllr Hyman reiterated the importance of consulting with residents and asked if a document could be made available that demonstrates the differences from the 2019 version. Officers stated that they would endeavour to provide this document, and that the Commonplace engagement platform will be employed to consult with residents, while the Executive are enthusiastic for consultation to take place with young people.

44.4 The Chair referenced the increase in Neighbourhood Plans since the 2019 Statement, asked that Neighbourhood Plan groups are consulted with, and referenced problems arising from previous redefinition of sites as suitable for developments. She noted the importance of keeping the databases held by town and parish councils updated. The Interim Planning Policy Manager clarified that Neighbourhood Planning Groups are consulted and the Local Plan Executive Working Group is working on keeping databases current.

44.5 Cllr Busby mentioned difficulty that he has experienced following applications on the planning portal. The Executive Head of Planning Development stated that they would examine technical solutions to renotifying all parties upon updates to applications.

The Committee **NOTED** the report.

45 Revised National Planning Policy Framework And Its Implications For WBC (Agenda item 11)

45.1 The Interim Planning Policy Manager gave a presentation on changes to the NPPF introduced alongside the December 2023 ministerial statement.

45.2 Non-voting member Cllr Hyman emphasised the importance of delivering protections to residents, while Cllr White questioned whether there are plans for Neighbourhood Plans' number of allowed Strategic Site classifications to be reduced from the current 100. The Interim Planning Policy Manager noted that this was being considered due to the necessity of demonstrating 5-year housing land supply.

46 Exclusion Of Press And Public (Agenda item 12)

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

The meeting commenced at 7.00 pm and concluded at 9.05 pm

Chairman

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Overview & Scrutiny Committee - Services
2023/24 Work Programme

Part 1 of 4: Recommendations made

Ref	Agenda Item	Recommendation	Meeting date	Made to	Agreed?	Details
S21-06-23-9.1	Local Plan Part 1 Update	The Committee noted the proposed recommendations to the Executive on the approach to updating the Local Plan and developing a detailed work programme for the comprehensive update, and agreed that the Executive should additionally consider: 1. A reinforcement of the importance of the Development Plan 2. A robust defence of a lower figure using a local calculation of the Local Housing Need. 3. The Housing figures and spatial strategy to be shared with Neighbourhood Plan groups at the earliest convenience. 4. Robust policies about delivering Affordable Housing on approved schemes to mitigate developers bringing forward viability studies after approval has been given.	21/06/2023	Executive	Partially accepted	The Executive thanked the Committee for their consideration of the report. With regard to the specific recommendations: 1. Agreed. 2. The Executive agreed that the housing number should be evidence-based and appropriate to local housing need, aimed at delivering the right type of housing for Waverley. 3. Agreed. 4. Agreed.
S14-03-23-7.1	Clean Air Strategy Action Plan	The Committee asked that their comments were taken into consideration in the final draft of the Air Quality Action Plan (AQAP) and the Clean Air Strategy. • Include reference to Farnborough Airport pollution in the Strategy document. • Investigate new technology for monitoring and recommend Surrey CC allow anti-idling signs at Farnham Station level crossing.	14/03/2023	Executive	Agreed	Both issues are referred to in the Strategy document.

S24-01-23-8.1	LPP1 Review	Having undertaken a review of LPP1 in accordance with regulation 10A of The Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended), the Council resolves that LPP1 requires updating to a greater or lesser extent. However, the Local Plan as a whole continues to provide an up-to-date statutory development plan for Waverley, which must remain the starting point for decisions on planning applications while an update is brought forward.	24/01/2023	Executive	Agreed	The report on the Executive agenda on 7 February reflected that the recommendations had been accepted.
S24-01-23-8.2	LPP1 Review	A further report on the detailed scope of the update and the timetable for its preparation is prepared for consideration by the Executive when the implications of a new National Planning Policy Framework (NPPF) and the emerging Levelling Up and Regeneration Bill are better understood.	24/01/2023	Executive	Agreed	Executive on 7 February 2023 resolved: A further report on the detailed scope of the update and the timetable for its preparation is prepared for consideration by Overview & Scrutiny to allow comments and recommendations to be made prior to the presentation to Executive and Full Council. This should include the implications of a new National Planning Policy Framework (NPPF) and the emerging Levelling Up and Regeneration Bill once fully understood.
S24-01-23-8.3	LPP1 Review	Budgetary provision is made to enable technical work on an updated evidence base to commence during 2023/24.	24/01/2023	Executive	Partially accepted	Executive on 7 February 2023 resolved: Budgetary provision is made to enable technical work on an updated evidence base to commence during 2023/24.
S24-01-23-8.4	LPP1 Review	There is a clear alignment between the work to be carried out as set out in the report at 10.1.3 and the budget provision being proposed.	24/01/2023	Executive	Agreed	

						The budget should be reviewed in the light of the agreed scope of the update and work programme, with clear alignment and monitoring arrangements.
S24-01-23-8.5	LPP1 Review	A report on the detailed scope of the proposed update process is considered by Overview & Scrutiny to allow comments and recommendations to be made prior to the presentation to Executive and Full Council.	24/01/2023	Executive	Agreed	Executive on 7 February 2023 resolved: The governance journey for the update process should be clarified, to include the role of Overview and Scrutiny.
S24-01-23-8.6	LPP1 Review	The mention of a 'full' update of LPP1 be removed throughout the document until such time as the scope is available to view and comment so as not to pre-determine the scale of the update.	24/01/2023	Executive	Agreed	
S24-01-23-8.7	LPP1 Review	Clarity be given on the governance journey for the update process	24/01/2023	Executive	Agreed	

Part 2 of 4: Other resolutions

Ref	Agenda Item	Action	Meeting date	Actioned to	Status	Timescale	Details of current status
S24-11-21-8.1	ASB PSPO Update	The Overview and Scrutiny Committee – Services resolved to support the review of the PSPO and potential expansions if they are	21/11/2023	David Hollingsworth, Anti-Social Behaviour Officer	In progress.	TBC	The three year extension of the borough's PSPO No.3 is presently under consideration, and will be scrutinised by this committee at the meeting of Tuesday 26 March 2024.

		supported by the evidence.					

Part 3 of 4: Upcoming items

Ref	Title	Purpose for scrutiny	Leader Member/Officer	Date for O&S consideration	Date for Executive consideration or decision (if applicable)
1	Q3 Performance Report	To scrutinise the Q3 2023-24 performance figures.	Jenny Sturgess	26 March 2024	n/a
2	Safer Waverley Partnership 2023-26	Review and scrutinise the activities of crime and disorder partnerships and the activities of its partners. This fulfils the requirements of s.19 of the Police and Justice Act 2006.	Sam Hutchinson / Katie Webb / Eve Budd	26 March 2024 (verbal update: 23 Jan 2024)	n/a
3	The Anti-social Behaviour, Crime and Policing Act 2014 - PSPO (No.3)	To scrutinise the borough's Public Space Protection Order No.3, and its proposed three year extension.	David Hollingsworth	26 March 2024	TBC
4	Surrey Environment Partnership [presentation]	To review how Waverley Borough Council works with the Surrey Environment Partnership and decide whether to commission a report.	Mark Allen	26 March 2024	n/a
5	Waverley planning policy for Suitable Alternative Natural Greenspace (SANG) [verbal update]	To review the council's planning policy in relation to SANG, with respect to whether the current provision will be able to deliver housing on brownfield land in certain parts of the borough.	Claire Upton-Brown	26 March 2024	n/a
6	Joint Guildford-Waverley Health and Wellbeing Boards	To receive a report on the work of the Joint Guildford and Waverley Health and Wellbeing Board.	Sam Hutchison/Katie Webb	25 June 2024	n/a

7	Service Plans 2024/5	To scrutinise the service plans for the services within the Committee's remit.	Jenny Sturgess	25 June 2024	n/a
8	Homelessness Prevention Strategy	Scrutinise the Homelessness Prevention Strategy	Michael Rivers	2024	TBC
9	Annual Air Quality Status Report and Air Quality Action Plan Review	To receive the Annual Air Quality Status Report for 2024 and provide feedback.	Jeanette Guy	24 September 2024	n/a

Part 4 of 4: Task and Finish groups

No Task and Finish groups are presently underway for this committee.

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Waverley Borough Council
Forward Plan of Key Decisions

Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This Forward Plan sets out those **Key Decisions** which the Executive expects to take over forthcoming months. A key decision is a decision to be taken by the Executive which (1) is likely to result in the local authority incurring expenditure or making savings of above £200,000 and/or (2) is significant in terms of its effects on communities living or working in an area comprising two or more wards. Other decisions to be made by the Executive may also be included.

Please direct any enquiries about the Forward Plan to the Democratic Services Manager, Ben Bix, by email committees@waverley.gov.uk.

Executive Forward Plan for the period 4 March, 2024 onwards

Title	Summary	Decision taker	Exempt?[1]	Key	Anticipated earliest (or next) date for decision	Contact officer	Portfolio Holder
Community Infrastructure Levy (CIL) Bidding Cycle 2023/2024	This report seeks to gain approval from the Executive for the allocation of Strategic CIL funding to the projects recommended for funding by the CIL Executive Working Group in relation to the Strategic CIL Bidding Cycle 2023/24.	Executive Council	Open	Yes	5 Mar 2024 23 April 2024	Sarah Ball	Co-Portfolio Holder for Housing (Delivery)

Title	Summary	Decision taker	Exempt?[1]	Key	Anticipated earliest (or next) date for decision	Contact officer	Portfolio Holder
Central Godalming Regeneration Project	To close the project and agree new project start up, with reallocation of funds.	Executive	Open	Yes	9 Apr 2024	Debbie Smith, Development Programme Manager	Portfolio Holder for Finance, Assets and Property
Community Asset Transfer Policy	To approve policies to enable the transfer of assets to Town and Parish councils. *(Revised title - October 2023)*	Executive	Open	Yes	9 Apr 2024	Executive Head of Assets and Property	Portfolio Holder for Finance, Assets and Property
Economic Development Strategy	To approve the revised Economic Development Strategy.	Executive Council	Open	Yes	9 Apr 2024 23 Apr 2024	Executive Head of Regeneration and Planning Policy	Portfolio Holder for Planning and Economic Development
Swimming Pool Support Fund	To consider funding for energy saving measures at Haslemere Leisure Centre	Executive	Open	No	9 Apr 2024	Paul Smith	Portfolio Holder for Finance, Assets and Property
Corporate Strategy 2024-2028	To recommend a revised Corporate Strategy to Council.	Executive Council	Open	Yes	9 Apr 2024 21 May 2024	Executive Head of Organisational Development	Leader of the Council & Portfolio Holder for Policy, Governance and Communications
Weydown Road Development Project	To receive recommendations.	Executive	Part exempt *[3]*	Yes	9 Apr 2024	Debbie Smith, Development Programme Manager	Portfolio Holder for Finance, Assets and Property

Title	Summary	Decision taker	Exempt?[1]	Key	Anticipated earliest (or next) date for decision	Contact officer	Portfolio Holder
Fairground Development Project	Decision to progress to next stage of procurement for a development partner	Executive	Fully exempt *[3]*	Yes	9 Apr 2024	Debbie Smith, Development Programme Manager	Portfolio Holder for Finance, Assets and Property
Carbon Neutrality Action Plan Priority Actions	Agree to prioritise key projects identified in the Carbon Neutral Action Plan that could be completed by 2030, to use this priority list when considering projects in budget setting and reset the dates for which other key projects could be completed beyond 2030.	Executive	Open	Yes	9 Apr 2024	Delma Bryant, Sustainability Manager	Co-Portfolio Holder for Housing (Delivery) & Portfolio Holder for Environment and Sustainability
Grounds Maintenance contract	To consider the extension of the existing Grounds Maintenance contract or in-housing of the service	Executive	Open	Yes	9 Apr 2024	Mark Allen, Interim Head of Environmental Services	Portfolio Holder for Environment and Sustainability
Disposal of Housing Land	To dispose of land in Godalming.	Executive Council	Part exempt *[2 & 3]*	No	9 Apr 2024 23 Apr 2024	Tahmid Miah, Land Officer Hugh Wagstaff, Head of Housing Operations	Councillor Paul Rivers

Title	Summary	Decision taker	Exempt?[1]	Key	Anticipated earliest (or next) date for decision	Contact officer	Portfolio Holder
HRA Property Disposal	Request to sell property to prevent long standing ongoing neighbourhood issues	Executive Council	Part exempt *[1, 2]*	Yes	9 Apr 2024 23 Apr 2024	Hugh Wagstaff, Head of Housing Operations	Co-Portfolio Holder for Housing (Operations and Services) Co-Portfolio Holder for Housing (Operations and Services)
Disposal of Council owned assets - Shared Ownership Homes, Ockford Ridge.	Report to seek approval to dispose of the initial shares in two affordable shared ownership homes at Ockford Ridge, Godalming.	Executive Council	Part exempt *[3]*	Yes	9 Apr 2024 23 Apr 2024	Louisa Blundell, Housing Development Manager	Co-Portfolio Holder for Housing (Delivery)
Waverley LCWIP Adoption	Adoption of the Farnham and wider-Waverley LCWIPs into planning policy.	Executive	Open	Yes	7 May 2024	Thomas Lankester, Sustainable Transport Planning Officer	Portfolio Holder for Environment and Sustainability
Housing Services: Electrical Services Contract	Contract to deliver electrical servicing, certificates, repairs, planned upgrades and electrical heating to council homes	Executive	Part exempt *[3]*	Yes	7 May 2024	Hugh Wagstaff, Head of Housing Operations	Co-Portfolio Holder for Housing (Operations and Services)

Title	Summary	Decision taker	Exempt?[1]	Key	Anticipated earliest (or next) date for decision	Contact officer	Portfolio Holder
Housing Services: Domestic and Heating Contract	Decision to award contract following procurement to provide gas servicing, annual certificates, repairs and replacement programme	Executive	Part exempt *[3]*	Yes	7 May 2024	Hugh Wagstaff, Head of Housing Operations	Co-Portfolio Holder for Housing (Operations and Services)
Equalities, Diversity & Inclusion Policy	To approve a corporate EDI Policy	Executive	Open	Yes	11 Jun 2024	Executive Head of Organisational Development	Portfolio Holder for Community Services, Leisure and EDI

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

Note 1: Exempt information:

Whilst the majority of the Executive's business at the meetings listed in this Plan will be open to the public and press, there will inevitably be some business to be considered which contains confidential, commercially sensitive or personal information which will be discussed in exempt session, i.e. with the press and public excluded. These may relate to key and non-key decisions. If they are not key decisions, 28 days' notice of the likely intention to consider the item in exempt needs to be given.

This is formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of any of the Executive meetings listed below may be held in private because the agenda and reports or annexes for that meeting contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended), and that the public interest in withholding the information outweighs the public interest in disclosing it. The exemptions and corresponding paragraphs are listed below:

Paragraph (1) - Information relating to any individual.

Paragraph (2) - Information which is likely to reveal the identity of an individual.

Paragraph (3) - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Paragraph (4) - Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office-holders under, the authority.

Paragraph (5) - Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Paragraph (6) - Information which reveals that the authority proposes – (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.

Paragraph (7) - Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

QUALIFICATIONS:

(8) Information falling within paragraph (3) above is not exempt information by virtue of that paragraph if it is required to be registered under –

(a) the Companies Act 1985;
(b) the Friendly Societies Act 1974;
(c) the Friendly Societies Act 1992;
(d) the Industrial and Provident Societies Acts 1965 to 1978;
(e) the Building Societies Act 1986; or
(f) the Charities Act 1993.

(9) Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.

(10) Information which –

(a) falls within any of paragraphs 1 to 7 above; and
(b) is not prevented from being exempt by virtue of paragraph 8 or 9 above,

is exempt information if and so long as, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Councillor Paul Follows
Leader of the Council, Portfolio Holder for
Policy, Governance and Communications;
Liberal Democrats Group Leader

Primary areas of responsibility: Leader of the Council. Corporate Strategy, Council Policy, Communications and Engagement, Democratic and Committee Services, Elections, Information Security, GDPR, Governance, Legal, Overview and Scrutiny Support

Additional: Member of the Joint WBC/GBC Governance Committee.

Notes: Governance, Legal and Democratic roles shared with Cllr Victoria Kiehl

Executive Working Groups: Cost of Living EWG (Chair), Governance & Constitution Review EWG (Chair)

Councillor George Murray
Portfolio Holder for Customer Services and IT

Primary areas of responsibility: Complaints, Ombudsman, Customer Services, Case Management, Digital Services, FOI, ICT and Business Systems.

Councillor Victoria Kiehl
Portfolio Holder for Organisational
Development and Governance

Primary Responsibilities: Business Transformation, HR, Learning and Development, Strategy and Policy Performance, Programme Assurance, Audit and Risk Management, Emergency Planning and Business Continuity, Governance, Legal, O&S Support

Additional: Member of the Joint WBC/GBC Governance Committee

Notes: Business Transformation shared with Cllr Peter Clark. Emergency Planning, Governance, Legal, O&S Support Shared with Cllr Paul Follows

Executive Working Groups: Governance & Constitution Review EWG (Vice-Chair)

Councillor Tony Fairclough
Deputy Leader and Portfolio Holder for Enforcement and Regulatory Services

Primary Responsibilities: Corporate Health and Safety, Environmental Health/Crime, Food Safety, Licensing, Private Sector Housing, Parking, Building Control, Events, Planning Enforcement

Additional: Executive member responsibility for Brightwell's

Councillor Kika Mirylees
Portfolio Holder for Community Services,
Leisure and EDI

Primary Responsibilities: Children and Young People, Careline, Community Grants, Community Safety, Safer Waverley Partnership, Disabled Facilities Grants, Adaptations, Family Support, Health, Safeguarding, Supporting Vulnerable People, Migrants and Refugees, EDI, Museums and Culture, Leisure Centres.

Additional: Lead contact for Citizens Advice Waverley and the Police/PCC

Notes: Cranleigh LC Project sits with Cllr Liz Townsend until centre is operational.

Executive Working Groups: Cost of Living EWG (Vice-Chair)

Councillor Nick Palmer
Co-Portfolio Holder for Housing (Delivery)

Primary Responsibilities: Housing Delivery, Housing Compliance and Performance, Landlord Services

Additional: Delegated Powers for Housing Matters (see constitution)

Notes: Consultee on HRA matters

Executive Working Groups: Waverley Housing Delivery EWG (Chair), Community Infrastructure Levy (CIL) EWG (Chair)

Councillor Paul Rivers
Co-Portfolio Holder for Housing (Operations and Services)

Primary Responsibilities: Housing Maintenance and Repairs, Housing Compliance and Performance, Landlord Services

Additional: Delegated Powers for Housing Matters (see constitution)

Notes: Consultee on HRA matters

Executive Working Groups: Landlord Services EWG (Co-Chair), Waverley Housing Delivery EWG (Vice-Chair)

Councillor Liz Townsend
Portfolio Holder for Planning and Economic Development

Primary Responsibilities: Planning Applications, Planning Integration and Improvement,

Notes: None

Executive Working Groups: N/A

Councillor Mark Merryweather
Portfolio Holder for Finance, Assets
and Property

Primary Responsibilities: Finance and accounting, (General Fund / Housing Revenue Account), Internal Audit, Procurement, Revenues and Benefits, Property and Land Assets, Facilities.

Additional: None

Notes: None.

Executive Working Groups: Assets and High Street Investment EWG (Chair)

Economic Development, Planning Policy, Design, Conservation, Regeneration, Waverley Training Services

Additional: None

Notes: Cranleigh LC Project sits with Cllr Liz Townsend until centre is operational.

Executive Working Groups: Local Plan Review EWG (Chair), Dunsfold Governance EWG (Chair)

Councillor Steve Williams
Portfolio Holder for Environment and Sustainability

Primary Responsibilities: Carbon Neutrality Commitment, Environmental sustainability, renewable energy. Sustainable transport, waste management strategies for sustainability.

Additional: Surrey Pensions Committee (Member), Surrey Environmental Partnership (Member), Surrey Greener Futures Board (Member)

Notes: None

Executive Working Groups: Climate Change EWG (Chair), Sustainable Transport EWG (Chair), Waste Strategy EWG (Chair)

Waverley Borough Council

Report to: Overview and Scrutiny – Services

Date: 26 March 2024

Ward(s) affected: All.

Report of Director: Community Wellbeing

Author: Eve Budd, Safer Communities Officer

Tel: 01483 523513

Email: eve.budd@waverley.gov.uk

Executive Portfolio Holder: Kika Mirylees

Email: kika.mirylees@waverley.gov.uk

Report Status: Open

Safer Waverley Partnership Plan 2024-2027

1. Executive Summary

1.1 The report sets out the annual activities of Waverley's Community Safety Partnership (CSP) during 2022-2023 and introduces the draft SWP Partnership Plan 2024-2027.

1.2 The report provides the background for the existence of, and the roles and responsibilities of the SWP in the context of its statutory duties and functions.

1.3 The activities, achievements, and challenges of the SWP are summarised throughout the report, and the committee are asked to comment and provide observations or recommendations on the draft Partnership Plan 2024-2027, to be considered by the responsible authorities of the SWP. The plan will be approved by the SWP in April 2024.

2. Recommendation to Committee

2.1 The committee is asked to

- review the SWP activities as set out in this report and in Annex 1.

- comment on the Safer Waverley Partnership Plan 2024-2027 and provide observations or recommendations to be considered by the responsible authorities of the SWP.

3. Reason(s) for Recommendation:

3.1 The Overview and Scrutiny Committee - Services has the function to scrutinise the work of their local Community Safety Partnership (CSP) on an annual basis. In Waverley this partnership is called the Safer Waverley Partnership (SWP).

4. Exemption from publication

No

5. Purpose of Report

5.1 The report updates the Overview and Scrutiny Committee on the work of the Safer Waverley Partnership (SWP) and provides the Committee with the opportunity to scrutinise the work of the Partnership and its new three-year rolling Partnership Plan 2024 -2027.

6. Strategic Priorities

6.1 The Partnership helps deliver the Council's Corporate Priority - ***Improving the health and wellbeing of our residents and communities*** through improving and developing engagement with all stakeholders to better control crime and anti-social behaviour in the borough.

7. Background

7.1 Community Safety Partnerships (CSPs) were introduced by Section 6 of the Crime and Disorder Act 1998 and bring together local partners who can address crime, disorder and anti-social behaviour. They work on the principle that no single agency can address all drivers of crime and anti-social behaviour, and that effective partnership working is vital to ensuring safer communities.

7.2 Waverley's CSP is known as the Safer Waverley Partnership (SWP). Responsible authorities that make up the partnership are:

- Surrey Police

- Waverley Borough Council
- Surrey County Council
- Surrey Fire and Rescue Service
- National Probation Service
- Integrated Care Boards (ICB) - Surrey Heartlands Health and Care Partnership and Frimley Integrated Care Board

Membership of the partnership also includes:

- Office of the Police and Crime Commissioner (OPCC)
- West Surrey Domestic Abuse Outreach Service

Statutory duties and functions:

7.3 As two-tier local authority Waverley's Community Safety Partnership works in conjunction with other Surrey County Council lead groups supporting the delivery of shared statutory duties and shared priorities in relation to crime, disorder and anti-social behaviour.

7.4 The statutory duties undertaken by the CSP are:

- a strategic group to oversee and direct the work of the partnership.
- protocols and systems for sharing information are used and adhered to.
- analysis of a wide range of data, including crime levels and patterns in order to identify priorities.
- coordination of a planned response to the prevention of crime, disorder, and anti-social behaviour at borough level
- a partnership plan that monitors deliverable actions.
- Domestic Homicide Reviews (DHR)
- local delivery of the Surrey Serious Violence Strategy.

7.5 The CSP takes a lead role to support, and co-ordinate duties placed on specified authorities. The Anti-Social Behaviour, Crime and Policing Act 2014 introduced the Anti-Social Behaviour (ASB) Case Review (formally known as the Community Trigger) to give victims of persistent anti-social behaviour the right to request a multi-agency review of their case. The statutory duty is placed on the local authority, the local housing provider, the Police, and Clinical Commissioning Group, rather than the CSP itself. In Surrey the local CSP is considered best place to co-ordinate requests for ASB Case Reviews from victims.

7.6 The Police and Justice Act 2006 gave local councils the duty to scrutinise the functioning of their CSP. Each local council had to put in place a committee to review, scrutinise and make observations or

recommendations about the functioning of the CSP to its responsible authorities. The Overview and Scrutiny Committee – Services takes on this function in Waverley.

Partnership activity during 2022-2023

7.7 The Safer Waverley Partnership Plan 2022-25 set out the following four priorities for a rolling three year period which are reviewed annually.

- Improve the partnership's response to community harm and anti-social behaviour.
- Themed focus on domestic abuse
- Focus on the crimes that most affect Waverley.
- Responding to the additional vulnerabilities of our residents facing community safety issues

7.8 The CSP uses a series of multi-agency groups to work towards the key priorities and deliver an action plan. The Co-ordination Group (COG) met 3 times during 2023 and produced and monitored the SWP delivery plan.

7.9 The Community Harm and Risk Management Meeting (CHaRMM) met every 6 weeks and received 25 referrals during the calendar year 2023.

- 19 were accepted for ongoing case management.
- 8 individuals were carried forward from 2022.
- 22 cases were closed to CHaRMM during 2023.
- 5 individuals were carried forward into 2024.

The total number of individuals discussed in 2023 was 33.

- 11 were nominated as anti-social behaviour perpetrators.
- 3 were nominated as vulnerable perpetrators of anti-social behaviour.
- 8 were nominated as victims of anti-social behaviour (6 were noted as vulnerable victims)
- 3 were nominated as the result of Closure Orders on a property.

7.10 The Joint Action Group (JAG) met every 6 weeks and had 4 locations referred in 2023.

- 3 were accepted to the agenda for ongoing discussion.
- 2 locations were on the agenda and carried forward from 2022.
- 6 locations were considered.

12 emerging issues were brought to JAG by partners. These are issues that partners are aware of, which may have been raised by a local councillor or resident and there is some evidence of a problem. This allows the partnership to assess the problem to enable an appropriate and proportionate course of action.

- 2 of these became full nominations.
- 7 licensed premises were discussed at JAG during 2023.
- The Sandy Hill Task and Finish Group concluded in February 2023 and led to the re-forming of the Sandy Hill Inclusive Partnership meeting (SHIP).
- Environmental Visual Audits (EVAs) were carried out in areas in Cranleigh and Farnham.

7.11 The Neighbour Dispute Action Group (NDAG) first met in December 2021 and had its last meeting in August 2023. During this time

- 20 neighbourhood dispute cases were considered.
- 5 cases were discussed twice (closed, then reopened then closed again)
- 1 case was discussed 3 times.

The Co-ordination Group (COG) of the Partnership took the decision, at the request of the NDAG Chair, to not continue with the NDAG.

It was agreed by the COG that the introduction of the NDAG had not resulted in any reduction in applications for ASB case reviews relating to neighbour disputes.

It was agreed that CHaRMM would be used to case manage individuals involved in complex neighbour disputes and JAG or a task and finish/ time limited group would be used to problem solve locations where complex neighbour disputes were taking place.

7.12 ASB case review applications. In the calendar year of 2022 there were 5 ASB case review applications received.

- 3 met the threshold for a full ASB case review to be carried out.

In the calendar year of 2023, 8 applications were received – an increase from 2022.

- 4 met the threshold for a full ASB case review to be carried out.
- All applications related to neighbour disputes or issues between neighbours.

7.13 The Partnership Delivery Plan 2022-2025 contained in Annex 1 details the partnership's actions against the agreed priority areas, with end of year status and comments. The end of year status uses the following RAG criteria:

RED	Not completed
AMBER	Partially completed
GREEN	Completed

Domestic Homicide Reviews and Domestic Violence Workstreams

7.14 In 2022-2023 a centralised Surrey-wide support for CSPs was established to assist them to fulfil their statutory duty to undertake Domestic Homicide Reviews (DHRs). A funding commitment of £5,000 per district/ borough council per year for a 3-year period, along with contributions from Surrey County Council, Surrey Police, NHS Surrey Heartlands CCG and NHS Frimley CCG were made.

This funding provides.

- a central co-ordinator post to work with CSPs.
- a commissioning pot and a training budget to ensure lessons learned are shared to lead to tangible improvements in agency responses to domestic abuse.

The CSP still has overall responsibility for carrying out DHRs.

7.15 There have been 39 DHRs in Surrey since 2011 (data up to Dec 2023).

- 17 of the 39 reviews were joint reviews (Safeguarding Adults/ Childrens Reviews).
- 17 reviews have been suicides and 15 of these suicides have been since 2019.
- Out of the 39 reviews there have been 31 female victims and 8 male victims.

Waverley has had the second highest number of DHRs in Surrey at 8.

7.16 Changes are due to be brought into law for the name 'Domestic Homicide Review' to be changed to 'Domestic Abuse Related Death Review' to better reflect all deaths which fall within their scope.

The purpose of the review is to identify and implement lessons learnt from deaths which have, or appear to have, resulted from domestic abuse with the aim to better protect victims in future.

7.17 There has been one joint Safeguarding Adult Review and Domestic Homicide Review (SAR/DHR) in Waverley in progress since 2022-2023. It was due to be completed in 2023, however due to new information being provided it has been delayed.

7.18 The CSP has a strong working relationship with the South West Surrey Domestic Abuse Outreach Service (SWSDA). It continues to work with the service to maximise funding opportunities to support domestic abuse survivors.

During the year April 2022 to March 2023 there were 553 referrals made to the South West Surrey Domestic Abuse Outreach Service (SWSDA). This is an increase of 57 (11.5%) referrals from the previous year.

7.19 Waverley Borough Council has provided SWSDA Service with a contribution of £2,000 toward running the 'Fatfish' programme (Facilitating Art Therapeutically). The programme works with children and young people who are affected by domestic abuse.

During 2022-23 the programme supported 36 children from Waverley on a one-to-one basis and 1 for group work sessions.

Anti Social Behaviour and PSPO Workstreams

7.20 In April 2021 Waverley Borough Council made a Public Spaces Protection Order (PSPO) intended to deal with anti-social behaviour in Godalming and Farncombe and the prohibition of lighting barbecues and bonfires on Waverley managed parks and open spaces throughout the borough.

7.21 The Order was put in place for a maximum of 3 years and is due to expire on 20 April 2024. Work is currently ongoing to evaluate the effectiveness of the Order and consult with stakeholders and public on whether it should be extended for a further 3 years. The results of this will inform the report requesting a decision on approval, and the Overview and Scrutiny Committee will be provided with an update.

7.22 In 2023 Southern Internal Audit Partnership undertook a review of the management of anti-social behaviour by the Council. The audit focused on ensuring there was a consistent process of identification, recording and monitoring of anti-social behaviour cases, that included information sharing both internally and externally with members of the SWP.

7.23 The findings of the audit report provided good insight into how ASB is currently managed, and together with some positive key observations identified significant gaps, weakness and elements of non-compliance and highlighted required improvements in our system of governance and risk management.

7.24 The Council now has a dedicated ASB Officer within the Community Services Team who has assisted in the preparation of an ASB action plan that will help ensure the issues identified in the audit report can be reconciled and monitored through the Audit Committee.

8. SWP Partnership Plan 2024-2027

8.1 The draft SWP Partnership Plan 2024-2027 in (Annex 2) seeks to set out how the partnership will ensure it meets its statutory duties and functions. It takes a proportionate and measured approach to tackling crime and anti-social behaviour in Waverley, recognising that Waverley is one of the safest boroughs in Surrey. This will be approved by the responsible authorities of the SWP in April 2024. The key priorities are

- Community Harm and Anti-Social Behaviour
- Domestic Abuse
- Focus on the crimes and community safety issues that most affect Waverley to maximise a response through partnership working

9. Consultations

9.1 Ward councillors are invited to attend operational task and finish groups where referrals are received for their ward.

10 Key Risks

10.1 The resources to deliver activity and interventions aligned to the priorities of the SWP are additional to the day-to-day functions of each partner agency. The capacity to deliver these interventions is determined by multi-agency partnership working which may be impacted by individual agency contributions.

10.2 The ongoing financial challenge for all partners mean that priories set out by the SWP will require agility to respond appropriately to the changing needs of the community.

11 Financial Implications

11.1 There are no direct resource implications associated with this report. The service is delivered within approved Council budgets and is supported by external funding where available.

12 Legal Implications

12.1 The Council has statutory responsibilities to consider the impact of its functions and services in relation to crime and disorder implications as well as the wider community impacts. This report highlights part of the Council's response to this area in terms of its statutory responsibility for working within the Safer Waverley Partnership. The Partnership does not lead to the transfer of functions from one partner to another but encourages a multidisciplinary approach to solving issues and the use of the most appropriate powers.

13 Human Resource Implications

13.1 The SWP consists of representatives from the 'responsible authorities' as set out in the legislation.

13.2 The Council's lead officers supporting the strategic work of the partnership are the Safer Communities Officer within the community services team.

13.3 The Council's specialist lead officer for supporting the development of policies, processes and procedures for anti-social behaviour is the Anti-Social Behaviour Officer within the community services team.

13.4 The Community Services Manager chairs CHaRMM

13.5 There are no direct resource implications associated with this report. The service is delivered within approved Council budgets and is supported by external funding.

14 Equality and Diversity Implications

14.1 There are no direct equality, diversity or inclusion implications of this report as it summarises the activity of the partnership. Equality impact assessments are carried out, when necessary, across the council and the partnership projects to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

15 Climate Change/Sustainability Implications

15.1 In the context of this report there are no climate change/ sustainability implications arising directly.

16. Summary of Options

16.1 The committee is asked to consider and comment on the activity of the SWP and draft partnership plan.

17 Conclusion

17.1 The report provides information for the committee to review the actions of the SWP in 2022-2023.

17.2 The report sets out the draft SWP Partnership Plan 2024-2027 for the committee to consider and comment on.

18 Background Papers

None

19 Appendices

Safer Waverley Partnership Delivery Plan 2022-2025 (Annex 1)

Draft Safer Waverley Partnership Plan 2024-2027 (Annex 2)

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	22.2.2024
Legal / Governance	21.2.2024
HR	21.2.2024
Equalities	
Lead Councillor	
CMB	
Executive Briefing/Liaison	
Committee Services	

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Priority 1 : Improve the Partnership's Response to Community Harm and Anti-Social Behaviour

Ensure victims are put first when dealing with anti-social behaviour and the ASB Principles are recognised locally

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
1.1	Hold a learning day for the partnership where there will be a focus on a 'victim centred' approach to ASB	•Carry out an annual learning day. First planned for 2 Nov 2022.	•ASB Help (funding required) •venue hire	Aug-22	Nov-22	**Paul Stevens WBC** Eve Budd WBC Clare Arnold WBC	Failure of organisation to meet statutory requirements around victim care for ASB	•Reduction in repeat reporting of ASB. •Efficient management of ASB cases. •Decrease in demand on multiple services.	Green	COMPLETED: Event held on 22 Nov 2022. Evaluation of event discussed at COG on 21 June 2023
1.2	Promote the use of risk assessments and victim action plans across the partnership	•Officer training as part of 2 Nov ASB learning event •Make risk assessments part of CHaRMM and NDAG nomination process		Nov-22	Ongoing	**Paul Stevens WBC** Katie Webb (CHaRMM Chair) Rob Brian (NDAG chair)	Victims not safeguarded	•Ensure a risk assessment is completed or provided with any nomination to CHaRMM or NDAG	Green	Will be picked up in 2023-24 under the implementation of the WBC ASB Corporate Policy. Partners will continue to use their own risk assessments.
1.3	Promote the ASB principles as part of ASB awareness week by signing up to the ASB principle pledge	•ASB week 18-24 Jul 2022. Pledge to be signed on 21 Jul 22 •Display board on wall in council offices, invite all officers to sign		Jul-22	Ongoing	**Paul Stevens WBC** Insp Rob Brian	Failure to meet Gov published guidance 20 July 2022	•Press release/ photo •Pledge displayed on wall in council offices with signatures	Green	COMPLETED in 2022 for ASB Week.

Ensure the effective use of Community Triggers

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
1.4	Promote awareness and encourage the use of Community Triggers on social media, websites and by officers and councillors when they encounter a victim of ASB	•WBC website contains information about how to apply for a CT •ASB Learning day 2 Nov 2022, educate officers to promote CT to victims where they are aware it meets the threshold		Nov-22	Ongoing	**Paul Stevens WBC** Eve Budd WBC	•Failure to meet Gov guidance and PCC oversight. •Dissatisfaction of victims of ASB. •Vulnerable victims of ASB being placed at risk due to organisational failings.	•Community Triggers being applied for. •Partners to understand the need to promote Community Triggers.	Green	Community Triggers (ASB Case Reviews) continue to be used by residents in Waverley. The Partnership received 4 applications for an ASB case review in 2022-23. 1 met the threshold and 3 did not meet the threshold. Victims were given advice in all cases.

1.5	Carry out reviews on completed Community Triggers to identify trends, patterns, points of learning and to ensure outcomes are achieved.	•Statistical analysis of reports. •Quarterly review meeting. •Review of process to be discussed and recommendations approved at SWP Executive -12 Oct 2022	On hold until year 2 of plan	Apr-23	Ongoing	**Eve Budd WBC**	•Failure to meet Gov guidance and PCC oversight. •Dissatisfaction of victims of ASB. •Vulnerable victims of ASB being placed at risk due to organisational failings.	•Learning is shared across the partnership and process and systems changed. •Implemented revised CT process	Green	3 month reviews have been put in place after each ASB case review for the Chair to review what steps have been taken and how effective they have been. Victims are contacted 6 months after their ASB case review has completed to ask if they are satisfied the issues have been resolved. Unsatisfactory results are reported to the Case Review Panel or directed to individual agency complaints processes.

Implement Public Spaces Protection Orders (PSPOs)

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
1.6	Implement the Godalming ASB PSPO through an agreed protocol - Raise awareness and provide training to relevant partner officers on using the PSPO	•Agreed WBC protocol to be shared with Partnership. •Deliver training sessions on the PSPO process to relevant front line officers across the partnership by end of December 22	Additional officer time to implement the PSPO process	Oct-22	Dec-22	**Paul Stevens WBC**	•PSPO not being used to address prohibited behaviour.	•Protocol Agreed •Training sessions delivered •Warning letters / notices being issued by Police and council. •Reduction in the PSPO prohibited behaviours	Green	PSPO training completed and PSPO promoted in areas of Godalming where anti-social behaviour was reported to be occuring. No breaches to the ASB PSPO were found during 2022-23. No enforcement action was taken.
1.7	Review the relevance of the PSPO conditions and amend where appropriate	•Carry out review of current PSPO conditions and propose amendments and additional conditions. •PSPO amendments and proposed new conditions to be approved through consultation/ committee process.		Jan-23	Mar-23	**Paul Stevens WBC**	•PSPO not being used to address prohibited behaviour.	• PSPO amended and new condition approved and implemented •PSPO remains relevant to latest crime and disorder problems	Green	Review of the Godalming ASB PSPO will be undetaken by WBC in 2024.
1.8	Use the JAG to monitor the use of the Godalming PSPO and enforcement action taken	•To be made a standing agenda item on JAG.		Dec-22	Duration of PSPO	**Paul Stevens WBC** Sgt Michael Knight (Jag) Chair	•Lack of JAG oversight. Inability to assess the success of PSPO's. Unable to demonstrate the positive use of PSPO's.	•Reduction of PSPO prohibited behaviours	Green	System in place via JAG but no enforcement action taken

Ensure the powers introduced by the Anti-Social Behaviour, Crime & Policing Act 2014 are implemented effectively

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
1.9	Establish local policies and procedures for considering when and how ASB powers are used when dealing with individuals committing ASB to ensure use of powers by police, WBC and other housing associations are recorded	•Central database of WBC use of Housing & Corporate tools and powers. •Quarterly report from the Police of tools and powers used. •Monitoring of tools & powers used by other housing providers through CHaRMM & NDAG.		Jan-23	Ongoing	**Paul Stevens WBC**	•Tools and powers not being used effectively across partner organisations. •Risks that the most vulnerable do not get treated fairly.	•Successful use of ASB tools & powers. •All ASB action taken considers and documents the requirements under the Equality Act protected characteristics.	Green	CHaRMM is used to monitor those individuals who are subject to ASB tools and powers eg CPNs, CBO, Closure Orders.
1.10	Raise awareness of CHaRMM to all Housing providers in Waverley	•Identify social housing providers within the WBC area. •Make contact with all social housing providers with details of SWP meetings & criteria.		Jan-23	Jun-23	**Paul Stevens WBC**	•Vulnerable people not being identified. •Risk of harm not being managed. •Perpetrators not being brought to justice.	•Increased attendance at meetings. •Increased number of new nominations from Housing providers	Green	CHaRMM is used by a number of Housing Associations who have housing stock in Waverley. During 2022-23, there were 5 individual nominated to CHaRMM by Housing Assocations. There were a further 2 individuals nominated by other agencies, where there was engagement from Housing Associations.

Improve the partnership's response to neighbour disputes

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
1.11	Actively promote use of, and early interventions for dealing with problems between neighbours - eg mediation, 'good neighbour card' and 'good neighbour agreements'	•ASB Learning day 2 Nov 2022. •Work with other colleagues from the Surrey Community Harm Reduction Group to create Surrey wide leaflets/ cards to be used in Waverley		Nov-22	Mar-23	**Paul Stevens WBC** **Eve Budd WBC**	•Cases and/or investigations being opened unnecessarily. •Expectations not being managed appropriately.	•Early intervention in neighbour disputes. •Successful resolution of neighbour disputes via mediation and other arranged interventions	Green	A Good Neighbour Agreement was trialled in one community during 2022-23. This will be extended to other areas once the agreements have been signed off by the Surrey Community Harm Reduction Group
1.12	Use the NDAG to refer neighbour disputes to at an early stage to prevent escalation and to identify suitable and appropriate interventions that partner agencies can offer	•Promote NDAG to WBC services and other relevant partners		Nov-22	Ongoing	**Paul Stevens WBC** **Insp Rob Brian (Chair of NDAG)**	•Neighbour disputes escalating. •Multiple organisations dealing with cases separately without applying a joined up approach	•Early intervention in neighbour disputes. •Successful resolution of neighbour disputes via mediation and other arranged interventions	Green	NDAG used throughout 2022 -23

Priority 2: Themed Focus on Domestic Abuse

Raise awareness of domestic abuse

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
2.1	Use publicity material and assets available via the Surrey DA Communications Plan and the South West Surrey DA Outreach Service to promote awareness of domestic abuse support services and helpline throughout Waverley	•Sharing of assets and communication plan - 25 November - 16 days of activism •Promote to hard to reach groups •Promote through WBC tenants magazine and police newsletter		Nov-22	ongoing	**Louise Gibbins - Surrey CC Jo H SWS DA Outreach Service**	Increased risk for those suffering from Domestic Abuse	•Increased number of victims accessing outreach services.	Green	Information provided by SCC shows that the Surrey wide Domestic Abuse campaigns run during 2022-23 continue to see an increase in visitors to the Surrey Against DA webpages in the month immediately after the campaign finished compared to before the campaign commenced. Calls to the Surrey DA Helpline increased in the month after the campaign finished and saw an increase on the previous year 2021-22.
2.2	Hold webinars to raise awareness of DA to local businesses and organisations in Waverley and to identify workplace champions.	•webinar for WBC Cllrs to be held on 2 Nov 22 to raise awareness of the service. •Send DA messages through WBC Economic Development Service		Apr-22	ongoing	**Louise Gibbins - Surrey CC Jo H DA Outreach Service**	Increased risk for those suffering from Domestic Abuse	•Increased number of victims accessing outreach services. •Identification of workplace DA Champions.	Green	Webinar to Cllrs held on 2 Nov 22.

2.3	Hold regular DA Champions networking events to provide support and ongoing training	•Identify Champions in each partner organisation and local businesses •provide training for Champions •set up regular network events		Jan-23	ongoing	**Jo H DA Outreach Service**	Increased risk for those suffering from Domestic Abuse	•number of champions identified across variety businesses and organisations	Green	5 training sessions have been delivered in workplaces, 1 webinar and 2 business networking events have been held and arranged by SWSDA. 14 workplace champions have been signed up.
2.4	Make the Sanctuary scheme more accessible to more people by raising awareness of the scheme in Waverley	•Raise awareness to professionals of the new sanctuary scheme being delivered by DA Outreach Service		Oct-22	ongoing	**Jo DA Outreach Service** Eve Budd WBC	Increased risk for those suffering from Domestic Abuse	•Increased use of Sanctuary schemes in Waverley.	Green	Funding provided by Gov in 2022-23 for 22-23 and 23-24 and 24-25. 14 Sanctuary Scheme referrals made in Waverley in 2022-23

Implement Waverley's Domestic Abuse Pledge

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
2.5	Develop and implement the Domestic Abuse Pledge in Waverley.	•Partners to actively approach local businesses and organisations to sign up to the pledge •Promote the pledge through DA Awareness week •DA Outreach Service to deliver a webinar in relation to the implementation of the pledge		Apr-23		**Eve Budd / Katie Webb WBC**	Increased risk for those suffering from Domestic Abuse	•number of local businesses and partner organisations who have signed up to the pledge	Amber	The decision has been made not to pursue the Domestic Abuse pledge in Waverley. The partnership is strong in relation to domestic abuse. The pledge aimed to reinforce action partner agencies can take to embed awareness of DA amoungst staff, ensuring policies are in place to support staff experiencing DA and to amplify public DA awareness campaigns across social media and internal communication channels. The SWP feels that this work is well embedded amongst partners and will continue without the need for a specific pledge.

Expose and working towards ending hidden harms (Violence Against Women and Girls)

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
2.6	Promote 'Street Safe' online tool to help identify locations where people have felt unsafe and use data to identify hotspots or areas in the borough where people feel unsafe and take a problem solving approach via JAG	•DA outreach to promote awareness of Street Safe at pub watch briefings. •Review data as a JAG standing agenda item.		Nov-22		**Sgt Michael Knight**		•Identification of areas of the borough people do not feel safe •coordinated partnership activity	Green	Standing item on JAG. Data monitored by Neighbourhood Policing Team. No hot spot areas or areas where people feel unsafe have been idenitfied in 2022-23

Raise awareness of elder abuse and domestic abuse for professionals to help them locate support and advice for older victims, their friends and family

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
2.7	Hold a webinar to raise awareness of elder abuse and domestic violence in older people. How to recognise it and how to get support	•DA Outreach Service to hold 2 webinars for local businesses and organisations •Attend Surrey Webinar 19 Oct & report back to COG.	•Cost to DA Outreach Service to deliver webinars •Additional officer time	Jan-23	Mar-23	**Katie Webb WBC / Joanne H DA Outreach**	•Increased risk for those suffering from Domestic Abuse •Not carrying out DHR recommendations	•number or people attending the webinars across a multiple organisations	Green	Webinar held and run at county leve on 19 Oct 2022.

Domestic Homicide Reviews (DHRs)

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
2.8	Implement and monitor the recommendations of the DHR 6 action plan	•SWP Executive meetings		Aug-22	Mar-23	**Katie Webb WBC** SWP Executive	Failure to meet legislative requirements	Recommendations have been implemented	Green	Completed and signed off by the Partnership
2.9	Support the delivery of the joint DHR 8/SAR and support and implement early recommendations	•SWP Executive approve budget to carry out joint review •in conjunction with SSAB approve external Chair to carry out review •approve the draft overview report and recommendations	Cost to employ Independent Chair to carry out the review	May-22	Dec-23	**Katie Webb WBC** SWP Executive	Failure to meet legislative requirements	•Overview Report and Recommendations approved by the SWP Executive •Overview Report and Recommendations approved by the Home Office quality assurance panel •Overview Report and Recommendations published on WBC webpages •Recommendations have been implemented	Green	Ongoing

Priority 3: Focus on Crimes That Most Affect Waverley

Raise awareness of fraud and cybercrime

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
3.1	Raise awareness of the latest scams, fraud and cybercrime, with an emphasis on protecting the digitally excluded and socially isolated.	•Implement Surrey-wide best practice fraud prevention guide and tool kit		Mar-23	ongoing	**Eve Budd WBC** **Louise Gibbins SCC**	vulnerable victims targeted by criminals	Reduction of fraud amongst vulnerable groups	Green	Scam awareness leaflets provied to day centers and other facilities open to the public. No cold caller packs available at the council and are regularly posted to those on request.

Help make Waverley roads safer

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
3.2	Carry out a review of Community Speed Watches (CSW) in Waverley	•Contact all CSW Co-ordinators assess satisfaction and to seek feedback. •Obtain data on numbers of vehicles stopped and action taken. •Liaison with police in-force CSW co-ordinators •Review to be discussed at COG to agree any additional action required		Nov-22	Mar-23	**Sgt Graham Kerslake** Eve Budd WBC (Chair of COG)	•Continued community concern of speeding and perceived lack of partnership action	•Improved satisfaction from CSW co-ordinators in Waverley	Green	Review completed by Sgt Graham Kerslake
3.3	Support Safe Drive Stay Alive annual education production aimed to raise road safety awareness amongst young people and positively influence their attitudes to driving and as passengers	Annual event held 3 Nov 2022	WBC provides £900 towards the running cost of the event. Towns and Parishes in Waverley also contribute	Nov-22	Annual	**Safe Drive Stay Alive Team**	Deaths of young drivers	•Safe Drive Stay Alive evaluation report •Number of young people in Waverley attending	Green	Funding provided in 2022 to go towards supporting the cost of transport for young people attending the event. The decision was made by SFRS in July 2023 to stop the delivery of Safe Drive Stay Alive following an extensive evaluation of the provision. This has been replaced with an alternative provision for schools and college, DriveFit.

Rural Crime

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
3.4	Police to ensure that rural crime data is accurate and recorded correctly	•Rural crime lead PCSO and Sgt to review rural crimes reported to ensure they are correctly recorded.		Apr-22	Ongoing	**Sgt Graham Kerslake**	•Issue raised at O&S Committee and recommendation made to SWP to address this. •Failure to consider recommendation	Rural crime data	Green	Completed. Rural crime is reviewed regualry to ensure it is being recorded correctly by the Police.

Environmental Crime

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
3.5	Use JAG to multi-agency problem solve locations where chromic or persistent fly-tipping and other environmental crime is taking place	Nominations to be made to JAG		Apr-22	Ongoing	**Sgt Michael Knight (Chair of JAG)** Eve Budd WBC	Environmental crime not being problem solved in a wider context involving all relevant partners	Successfully resolved and problem solved environmental crime problems	Green	Nominations to JAG have been made for fly-tipping

Business Crime

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
3.6	Work with local businesses and community leaders to increase reporting and intelligence and promote investment in crime prevention activity	•Use the WBC Business newsletter to promote awareness/ training around crime and community safety relating to business		Apr-22	Mar-23	**Eve Budd WBC** working with WBC Economic Development Manager	Ineffective partnership working		Green	Business crime advice is contained in WBC Business newsletter and other relate crime and communtiy safety information is shared.

Priority 4: Responding to the additional vulnerabilities of our residents facing community safety issues

Identify potential risks and vulnerabilities associated with the housing of Ukrainian families within Waverley

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
4.1	Ensure Ukrainian guests know how they can report any hate crime or seek any other advice and support around any safeguarding or community safety concerns	•Police to attend engagement events in Haslemere, Cranleigh, Farnham and Godalming for guests and hosts •WBC to monitor safeguarding concerns raised by Ukrainian guests and take appropriate action for concerns over exploitation/ modern day slavery		Jul-22	Ongoing	**Sgt Graham Kerslake** **Katie Webb WBC** Deputy Safeguarding lead	Risk of harm	•Safeguarding concerns and referrals are raised with appropriate organisations •Monitoring data recorded and reviewed	Green	Action was completed. Initial safeguarding concerns raised were dealt with and no further issues highlighted.
4.2	Raise awareness amongst front line professionals of potential risks to Ukrainian guests to become victims of modern slavery, violence against women and girls (VAWG), child criminal exploitation and child sexual exploitation, hate crime and homelessness, and what action needs to be taken	•Regular updates on the SOCJAG •Provide any updates or training as required outside of the meeting •Refer potential vulnerable people to appropriate agencies	Utilise specialist police teams to provide training	Dec-22	Feb-23	**Sgt Graham Kerslake** Eve Budd WBC	Lack of awareness of indicators which may lead to missed opportunities to safeguard victims	Training being successfully delivered	Green	Action completed. No issues raised.

Acknowledging the impact of the COVID-19 pandemic on the community

Ref:	Action	Details of how the action will be carried out	Reference any additional resources	Start date	End date	Lead agency/officer including all responsible officers	Impact of not completing the action	Success is measured / demonstrated	RAG	End of year 2022-23 status
4.3	Monitor and review community tensions, trends and spikes in relation to the COVID-19 pandemic and ensure any required partnership actively is taken	•Utilise partnership groups of CHaRMM, JAG, SOC-JAG to identify any needs and plan any partnership activity as required		Ongoing	Ongoing	**Eve Budd WBC**	•Potential impact on the ability to deliver mainstream services •Resident not receiving support and services they require.	•Planned activity to mitigate disruption of services •Residents supported	Green	Action completed. General community tensions are monitored through JAG.

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Safer Waverley Partnership (SWP)

Partnership Plan 2024-2027

DRAFT

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Background

Community Safety Partnerships (CSPs) were introduced by Section 6 of the Crime and Disorder Act 1998 and bring together local partners who can address crime, disorder and anti-social behaviour. They work on the principle that no single agency can address all drivers of crime and anti-social behaviour, and that effective partnership working is vital to ensuring safer communities.

Waverley's Community Safety Partnership (CSP) is known as the Safer Waverley Partnership (SWP). Responsible authorities that make up the partnership are:

- Surrey Police
- Waverley Borough Council
- Surrey County Council

- Surrey Fire and Rescue Service
- National Probation Service
- Integrated Care Boards (ICB) - Surrey Heartlands Health and Care Partnership and Frimley Integrated Care Board

Membership of the partnership also includes:

- Office of the Police and Crime Commissioner (OPCC)
- West Surrey Domestic Abuse Outreach Service

Statutory duties and functions

As a two-tier local authority, Waverley's Community Safety Partnership works in conjunction with other Surrey lead groups supporting the delivery of shared statutory duties and shared priorities in relation to crime, disorder and anti-social behaviour.

The statutory duties undertaken by the Waverley Community Safety Partnership are:

- To have a strategic group to oversee and direct the work of the partnership.
- Ensure protocols and systems for sharing information are used and adhered to.
- Analyse a wide range of data, including crime levels and patterns in order to identify priorities.
- Co-ordinate a planned response to the prevention of crime, disorder, and anti-social behaviour at the Borough level.
- Set out a partnership plan and monitor progress.
- Undertake Domestic Homicide Reviews (DHR)
- Support local delivery of the Surrey Serious Violence Strategy.

<u>Serious Violence Duty</u>

The Serious Violence Duty commenced on 31 January 2023 and requires specified authorities within a local government area to collaborate and plan to prevent and reduce serious violence.

CSPs are also subject to the Duty and amendments have been made to the Crime and Disorder Act 1998 to ensure that they have an explicit role in evidence based strategic action on serious violence. These amendments require CSPs to formulate and implement strategies to prevent people from becoming involved in, and reduce instances of, serious violence in the area.

In Surrey the OPCC takes a collaborative and convening role for local partnership arrangements for the Duty in order to support the development and implementation of the local strategy.

A Surrey Serious Violence Reduction Partnership (SSVRP) has been established to agree and oversee the Serious Violence Reduction Strategy and delivery plans for Surrey, supported by a Serious Violence Operational Group.

A comprehensive strategic needs assessment into serious violence in Surrey was carried out to provide the SSVRP with clear headline information on levels of violence, offender and victim profiles and looked at some of the factors that might allow violence to increase.

Headline data tells us that overall serious violence, nationally and in Surrey, is rising. However, Surrey remains a safe space with it remaining the third safest force area in the country.

Waverley is a safe borough, and most residents and communities will not experience or witness violence. However, when violence does occur it can have a devastating effect on a person's physical and mental wellbeing and cause fear in communities.

The Safer Waverley Partnership will work with local partners and the SSVRP to support intervention to reduce and prevent violence, exploring local placed based work alongside communities.

Domestic Homicide Reviews (DHRs)

Domestic Homicide Reviews were established on a statutory basis by the Domestic Violence, Crime and Victims Act 2004 and came into effect in 2011. Community Safety Partnerships have overall responsibility for carrying out a review when a death occurs which has, or appears to have, resulted from domestic abuse, including suicide cases, in line with the legal definition of domestic abuse as introduced in the Domestic Abuse Act 2021. Changes are due to be brought into law for the name 'Domestic Homicide Review' to be changed to 'Domestic Abuse Related Death Review' to better reflect all deaths which fall within their scope. The purpose of the review is to identify and implement lessons learnt from deaths which have, or appear to have, resulted from domestic abuse with the aim to better protect victims in future.

Other duties placed on specified authorities:

The CSP takes a lead role to support and co-ordinate duties placed on specified authorities.

Anti-social Behaviour Case Reviews

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced the ASB Case Review (formally known as the Community Trigger) to give victims of persistent antisocial behaviour the right to request a multi-agency review of their case. The statutory duty is placed on the local authority, the local housing provider, the Police, and Clinical Commissioning Group, rather than the CSP itself. In Surrey it is considered that the local CSP is best place to co-ordinate requests for ASB Case Reviews from victims.

Prevent duty

The Prevent duty aims to stop people from becoming terrorists or supporting terrorism. Local authorities and their partners are specified authorities listed in Schedule 6 Counter-Terrorism and Security Act 2015.

As a two-tier authority, Surrey County Council acts as the strategic lead of the Prevent duty. The Prevent duty is delivered locally via individual partners' policies recognising that Prevent is predominantly a safeguarding mechanism in recognition that radicalism of vulnerable

individuals is comparable to the other forms of harm and abuse considered by wider safeguarding activities.

Partnership Plan

The SWP Partnership Plan 2024-27 is a rolling three-year plan which seeks to set out how the partnership will ensure it meets its statutory duties and functions. It takes a proportionate and measured approach to tackling crime and anti-social behaviour in Waverley, recognising that Waverley is one of the safest boroughs in Surrey. It sets out how local issues of concern are addressed by the partnership.

Priorities for 2024-2027:

In addition to ensuring the Community Safety Partnership meets its statutory duties the Partnership also has identified the following priorities:

- Community Harm and Anti-Social Behaviour
- Domestic Abuse
- Focus on the crimes and community safety issues that most affect Waverley to maximise a response through partnership working

Community Harm and Anti-Social Behaviour

The SWP holds 6 weekly multi-agency Community Harm and Risk Management meetings (CHaRMM) to discuss and agree action to reduce the negative impact that individuals and families have on communities through their anti-social behaviour. Members of CHaRMM share information on individuals referred, to put in place appropriate risk management and disruption plans to address the behaviour of the perpetrator and reduce the negative impact on victims. Example of individuals referred are:

- Persons displaying a disregard for community or personal well-being i.e, excessive noise, rowdy, nuisance, drunken behaviour.
- Perpetrators of acts directed at people i.e, making threats, verbal abuse, coercion/exploitation, intimidations/harassment.
- Persistent perpetrators of environmental damage/ vandalism i.e, criminal damage, vandalism.
- High risk or vulnerable victims of anti-social behaviour.

The SWP holds 6 weekly muti-agency Joint Action Group (JAG) meetings. These address crime, disorder and anti-social behaviour which is impacting locations or harming communities. A problem-solving approach is taken which includes the analysis of data and local intelligence, provided by partners, to determine appropriate action, interventions or advice that can resolve the issues being considered.

Domestic Abuse

Waverley has carried out the second highest number of Domestic Homicide Reviews in Surrey. Domestic Abuse remains a priority for the CSP. It works closely with the South West Surrey Domestic Abuse Outreach Service to raise awareness of domestic abuse, recognising that domestic abuse can occur within a range of relationships and affects people of all socio-economic backgrounds, including children and other household members.

Focus on the crimes and community safety issues that most affect Waverley to maximise a response through partnership working

The Partnership uses a variety of data to help inform its priorities. This involves using open data tools such as Local Insight which gives data and analysis from government agencies, as well as police data to help identify priorities. This is carried out annually and then is reviewed on an ongoing basis to ensure resources and partnership activity is targeted at where it is most needed.

Delivery

The CSP uses a series of multi-agency groups and action plans to deliver activity under each of the key priorities:

Safer Waverley Partnership (SWP)

Responsible authority members have overall responsibility for the work of the CSP. They agree the partnership's priorities, manage performance, maintain contact with Surrey led groups supporting the delivery of shared statutory duties and shared priorities and ensure the partnership is compliant with its statutory responsibilities.

Partner Officer Action Delivery Meetings

Local partner officers will come together on a task focussed basis to formulate action plans, carry out reviews and specific tasks that fall outside of the other multi-agency groups.

Joint Action Group (JAG)

The JAG provides a multi-agency forum to address crime, disorder or anti-social behaviour which is impacting locations or harming communities. It discusses emerging problems to determine an appropriate and proportionate response and monitors tensions within the borough. It oversees a traffic light system to monitor licensed premises where crime, disorder and anti-social behaviour have been linked to. Sub-groups can be established, called task and finish groups, to resolve problems at specific locations.

Community Harm and Risk Management Meeting (CHaRMM)

The CHaRMM discusses and agrees action to reduce the negative impact that individuals and families have on the local community through their anti-social behaviour. Members share information on referrals, and incidents, and put in place appropriate risk management and disruption plans to address the behaviour of the perpetrator and reduce the negative impact on victims.

Serious and Organised Crime Joint Action Group (SOC JAG)

The SOC JAG provides a framework for partners to work together to tackle serious organised crime. This includes modern day slavery, drug related harm and county lines, economic crime including fraud and cyber crime and organised acquisitive crime. Meetings aim to provide a regular means of sharing and understanding the risks in the borough and having the opportunity to give a partnership response to problem solving.

Review

An annual overview of the work and priorities is reported to Waverley Borough Council's Overview and Scrutiny Committee - Services.

Glossary of Abbreviations and Acronyms

Abbreviation/ Acronym	**Name**
ASB	Anti-Social behaviour
CHaRMM	Community Harm and Risk Management Meeting
DA	Domestic Abuse
DHR	Domestic Homicide Review
ICB	Integrated Care Board
JAG	Joint Action Group
OPCC	Office of the Police and Crime Commissioner
SOC JAG	Serious and Organised Crime Joint Action Group
SWP	Safer Waverley Partnership

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Waverley Borough Council

Report to: Services Overview and Scrutiny Committee

Date: 7 March 2023

Ward(s) affected: All

Report of Director: All Executive Heads of Service

Author: Jenny Sturgess, Policy and Performance Officer

Tel: 01483 523 465

Email: jennifer.sturgess@waverley.gov.uk

Executive Portfolio Holder responsible: All Portfolio Holders

Report Status: Open

Corporate Performance Report Q3 2023-24 (October – December 2023)

1. Executive Summary

The Corporate Performance Report, Annexe 1, provides an analysis of the Council's performance for the third quarter of 2023/24. The report is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations the Committee may wish to make to the Joint Management Team or the Executive.

2. Recommendation to Overview & Scrutiny Committee:

It is recommended that the Overview & Scrutiny Committee:

- considers the performance of the service areas under its remit as set out in Annexe 1 to this report and makes any recommendations to the Joint Management Team or the Executive, as appropriate.

3. Reason(s) for Recommendation:

The quarterly review of the Council's performance is subject to internal as well as external scrutiny in which the O&S committees play a crucial role. This approach allows for a transparent assessment of how each service performs against its set goals and targets. It also allows the O&S Committees to raise any areas of concern to the Joint Management Team or the Executive, which in turn drives service improvement.

4. Purpose of Report

The focus of this comprehensive report is the corporate level performance analysis. The data is collated at the end of each quarter and a broad range of measures have been included to provide a comprehensive picture, and these are:

- Key performance indicators
- Progress of Internal Audit recommendations
- Complaints monitoring
- Workforce data
- Financial forecasting
- Housing Delivery monitoring

5. Strategic Priorities

Review of the Council's performance in all service areas is central to delivering all of the strategic priorities.

6. Background

6.1 The Council's Performance Management Framework provides the governance structure to enable the delivery of the Council's objectives. Performance monitoring is conducted at all levels of the organisation, from the strategic corporate level, through the operational/team level, leading to individual staff performance targets.

6.2 The report is comprised of the corporate overview section with the Chief Executive's and Section 151 Officer's (Executive Head of Finance) comments, followed by service specific sections with Executive Heads of Service feedback on the performance in their area. The report is used as a performance management tool by senior management.

6.3 Although the report contains information about all services, each of the Overview & Scrutiny Committees is only required to consider those sections of the report, specific to its service area remit, and this has been clearly outlined in section 2 'Report Sections Summary with Scrutiny Remits of O&S Committees' of Annexe 1.

7. Consultations

The report goes through an internal sign off process by the Joint Management Team. The external scrutiny stage starts with the Overview and Scrutiny Committees at the quarterly committee cycle and any recommendations made travel to the Executive for consideration and response.

8. Key Risks

The scrutiny process of key performance indicators, goals and targets, laid out in this report, allows for an ongoing assessment of potential risks arising from underperformance and the monitoring of improvement or mitigation actions put in place to address potential issues.

9. Financial Implications

The report presents the performance status of a wide range of measures from across the Council, including the quarterly update on the budget position.

10. Legal Implications

There are no legal implications arising directly from this report, however some indicators are based on statutory returns, which the council must make to the Government.

11. Human Resource Implications

The report presents the performance status of a wide range of measures from across the Council, including the quarterly update on the staffing situation.

12. Equality and Diversity Implications

There are no direct equality, diversity or inclusion implications resulting from 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.

13. Climate Change/Sustainability Implications

The report does not have direct climate change implications. Service Plans, which are monitored in this report, take into consideration new environmental and sustainability objectives arising from the Corporate Strategy 2020-2025 in light of the Climate Emergency introduced by the Council in September 2019.

14. Suggested issues for overview and scrutiny

Feedback is sought on the performance of the service areas under its remit as set out in Annexe 1 to this report and any recommendations made to the Joint Management Team or the Executive, as appropriate.

15. Background Papers

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

16. Appendices

Annexe 1: Corporate Performance Report Q3 2023/24

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	07/02/2024
Legal / Governance	07/02/2024
HR	07/02/2024
Equalities	07/02/2024
Lead Councillor	20/02/2024
CMB	07/02/2024
Executive Briefing/Liaison	20/02/2024
Committee Services	

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Corporate Performance Report Q3 2023/24

Document Version: Final

Last update: 07/03/2024 15:43

Lead Officer: Jenny Sturgess
Title: Policy and Performance Officer
Telephone: 01483 523 465
Email: jennifer.sturgess@waverley.gov.uk

1. Performance Assessment with RAG Rating (Red, Amber, Green)

The Report content has been presented in a visual format and a further explanation of the RAG rating used throughout the report can be found in the tables below.

1.1 Performance Indicators RAG Rating per Status Type

Key Performance Indicators (KPIs) Status Types	Explanation of the Status Type
Data only or Data Not Available/ collection on pause (in Grey)	Data only indicators are those that monitor performance of an area which has not yet established performance patterns allowing an improvement target to be introduced, or those which are out of our direct control such as the number of queries we receive from our residents. We also indicate in grey, statistics for which we were not able to obtain up-to-date figures or areas for which the monitoring activity has been temporarily suspended/paused.
Green	The indicator has performed on or above a set target, no concern.
Amber	**Up to 5%** off target – Officers investigate the causes of underperformance to establish if an improvement action is required.
Red	**More than 5%** off target – Officers investigate the causes of underperformance to establish if an improvement action is required.

1.2 Service Plans, Internal Audit, Project Management

Action Status Types	Explanation of the Status Rating Type
Completed – on track (in Green)	Action was completed: on time, within the budget & resources achieving desired outcome.
On Track (in Green)	Action is on track to complete on time, within the budget & resources and expected to achieve desired outcome.
Completed – off track (in Amber)	Action was completed but off track meaning that: Was delivered not on time or/and Requiring additional budget or resources or/and Not fully achieving desired outcome
Off track – action taken / in hand (in Amber)	Action has fallen slightly off target: on time or/and budget or resources or/and or quality, however corrective/improvement actions are already being undertaken to bring it back on track.
Partially Completed	Action has not been fully achieved
Off track – requires escalation (in Red)	Action has fallen significantly off track: on time or/and budget or resources or/and quality and a managerial intervention/escalation is required in order to bring it back on track.
Cancelled (in Grey)	Cancelled Action Status indicates that we will no longer pursue delivery of this action.
Deferred (in Grey)	Deferred Action Status indicates that the action will not be pursued at present but will/might be in the future.

Action Status Types	Explanation of the Status Rating Type
Transferred (in Grey)	Transferred Action Status indicates that although the action was not yet fully completed its delivery will continue in the coming year or that the action ownership has now changed.

Reporting periods

O&S cycle	Quarter	Reporting Period	Data Collection and Report Preparation	Report details
September O&S	Q1	1 April to 30 June	July and August	Corporate Performance Report
November O&S	Q2	1 July to 30 September	October	Corporate Performance Report
January O&S	Service Plans	September to October	November and December	Service Plans proposals for each Service Area for the year ahead
March O&S	Q3	1 October to 31 December	January and February	Corporate Performance Report & Annual KPIs Review (standalone report)
June O&S	Q4	1 January to 31 March	April and May	Corporate Performance Report, including End of Year Outturn

2. Report Sections Summary with Scrutiny Remits of O&S Committees

Each of the Overview and Scrutiny Committees has a defined scrutiny remit for specific service areas within this report and these are listed below.

2.1 Resources O&S Committee – required to scrutinise only these specific sections:

- **Corporate Dashboard** – page 4
- **Assets and Property** – page 12
- **Communication and Customer Service** – page 16
- **Finance** – page 19
- **Housing Services** – page 22
- **Legal and Democratic Services** – page 29
- **Organisational Development** – page 32
- **Regeneration and Planning Policy** – page 35

  (Corporate capital projects and housing delivery)

2.2 Services O&S Committee – required to scrutinise only these specific sections:

- **Regeneration and Planning Policy** – page 35

  (Economic development; planning policy, design, conservation, transport; and regeneration)
- **Commercial Services** – page 40
- **Community Services** – page 43
- **Environmental Services** – page 48

- **Planning Development** – page 52
- **Regulatory Services** - page 56

3. Corporate Dashboards – Summary of All Services

(remit of Resources O&S)

3.1 Performance Summary from the Management Board on Key Successes, Lessons Learnt, Areas of Concern – Q3 2023/24

3.1.1 Q2 2023/24 Chief Executive's summary:

This is the Q3 performance report covering October to December 2023.

Each chapter provides a highlight report of achievement and challenges during the quarter followed by detail and commentary on how Waverley Borough Council services have performed.

Waverley Training Services were inspected by Ofsted in December, and we are very proud of their achievement of 'Good'.

During Q3 Waverley experienced significant disruption to water supply causing disruption and discomfort to our communities. Although we have no formal responsibility for water supply, both officers and councillors represented our residents and businesses in seeking reassurance that future problems are less likely to occur.

Annie Righton, Interim Joint Chief Executive

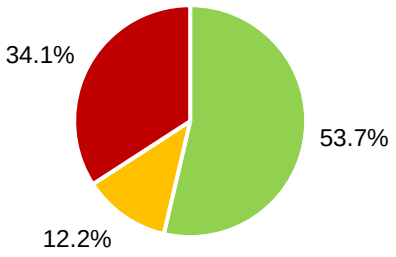
3.2 Summary of All Corporate Key Performance Indicators per status

3.2.1 Table with Q3 2023/24 Summary of all corporate indicators with assigned targets

All Corporate KPIs

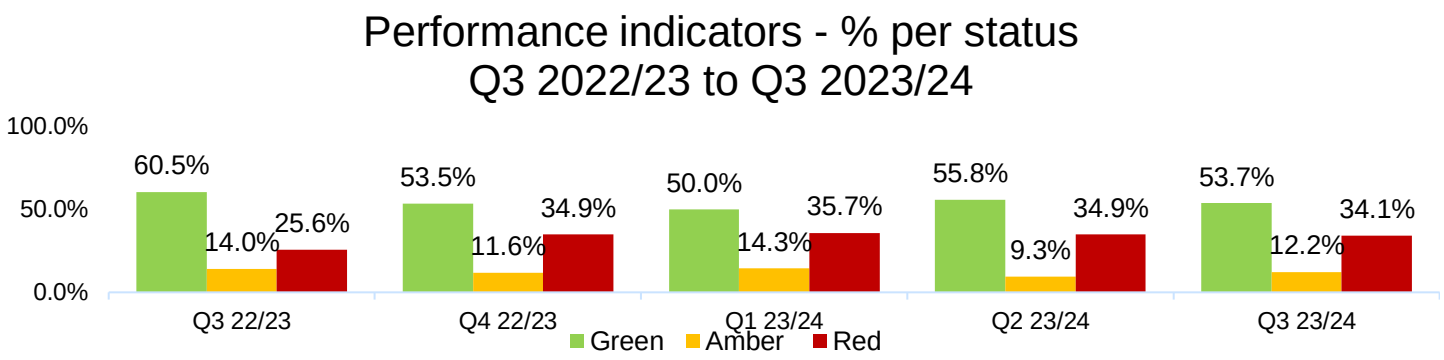
Total	100%	41
Green on target	**53.7%**	**22**
Amber - less than 5% off target	**12.2%**	**5**
Red - over 5% off target	**34.1%**	**14**

Data only	**N/A**	**26**
Data not available or paused	**N/A**	**0**



3.2.2 Comment:

Further service specific details can be found in the individual service dashboards.

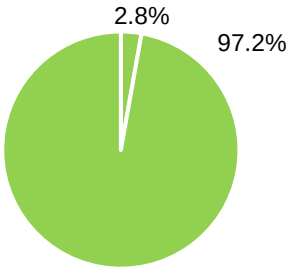


3.3 Summary of Service Plans Progress Status

3.3.1 Table with the overall Q3 2023/24 Service Plans Progress Status

Q3 update on progress of all Service Plan actions 2023/26

Total	100%	502
Completed	7.2%	36
On track	92.8%	466
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



3.3.2 Comment:

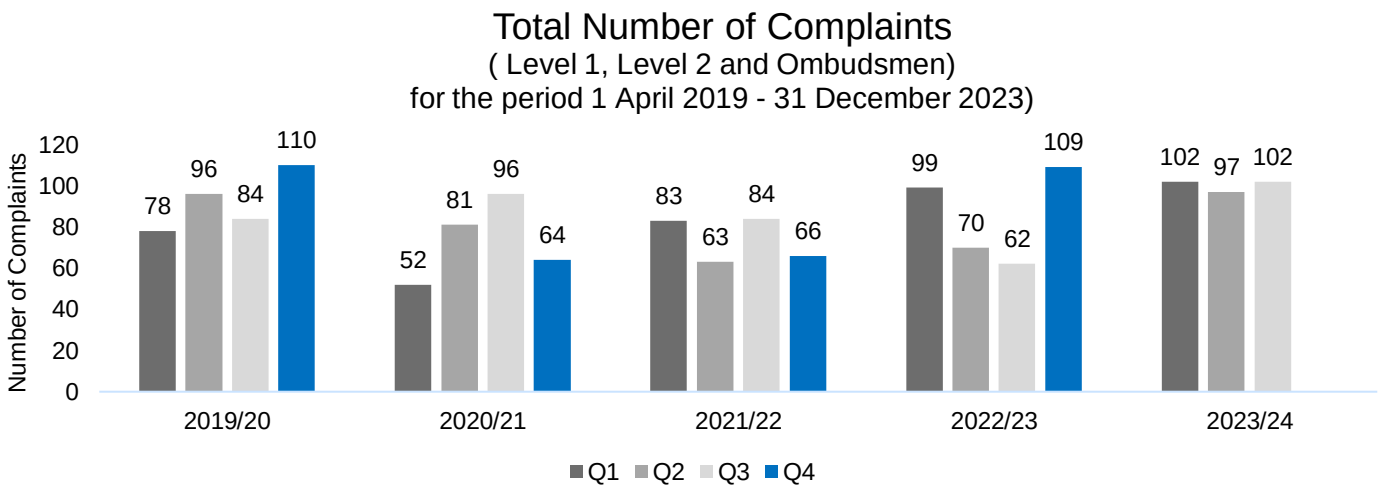
At the end of the first quarter, 92.8% of actions were on track and 7.2% had been completed.

3.4 Summary of All Internal Audit Recommendations

3.4.1 Comment:

The Internal Audit section is included for information only as the scrutiny function for this area falls under the remit of the Audit Committee, which monitors the delivery of Internal Audit recommendations at their quarterly meetings.
For further details please refer to the latest Review of Progress in the implementation of Internal Audit Actions (from the Audit Committee 27 November 2023)

3.5 Summary of All Complaints – Q3 2023/24



Q3 Complaints Summary Table

	Number of complaints	Number responded to within target timeframe	Percentage responded to within target timeframe	Target
Total complaints	**102**			
Level 1 Total	**84**	**48**	**57.1%**	**95%**
Level 2 Total	**18**	**16**	**88.9%**	**95%**
Ombudsman Total	**0**		**N/A**	

*Details of Local Government & Social Care Ombudsman (LGSCO) decisions can be found on: https://www.lgo.org.uk/decisions. Housing Ombudsman (HOS) doesn't currently publish their decisions.

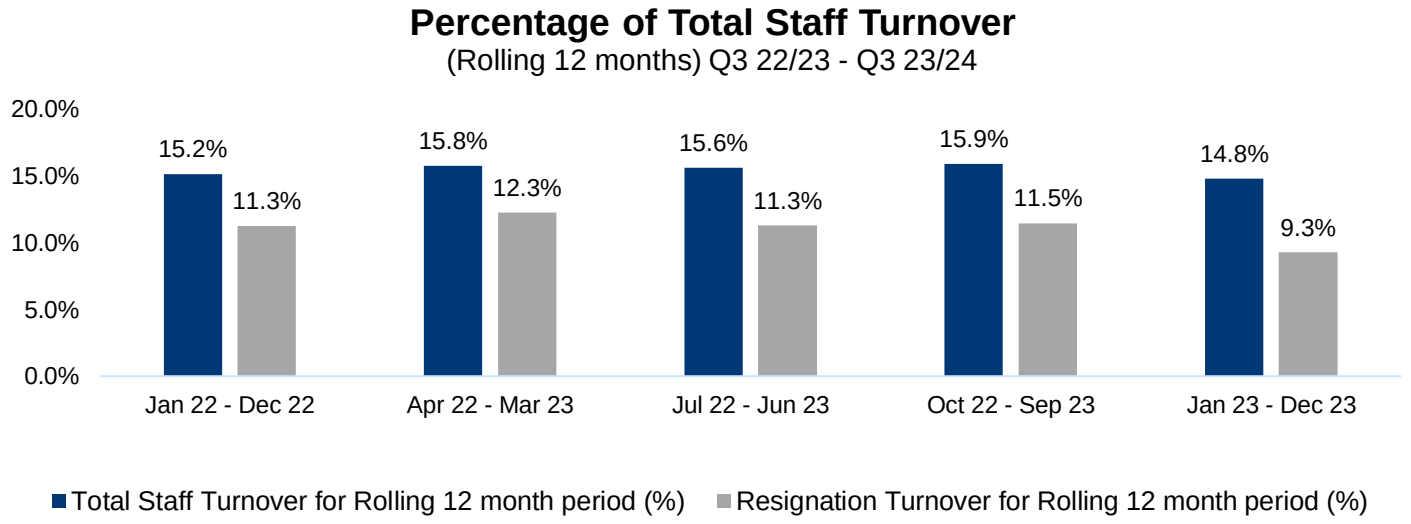
3.5.1 Comment:

Further details of service specific performance can be found under individual dashboards, with the information on corporate complaints indicators performance included in the Communications and Customer Service Dashboard.

3.6 Summary of Workforce Data – Corporate Overview

Waverley's staff are critical to delivering the Council's immediate priorities and for ensuring that the organisation is able to respond to the opportunities and challenges ahead. The following KPIs demonstrate our staff turnover and employee sickness absence levels over a 12-month rolling period.

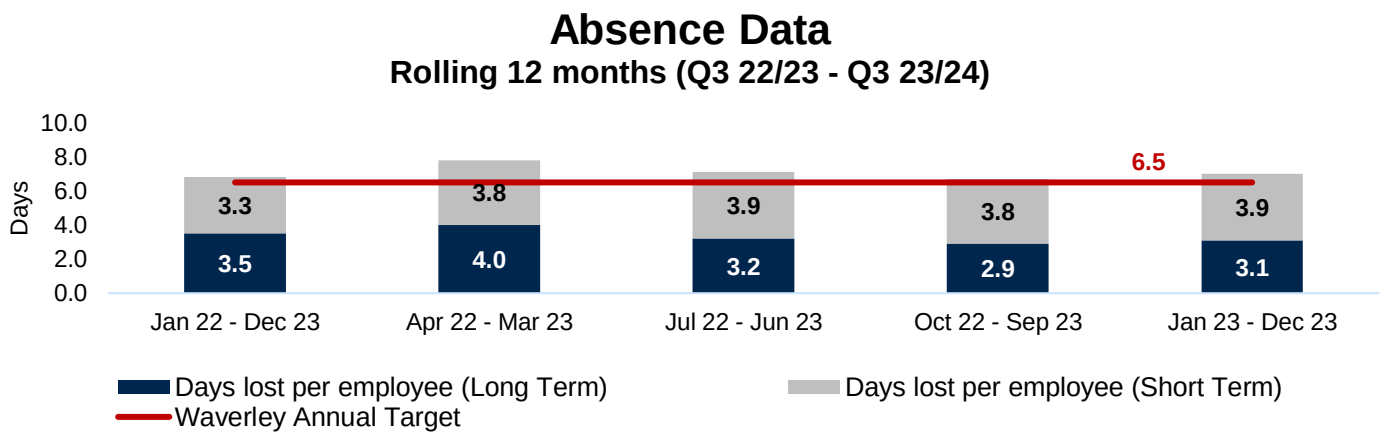
3.6.1 Staff Turnover



Comment: Total staff turnover reduced slightly, down from 15.9% to 14.8% over the rolling 12 month period. It was also the first time under the 15% turnover figure over the last 12 months. The turnover rate in the U.K. remains high. According to a recent Xpert HR Survey the average turnover rate in the U.K, was 19.9% and the figure in the public services stood at 18.7%. These higher figures than previously are indicative of a really tight employment market, with increased opportunity for candidates and movement between roles being high. In some positive news for the local government sector a three month trial is taking place in the North East of England spearheaded by the Local Government Association to highlight careers within the local government arena and target particular groups in regard to careers and opportunities using national style branding campaign. Subject to the successful trial these templates and branding will be made available to a wider group and we will be able to access the material as part of our local branding to tie in with the national campaign later in 2024.

Jon Formby HR Manager

3.6.2 Absence Data



Comment: Days lost to overall sickness has stayed fairly static over the last 12 months and is currently at 7 days lost per employee per year. As a comparison in the most recent Xpert HR survey across all sectors sickness was running at an average of 6 days per year, however, it was running considerable higher at a median of 8.7 days within the public sector and at a median of 8 days for organisations across all industries with similar size workforces to Waverley. On both the measures of comparable sector and size our current figures place us below the median figure of days lost. We continue to work hard with Managers and teams to look to take a more proactive approach, particularly towards stress management and the usage of tools such as stress risk assessments and early direction towards our Employee Assistance Programme or referral to our Occupational Health Provider to reduce the risk of absence and shorten absence periods.

Jon Formby HR Manager

3.7 Finance update on budget position and progress against the delivery of General Fund Medium Term Financial Plan (MTFP) – Q3 2023/24

3.7.1 Section 151 Officer summary Q3 2023/2024

The tables below show the forecast against budget, for the General Fund and HRA, revenue and capital budgets. The most significant risk to Waverley's finances is inflation and economic volatility impacting income. These risks have been appropriately considered in the 2023/24 budget; the forecast shows that there is some pressure on income streams but overall is currently being contained.

The finance summary table below shows an overall favourable variance for the first quarter of £234k, on General Fund revenue, the biggest single item being increased treasury deposit interest received due to increases in the bank base rate.

The HRA outturn is a net £65k favourable, with an under achievement of rent income due to an increase in void levels above the assumed 1%. This reduced void performance impacts both income and costs negatively. Similarly to the General Fund, treasury deposit interest income above the level anticipated is supporting the HRA.

In summary, the council went into the financial year with a high level of economic uncertainty and a was anticipating some degree of financial challenge. This was pre-empted in the 2023/24 budget and the finances are being carefully managed.

Richard Bates, Interim Executive Head of Finance and S151 Officer

3.7.2 Progress of Medium-Term Financial Plan (MTFP) delivery

The 2022/23 financial outturn was within the overall MTFP agreed by Council in February 2023 and returned a surplus to reserves.

Currently the higher than anticipated inflation on costs experienced in year have been contained within the net revenue account budget. There are some signs that income is struggling in many areas and expected recovery from Covid-19 is slowing which may carry into future years. The offset of these issues is partially due to the improved position of treasury investment income with higher than expected interest rates however is also anticipated to continue.

At this stage, the various savings and efficiency programmes are on track to deliver the MTFP savings targets and will continue to be closely monitored. The MTFP and HRA business plan have been reviewed mid-year and will be travelling through the committee process.

Richard Bates, Interim Executive Head of Finance and S151 Officer

3.7.3 General Fund Account Summary Table

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Assets & Property					
Expenditure	3,716	3,619	-97	Favourable	-3%
Income	-4,726	-4,770	-44	Favourable	1%
Assets & Property Total	**-1,010**	**-1,151**	**-141**	**Favourable**	**14%**
Commercial Services					
Expenditure	7,417	7,233	-184	Favourable	-2%
Income	-10,733	-9,678	1055	Adverse	-10%
Commercial Services Total	**-3,316**	**-2,445**	**871**	**Adverse**	**-26%**
Communication & Customer Services					
Expenditure	4,162	4,142	-20	Favourable	0%
Income	-3,777	-3,777	0	Adverse	0%
Communication & Customer Services Total	**385**	**365**	**-20**	**Favourable**	**-5%**
Community Services					
Expenditure	2,754	2,515	-38	Favourable	-1%
Income	-1,546	-1,494	52	Adverse	-3%
Community Services Total	**1,208**	**1,222**	**14**	**Adverse**	**1%**
Environmental Services					
Expenditure	11,844	11,804	-40	Favourable	0%
Income	-4,153	-4,051	102	Adverse	-2%
Environmental Services Total	**7,690**	**7,752**	**62**	**Adverse**	**1%**
Finance					
Expenditure	25,857	26,255	398	Adverse	2%
Income	-24,884	-26,476	-1,592	Favourable	6%
Finance Total	**973**	**-221**	**-1,194**	**Favourable**	**-123%**
General Fund Housing					

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Expenditure	2,378	2,387	9	Adverse	0%
Income	-2,104	-2,104	0	Adverse	0%
General Fund Housing Total	**274**	**283**	**9**	**Adverse**	**3%**
Joint Management					
Expenditure	2,320	2,383	62	Adverse	3%
Income	-2,316	-2,311	5	Adverse	0%
Joint Management Total	**4**	**72**	**68**	**Adverse**	**1813%**
Legal & Democratic Services					
Expenditure	4,097	4,160	63	Adverse	2%
Income	-2,418	-2,413	5	Adverse	0%
Legal & Democratic Services Total	**1,679**	**1,746**	**68**	**Adverse**	**4%**
Organisational Development					
Expenditure	5,131	4,923	-208	Favourable	-4%
Income	-2,342	-2,342	0	Adverse	0%
Organisational Development Total	**2,789**	**2,582**	**-208**	**Favourable**	**-7%**
Planning Development					
Expenditure	6,506	6,790	284	Adverse	4%
Income	-4,136	-3,910	226	Adverse	-5%
Planning Development Total	**2,370**	**2,880**	**511**	**Adverse**	**22%**
Regeneration & Planning Policy					
Expenditure	2,720	2,730	10	Adverse	0%
Income	-1,508	-1,508	0	Adverse	0%
Regeneration & Planning Policy total	**1,213**	**1,222**	**10**	**Adverse**	**1%**
Regulatory Services					
Expenditure	4,037	3,978	-59	Favourable	-1%
Income	-3,200	-3,145	55	Adverse	-2%
Regulatory Services Total	**837**	**834**	**-4**	**Favourable**	**0%**
GF Funding					
Expenditure	2,198	1,982	-216	Favourable	-10%
Income	-17,298	-17,298	0	Adverse	0%
GF Funding Total	**-15,101**	**-15,317**	**-216**	**Favourable**	**1%**
Grand Total	**-4**	**-175**	**-171**	**Favourable**	

Capital

	Approved Budget £'000	Forecast Outturn £'000	Sum of Savings £'000	Sum of Carry forward £'000
Capital Assets & Property				
Assets	7,664	2,832	-	-4,443
Capital Communication & Customer Services				
Communication and Customer Services	505	531	26	-
Capital Commercial Services				
Commercial Services	32,919	2,832	-	-30,087
Capital Community Services				
Community Services	905	905	-	-
Capital Environmental Services				
Environmental Services	2,404	1,879	-141	-384
Capital Finance Services				
Finance	161	161	-	-
Capital Organisational Development				
Organisational Development	557	488	-68	-
Capital Regeneration & Planning Policy				
Regeneration and Planning Policy	614	609	-4	-
Capital Regulatory Services				
Regulatory Services	109	109	-	-
Grand Total	**84,017**	**18,254**	**-376**	**-65,386**

HRA summary - Revenue

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Housing Services					
Expenditure	30,859	31,152	293	Adverse	1%
Income	-37,300	-37,564	-264	Favourable	1%
Housing Services Total	**-6,441**	**-6,413**	**29**	**Adverse**	**0%**
HRA funding					
Expenditure	11,586	11,584	-2	Favourable	0%
Income	-5,136	-5,136	-	Adverse	0%
HRA funding Total	**6,450**	**6,449**	**-2**	**Favourable**	**0%**
Regeneration and Planning Policy					
Expenditure	456	371	-85	Favourable	-19%

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Income				Adverse	0%
Regeneration and Planning Policy Total	**-9**	**-94**	**-85**	**Favourable**	**921%**
Grand Total	**0**	**-59**	**-59**	**Favourable**	

HRA – Core Capital

	Approved Budget £'000	Forecast Outturn £'000	Sum of Savings £'000	Carry forward £'000
Communal & Estate works	207	207		
Health & Safety Works	1,238	1,238		
MRA Prog Decent Homes Occupied Properties	981	981		
MRA Prog Decent Homes Void Properties	695	695		
MRA Prog Disabled Adaptations Occupied Properties	419	419		
MRA Programmed work	3,862	3,946	84	
Roofing & Associated works	1,345	967	-227	-150
St James Court	140	140		
Structural & Damp works	179	133	-46	
Windows & Doors	580	580		
Grand Total	**9,649**	**9,309**	**-189**	**-150**

New Build/Stock Remodelling

	Approved Budget £'000	Forecast Outturn £'000	Sum of Carry forward £'000
Chiddingfold schemes	7,525	1,750	-5,775
HRA Feasibility Studies	511	511	-
Latent defects	189	189	-
Ockford Ridge schemes	4,614	4,614	-
Pre-development Expenditure	160	170	10
Zero carbon retrofit pilot	1,739	1,494	-245
85 Aarons Hill Starter Homes (Land adj)	819	250	-569
Borough Wide Refurbishment	339	339	-
Catteshall Lane	2,845	700	-2,145
Grand Total	18,351	10,017	-8,724

4. Service Dashboard – Assets and Property (remit of Resources O&S)

This service area includes Assets (Property and Land); Engineers and Facilities

4.1 Key Lessons Learnt, Areas of Concerns

4.1.1 Summary from Executive Head of Service – Q3 2023/24

Assets

Business as usual for the Asset Team managing the Council's asset base of operational and commercial properties (excluding the housing stock) which includes lease renewals and negotiations, rent reviews, licences and access requests. The team also supports the Asset Investment Strategy which it has been actively working towards by bringing in a corporate approach to asset management and pursuing asset investment which, under the current Government guidelines, means working the Council's current asset base to achieve best value and initiating projects to improve the Borough.

To the end of Quarter 3 the team's performance is summarised below:

Acquisitions

- There were no acquisitions being actively pursued. Acquisitions will be in support of the Corporate Strategy objectives and comply with the Council's Asset Investment Strategy, the Chartered Institute of Public Finance and Accountancy's Prudential Code of Practice and the Governments guidance on allowable spend with the emphasis on affordability, prudence and sustainability.

Leases

- The Burys top floor – leases to Ethical Lettings (to gain rental stream and collaborative working with Waverley's Homelessness team) and Ian Williams (housing contractor) with legal for completion.
- 3 Langham Park Godalming – current tenant surrendered first floor office but retained ground floor from 1 August 2023 on a 10-year term at Market rent and in solicitors' hands. First floor office has been marketed and is also under offer. With legal for completion.
- Currently working on numerous sports/community leases: Holloway Hill Sports Association (pavilion), Godalming Cricket Club, Godalming Tennis Club, Frensham Sailing Club, Frensham Pond Angling Club, Haslemere Rugby Club, Football Club at Coxcombe Rec, Garden Close Community Room, Gorselands Community Room
- Completion: Lease renewal for part of central car park Farnham leased in from NatWest.
- Completion - Haslemere Youth Hub temporary licence
- Lease renewal Age UK at Wey Court community room (Meadrow Farncombe),
- Lease Scouts Haslemere on going,
- Broadwater Golf Club settlement completed. Team will open discussions with Car Wash.

Easements

- Temporary access licence capital receipts of £24,000
- Further easements are under negotiation throughout the borough but mainly in Alfold and Cranleigh areas

Projects brought forward

- Fairground Car Park – proposal for mixed use food store and housing as per LPP2 – working with property experts to finalise tender documents for procurement Q4. CMB 16 Jan 2024 and Executive 23 Jan 2024
- Weydown Road – enabling project. Haslemere Hub relocation and upgrade of car park linked to above
- 69 High Street – proposal for mixed use scheme of much needed affordable housing on Godalming high street with retail frontage. Project progressing AFL due to be signed. Design consultation with retailer progressing well. Project, QS and Planning support tendered and instructed. Final sign off on shell and core drawings imminent.
- Wey Court East – AFL signed. Contractor on site September 2023. Expected completion date of May 2024 has been delayed to end August 2024. Concerns highlighted and action taken
- UCA projects to be progressed meeting Jan 2024 and further site meeting March 2024
- Broadwater Project
- Wey Hill – in negotiations with Scouts and Homewoods to regulate lease terms to allow for development

Other

- Reports prepared for two new policies to strengthen governance and transparency around management of the Council's assets - Asset Transfer Policy and Assets at Less than Best Consideration – further information required from legal re governance. Progressing and March 2024 proposed Executive.
- Updating EPCs on 14 properties completed
- SANG land negotiations at Farnham Park and Milford
- Rent reviews on trading estates progressing.
- Terrier Audit first internal meeting Jan 2024
- Insurance valuations progressed and with accounts for recharging to tenants
- Asset valuations HRA and General Fund audit complete on 2023 and initial meeting had for 2024. Progressing with external valuers Montagu Evans (due to re procure next year)
- Leisure Centre Operating contract – property support. Charity report
- Dilapidation claim The Edge – progressing
- Brightwells – ongoing support re development and car park
- Haslemere Key Site – revisit offer
- Community leases ongoing support
- Infrastructure easement – Farnham SCC

  JDs and adverts completed for Senior Asset Manager and Asset Manager posts within the team. Existing Asset Manager and Assistant Asset manager re graded and confirmed.

Engineers

In Quarter 3 of this year work has progressed as usual, our main work-streams including:

- Working with the Environmental Services Team with this year's maintenance programme as well as assisting them with their day-to-day maintenance in tahe absence of their own staff.

Programme work is being undertaken on the specification of the Lower Hart car park tree root protection, also resurfacing to Central Car Park, Farnham and Croft Road, Godalming have been completed.

- Working with the Parks and Countryside Team on pavilion improvement works and maintenance, with Broadwater Park Pavilion refurbishment the main project, which is progressing well, with the internal works completed and the external refurbishment work soon to start.
- The Engineers have also carried out surveys and prepared tenders for drainage and car park / footpath projects for the Parks team on their Car Parks, with most of these works now completed.
- In this last quarter the Engineers have carried out several maintenance projects for the Housing sections which involved road/ footpath repairs and condition surveys. As well as acquiring prices for budget purposes for possible works in the coming year.
- The Engineers have also assisted the Assets team with their development projects as well as making sure that all council non-housing properties are fully compliant under Health & Safety regulations.

All though this year we have seen very few flooding issues; we have been working closely with other flood risk authorities and our regular liaison meetings are continuing to take place. Through these meetings we have secured an agreement with Surrey County Council for them to fund the culvert clearance and drainage replacement work at Elstead, although this has been delayed by matters out of our control, it is now planned to start in April. The Engineers have also been working with Surrey County Council on a ‘Property Level Protection’ programme they are running. We have also assisted the Alfold Parish with updating of their ditch maintenance records.

Facilities

Fleet - A business case has been submitted for additional fleet for the Building Control Team. Have ordered 4 cars on a Lease for 2 years. Update: ordered and awaiting their arrival

Second Floor - Two organisations interested in space on the second floor and negotiations are underway being led by the Assets Team. Ethical lettings have moved in, Waiting for Ian Williams to finalise lease. Update: all moved in

Cleaning - Retaining and recruiting cleaners continues to be a major challenge in the current employment climate and is being kept under review. Update: ongoing

Marieke van der Reijden, Executive Head of Assets and Property

4.2 Key Performance Indicators Status

4.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

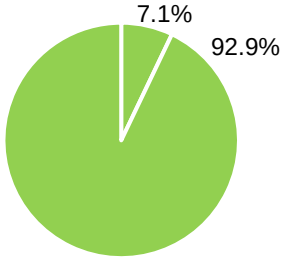
There are currently no Performance Indicators for Assets and Property.

4.3 Service Plans – Progress Status

4.3.1 Summary Table and Pie Chart

Q3 Progress on Assets & Property Service Plans 2023/26

Total	100%	28
Completed	7.1%	2
On track	92.9%	26
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



4.3.2 Summary comment on the service plans

All service plan actions are on track or have been completed.

4.4 Internal Audit Actions Progress Status

Comment: There were no outstanding actions for this service area at the end of Q3.

4.5 Complaints Statistics

4.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	1	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	0%	95%

4.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	New service structure effective 1 Oct 2022	0	0	0	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number		0	0	0	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

4.5.3 Summary Comment on the statistics

The Level 1 complaint required consultation with legal and therefore the response was slightly delayed.

4.6 Finance Position at the end of the quarter

4.6.1 Service's General Fund Account Table

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000	Adverse/ Favourable	% Variance
Assets and Property					
Expenditure	3,716	3,619	-97	Favourable	-3%
Income	-4,726	-4,770	-44	Favourable	1%
Assets and Property Total	**-1,010**	**-1,151**	**-141**	**Favourable**	**14%**

Capital Assets and Property

	Approved Budget £'000	Forecast Outturn £'000	Sum of Carry forward £'000
Assets	7,664	3,220	-4,443

4.6.2 Summary Comment

The forecast variance has come about due to:

- Engineers - reduced maintenance spend this year on The Burys pending the planned re-development.
- Property – this includes the projects on Wey Court East, Fairground Car Park and 69 High Street, Godalming which are underway and will continue into 2023/24. The final outturn will be reported on completion of each project.

5. Service Dashboard – Communication and Customer Services (remit of Resources O&S)

This service area includes Communications and Engagement; Complaints, Ombudsman; Customer Services, case management (GBC only); Digital services; ICT and business systems.

5.1 Key Successes & Lessons Learnt, Areas of Concerns

5.1.1 Summary from Executive Head of Service – Q3 2023-24

Customer Services and Digital

We were pleased to welcome our new apprentice to the team during this quarter in Customer Services. They have settled in really well. We appreciate the opportunity to have apprentices within the service and to be able to "grow our own" talent within the team.

Work continues to move our online forms to our CRM system, improving the customer experience but also providing valuable insight into customer online interactions with us, that can help shape our digital offering in the future. The team are on track to have this work completed by April.

ICT

This quarter was a challenging time for the team following a supplier going into administration without warning. The team worked hard to put a new provision in place to support our phone lines as quickly as possible and were successful in preventing any disruption to our customers from this unexpected change.

The team have also successfully rolled out teams across the council, allowing staff to be able to use this useful tool as a means of communication and providing flexibility to work with partners and across the collaboration on both teams and zoom platforms as required.

Complaints

This quarter has seen a slight increase in the response rate to stage 1s but there is still work to do to improve. Individual services will provide commentary in their service dashboards as to the performance in their own areas. Corporately we have now completed the training for service complaint administrators and regular reminder emails are being sent to services for outstanding complaints. This quarter also saw a slight drop in stage 2 response times. This was due to key staff being on leave and work pressures within the services. We are still planning to raise awareness of complaint handling at the managers group and across the organisation but this has been delayed as we await the final guidance from the ombudsmen on the joint complaints code that they are publishing to allow us to share this with managers and staff as it will shape our approach moving forward. It is expected in Q4.

Nicola Haymes, Executive Head of Communications and Customer Service

5.2 Key Performance Indicators Status

5.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
CC1a	The number of complaints received - Level 1 **(data only)**	No.	32	64	76	67	84	Data only
CC1b	The % of complaints responded to on time - Level 1 **(higher outturn is better)**	%	87.5%	56.3%	59.2%	47.8%	57.1%	95%
CC2a	The number of complaints received - Level 2 (data only)	No.	24	39	25	30	18	Data only
CC2b	The % of complaints responded to on time - Level 2 **(higher outturn is better)**	%	96%	95%	100%	86.7%	88.9%	95%
CC4a	Average time taken to respond to Media Enquiries within the 48h target (excluding weekends and Bank Holidays.)	Hours	6.8	10.2	5.3	3.3	3.6	48 hours
CC4b	Total Number of Media Enquiries received in a quarter.	No.	29	43	43	52	33	Data only
CC4c	Average time taken to respond to social media posts within the 24h target (excluding weekends and Bank Holidays.)	Hours	7	49 minutes	3.55	14.2	11.7	24 hours
CC4d	Total number of social media posts received in a quarter.	No.	868	911	925	1105	870	Data only
CC5	Number of external enquiries received by the Customer Service Centre Team (CSC) in a quarter (including phone calls, online forms and other emails)	No	28,371	33,416	24,886	34,442	28,147	Data only

5.2.2 Comment:

The majority of KPIs are positive however the complaints response times are not at the level they should be. Individual services will provide detail regarding the performance of complaints and

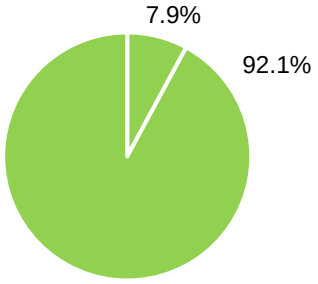
reasons for delays in their service dashboards, however corporately we continue to take steps to improve and provide as much support to services as we can to respond to these complaints. Further details of this can be found in 5.1.1

5.3 Service Plans – Progress Status

5.3.1 Summary Table and Pie Chart

Q3 Progress on Communication & Customer Service Service Plans 2023/26

Total	100%	38
Completed	7.9%	3
On track	92.1%	35
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



5.3.2 Summary comment on the service plans

All service plan actions are on track or have been completed.

5.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 the following Internal Audit Actions were outstanding for this service area:

IA23/06.010.1 Out of Hours Service

For further details please refer to the latest Review of Progress in the implementation of Internal Audit Actions (from the Audit Committee 27 November 2023)

5.5 Complaints Statistics

5.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

5.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

5.5.3 Summary Comment on the statistics

No complaints were received this quarter.

5.6 Finance Position at the end of the quarter

5.6.1 Service's General Fund Account Table

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000	Adverse/ Favourable	% Variance
Communications and Customer Services					
Expenditure	4,162	4,142	-20	Favourable	0%
Income	-3,777	-3,777	0	Adverse	0%
Communication and Customer Services Total	**385**	**365**	**-20**	**Favourable**	**-5%**

Capital Communications and Customer Services

	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
IT	505	531	26

5.6.2 Summary Comment

Forecast variance is due to an accountancy correction to the current financial year. This year's capital budget spend is on track within budget.

6. Service Dashboard – Finance (remit of Resources O&S)

This service area includes Finance and accounting (General fund/Housing Revenue Account); Internal audit; Procurement; Revenues and Benefits

6.1 Key Successes & Lessons Learnt, Areas of Concerns

6.1.1 Summary from Executive Head of Service – Q3 2023/24

The Housing Benefit: The Housing Benefit Service are performing to plan and within capacity. Regular DWP partnership liaison meetings and data return confirm we continue to perform well within the DWP guidelines of processing times for both New Claims and Change of Circumstances. Discretionary Housing Payments (DHP) continue to be paid to customers affected by key welfare changes.

The Revenues Team: Council tax statistics indicate that the collection rate has returned to pre lockdown levels. Business rates collection has improved upon last year but is still down on pre pandemic levels and businesses are struggling to overcome the impact of the pandemic.

The recovery function has now been brought back "in house" and more robust recovery cycles are in place.

Businesses have had support from the government with Supporting Small Business Rate Relief and Transitional Relief following the Revaluation from 01/04/2023. The retail and hospitality sector have benefited from an increased retail discount from 01/04/2023 to support recovery.

The Finance team are performing to usual timetables, have made good progress with the 2022/23 financial statements audit and have worked across the Council to produce a balanced budget which will be presented to Full Council on 20/02/24 for approval.

Richard Bates, Interim Executive Head of Finance

6.2 Key Performance Indicators Status

6.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
F1	Percentage of Council Tax collected (cumulative target Q1-Q4, 24.8%,49.5%, 74.3%, 99.0%) **(higher outturn is better)**	%	84.1%	97.7%	29.1%	55.3%	83.9%	74.3%
F2	Percentage of Non-domestic Rates Collected (cumulative target Q1-Q4, 24.8%,49.5%, 74.3%, 99.0%) **(higher outturn is better)**	%	77.7%	96.6%	27.3%	50.2%	73.6%	74.3%
F3	Percentage of invoices paid within 30 days or within supplier payment terms **(higher outturn is better)**	%	96.4%	95.7%	94.5%	92.5%	96.1%	98%
F4	Time taken to process Housing Benefit new claims **(lower outturn is better)**	Days	11	11	11	10	11	Data only
F5	Time taken to process Housing Benefit change events **(lower outturn is better)**	Days	5	3	4	3	5	Data only

6.2.2 Comment:

All the performance indicators are within acceptable parameters – This has continued to be a difficult period for council tax and business rate payers but the overall collection rates reflect a better position than was expected due to effects of the cost-of-living crisis.

Cost of Living Grants have been paid to many Taxpayers to help with the ongoing cost of living crisis.

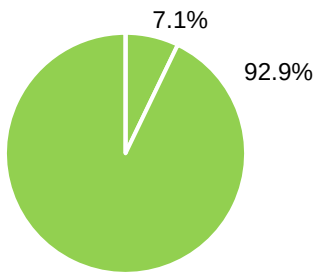
F3 is now back on target, having dealt with a significant volume of delayed invoices for agency staff in planning which has now been resolved.

6.3 Service Plans – Progress Status

6.3.1 Summary Table and Pie Chart

Q3 Progress on Finance Service Plans 2023/26

Total	100%	28
Completed	7.1%	2
On track	92.9%	26
Off track - action taken / in hand	0.0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



6.3.2 Comment:

All service plan actions are on track or have been completed.

6.4 Internal Audit Actions Progress Status

Comment: At the end Q3 there were no outstanding Internal Audit Actions for this service area.

6.5 Complaints Statistics

6.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	1	5	3	3	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	1	5	0	3	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	100%	100%	0%	100%	95%

6.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	1	3	2	2	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	1	3	2	2	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	100%	100%	100%	100%	95%

6.5.3 Summary Comment on the statistics

All complaints received during Q3 were responded to within the required timeframe.

6.6 Finance Position at the end of the quarter

6.6.1 Finance General Fund Account Table

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000	Adverse/ Favourable	% Variance
Finance					
Expenditure	25,857	26,255	398	Adverse	2%
Income	-24,884	-26,476	-1,592	Favourable	6%
Finance Total	**973**	**-221**	**-1,194**	**Favourable**	**-123%**

Capital Finance

	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Finance	161	161	-

6.6.2 Summary Comment on General Fund position at the quarter end

Services are generally performing within budget and capacity with small savings in staffing budgets forecast due to turnover and vacancies.

Increases in bank base rate and increased interest rate offerings on investments has improved the overall achievement of treasury management investment income against approved budget. Some of this interest income is allocated to the HRA account as it relates to HRA balances, therefore the HRA will also benefit from this favourable position.

6.6.3 Treasury management

Treasury management performance is reported in the table below to the period ended September 2023.

Year	Average External Daily Investment	Average days invested in year	Annual interest receipts (ext)	Ext. Budget (excl.£170k HRA)	Rate of return%	Bank base rate
14/15	£57m	79	£374,229	£330,000	0.65%	0.50%
15/16	£60m	93	£473,981	£330,000	0.77%	0.50%
16/17	£66m	93	£489,461	£430,000	0.73%	0.25%
17/18	£68m	92	£448,907	£285,000	0.65%	0.50%
18/19	£70m	117	£667,617	£463,146	0.92%	0.75%
19/20	£77m	177	£906,000	£630,000	1.12%	0.10%
20/21	£77.5m	156	£660,137	£630,000	0.86%	0.10%
21/22	£79m	176	£502,657	£220,000	0.60%	0.75%
22/23	£86.4m	200	£1.703m	£390,000	1.64%	4.25%
23/24	**£88m**	**138**	**£3.39m forecast**	**£1.83m**	**3.45%**	**5.25%**

The Treasury Management Strategy contains several Treasury Management Parameters (TMPs) that set out the framework with for all treasury management investments and are reported on quarterly by exception as required by the Treasury Management Code of Practice. There are no exceptions to report, and all investment activity is within the parameters approved by Council in February 2023.

7. Service Dashboard – Housing Services (remit of Resources O&S)

This service area includes Homelessness; Housing advice; Housing maintenance and repairs; Landlord services, Housing Development and Strategy and Enabling.

7.1 Key Successes & Lessons Learnt, Areas of Concerns

7.1.1 Summary from Executive Head of Service – Q3 2023/24

During Quarter Three the team focused on preparing and supporting the HRA budget setting process. The budget has to balance competing priorities for health and safety, energy efficiency, regulatory consumer standards and inflation costs. The EWG: Landlord Services Advisory Board (LSAB) will have the opportunity to feedback on the proposals at their January meeting.

The team have been busy with recruitment, successfully appointment a range of officers to start in January inc Housing Graduate Management Trainee, Energy Officer, Income Officers and Damp and Mould Officer.

All the teams were requested to complete cybercrime training to reduce the risk of cyber-attacks.

Landlord Services

The Property Services Team members completed training on gas safety, water hygiene training and all property service managers and inspectors completed Housing Health and Safety Rating System (HHSRS) training.

With the change in weather the team continued ongoing focus on compliance, ensuring emergency provisions were in place.

The Senior Living team prepared for Christmas period by arranging welfare calls to be completed by the careline provider. The team have been promoting tenants' independence through advice and signposting. Only six tenants requested a check in call over the holiday period and no issues were identified whilst the Council office were closed.

All tenants in senior living schemes were invited to complete the annual tenant consultation during November. Tenants could respond in writing, online, over the phone or in person. Drop in sessions were held to assist any tenants give feedback. The majority of tenants gave positive feedback, results to be shared at February EWG:LSAB

Fire Safety works were completed at Falkner Court to ensure compartmentation to prevent any fire spreading. Work has also at Rolston House, Blunden Court and Moat Lodge.

The Housing Management Team have responded to internal audit recommendations on succession, use & occupation and antisocial behaviour. Actions have been progressed and operational processes have been refined to ensure proactive action is taken and improvements have been made in record keeping to support performance reporting. The team have also worked closely with Communities and the Police on Safeguarding and ASB cases to support tenants live independently and safely.

The Service Improvement Team supported the Tenants Panel AGM in October to share their achievements, treasurer report and future aspirations. During November and December the team held a series of tenant drop in sessions (Housing Hellos) across the borough. It was great to meet tenants in person to gain their views, respond to queries and share details of wider social housing initiative.

Strategy and Enabling

Work has progressed in a number of key areas:

- 41 affordable homes were completed by the Council's affordable housing partners; Legal & General, VIVID, Metropolitan Thames Valley, Aster and A2 Dominion. Planning permission was granted for 23 affordable homes, at Bindon/ Monkton which has 40% affordable housing.
- The team continues to provide support to the Planning Policy team on the new evidence base for the forthcoming Local Plan update and have had an inception meeting with Iceni who will be carrying out a Housing and Economic Development Needs Assessment (HEDNA) on

behalf of the Council. of work, which will become our latest evidence of affordable housing need and they have so far produced a Demographic Report.

- The team have provided expert advice and presented evidence at appeal hearings for Scotland Park and Knowle Lane and launched a Rightsizing Project with providers at our Registered Providers Forum.
- The team visited new homes being developed at Sturt Farm with Stonewater, Alfold with HSPG, and arranged a visit for Parish Councillors and Ward Members on English Rural's rural exception site in development at Hambledon.
- The team continue to work with our affordable providers, developers, local residents, our community safety/ enforcement team and ward member to resolve an issue on a new housing association development.
- The team have developed an Enabling Hub on sharepoint, as a one stop shop for affordable housing information for officers.
- The team are active members of the corporate equalities group and currently undertaking Autism Champion Training.
- The team continue to progress our actions in year 2 of our Affordable Homes Delivery Strategy 2022-2025: *Build More; Build Better; Build for Life.*

Homelessness and Housing Options

The team reviewed and refreshed the Homelessness strategy which was adopted this quarter. The strategy outlines the steps the Council and its partners will take to help prevent or relieve homelessness in the Borough

The Housing Options and HomeChoice Teams continued to prevent homelessness and are seeing an increase in approaches. The team initiated the Severe Weather Emergency Protocol for rough sleepers during November and December when temperatures were forecast to be zero degrees Celsius for three nights. Nine households were provided with emergency accommodation in November and eight in December.

After challenges in recruiting to the team, two trainee Housing Options Officers have been appointed. As the post holders are trained they will increasingly provide much needed additional capacity in the busy Housing Options Team

The HomeChoice Team has continued to advertise and let, over 113 social housing tenancies in Quarter three.

Annalisa Howson, Service Improvement Manager

7.2 Key Performance Indicators Status

7.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
H1 (NI)	Number of homeless households in temporary accommodation at the end of the quarter **(lower outturn is better)**	No.	7	8	2	3	5	<5
H2	Total current tenants rent arrears as a percentage of the total estimated gross debit **(lower outturn is better)**	%	1.0%	0.9%	1.0%	1.2%	1.3%	1%
H3	Average number of working days taken to re-let 'normal void' property **(lower outturn is better)**	Days	31	30	39	39	42	25
H4	Percentage of annual boiler services and gas safety checks undertaken on time **(higher outturn is better)**	%	99.4%	99.3%	99.9%	99%	97.7%	100%
H5a	Responsive Repairs: How would you rate the overall service you have received? (Tenants' view of the service) **(higher outturn is better)**	%	79%	74%	74%	81%	74.3%	90%
H5b	Responsive Repairs: Average number of days to complete a repair **(lower outturn is better)**	Days	20	22	27	12	10.6	7
H6a	Responsive Repairs: Was repair completed right first time? (Tenants' view of the service) **(higher outturn is better)**	%	61%	64%	62%	68%	80%	78%
H6b	Responsive Repairs: Percentage of jobs not completed within 28 days **(lower outturn is better) ***	%	13.0%	22.0%	39.0%	13.0%	16.7%	10%
H7	% of tenancy audits completed against scheduled appointments in a quarter.	%	Suspended until April 2023		100%	80%	97.3%	95%
H8	Number of Affordable homes - Granted planning permission **(Data only - higher outturn is better)**	No.	9	33	0	119	23	Data only
H9	Number of Affordable homes - Started on site within a quarter **(Data only - higher outturn is better)**	No.	69	99	3	3	0	Data only
H10	Total Number of affordable homes delivered by the Council and other providers (gross) **(Data only - higher outturn is better)**	No.	58	84	3	27	41	Data only
H10a	Number of affordable homes delivered **other providers** (gross) **(Data only - higher outturn is better)**	No.	58	84	3	27	41	Data only
H10b	Number of affordable homes delivered by the **Council** (gross) **(Data only - higher outturn is better)**	No.	0	0	0	0	0	Data only

7.2.2 Comment:

Rents:

The Rents Team have failed to maintain the target for the second quarter. This is due to a number of complex cases, the Christmas period, and the teams aim to avoid evictions.

The total arrears are £406k as at 31 December. 90% of tenants in arrears are engaged with their Rent Accounts officer and have repayment plans in place. The team also remain under resourced with one staff vacancy and another on long term absence. New officers to start January 2024.

Relets:

The Team continues to be challenged by the target with an increase in the number of empty homes and increase in works required to homes.

Gas Safety:

Following the challenges with the previous contract and embedding of new contractor the team pleased to see the continued improvement in performance. As at the end of December 99.9% of homes had a valid gas safety certificate.

Responsive Repairs and Voids:

There continues to be challenges with meeting the responsive repairs and voids targets, but the team are seeing a small level of improvement and progress in performance.

On average 760 repairs are raised per month, As at 31 December there were 685 works in progress remaining similar to the August figure and an improvement from 1,280 in April.

7.2.3 Affordable Homes Delivery

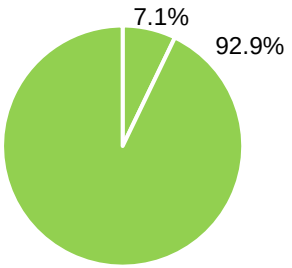
UNITS	TENURE	SCHEME	PROVIDER	COMPLETED
17	6 Affordable Rent: 5 x 1 bedroom, 1 x 2 bedroom 11 Shared Ownership: 2 x 1 bedroom 9 x 2 bedroom	Stillwater House, Woodside Park, Godalming	L&G	14.12.2023
5	5 Affordable Rent: 3 x 1 bedroom 2 x 2 bedroom	Goslings House/ Waverley Folly, Farnham	VIVID	23.11.2023
11	7 Affordable Rent: 2 x 2 bedroom 5 x 3 bedroom 4 Shared Ownership 4 x 1 bedroom	Leighwood Fields, Cranleigh	Metropolitan Thames Valley	30.11.2023 11.12.2023
3	3 Shared Ownership 1 x 2 bedroom 2 x 3 bedroom	Firethorn Farm, Ewhurst	Aster	12.12.2023
5	3 Affordable Rent: 3 x 1 bedroom 2 Shared Ownership 2 x 3 bedroom	Cranleigh Nurseries	A2 Dominion	TBC

7.3 Service Plans – Progress Status

7.3.1 Summary Table and Pie Chart

Q3 Progress on Housing Services Service Plans 2023/26

Total	100%	42
Completed	7.1%	3
On track	92.9%	39
Off track - action taken / in hand	0.0%	0
Off track - requires escalation	0.0%	0
Cancelled / Deferred /Transferred	0.0%	0



7.3.2 Summary comment on the service plans

Comment: All service plan actions are completed or on track.

7.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 the following Internal Audit Actions were outstanding for this service area:

IA23/08.001.3 Local Policy

For further details please refer to the latest Review of Progress in the implementation of Internal Audit Actions (from the Audit Committee 27 November 2023)

7.5 Complaints Statistics

7.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	23	34	44	32	51	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	19	26	26	18	29	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	82.6%	76.5%	59.1%	56.3%	56.9%	95%

7.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	23	12	14	12	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	22	12	12	11	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	95.7%	100%	85.7%	91.7%	95%

7.5.3 Summary Comment on the statistics

Due to an increase in complexity of complaints the Team continue to have challenges in investigating and responding to tenants within the timescales. Additional resources have been requested through

the budget setting process and officers are keeping tenants up to date with progress of complaint. Team to be reminded that all complaint issues do not have to be completed for the case to be closed, provided assurance given and timescales provided on outcome and resolution.

7.6 Finance Position at the end of the quarter

7.6.1 Housing Services General Fund Account Table

General Fund Account					
Services	**Approved Budget £'000**	**Forecast Outturn £'000**	**Forecast Variance £'000**	**Adverse/ Favourable**	**% Variance**
Housing Services					
Expenditure	2,378	2,387	9	Adverse	0%
Income	-2,104	-2,104	-	Adverse	0%
General Fund Housing Services Total	**274**	**283**	**9**	Adverse	**3%**

HRA					
	Approved Budget £'000	**Forecast Outturn £'000**	**Forecast variance £'000**	**Adverse/ Favourable**	**% variance**
Housing Services					
Expenditure	30,859	31,152	293	Adverse	1%
Income	-37,300	-37,564	-264	Favourable	1%
Housing Services Total	**-6,441**	**-6,413**	**29**	Adverse	**0%**

HRA – Core Capital

	Approved Budget £'000	**Forecast Outturn £'000**	**Sum of Savings £'000**	**Carry forward £'000**
Communal & Estate works	207	207		
Health & Safety Works	1,238	1,238		
MRA Prog Decent Homes Occupied Properties	981	981		
MRA Prog Decent Homes Void Properties	695	695		
MRA Prog Disabled Adaptations Occupied Properties	419	419		
MRA Programmed work	3,862	3,946	84	
Roofing & Associated works	1,345	967	-227	-150
St James Court	140	140		
Structural & Damp works	179	133	-46	
Windows & Doors	580	580		
Grand Total	**9,649**	**9,309**	**-189**	**-150**

New Build/Stock Remodelling

	Approved Budget £'000	Forecast Outturn £'000	Sum of Carry forward £'000
Chiddingfold schemes	7,525	1,750	-5,775
HRA Feasibility Studies	511	511	-
Latent defects	189	189	-
Ockford Ridge schemes	4,614	4,614	-
Pre-development Expenditure	160	170	10
Zero carbon retrofit pilot	1,739	1,494	-245
85 Aarons Hill Starter Homes (Land adj)	819	250	-569
Borough Wide Refurbishment	339	339	-
Catteshall Lane	2,845	700	-2,145
Grand Total	18,351	10,017	-8,724

7.6.2 Summary Comment on revenue position at the quarter end

General Fund income and expenditure has a currently adverse forecast due to staff overspends.

HRA shows overall adverse variance due to additional costs due to number and works of voids. However, the HRA including regeneration is overall favourable.

HRA Capital programme shows overall favourable variance from savings in procurement and delays in programme timeframes. The team are looking to increase other programmes to use the forecasted saving.

The New Build budgets were updated following the strategic review on the Housing Revenue Account in 2022/23. Seven million will be carried forward to 2024/5 due to delays in planning, procurement and contract negotiation. .

8. Service Dashboard – Legal and Democratic Services (remit of Resources O&S)

This service includes Democratic and committee services; Elections; Executive and civic support; GDPR; Information security; governance; Legal; Overview and scrutiny support.

8.1 Key Successes & Lessons Learnt, Areas of Concerns

8.1.1 Summary from Executive Head of Service – Q3 2023/24

Work completed in Q3 23/24 included:

- Successful delivery of the Farnham & Godalming Business Improvement District Ballots and the Alford Neighbourhood Planning Referendum;
- Annual Canvass conducted to ensure electoral register is accurate and complete;
- New ways of working implemented in the elections team to ensure legislative changes relating to postal, proxy and overseas voters are executed;

- Polling District and Polling Place Review completed to ensure they are suitable for future polls;
- Critical logistical support provided by the executive support team to the Independent Governance Review team at GBC;
- Logistical support provided for the Corporate Peer Challenge work proposed for WBC & GBC;
- Successful recruitment of an additional Project Support Officer to support housing matters at GBC;
- Significant funds raised for the Mayoral charities through various fundraising events;
- Several revisions to the Constitution of the Council have been made to improve the efficiency of decision making, including some amended council procedure rules, new officer employment procedure rules, a new monitoring officer protocol and an amended pre-election period publicity protocol;
- An intranet page has been provided for staff to access report templates, deadline information and associated materials for effective and timely decision making;
- A State of the Borough debate was organised on Water Issues in Waverley.

Concerns remain in Q3 23/24 around:

- Staffing levels and recruitment and retention in legal services;
- Resourcing, compliance and resilience in information governance;
- Risk associated with lack of procedures and compliance around decision making;
- Lack of resourcing in respect of governance, lack of support for and capacity of the Monitoring Officer function.

I would like to thank the committed and hard-working staff in the elections, democratic services, legal and executive support teams for their contribution through a challenging period of change.

Susan Sale, Executive Head of Legal and Democratic Services

8.2 Key Performance Indicators Status

8.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q2 23-24	Target
LD1a	Number of Data Protection Subject Access Requests received.	No.	9	12	18	13	18	Data only
LD1b	Percentage of Data Protection Subject Access Requests responded to within statutory timeframe	%	100%	75%	100%	100%	94%	100%
LD2a	Number of Freedom of Information (FOI) and Environmental Information Regulations Requests (EIR) received.	No.	110	179	180	179	170	Data only
LD2b	Percentage of FOI and EIR requests responded to within statutory timescale (target of 95% up to Q4 22/23)	%	93.8%	94.8%	89.8%	88.7%	76.8%	90%
			Target 95%					

8.2.2 Comment:

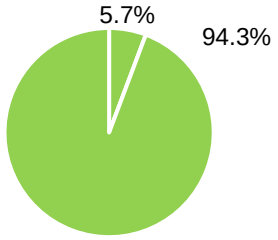
The compliance rate for responding to both FOI requests and Subject Access requests has dropped during Q3 due to a lack of resource and resilience in staffing this function, exacerbated by annual leave and sickness absence. A growth bid for additional resources has now been approved and a restructure is in progress likely to result in a structure comprising 3 officers in this area rather than 2. The service has been affected by long term sickness on one of the 2 existing postholders and the resignation of the other. Temporary resource has now been secured and permanent recruitment is about to commence. It is likely that compliance figures will improve in Q4 of 23/24, but this remains an area of high risk for the Council who are currently failing to comply with statutory compliance in this area. There is a risk of intervention from the Information Commissioner's officer as well as reputational damage to the Council.

8.3 Service Plans – Progress Status

8.3.1 Summary Table and Pie Chart

Q3 Progress on Legal & Democratic Service Plans 2023/26

Total	100%	35
Completed	5.7%	2
On track	94.3%	33
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



8.3.2 Comment:

All service plan actions are on track or have been completed.

8.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 the following Internal Audit Actions were outstanding for this service area:

IA22/SP/04.003.1 Training

IA22/SP/04.007.3 Backup cover

For further details please refer to the latest Review of Progress in the implementation of Internal Audit Actions (from the Audit Committee 27 November 2023)

8.5 Complaints Statistics

8.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	1	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	0%	N/A	N/A	95%

8.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

8.5.3 Summary Comment on the complaints statistics

No complaints were received this quarter.

8.6 Finance Position at the end of the quarter

8.6.1 Legal and Democratic Service General Fund Account Table

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Legal and Democratic Services					
Expenditure	4,097	4,160	63	Adverse	2%
Income	-2,418	-2,413	5	Adverse	0%
Legal and Democratic Services Total	**1,679**	**1,746**	**68**	Adverse	**4%**

8.6.2 Summary Comment

The adverse variance on the expenditure budgets of £63k is predominantly a result of forecast overspends on the establishment budget. Salary costs in legal services have been high due to the reliance on locum resource which is expensive, and this has had an impact on the budget. However permanent recruitment for existing and growth roles in now commencing and it is hoped the service will be fully resourced in due course.

The adverse variance of £5k on income was due to a forecast underachievement of income on legal (services supplied). However it should be noticed that since Q3 there has been an improved performance in this area and the income is not expected to meet budget.

9. Service Dashboard – Organisational Development (remit of Resources O&S)

This service includes: Business transformation; Climate change and sustainability; Human Resources, Learning and Development, payroll; Strategy, policy and performance; Programme assurance; Risk management; and business continuity.

9.1 Key Successes & Lessons Learnt, Areas of Concerns

9.1.1 Summary from Executive Head of Service – Q3 2023/24

Quarter 3 highlights:

- The Transformation and Collaboration Programme vision, structure and initiation document were agreed at both Waverley and Guildford councils in November 2023.

- The Collaboration risk register was reviewed by the Joint Governance Committee which agreed to set up a Task and Finish Group (the Group). The Group met twice in December and proposed an amended register to the Joint Governance Committee in quarter 4.
- New officer governance arrangements for IT, Digital and Data were agreed, with regular meetings with services and quarterly board meetings designed to support services with change and improvement in these areas.
- Version 4 of the Climate Neutrality Action Plan was developed and agreed by the Council's Executive, who noted the 39% reduction in organisational greenhouse gases since the adoption of the plan in 2020.
- The Council's Human Resources Team coordinated the recruitment processes for a new Chief Executive.

Robin Taylor

Executive Head of Organisational Development

9.2 Key Performance Indicators Status

9.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
OD1	Total Staff Turnover for Rolling 12 month period (%) **(data only)**	**%**	**15.2%**	**15.8%**	**15.6%**	**15.9%**	**14.8%**	**Data only**
OD2	Total Staff Short & Long term Sickness Absence - Working Days Lost per Employee - Rolling 12 months **(lower outturn is better)**	**Days**	**6.8**	**7.8**	**7.1**	**6.6**	**7.0**	**6.52**
OD2a	Short term Sickness Absence	**Days**	**3.3**	**3.8**	**3.9**	**3.8**	**3.9**	**6.52**
OD2b	Long term Sickness Absence		**3.5**	**4.0**	**3.2**	**2.9**	**3.1**	

9.2.2 Comment:

OD1

Total staff turnover reduced slightly, down from 15.2% to 14.8% over the rolling 12 month period. It was also the first time under the 15% turnover figure over the last 12 months. The turnover rate in the U.K. remains high. According to a recent Xpert HR Survey the average turnover rate in the U.K, was 19.9% and the figure in the public services stood at 18.7%. These higher figures than previously are indicative of a really tight employment market, with increased opportunity for candidates and movement between roles being high. In some positive news for the local government sector a three-month trial is taking place in the North East of England spearheaded by the Local Government Association to highlight careers within the local government arena and target particular groups in regard to careers and opportunities using national style branding campaign. Subject to the successful trial these templates and branding will be made available to a wider group, and we will be able to access the material as part of our local branding to tie in with the national campaign later in 2024.

Benchmarking. 10 of the 11 District Authorities in Surrey shared their staff turnover figures for quarter 3. Of that comparison group, Waverley's figure of 14.8% compared to a mean average of 14.1%.

OD2

Days lost to overall sickness has stayed fairly static over the last 12 months and is currently at 7 days lost per employee per year. As a comparison in the most recent Xpert HR survey across all sectors sickness was running at an average of 6 days per year, however, it was running considerable higher at a median of 8.7 days within the public sector and at a median of 8 days for organisations across all industries with similar size workforces to Waverley. On both the measures of comparable sector and size our current figures place us below the median figure of days lost. We continue to work hard with Managers and teams to look to take a more proactive approach, particularly towards stress management and the usage of tools such as stress risk assessments and early direction towards our Employee Assistance Programme or referral to our Occupational Health Provider to reduce the risk of absence and shorten absence periods.

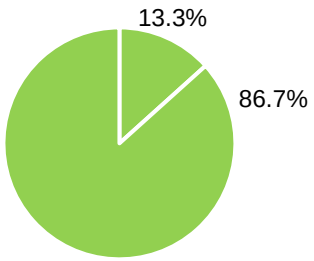
Benchmarking. 10 of the 11 District Authorities in Surrey shared their sickness figures for quarter 3. Of that comparison group, Waverley's figure of 7 days compared to a mean average of 7.8 days.

9.3 Service Plans – Progress Status

9.3.1 Summary Table and Pie Chart

Q3 Progress on Organisational Development Service Plans 2023/26

Total	100%	60
Completed	13.3%	8
On track	86.7%	52
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



9.3.2 Summary Comment on the service plans

All service plan actions are on track or have been completed.

9.4 Internal Audit Actions Progress Status

Comment: There were no outstanding actions for this service area at the end of Q3.

9.5 Complaints Statistics

9.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	1	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	1	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	100%	N/A	N/A	95%

9.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	0	0	1	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	1	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	100%	N/A	95%

9.5.3 Summary Comment on the complaints statistics

No complaints were received during Q3.

9.6 Finance Position at the end of the quarter

9.6.1 Organisational Development General Fund Account Table

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Organisational Development					
Expenditure	5,131	4,923	-208	Favourable	-4%
Income	-2,342	-2,342	0	Adverse	0%
Organisational Development Total	**2,789**	**2,582**	**-208**	**Favourable**	**-7%**

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000
Capital Organisational Development			
Organisational Development	557	488	-69

9.6.2 Summary Comment

The forecast underspend partly relates to temporary staffing vacancies within the service.

10. Service Dashboard – Regeneration and Planning Policy (remit of Resources and Services O&S)

This service area includes Corporate Capital Projects; Economic development; Housing delivery; Planning policy, design, conservation, transport; and Regeneration.

10.1 Key Successes & Lessons Learnt, Areas of Concerns

10.1.1 Summary from Executive Head of Service – Q3 2023/24

Planning Policy (including planning policy, local plans, and planning projects)

The Council was successful in defending against a challenge to the adoption of LPP2 in the High Court in November and has been awarded costs.

An updated Local Development Scheme has been published setting out the ambitious timetable for preparing the new Local Plan. Meetings of the Local Plan Executive Working Group (LPEWG) have continued to take place during Q3.

Work on gathering the evidence to support the new Local Plan has continued. A Housing and Economic Development Needs Assessment has been commissioned and briefs prepared for other technical work

including Gypsy & Traveller Accommodation Assessment, Sustainability Appraisal and Habitats Regulations Assessment. The 'call for sites' as part of the Land Availability Assessment was launched in December.

Initial advice has been commissioned on the preparation of Borough-wide design codes. This is a collaborative piece of work that is the precursor to procurement for the wider project.

The Alfold Neighbourhood Plan (NP) went to referendum in December and a large majority said yes to it being "made". The examinations of the Elstead & Weyburn NP and Cranleigh NP concluded with the receipt of the Examiner's reports for both recommending that subject to modifications, the neighbourhood plans should go to referendum.

CIL has continued to be collected at a high level, with over £6.4m in receipts (April-December 2023). The second tranche of neighbourhood funding was distributed to the relevant parish and town councils in Q3, bringing the total to over £900k since April 2023. The 2022/23 Infrastructure Funding Statement (IFS) was published in December, providing information on CIL and s106 funded projects across the Borough.

The Strategic CIL bidding process resulted in 22 bids for funding. These were assessed by the CIL team ready for consideration by the CIL Advisory Board in January.

The projects team has completed phase 1 of the Heritage Features review and will be involving Parish and Town Councils in 2024.

Officers have supported the Council's position at planning inquiries, including in relation to 5-year housing land supply and heritage matters (the latter playing a key role in the dismissal of an appeal at Knowle Land, Cranleigh).

Bids have been made for external funding including 'PropTech' bids to support the Local Plan and for engagement and digitisation of Design Codes (decision expected in February 2024).

Economic Development

Work has been continuing to finalise the Draft Economic Development Strategy 2024-32 and accompanying Action Plan ahead of review by Executive Briefing and Overview & Scrutiny Committee ahead of further engagement with stakeholders in Q4. Targeting Executive and Council meetings in April 2024 for adoption of the Strategy.

The team is working with legal and business rates teams to establish an operating agreement with the Business Improvement Districts. The agreement sets out the proposed arrangements between the BID and the local billing authority, particularly in relation to levy collection. Once in signed, the BIDs will then be able to open bank accounts. Work is also ongoing to coordinate meetings with the BIDS and the Community Safety team and Police to support a new business crime reduction partnership in Waverley.

Promotion of the Rural England Prosperity Fund is continuing, with eleven Expressions of Interest received to January 2024 for the grants available. Any applications received will be reviewed by Surrey County Council who are administering the fund on behalf of the Council (and Guildford and Tandridge), before being assessed by a panel.

Work has been underway to encourage owners of vacant premises across the town centres to improve shop frontages which are in a poor state of repair. Three empty shops in Godalming were fitted with professional vinyl ahead of the Christmas shopping period.

WBC and GBC have been discussing the opportunity to host joint events, with a Business Question Time session being proposed for June 2024 at the University of Surrey.

Corporate projects

The following activity took place on the various projects mentioned below:

- Preparation for demolition and refurbishment works at 69 High Street Godalming started with the removal of asbestos and submission of a planning pre-application for the commercial regeneration.
- Wey Court East remodelling and refurbishment continues on site. There have been some delays due to design issues that are being managed with the contractor and in liaison with the future tenant.
- The Brightwells development is making some progress but delays to overall scheme are causing some issues, being resolved through the project manager in liaison with external Parties and final elements of the scheme are seeking LPA approval.
- An Outline Business Cases for Fairground Car Park and the enabling project for the Youth Hub has been drafted and reviewed ready for submission to Executive and Council.
- Procurement activity for a consultant to support in works required for starting up of the project at Broadwater Park is underway.

Housing delivery

Delivery of new build affordable housing programme continues for schemes with full budget approval and those in the pre-development phase:

- **Ockford Ridge (Site C), Godalming**: Programme delay on site caused by utility companies. Phase 1 handover of 8 houses scheduled from March, remaining phases scheduled through to May 2024. View home expected to be available in February 2024.
- **Ockford Ridge, Godalming Deep Retrofit Pilot**: Niblock Building Contractors Limited have begun works which are progressing well and are scheduled for completion in Spring 2024.
- **Downhurst Road, Ewhurst**: Waverley Building Control have assessed the existing buildings as Dangerous Structures under the Building Act 1984. Buildings continue to be monitored. Final disconnection of gas by SGN scheduled for February followed further ecological surveys and then demolition. Buy back of leasehold property expected in early January 2024.
- **Riverside Court, Farnham**: Fowler Building Contractors Ltd commenced on site on Monday September 11 September and the two new homes expected to be completed by the end of March 2024.
- **Catteshall Lane, Woodside Park:** Full Council approval for additional budget and delegations obtained on 12 December 2023. Officers engaging with the developer and have commenced procurement of consultant services to support the acquisition and delivery of the 12 new homes.
- **Crossway Close, Churt:** Way forward with the proposed site agreed working with planning and appointed architect to prepare a revised scheme.
- **Parkhurst Fields, Churt:** Approval of budget for demolition works in progress. Staff accommodation due to be vacant by mid-January. It is intended to commence the tender process for the demolition works in early 2024 to keep planning consent in place.
- **Phase II Wheeler Street, Witley:** Business case and budget approved by Full Council on 12 December 2023. Officers to commence procurement of consultant and legal services to support the acquisition and delivery of the three new homes.

- **Local Authority Housing Fund (LAHF)**: Four homes for acquisition identified and conveyancing underway. Construction of four homes on Site C Ockford Ridge to be allocated with first phase of handover due before 31 March 2024. Three further properties to be identified for purchase.
- **Chiddingfold (5 sites)**: Contract signed. Mobilisation delayed by slow response by utility companies – now expected to commence from April 2024. Resident engagement continues through the Resident Liaison Officer, in consultation with the Council Communications and Development Teams.
- **13-22, Springfield, Elstead**: Business case and budget approved by Full Council on 12 December; informal public engagement will precede a formal application for planning permission expected to be made in May / August 2024.
- **Ockford Ridge (Site E)**. Full Council approval obtained on 12 December for an additional and specific budget of £150k to facilitate the design of Site E Ockford Ridge by the appointed contractor for Site F.

Predevelopment work continues to bring forward other sites:

- Engagement with developers delivering affordable homes through S106 agreements.
- Engagement with the Corporate Projects Team to help inform the housing element of the projects at 69 High Street and the Fairground site.
- Engagement with the Housing Asset Management and Property Services team regarding regeneration opportunities.

Abi Lewis, Executive Head of Regeneration and Planning Policy

10.2 Key Performance Indicators Status

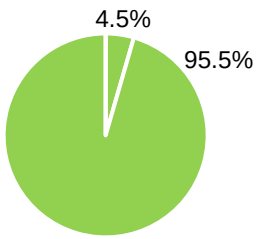
RP1 – Actual number of dwellings commenced and RP2 – Actual number of dwellings completed will be reported on an annual basis.

10.3 Service Plans – Progress Status

10.3.1 Summary Table and Pie Chart

Q3 Progress on Regeneration & Planning Policy Service Plans 2023/26

Total	100%	67
Completed	4.5%	3
On track	95.5%	64
Off track - action taken / in hand	0.0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



10.3.2 Summary comment on the service plans

All actions remain on track at present.

10.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 there were no outstanding Internal Audit Actions for this service area.

10.5 Complaints Statistics

10.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

10.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	1	1	2	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	1	1	2	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	100%	100%	100%	N/A	95%

10.5.3 Summary Comment on the statistics

No complaints were received in Q3.

10.6 Finance Position at the end of the quarter

10.6.1 Regeneration & Planning Policy General Fund Account Table

General Fund Account					
Services	**Approved Budget £'000**	**Forecast Outturn £'000**	**Forecast Variance £'000**	**Adverse/ Favourable**	**% Variance**
Regeneration & Planning Policy					
Expenditure	2,720	2,730	10	Adverse	0%
Income	-1,508	-1,508	-	Adverse	0%
Regeneration & Planning Policy Total	**1,213**	**1,222**	**10**	**Adverse**	**1%**

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Regeneration & Planning Policy HRA					
Expenditure	456	371	-85	Favourable	-19%
Income	-465	-465	-	Adverse	0%
Regeneration & Planning Policy Total	**-9**	**-94**	**-85**	**Favourable**	**921%**

10.6.2 Regeneration & Planning Policy Capital

	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Capital Regeneration & Planning Policy			
Regeneration & Planning Policy	614	610	-4

10.6.3 Summary Comment on revenue position at the quarter end

General Fund: There is a small overspend forecast which relates to staffing. Income is currently forecast in line with budget.

Housing Revenue Account: There is a forecast saving of £85k which relates to the forecast underspend of staffing in the housing development team.

10.6.4 Summary Comment on capital position at the quarter end

The £4,000 variance is related to Waggon Yard – it is the balance of funds from previous years that are no longer required following receipt of Surrey Empty Homes funds.

11. Service Dashboard – Commercial Services (remit of Services O&S)

This service area includes Events; Heritage; Leisure; Park**ing (On and Off Street); Waverley Training Services, Leisure and Building Control (including Street Naming).**

11.1 Key Successes & Lessons Learnt, Areas of Concerns

11.1.1 Summary from Executive Head of Service – Q3 2023/24

Leisure

Throughout this quarter our leisure contractor Everyone Active invested heavily in the gym offering across all the leisure centres. Each gym received a revamp with new gym equipment installed in each centre, the results are amazing, and residents have voted with their feet with membership numbers increasing across the board.

An agreement was reached between Waverley and Surrey County Council to reopen the sports hall for community use on weekday evenings and at the weekends. Waverley has extended its arrangement with Woolmer Hill Sports Association from operational management of the new 3G pitch and ATP2 to include the sports hall and ATP1 for the next year. This is an interim arrangement to allow Surrey to develop a longer-term arrangement to serve the school and the community beyond the next 12 months. The introduction of the new 3G pitch has increased usage across the board but the area has seen a significant growth in girls' football with over 135 girls now training on the pitch weekly. In summary the pitch, with ATP2, is being used by 11 clubs with 1672 players; there are 5 veteran teams (40+) and pan disability football sessions are held weekly. Throughout the week the pitches are used by 8 schools (Woomer Hill, Royal School St Edmunds, Jamiah Islamic School, Churchers, Collyers, One Global School and Amesbury).

Parking

This has been a challenging quarter for car parking with no discernible increase for the Christmas period.

This quarter saw the appointment of the new Car Parking Manager which will be vital to maintaining standards and growing usage in our car parks. This appointment will assist with setting the strategic direction for our car parks and the car parking team to improve our offer for residents and visitors to Waverley.

Brightwells Yard was a focus for the team this quarter with the car park nearing completion. As handover nears it is prudent for Waverley to ensure the 'building' we receive is fit for purpose. To mitigate this risk, we have appointed car park specialists to assist with the hand over process. A report detailing areas of work that needs to be carried out prior to opening been shared with Crest.

Building Control & Street naming

This quarter has seen the team begin to take their competency exams that are part of the new Building Regulations coming into full force in April. These legislative changes are significant creating a large additional amount of work for the surveyors, the business support team and our IT team. The changes require a lot of additional reporting requirements and increased statutory responsibilities these will be worked on throughout the last quarter of this year.

Waverley Training Services (WTS)

In this quarter Waverley Training Services had an Ofsted Inspection. As has been widely reported this is an extremely challenging and pressurised time for the team. The team led by Adele O Sullivan, Centre Manager, and Krystel Rajewski, Teaching & Learning Manager, managed the process brilliantly and I am pleased to report we achieved a 'GOOD' result for the inspection. This is a testament to the whole team and an endorsement of the positive approach taken by WTS to learner achievement. A great way to end 2023!

Arts & Culture

The Museum of Farnham project is progressing well with the procurement of specialist support. Communications around this project are being created as this is a fascinating heritage project with significant public interest.

Kelvin Mills, Executive Head of Commercial Services

11.2 Key Performance Indicators Status

11.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
C1	Total number of visits to Waverley leisure centres **(higher outturn is better)**	Visits	386,293	439,645	377,587	242,437	237,754	Data only
C2	Total number of attendees of the health and wellbeing activities throughout the borough in a quarter **(higher outturn is better)**	No.	2,390	5,273	3,016	966	2,097	Data only
C3	Percentage of complete building control applications checked within 10 days **(higher outturn is better) (P8)**	%	92.5%	91.4%	77.7%	81.6%	82.4%	80%

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
C4	Apprentice overall success rate per quarter **(higher outturn is better)**	%	75.0%	76.1%	64.0%	72.4%	67.2%	65%
C5	Apprentice timely success rate in gaining qualification in the time expected **(higher outturn is better)**	%	70.0%	74.6%	56.0%	72.4%	67.2%	60%
C6	Number of apprentices on study programmes (cumulative year to date with the annual target of 30) **(higher outturn is better)**	No.	19	19	19	6	6	Data only

11.2.2 Comment:

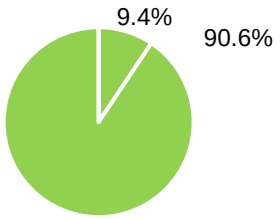
C1 and C2 - These figures, as they stand, cannot be compared to previous quarters as the data collection is not comparable with Places Leisure. Areas that have been identified already include the omission of club usage and any sports hall (group) booking data, and therefore do not provide a true reflection of current usage. We will be working through data collection and reporting with EA to understand their systems and to ensure that all usage is accurately reported moving forwards. Targets will need to be adjusted to reflect the new process for 2024/25.
C4 &C5 remain above target but reflect the impact of the pandemic which will be felt for the remainder of this financial year. We expect performance to improve throughout 2024/25.

11.3 Service Plans – Progress Status

11.3.1 Summary Table and Pie Chart

Q3 Progress on Commercial Services Service Plans 2023/26

Total	100%	32
Completed	9.4%	3
On track	90.6%	29
Off track - action taken / in hand	0.0%	0
Off track - requires escalation	0.0%	0
Cancelled / Deferred /Transferred	2.6%	0



11.3.2 Summary comment on the service plans

All service plans are complete or on target.

11.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 there were no outstanding Internal Audit actions for this service area.

11.5 Complaints Statistics

11.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	1	1	3	2	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	1	3	2	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	0%	N/A	100%	100%	95%

11.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	0	0	1	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	1	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	100%	N/A	95%

11.5.3 Summary Comment on the statistics

Complaints received were responded to within the required timeframe.

11.6 Finance Position at the end of the quarter

11.6.1 Service's General Fund Account Table

Services	Approved Budget	Forecast Outturn	Forecast variance	Adverse/ Favourable	% variance
Commercial Services					
Expenditure	7,417	7,233	-184	Favourable	-2%
Income	-10,733	-9.678	1,055	Adverse	-10%
Commercial Services Total	**-3,316**	**-2,445**	**871**	**Adverse**	**-26%**

The dip in car park usage is difficult to mitigate as even a small drop has a considerable financial impact. We will continue to monitor income performance and mitigate where possible.

Capital Commercial

	Approved Budget £'000	Forecast Outturn £'000	Carry forward £'000
Commercial Services	32,919	2,832	-30,087

11.6.2 Summary Comment on General Fund and capital position at the quarter end

Capital expenditure is behind programme as current resources are limited in the Parking Team where a significant element of the capital programme sits. We will aim to carry over funds budget set aside for improving our pay and display machines in the coming financial year.

12. Service Dashboard – Community Services (remit of Services O&S)

This service area Careline; Community grants; Community safety; Disabled facility grants, adaptations; Family support; Health and Wellbeing; Safeguarding; Supporting vulnerable people, migrants and refugees.

12.1 Key Successes & Lessons Learnt, Areas of Concerns

12.1.1 Summary from Executive Head of Service – Q3 2023/24

Community Challenges

Over the Christmas and New Year period our communities continued to face challenges due to the cost of living crisis and difficulties accessing support services provided through our statutory and voluntary sector partners. The struggles around access to GP services, Adult Social Care and mental health support remain significant and our voluntary sector partners continue to struggle with financial and staffing pressures.

To support those impacted by the cost of living crisis we delivered Tranche 4 of the Household Support Fund in two ways.

- £95,000 was given to voluntary organisations such as Southwest Surrey Domestic Abuse Outreach Service / Three Counties Money Advice / Home Start Waverley and Community Food Banks to support residents
- £212,320 was administered by the Communities Team through a simple application process. We have directly supported **343** applicants and all funds are now spent and the scheme is closed.

There has been no indication from central government to date about whether there will be a tranche 5 from 1 April 2024.

Community Safety and Anti-Social Behaviour

We have held one Anti-social Behaviour Case Review application (formerly known as Community Trigger) in Q3 and we are currently working with Police and Housing Association partners. The two previous Case Reviews opened in Q1 and Q2 have been the subject of independently chaired panels - with one concluded in Q3 and one due to be concluded in Q4.

We are reviewing the Public Spaces Protection Order for Godalming and Farncombe that is to expire on 20 April 2024 and engaging with stakeholders and residents with a view to a conclusion in Q4.

Work has commenced on reviewing existing WBC anti-social behaviour policies, procedures, and processes and this will be completed, and a new corporate approach implemented during Q2 2024/25.

This quarter we have begun updating our Safer Waverley Partnership plan for 2024 – 2027. The plan will focus on what can be achieved as a partnership and does seek to replicate individual partners' own strategies or statutory duties.

On Tuesday 26 March, Waverley's Overview and Scrutiny Committee undertake an annual review of the work of the Partnership 2022 to 2023 and the updated partnership plan.

Community Health and Wellbeing

Guildford and Waverley Councils have established a joint Health and Wellbeing Board in quarter 3 to work in partnership with our Health, Statutory and Voluntary Organisations to help a help address health inequalities across the borough. The Board has initially agreed 3 priorities to focus on that are based on health intelligence insights and data analysis.

- Frailty in older people
- Self-harm and mental health
- Social Isolation and Loneliness.

Projects to support people affected by these three areas will be coordinated and delivered through operational groups for Guildford and for Waverley. The Waverley operational group has met and begun and the new area of work will be reported to Overview and Scrutiny Resources on 26 March 2024.

Refugee Resettlement

We continue to support the resettlement of refugee families from Ukraine and Afghanistan ensuring that access to education, health and financial support can help the families achieve independence.

We are working on ensuring that our pledge to home 10 Afghan families under the resettlement scheme is achieved and this will align with the government initiative to move Afghan families under the ARAP resettlement schemes from bridging hotels and temporary accommodation into more secure housing. We have 5 families from Afghanistan currently living in Waverley.

The support for Ukrainian families under the Homes For Ukraine scheme continues and many of the families remain with their hosts, but there continues to be a serious decline in new expressions of interest to host families and we anticipate as the crisis continues that many of the families currently hosted will need accommodation. The team continues to work with families to find housing within the private sector, but many landlords are now requesting six months' rent in advance – which is a challenge, but we are utilising the government funding to support families make the transition and secure their own accommodation.

As a council, we are also utilising government funding to source additional social housing which would be ringfenced to house refugees either under the ARAP scheme or Ukrainians facing homelessness. We are currently aiming to secure 8 properties by the 31st March 2024.

Family Support

The South West Surrey Family Support Programme continues to offer Level 3 targeted support to families living across the boroughs of Waverley and Guildford. Due to the pressures on Surrey County Council Childrens Serivces, thresholds continue to increase meaning that the team are dealing with more complex families and challenging situations. The service is continually holding a waiting list due to the increased pressures within social care and the increased adversity affecting our local communities. Surrey County Council are currently designing a new Family Support offer that we will be consulted upon before the end of the current contract in March 2025.

- Numbers of open cases for Waverley - 40 families
- Number of families on waiting list for Waverley - 7 families

Disabled Facilities Grants

As part of the Disabled Facilities Grants programme we administer grants to help the elderly and vulnerable remain in their own homes. We also ensure Safe and Warm grants are given to carry out energy efficiency and home improvement measures that directly improve the health, safety and wellbeing of vulnerable households and help reduce fuel poverty. We also carry out handyperson jobs to ensure small works happen quickly in a household to help with falls prevention.

The details for our grant work are as follows

- DFG adaptions - 29 a total cost of £172,900.99
- Safe & Warm – 7 grants at a total cost of £17,145.67

Careline

Our careline services remain important to our NHS and Adult Social Care partners to ensure a safer care plan at home and a swift hospital discharge process. We currently have 1457 customers on the system.154 have a digital alarm and 1303 have an analogue alarm.

We are still experiencing difficulties with our analogue stock and our provider is slow in returning equipment that has been cleaned and tested - on average this is taking 4 months. Digital alarms are becoming increasing popular and are probably going to be the way forward for our customers in the next year.

Our communications team has set up social media posts and a careline video on our website to increase awareness about the service.

Samantha Hutchison – Executive Head for Communities

12.2 Key Performance Indicators Status

12.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
CU1	Total number of Careline clients **(data only, no target set - higher outturn is better)**	Clients	1476	1510	1500	1485	1455	Data only
CU2	Total number of Careline calls per quarter **(data only, no target set)**	Calls	6334	6219	6059	5864	6263	Data only
CU3	Critical faults dealt with within 48 hours per quarter **(higher outturn is better)**	Faults %	100%	100%	100%	100%	100%	95%

12.2.2 Comment:

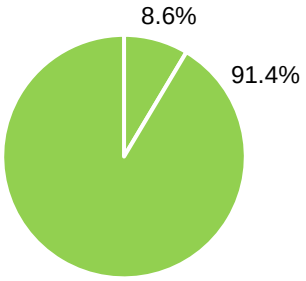
The total Careline customers for this quarter are 1455 and reflects the normal fluctuations we have with customer take up. The issues around analogue equipment supply and possible connectivity issues around digital provision also impact this number.

12.3 Service Plans – Progress Status

12.3.1 Summary Table and Pie Chart

Q3 Progress on Community Services Service Plans 2023/26

Total	100%	35
Completed	8.6%	3
On track	91.4%	32
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



12.3.2 Summary comment on the service plans

All service plans are complete or on target.

12.4 Internal Audit Actions Progress Status

Comment: There were no outstanding actions for this service area at the end of Q3.

12.5 Complaints Statistics

12.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

12.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95%

12.5.3 Summary Comment on the statistics

No complaints were received this quarter.

12.6 Finance Position at the end of the quarter

12.6.1 Community Service's General Fund Account Table

General Fund Account

Services	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000	Adverse/ Favourable	% Variance
Community Services					
Expenditure	2,754	2,715	-38	Favourable	-1%
Income	-1,546	-1,494	52	Adverse	-3%
Community Services Total	**1,208**	**1,222**	**14**	**Adverse**	**1%**

Capital Community Services

	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Community Services	905	905	-

12.6.2 Summary Comment on revenue position at the quarter end

Due to the problems with our careline equipment supply, we have tried our best to install equipment at the rate of demand, and this will have impacted our income. The need continues to grow and move in the right direction.

13. Service Dashboard – Environmental Services (remit of Services O&S)

This service includes Bereavement; Green spaces, parks, countryside, trees; Fleet operations; Street Cleaning; Waste and recycling.

13.1 Key Successes & Lessons Learnt, Areas of Concerns

13.1.1 Summary from Executive Head of Service – Q3 2023/24

Waste Services -The Environmental Services Team has continued to work with our waste contractor to improve services around Waste and recycling and street cleansing, our field officer team has continued to build and maintain relationships with key Biffa staff members, which has led to a better understanding of issues on both sides of the contract and further embedding of good relationships between our two teams.

A new Operations Manager, Duncan Swain commenced working for Biffa during Q3 (November) and there has been a high focus on comms between Biffa office staff and WBC CSC and Environmental Service teams by way of daily AM and PM updates. AM updates stating that rounds have been deployed successfully and forewarning of any potential route or crew issues. PM updates stating that round vehicles have completed daily routes and highlighting any issues that may have arisen.

This has enabled WBC CSC & Environmental Services teams to better inform Councillors and Waverley residents of potential delayed collections.

Escalated missed collections, being missed collections that have been escalated from CSC to the Environmental Services team have also greatly improved during Q3 with December 2023 being the lowest number over a 12-month period.

Biffa vehicles across all commodities have now been fitted with updated in-truck technology in Q3. Once again this has improved the speed of information and comms from Biffa office staff to waste crews. This has allowed for quicker issue resolution and real time updates on round progression via the Whitespace system.

There is also now a dedicated missed collection vehicle that deals solely with reported misses and the collection of waste from those reports. This has had a positive impact on resolution of missed collections as also highlighted above with the downturn in “escalated missed collection” numbers.

Missed collections for Q3 remain under 60 per 100k collections.

Greenspaces - Green Flag and In Bloom Awards - Ten of the councils’ green spaces have, once again, been recognised by the Green Flag Award Scheme as some of the best in the world. Blackheath Common, Frensham Great Pond & Common, Mare Hill Common, Bealeswood Common, Summerlands Estate, Lammas Lands, Broadwater Park, Phillips Memorial Park, Farnham Park and Weybourne Nature Reserve have all received green flags for a further year. Farnham Park is also a recipient, once again, of a Green Heritage Site Accreditation supported by Historic England, for the management of its historic features. The council has also received another In Bloom in the Large Park category of South & Southeast in Bloom for the tenth year in a row. These awards recognise

that the sites are well maintained and provide safe facilities for the local community, supporting not only health and wellbeing but also biodiversity.

Grounds maintenance contract - the Contract continues to perform well, despite the significant resource changes from the removal of SCC highway areas from the contract. We are getting minimal contacts from residents about SCC works, which is due to the good communication campaign and message that WBC have delivered. The new contract monitoring officer is settling well into their role and the team.

Playgrounds - Assets repairs continue this year, with works orders being raised to help maintain the 53 playgrounds we manage.

Playground consultations are now completed for sites; Lashmere Recreation Ground, Cranleigh, Wentworth Close, Weybourne and Combe Road Recreation Ground, Godalming. Tenders for these sites have been advertised and we hope to appoint the suppliers in Q3. The intention is to have these sites fully refurbished for Easter next year. Other consultation on playgrounds sites that are to be funded subject to a successful CIL application in Q3, are Border Road and Oak Cottages, Haslemere, Sandyhill, Farnham.

Countryside Rangers - Another busy year for the rangers managing the Frensham Great Pond and Common site, delivering the Higher-Level Stewardship schemes on the key SSSI sites and managing many other sites. Numbers visiting Frensham have been lower this year, which has impacted carparking income. So far to date in the first two quarters of the year, the invaluable volunteer workforce who are key to managing many sites have provided 2177 hours of hard work to the council.

Tree & Woodland Team – The Tree & Woodland Officer has decided to take early retirement following a period of long-term sick leave. We have recruited to fill this position already internally and we have also appointed a tree inspector who will start in Q3. Due to the internal appointed to the Tree &Woodland Officer position we now need to fill the vacant Tree officer role. Capacity issues have been a long standing for the team and will continue for some time until the vacant position is filled and new officers settle in. Support is being given by the Tree & Landscape team and we are having to really focus on essential works.

Events/Filming/Bookings - Bookings for fetes, fairs, fitness licences etc. continue this year. We have had no big budget film requests as of yet so far this year due to writers' strike and overall income is markedly down on budget expectations.

Tree Protection and Planning Consults - Conservation Area tree applications – 97.96% completed within 6wks period. The combined quarter average is 96.42% compared to the target of 95%.

Tree Management works applications – 95.52% completed with 8wk period The combined quarter average is 94.5% which is just below the target of 95%. This is due waiting for supporting documentation to be supplied, seeking of clarifications and delayed responses from Arboriculutral contractors.

Mark Allen, Interim Executive Head of Environmental Services

13.2 Key Performance Indicators Status

13.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
E1*	Materials recovery facilities (MRF) Reject Rate **(lower outturn is better)**	%	5.3%	9.1%	7.3%	6.30%	Received Quarter in Arrears	5.00%
E3a	Number of refuse and recycling missed bins out of 100,000 collections per week **(lower outturn is better)**		63	63	80	58	51	40
	Achievement rate for refuse and recycling bin collections	%	99.94%	99.94%	99.92%	99.94%	99.95%	
E3b	Number of food waste missed bins out of 100,000 collections per week **(lower outturn is better)**		61	64	78	59	53	40
	Achievement rate for food waste bin collections	%	99.94%	99.94%	99.92%	99.94%	99.95%	
E NI191*	Residual household waste per household **(lower outturn is better)**	kg	87	94.9	90	87.5	Received Quarter in Arrears	90.00
E NI192*	Percentage of household waste sent for reuse, recycling and composting **(higher outturn is better)**	%	57.9%	55.0%	58.9%	57.4%	Received Quarter in Arrears	54.0%
E4	Percentage of tree applications determined within 8 weeks **(higher outturn is better)**	%	98.2%	96.2%	93.5%	95.5%	94.9%	95%

13.2.2 Comment:

E1: The MRF rejection rate, residual waste per household and recycling rate figures for the current quarter are not available. These figures are calculated by Surrey County Council and their Contractor who receive our recycling for processing, and it takes some time for these figures to be collated, verified and shared with Waverley BC. Historically we have only been able to report these figures a quarter in arrears.

The MRF rejection rate for Q2, has shown some improvement on Q1. Officers have examined previous values for this indicator and there doesn't appear to be any evident trend although there have been occasional higher levels of rejected material.

Residual Waste per household in Q2 remains lower than targets. A leaflet is planned to send out with Council Tax letters to promote putting the right items in the right container.

E3a, E3b: Missed bin figures have improved again and are moving towards the target.

E4: Tree application determination is almost exactly on target for Q3.

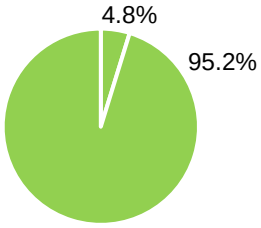
13.3 Service Plans – Progress Status

↑ Return to Report Sections Summary

13.3.1 Summary Table and Pie Chart

Q3 Progress on Environmental Services Service Plans 2023/26

Total	100%	42
Completed	4.8%	2
On track	95.2%	40
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



13.3.2 Comment:

All service plan actions are on track or complete.

13.4 Internal Audit Actions Progress Status

Comment: At the end of Q3 there are no outstanding Internal Audit Actions for this service area.

13.5 Complaints Statistics

13.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	2	19	13	19	12	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	2	4	2	3	8	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	21%	15%	15.8%	66.7%	95%

13.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	1	2	3	3	2	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	1	2	3	2	2	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	100%	66.7%	100%	95%

13.5.3 Summary Comment on the statistics

Complaint responses to Level 1 complaints have significantly improved but are not likely to achieve the annual target. Complaint response rates for Level 2 complaints are now back on target for Q3 following a significant drop in Q2.

13.6 Finance Position at the end of the quarter

13.6.1 Environmental Services General Fund Account Table

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Environmental Services					
Expenditure	11,844	11,804	-40	Favourable	0%
Income	-4,153	-4,051	102	Adverse	-2%
Environmental Services Total	**7,690**	**7,752**	**62**	**Adverse**	**1%**

Capital

	Approved Budget £'000	Forecast Outturn £'000	Sum of Savings £'000	Sum of Carry Forward £'000
Environmental services	2,404	1,879	-141	-384

13.6.2 Summary Comment on General Fund and capital position at the quarter end

The lower than anticipated number of garden waste customers is reflected in the adverse revenue position set out in 13.6.1. but have shown a slight rise in January 24.

14. Service Dashboard – Planning Development (remit of Services O&S)

This service area includes Planning applications; Planning enforcement; Planning integration and improvement.

14.1 Key Successes & Lessons Learnt, Areas of Concerns

14.1.1 Summary from Executive Head of Service – Q3 2023/24

Development Management

Performance has continued to improve and be maintained through Q1, Q2, and Q3 for major, and non-major (including householder and other) applications with all categories exceeding the performance threshold. The encouraging news reported for September (Q2) in terms of the Government's performance threshold which is currently above 70% for the rolling 2-year period for Non major applications and 60% for major applications has been maintained in Q3 and Q4.

The Council has now received a response from DLUHC confirming that
'On 12 April 2023, the Secretary of State for Levelling Up, Housing and Communities wrote to you to express concern about the performance of Waverley Borough Council for the speed of decision-making for planning applications for non-major development. The Secretary of State advised that he expected the performance of your planning service to exceed our performance thresholds by June 2023 or he would use his powers to designate the authority later this year.
I have reviewed the actions your authority has taken to improve performance over consecutive quarters from October 2022 to June 2023 and am pleased to note that your performance on a rolling two-year average (71%), and your performance for the most recent quarter April to June 2023 (97%) is above the required threshold. I am therefore content not to designate your authority for poor performance at this time. I recognise that to do so may undermine the work your authority has already commenced and I wish to support your performance improvement.

I will continue to closely monitor the authority's performance. Should the authority not continue to demonstrate good performance in determining non-major applications at a level above the required average threshold, I will review whether to designate your authority for poor performance at a point in the future. 'The Council achieved the Governments major planning application threshold (60%) with 62.7% of Major application in time or an extension of time over the 2-year period to Q2 (September 2022) avoiding designation. Achieving this target has enabled the Council to now focus on reducing the overall number of planning applications on hand.

The Major and Non major applications performance for the last five quarters illustrating a very significant improvement which has placed performance figures in a healthy place for the two years rolling period to September 2023.

Officer vacancies are temporarily being filled by contract staff, recruiting and on boarding these staff has taken considerable time. Given the positive news about not being designated a further recruitment campaign will now commence to recruit permanent staff.

Development Management (DM), which includes the Business Support team, is very much on an improved path of performance, as can be seen from the performance statistics, with many of the required targets being exceeded. Following on from the Planning Advisory Service (PAS) independent consultant review during Q1, a written review offered 10 recommendations for improvement, all of which have been actioned and implemented and we continue the work in progress with the PAS DM Challenge Toolkit. A workshop was held with staff (permanent and contractors) in Q3 to identify further service improvements and develop a revised Action Plan. The current contractors are sharing learning from other authorities which is also supporting service improvements.

Claire Upton-Brown, Executive Head of Planning Development

14.2 Key Performance Indicators Status

14.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
P1	Percentage of all planning applications determined within 26 weeks **(higher outturn is better)**	**%**	**95.8%**	**97.8%**	**93.1%**	**95.1%**	**84.7%**	**100%**
P151 (NI)	Processing of planning applications: Major applications **-** % determined within 13 weeks or with an agreed extension of time (NI157a) cumulative figure) **(higher outturn is better)**	**%**	**91.3%**	**100%**	**100%**	**100%**	**100%**	**80%**
P153 (NI)	Processing of planning applications: Non-major applications - % determined within 8 weeks **(higher outturn is better)**	**%**	**92.2%**	**96.4%**	**97.2%**	**93.6%**	**86.8%**	**80%**
P123 (NI)	Processing of planning applications: Other applications **(higher outturn is better)**	**%**	**97.6%**	**98.2%**	**97.3%**	**93.1%**	**85.9%**	**90%**

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
P2	Processing of all other residual applications - % determined within its target (Internal) **(higher outturn is better)**	**%**	**92.5%**	**92.9%**	**91.8%**	**81.7%**	**94.5%**	**80%**
P3	All planning appeals allowed out of all planning appeals determined (cumulative year to date) **(lower outturn is better)**	**%**	**22.2%**	**25.0%**	**40.0%**	**27.7%**	**25.3%**	**30%**
LP152	Major planning appeals allowed as a % of Major Application decisions made (cumulative) (P3) **(lower outturn is better)**	**%**	**1.8%**	**6.3%**	**0%**	**5.6%**	**7.7%**	**10%**
LP154	Non-Major planning appeals allowed as a % of Non-Major Application decisions made (cumulative) **(lower outturn is better)**	**%**	**1.5%**	**1.9%**	**5.6%**	**2.7%**	**1.8%**	**10%**
P4	Percentage of enforcement cases actioned within 12 weeks of receipt **(higher outturn is better)**	**%**	**91.2%**	**82.9%**	**47.5%**	**100%**	**98%**	**75%**
P6	Percentage of "Bronze Service Level" pre-application advice provided within 21 days (3 wks) target **(higher outturn is better)**	**%**	**18.2%**	**11.8%**	**25.0%**	**6.3%**	**3.9%**	**Data only**
P7a	Number of Local Land Charge searches received.	**No.**	**312**	**328**	**377**	**357**	**258**	**Data only**
P7b	Percentage of Local Land Charge searches responded to within 10 working days.	**%**	**99.7%**	**100%**	**100%**	**100%**	**100%**	**100%**

14.2.2 Comment:

P1 (Total planning applications determined within 26 weeks) – The team has worked hard towards processing the application backlog which has resulted in a drop in the performance of current applications.

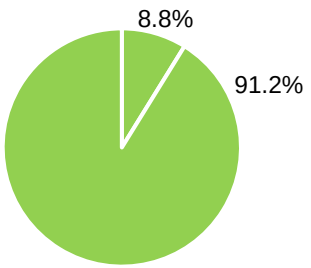
P123 (Processing of other applications) – The team has worked hard towards processing the application backlog which has resulted in a drop in the performance of current applications.

14.3 Service Plans – Progress Status

14.3.1 Summary Table and Pie Chart

Q3 Progress on Planning Development Service Plans 2023/26

Total	100%	34
Completed	8.8%	3
On track	91.2%	31
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



14.3.2 Comment:

All service plan actions are complete or on track.

14.4 Internal Audit Actions Progress Status

Comment: There were no outstanding actions for this service area at the end of Q3.

14.5 Complaints Statistics

14.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	5	8	10	7	13	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	5	4	9	6	4	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	50%	90%	85.7%	31%	95%

14.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	1	9	4	7	1	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	1	8	4	6	0	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	89%	100%	85.7%	0%	95%

14.5.3 Summary Comment on the statistics

Staff turnover early in Q3 and new staff being unfamiliar with processes led to a delay in response to complaints.

14.6 Finance Position at the end of the quarter

14.6.1 Planning Development General Fund Account Table

General Fund Account					
Services	**Approved Budget £'000**	**Forecast Outturn £'000**	**Forecast Variance £'000**	**Adverse/ Favourable**	**% Variance**
Planning Development					
Expenditure	6,506	6,5790	284	Adverse	4%
Income	-4,136	-3,910	226	Adverse	-5%
Planning Development Total	**2,370**	**2,880**	**511**	**Adverse**	**22%**

14.6.2 Summary Comment on General Fund position at the quarter end

The overspend of £284k shown in Q3 is related to an overspend forecast on the establishment budget for planning. Action has been done following this and the overspend is now forecast at £100k. The overspend is due to a number of posts being covered by agency staff.

The forecast adverse variance on income of £226k includes a £148k underachievement of planning fee and pre app income. The land charges income is also forecast to underachieve, by £77k. There

has been a fall in the number of planning applications received in the last quarter in line with national trends and reflective of the impact of increased borrowing rates and cost of living.

15. Service Dashboard – Regulatory Services (remit of Services O&S)

This service includes Air quality; Corporate health and safety; Emergency planning; Environmental health/crime; Food safety; Licensing; Private sector housing.

15.1 Key Successes & Lessons Learnt, Areas of Concerns

15.1.1 Summary from Executive Head of Service – Q3 2023/24

Activity across all of the Regulatory Services Teams remains at a high level and saw a busy Emergency Planning response supporting the community during further significant water outages affecting both Waverley and Guildford residents. Raising hygiene standards and compliance in businesses continues to be a priority for the food and safety and licensing teams and complaint levels remain high.

The Environmental Protection team continues to tackle a number of complex and time consuming cases. The Environmental Enforcement Team has also been kept busy with a number of significant fly tips and increasing numbers of abandoned vehicles.

I have to thank all of the teams for their continued enthusiasm and commitment to maintaining and delivering quality services in spite of the additional pressures they have been under, and I am sure Members would wish to do the same.

Environmental Health Food and Safety Team Q3

A total of 103 (265 in Q2) inspections of food business have been undertaken during Q3. This reduction on previous performance was due to a reduction in staff numbers due to ill health. The standards of food hygiene reported by officers seen in businesses were reduced with a larger proportion of those inspections carried out demonstrating non-compliance, 18 (15 in Q2). 38 (10 in Q2) compliance inspections have been undertaken to these poorly compliant businesses. All demonstrated improvement; however, it is notable that multiple revisits to the same premises were required to deal with non-compliance, i.e. the pace at which compliance was achieved was slow. Of those food businesses inspected, 64 received written warnings and 2 business were issued with multiple formal notices requiring compliance. Two businesses voluntarily closed until hygiene issues could be resolved. A low number of food businesses (4) have made requests for a Food Hygiene Rating Scheme revisit to reassess standards and provide a new Food Hygiene Rating. Three official food samples were sent for analysis during the period, focussed on biltong and dry aged meat production. The number of requests received to register new food businesses within Waverley dipped at 35 (54 from Q2 and 63 from Q1 2022/23). This would suggest a downward trend in Waverley's new food business activity.

The number of complaints from the public about hygiene standards observed within food businesses remained fairly stable at 12 (from 15 in Q2), and the number of food poisoning allegations reduced back down to pre-summer levels at 8 (11 in Q2, 8 in Q1). Similarly, official notifications of confirmed infectious disease cases also reduced to pre-summer levels during the period at 59 (82 in Q2, 68 in Q1). The service led the investigation of a major food poisoning investigation involving a wedding attended by 130 guests at a Farnham venue, many exhibiting post event gastrointestinal

symptoms. The investigation involved three UK Health Security Regions and multiple Local Authorities due to the widespread distribution of the guest list.

The team conducted 5 inspections relating to health and safety complaints which identified contraventions relating to defective flooring and unsafe systems of work.

The service has received 21 workplace accident notifications during Q3 (24 in Q2). One involved a food manager who sustained significant burns to their feet after dropping hot cooking oil onto them. One ongoing health and safety investigation has been referred for prosecution for health and safety offences leading to injuries including a double open leg fracture in an 83-year-old due to the collapse of a temporary structure at an entertainment event.

Environmental Protection Team

During Quarter 3 of 2023/4 the Environmental Protection Team dealt with the following requests for service:

Complaint type	**2022/23 full year**	**Qtr. 1 2023/24** *(updated)*	**Qtr. 2 2023/24**	**Qtr. 3 2023/24**	**2023/24 full year (to date)**
Noise complaints	532	180	202	**112**	494
Planning consultations	733	110	145	**113**	368
Requests for information	344	84	62	**55**	201
Temporary Event Consultations	791	231	154	**201**	586
Premise License Consultations	61	16	26	**16**	58
Bonfire Complaints	103	22	38	**19**	79
St Trading requests for service	98	32	22	**25**	79
Pest control complaints	57	19	13	**5**	37
Other requests for service	525	130	95	**80**	308
Total	3244	824	757	**626**	2207

The Team have also:

- Been dealing with 38 more complex cases.
- Served six prior approval notices under the Control of Pollution Act 1974 to control out of hours noisy construction works. They all related to signals being upgraded on the line between Farncombe and Petersfield.
- Served three notices to control rats on land. Works in default of the notices are being undertaken.
- Put together evidence to take forward a prosecution relating to a noisy cockerel and defend an appeal against notice regarding barking dogs.
- Spent significant time dealing with the impact of an historic petrol leak from a petrol filling station with contamination causing odours, pollution in a stream and impacting on 2 Thames Water supplies.

- Given evidence at a licence hearing regarding the prevention of public nuisance.
- Fed back to SCC on the proposed noise mitigation scheme for Loxley Well.
- Mobilised the contract to undertake the provision of a 'Feasibility Study on Formal or Informal Low Emissions Zone(s) that could be adopted in Waverley'. ANPR surveys will be carried out soon.
- Actively worked to take forward the Defra funded EV taxi project liaising with partners of the Surrey Air Alliance.
- Supported the Clean Air Night (solid fuel burning) campaign, in line with priorities identified in the Waverley's Clean Air Strategy.
- Started a project on schools' cycle/scooter provision to try and help schools remove barriers to active travel.
- Supported a project to monitor indoor air quality in schools, SAMHE.
- Worked with the Project team regarding contaminated land matters to support investigations for Weydon Lane and Broadwater.
- Continued work to deal with street trading consents, animal activity licences and scrap metal dealer licences.
- Supported work to deliver a replacement for the M3 database.

Private Sector Housing

Disabled Facilities Grant enquiries continue at a high level in Quarter 3. Part of the reason for this has to be greater awareness of grant availability as we continue to see referrals from private Occupational Therapists (OT) and also hospital OTs who are trying to arrange works to allow patients to return home.

The team has been impacted this quarter by sickness absence and the resignation of the grants officer. Steps are in progress to recruit a temporary replacement.

We have seen an increase in HMO licence applications made to Waverley as the current five-year licences become due for renewal.

When HMO licensing was introduced in 2006 it applied to properties with 5 or more occupiers *and* 3 or more storeys. On 1 October 2018 new legislation came into force with the effect that all HMOs with 5 or more occupiers require a licence irrespective of the number of storeys. Under the original scheme we licensed 49 licences. Since the change in legislation, we have issued 62 more licences, although eleven of these would have been licensable under the old regime. HMO licences are issued with a schedule of works mainly to improve fire safety and provision of amenities.

The overall number of complaints about living conditions for the quarter was similar to pre-covid levels with a number of current and/or ongoing cases with formal notices served. Damp and mould complaints naturally increase during Autumn and winter. There are also works planned in relation to publishing the damp and mould action plan for private sector housing. This action plan and recent directions from DLUHC have resulted in additional resources being earmarked for the work with an additional private sector housing enforcement officer proposed in the 2024/25 budget, alongside an empty properties officer post to be shared with Guildford Borough Council. The private sector housing team have also received training from an external provider in Housing Health and Safety Rating System (HHSRS) to ensure continuous professional development in assessing housing hazards, including damp and mould.

Complaints about illegal eviction and landlord harassment continue to be at a higher level than before probably due to the pressure on the private rented sector due to a shortage of rented accommodation. A number of formal housing enforcement notices have been served in relation to significant disrepair and facilities.

The Council has a duty to arrange National Assistance Act funerals for people dying in the Borough where there is no-one else to take responsibility. Where possible the team try to enable other parties to make the arrangements e.g., by accessing Social Fund payments. Where no other arrangement is possible the team will arrange the funeral and reclaim as much money as possible from the deceased's estate.

Under the Caravan Sites Control and Development Act 1960 any land that has planning permission for use as a caravan site must also have a site licence unless it falls within one of the exemptions under the Act. This allows the local authority to impose conditions for the health and safety of the residents. There are 38 licensed caravan sites in Waverley of which 33 are Gypsy, Roma and Traveller (GRT) sites.

Licensing

20 joint inspections of Licensed Premises were carried out with the Police along with 28 routine inspections. A significant increase on the previous quarter (1 and 17 respectively.

The Licensing Team has continued with a high volume of work and 4 Committee hearings were held in this quarter.

The CCTV policy has been reviewed and updated.

The Licensing policy went to Council on 17th October for approval.

The Taxi and Private Hire trade continues to generate significant activity. Complaints about trade activity remained at the same level as Quarter 2 (7).

- 23 DBS interviews were conducted with new or existing drivers, up from 16 last quarter.
- All drivers are checked against (NR3) National database of refusals and revocations and 15 local drivers have been added to the database (7 refusals and 8 revocations). We have conducted 478 searches of the database relating to new and existing drivers.
- 18 knowledge tests were taken this quarter, up from 9 last quarter.
- 22 new driver licences and driver renewals were issued (up from 15 last quarter) and 100 vehicle licences were processed over the quarter (down from 103 last quarter).

Pavement licensing

5 new applications were received this quarter, of which 1 was refused due to lack of available pavement width were it approved.

Street collections

18 street collections and 11 house to house collections took place in the quarter, compared to 14 and 10 respectively last quarter.

Small society lotteries

30 small society lottery licences were renewed this quarter, and 5 new licence was granted.

Environmental Enforcement & Contract Monitoring

The Environmental Enforcement team is now back to full strength having recruited a fourth Environmental Enforcement and Monitoring Officer (EEMO).

With the leafing season underway in Quarter 3, both Biffa and Waverley prioritised hot spots, schools, doctors, bus stops etc. to ensure they are more were regularly swept.

The team proactively investigated fly tips and abandoned vehicles and worked with developers to resolve queries over bin provision and presentation.

The recently revised process for dealing with abandoned vehicles has bedded in in Qtr 3 and is currently being audited which will help confirm that the process is robust, efficient, and wherever possible recovers the costs of action taken.. Once the audit is concluded any recommendations and good practice identified will be shared with our counterparts at Guildford Borough Council as part of the collaboration programme.

In this quarter, the team have completed 23 investigations into abandoned vehicles, 3 which have resulted in Fixed Penalty Notices (FPN) being issued.

166 fly tips were investigated, with some evidence of the offenders being found in some cases, resulting in 1 FPN for Duty of Care issued and 1 FPN for Fly tipping.

EEMO officers have taken on responsibility for car parking inspections to help support the Parking Manager and to help reduce unnecessary journeys/visits by other officers helping to promote the council's green agenda. In doing so a further EEMO post will be created within the team.

This is as well as the regular support they currently offer throughout the council with recent activities including – working with the Environmental Protection team to support monitoring for dog noise, checking licence notices for Licensing, investigating fly tipping on Parks and Countryside Land, abandoned vehicles on housing land and supporting Planning with an unauthored encampment, is continuing to show the flexibility and value of the team in support of other services. The Team will continue to explore their potential to assist other teams across the council and to work with other agencies, to provide an efficient area based team going forward.

Emergency Planning:

Our Emergency Planning and Business Continuity response plans have once again been tested during this quarter in supporting the community and running business as usual in parallel. Overall, we feel the council working with partner agencies has performed very well in Q3.

The Council's resilience was tested again in this quarter, due to further water outages at Thames Water again impacting properties in both Guildford and Waverley. The team worked closely with Guildford Borough Council colleagues and partner agencies to ensure we were ready to effectively respond when requested by the SLRF providing necessary aid to vulnerable members of the community. Work is also continuing between colleagues at Waverley BC, Guildford BC and Applied Resilience to review, combine and integrate emergency and business continuity plans and procedures. This is making good progress, and plans are currently being finalised. A number of Emergency Response roles across the council have now been recruited to, however we are still looking to recruit further to strengthen our resilience.

Event safety has continued to be a key focus during Q3, with debriefs being held for some of the major bonfire and other events so that organisers And the agencies can learn and improve their management in future years.

This period saw the departure of the Emergency Planning and Resilience Officer which gave the opportunity to review the arrangements for Emergency Planning and Corporate Health and Safety. This resulted in the creation of a joint Emergency Planning Role across Waverley and Guildford Borough Councils, recognising that emergency incidents rarely respect borough boundaries and the benefits of poling resources and expertise in responding to emergencies.

Recognising the importance of Corporate Health and Safety, the Council has increased the resource for this function and separated it from the Emergency Planning role so that both roles can be given a greater focus. Recruitment of the Corporate Health and Safety Officer is underway.

Richard Homewood, Executive Head of Regulatory Services

15.2 Key Performance Indicators Status

15.2.1 Table of Service Specific Performance Indicators presenting data for the five past quarters and their performance against the target

PI reference	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
R1a	Average number of days to remove fly-tips **(lower outturn is better)**	**Days**	**2**	**3**	**2**	**2**	**2**	**2**
R1b	Number of fly tipping incidents in a quarter **(Data only)**		**195**	**210**	**163**	**195**	**166**	**Data only**
R2	Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due **(higher outturn is better)**	**%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**
R3	Food businesses with a 'Scores on the door' of 3 or over **(higher outturn is better)**	**%**	**91.3%**	**91.3%**	**96.6%**	**96.3%**	**96.1%**	**Data only**

15.2.2 Comment:

R1a, R1b – Performance on clearing fly tips has been maintained as we continue to work closely with Biffa. Numbers of fly tips reported has reduced compared to Qtr 3. Enforcement activity on fly tipping and abandoned vehicles remained a priority for the team.

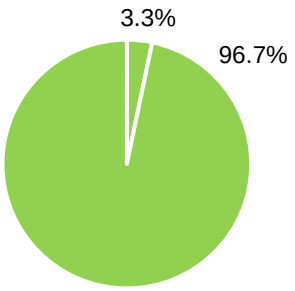
R2, R3 – As food inspections get back on track (100% for the fifth quarter in a row) standards in food businesses continue to improve and the number of food businesses with a score of 3 or over remains relatively stable.

15.3 Service Plans – Progress Status

15.3.1 Summary Table and Pie Chart

Q3 Progress on Regulatory Services Service Plans 2023/26

Total	100%	61
Completed	3.3%	2
On track	96.7%	59
Off track - action taken / in hand	0%	0
Off track - requires escalation	0%	0
Cancelled / Deferred /Transferred	0%	0



15.3.2 Comment:

All Service Plan actions are either complete or on track at the end of the second quarter.

15.4 Internal Audit Actions Progress Status

Comment: At the end Q3 there were no outstanding Internal Audit Actions for this service area.

15.5 Complaints Statistics

15.5.1 Table presenting statistics of Level 1 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	2	1	1	3	2	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	2	1	1	2	2	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	100%	67%	100%	95%

15.5.2 Table presenting statistics of Level 2 complaints for this service area for the past 5 quarters

KPI	Description		Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Target
Level 2	Total number of Level 1 complaints received in a quarter	Number	0	3	2	0	1	Data only
Level 2	Number of Level 1 complaints dealt with on time in a quarter	Number	0	3	2	0	1	Data only
Level 2	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	100%	100%	N/A	100%	95%

15.5.3 Summary Comment on the statistics

All complaints received were responded to within the required timeframe.

15.6 Finance Position at the end of the quarter

15.6.1 Regulatory Services General Fund Account Table

	Approved Budget £'000	Forecast Outturn £'000	Forecast variance £'000	Adverse/ Favourable	% variance
Regulatory Services					
Expenditure	4,037	3,978	-59	Favourable	-1%
Income	-3,200	-3,145	55	Adverse	-2%
Regulatory Services Total	**837**	**834**	**-4**	**Favourable**	**0%**

Capital Regulatory Services

	Approved Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Regulatory Services	109	109	-

15.6.2 Summary Comment on General Fund and Capital position at the quarter end

The general fund budgets show a satisfactory position due to salary savings from vacancies. The shortfall in income relates to licensing where activity is still influenced by the aftereffects of Covid and rising costs on businesses.

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Waverley Borough Council

Report to: Overview and Scrutiny Committee - Services

Date: Tuesday 26 March 2024

Ward(s) affected: All.

Report of Director: Dawn Hudd

Author: David Hollingsworth Anti-social Behaviour Officer

Tel: 01483 523370

Email: david.hollingsworth@.gov.uk

Executive Portfolio Holder: Cllr Kika Mirylees

Email: kika.mirylees@waverley.gov.uk

Report Status: Open

Key Decision: No

Extension of Anti-social Behaviour Public Spaces Protection Order (PSPO)

1. Executive Summary

On 21 April 2021 Waverley Borough Council made a Public Spaces Protection Order (PSPO) intended to deal with anti-social behaviour in Godalming and Farncombe and prohibiting the lighting of barbecues and bonfires on Council managed parks and green spaces throughout the borough. The Order is named PSPO (No 3) Waverley Borough Council 2021

The Order was put in place for a maximum of three years and is due to expire on 20 April 2024. At any point before the expiry date, the Council can extend the PSPO by up three years if considered necessary to prevent the original behaviour(s) from occurring or recurring.

Approval to extend the Order can be given following an evaluation as to whether the Order is still required based on evidence of activity and

effectiveness, and through engagement and consultation with partners, stakeholders, and the wider community.

This evaluation and consultation process was carried out between 19 February and 13 March 2024.

On 20 February 2024 Full Council delegated the authority to extend PSPO (No 3) Waverley Borough Council 2021 to the Executive Head of Community Services. The Overview and Scrutiny Committee - Services is required to consider and comment upon these proposals.

2. Recommendation to Committee

2.1 That the Overview and Scrutiny Committee - Services notes this report and provides comments on the extension of the PSPO in light of the evaluation and consultation conclusions.

3. Reason(s) for Recommendation:

3.1 Full Council delegated authority to extend the PSPO to the Executive Head of Community Services. In order to assist with approval, views of the Overview and Scrutiny Committee – Services are sought.

3.2 Failure to extend the PSPO will have an adverse impact on the work of the Parks and Countryside Team throughout the spring and summer months as they will no longer be able to enforce conditions around the use of barbeques and lighting of bonfires until a new PSPO is put in place. There will also be an impact on our police partners in the Godalming and Farncombe areas, in that they will no longer be able to use specific PSPO powers to deal with anti-social behaviour until a new PSPO is put in place.

4. Exemption from publication

No

5. Purpose of Report

5.1 To inform Overview and Scrutiny Committee - Services of the conclusion in relation to the evaluation and consultation of the extension of the PSPO, so that the committee views may be given.

6. Strategic Priorities

6.1 PSPO's are a key element of work within Community Safety. Through the work to tackle Anti-Social Behaviour and work within the Safer Waverley Partnership we are engaging with partners and taking action to ensure delivery on our strategic commitment to the health and wellbeing of our residents

7. Background

7.1 Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 provides the power for Local Authorities to make Public Spaces Protection Orders (PSPO).

7.2 Following consultation in 2021 with Members, stakeholders, and communities, Waverley Borough Council made PSPO (No 3) Waverley Borough Council 2021 to deal with issues and incidents of anti-social behaviour in areas of Godalming and Farncombe and incidents of unauthorised barbecues being used, and bonfires being lit on Council managed parks and green spaces throughout the borough. This Order expires on 20 April 2024.

7.3 The process to extend the PSPO is provided within the Home Office Statutory Guidance for the Anti-social Behaviour, Crime and Policing Act 2014. It requires an evaluation as to whether the PSPO is still required based on evidence of activity and measures of success or achievement. This has been carried out using information and statistics provided by Waverley Borough Council Environmental Services and Surrey Police Waverley Safer Neighbourhood Team.

Evaluation

7.4 The original PSPO is divided into sections. Sections A to C of the Order deals with the management of ASB in Godalming and Farncombe. Implementation of this part of the Order by Waverley Borough Council was nominal, with the main responsibility for applying Order powers and tools falling to Surrey Police Waverley Safer Neighbourhood Team.

7.5 Since April 2021 Surrey Police have used the powers and tools conferred in the PSPO as a means of reinforcing more traditional operational police powers to deal with ASB, and to provide advice, guidance, and encouragement to residents of and visitors to Godalming and Farncombe when appropriate. Reports of ASB in Godalming have decreased over the period that the PSPO has been in place.

7.6 Surrey Police have focused more resource in the Farncombe area to deal with anti-social behaviour that centred around the railway station and surrounding public areas. Using a mixture of enforcement powers and working with partners through the Safer Waverley Partnership Joint Action Group, there has been a decrease in the level of anti-social behaviour in the area covered by the PSPO. Whilst the Order powers and tools have been used sparingly, they have again provided reinforcement where required.

7.7 Section D of the Order deals with the management of barbecues and bonfires in Council managed parks and green spaces. Implementation of this part of the Order has been carried out and managed by Waverley Borough Council Environmental Services.

7.8 In the three-year period of the PSPO, there have been 44 incidences of unauthorised barbecues and fires recorded within Council managed parks and greenspaces. This is a reduction of 35% over the previous three years (prior to the PSPO being implemented), which

included periods where Covid lockdown restrictions were in place in public spaces. In this period powers conferred by the PSPO have been used on a regular basis ensuring barbecues and fires have been extinguished in a timely and safe manner, with advice or enforcement measures used where appropriate.

7.9 If the PSPO is not extended the restrictions, conditions, and powers it contains will be removed, which will impact on the ability of police and Council officers to manage anti-social behaviour in this area. This in turn will have a detrimental effect on the quality of life of residents and visitors in the areas currently covered by the PSPO.

8. Consultations

8.1 Engagement and consultation with partners and stakeholders has taken place throughout 2024, however, the formal consultation period commenced on 19 February and concluded on 13 March 2024.

8.2 Consultation with stakeholders and partners has included Members, Town and Parish Councils, local businesses, police, Police and Crime Commissioner, and Safer Waverley partners. Feedback was in support for the PSPO to be extended in terms of duration and to cover other areas within Waverley.

8.3 Surrey Police support the extension of the PSPO as the powers and tools it provides will continue to support their activities to deal with anti-social behaviour in Godalming and Farncombe.

8.4 From 23 February 2024 engagement and consultation was extended to the wider Waverley Community via the website, social media, and an online survey, which was concluded on 13 March 2024. A total of 40 responses were received via the survey and the following responses are highlighted.

- 53% of respondents had experienced ASB within Godalming or Farncombe, with many comments relating to young people causing ASB in the Farncombe area.
- 93% of respondents supported the extension of the PSPO with over 80% supporting the continued inclusion and use of existing powers, tools, and restrictions.

9. Key Risks

9.1 Failure to extend the Order will remove several restrictions, conditions, and powers to deal with anti-social behaviour in Godalming and Farncombe and the use of barbecues and bonfires in various public areas of the borough.

9.2 This may have a detrimental effect on the quality of life of residents and visitors to those areas.

10. Financial Implications

10.1 There are no additional financial costs associated with the implementation or operation of the Order. Any operational requirements will be met from existing budgets.

11. Legal Implications

11.1 The power and requirements for extending a PSPO are set out in Part 4 of Chapter 2 of the Anti-social Behaviour, Crime and Policing Act 2014 Act. These are supplemented by the Anti-Social Behaviour Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014 (the Regulations) and statutory guidance issued by the Secretary of State – “Anti-Social Behaviour Powers revised Statutory Guidance for Frontline Professionals”.

11.2 At any point before expiry of a PSPO, the Council can extend a Public Spaces Protection Order by up to three years if they consider it is

necessary to prevent the original behaviour from occurring or recurring. The Council should also consult with the local police and any other community representatives they think appropriate before doing so.

11.3 Before extending the PSPO, the Council must carry out the necessary publicity and necessary notification (if any) in accordance with section 72(3) of the Anti-social Behaviour, Crime and Policing Act 2014 – this includes publishing the proposal for an extension.

11.4 The Council must also publish information about the order as extended on its website.

11.5 If and upon the decision to extend the PSPO being made by Executive Head of Community Services under the delegation granted on 20 February 2024, Full Council will be advised of the same at its meeting on the 23 April 2024.

12. Human Resource Implications

12.1 Implementation of the PSPO extension will be led and managed by the Anti-social Behaviour Officer.

12.2 Operation of the PSPO by Waverley Borough Council will be carried out by existing officers and there are no additional staffing implications.

13. Equality and Diversity Implications

13.1 Equality impact assessments will be carried out prior to the decision to extend the PSPO is made, to ensure any activity, restrictions, or conditions meet the requirements of the Public Sector Equality Duty under the Equality Act 2010.

14. Climate Change/Sustainability Implications

14.1 There are no climate change or sustainability implications for this report.

15. Summary of Options

15.1 The existing PSPO (No 3) Waverley Borough Council 2021 expires on 20 April 2024. There is an appetite to extend the Order and the evaluation and consultation supports this.

15.2 A decision can be made not to extend the PSPO and allow it to expire on 20 April 2024. If this route was taken, a new PSPO could be implemented at a later date, however the process would need to start from the beginning.

16. Conclusion

16.1 The findings of the evaluation show that the PSPO is providing a positive response to the activities and behaviours covered by the Order, however, removing the PSPO could see incidences of anti-social behaviour returning or increasing.

16.2 The level of implementation and activity is greater in Council managed parks and green spaces with powers and tools being used to effectively resolve issues and reduce incidences of unauthorised barbecues and fires, rather than punish offenders.

16.3 Implementation of sections A to C of the PSPO, which relates to ASB in Farncombe and Godalming has been mainly carried out by the Surrey Police Waverley Safer Neighbourhood Team. To ensure the full impact of any potential extended PSPO is realised and longer-term partnership solutions to ASB in Godalming and Farncombe can be progressed, a new PSPO implementation plan will be devised and introduced, as applicable.

16.4 The findings of the consultation show that ASB as detailed in the PSPO continues to occur in all areas covered by the Order. There is support from partners, stakeholders, and the wider community for the Order to be extended for a further period of time.

16.5 In view of this an extension of three years will be recommended for decision by the Executive Head of Community services.

17. Background Papers

17.1 Renewal of Anti-social Behaviour Public Spaces Protection Order PSPO – Full Council 20 February 2024

18. Appendices

18.1 PSPO (No 3) Waverley Borough Council 2021

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	14/03/2024
Legal / Governance	15.03.24
HR	
Equalities	
Lead Councillor	14/3/2024
CMB	14/3/2024
Executive Briefing/Liaison	

Committee Services	

The Anti-social Behaviour, Crime and Policing Act 2014
The Public Spaces Protection Order (No 3) – Waverley Borough Council 2021

In exercise of the power under Section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 (the Act) being satisfied that the conditions set out in Section 59 of the Act have been met Waverley Borough Council (the Authority) hereby makes the following Order.

This Order comes into effect on 22 April 2021 for a period of 3 years, unless extended by further order under the Council's statutory powers.

Sections A to C of this Order relate to the 'Restricted Area' known as Godalming area as defined by the area marked in red on the attached plan at Appendix 1

Section D of this Order relates to all Waverley Borough Council owned and managed parks and open spaces and other green / open spaces specified within the Waverley Borough Council administrative area (the 'Restricted Areas') listed at Appendix 2.

The effect of the Order is to impose the following prohibitions at all times within the relevant Restricted Area(s):

BY THIS ORDER

A Prohibition on Drinking in Public Place by Direction

1. Where an Authorised Person reasonably believes that a person is consuming alcohol or has been consuming alcohol in the restricted area and that the consumption of alcohol is, or is likely to contribute to anti-social behaviour as defined in Section C below; or where an Authorised Person reasonably believes that a person intends to consume alcohol in circumstances which would be a breach of this Order, then the Authorised Person can take the following steps:

    I. To prohibit the person from consuming alcohol or anything which the authorised person reasonably believes is an alcoholic beverage in breach of this Order;
    II. To require that the person must surrender any alcohol, or anything, which the authorised person reasonably believes to be alcohol, that is in the person's possession including a container for alcohol; and
    III. Disposal of the alcohol may be undertaken by the Authorised Person in whatever way they consider appropriate.

2. This provision does not apply to alcohol being consumed within premises licensed under the Licensing Act 2003 or Section 115E of the Highways Act 1980.

B Prohibition on use of Drugs, Psychoactive substances or other intoxicating substances

1. Where an Authorised Person reasonably believes that a person is or has been ingesting, inhaling, injecting or smoking, any substance that has the capacity to stimulate or depress the central nervous system in the Restricted Area and that the ingesting, inhaling, injecting or smoking of that substance is, or is likely to contribute

to anti-social behaviour as defined in Section C below; or where an authorised person reasonably believes that a person intends to ingest, inhale, inject or smoke that substance in circumstances which would be a breach of this Order, then the Authorised Person can take the following steps:

I. To prohibit the person from ingesting, inhaling, injecting or smoking, any drugs, psychoactive substances or other intoxicating substance that has the capacity to stimulate or depress the central nervous system in breach of this Order;
II. To require that the person must surrender any drugs, psychoactive substances or other intoxicating substances, or anything, which the Authorised Person reasonably believes to be drugs, psychoactive substances or other intoxicating substances that is in the person's possession including any container for drugs, psychoactive substances or other intoxicating substances; and,
III. Disposal of the drugs, psychoactive substances or other intoxicating substances may be undertaken by the Authorised Person in whatever way they consider appropriate.

2. This prohibition does not apply where:

i. The substance is used for valid and demonstrable medicinal purpose;
ii. The substance is given to an animal as a medicinal remedy;
iii. The substance is a cigarette (tobacco) or vaporiser; or
iv. The substance is a food product regulated by food, health and safety legislation.

C Prohibition on Anti-Social Behaviour

1. Within the Restricted Area all persons are prohibited from:

i. intentionally or recklessly, shouting, swearing, screaming, being verbally abusive or acting in a manner that a reasonable person would think would cause, or likely to cause, harassment, alarm or distress;
ii. acting or inciting others to act in an anti-social manner that a reasonable person would think is likely to cause harassment, alarm or distress.

2. The Prohibitions in this Section do not apply to any activities conducted in the public interest, including demonstrations or other activities to influence the policy of government, private sector and civil society organisations and individuals. The public interest is to be widely construed.

D Prohibition of unauthorised bonfires and BBQs on land within the Restricted Areas

1. All persons are prohibited from lighting bonfires or BBQs on land within the Restricted Areas specified without the prior consent of the Council in writing.
2. Where a bonfire or BBQ is permitted at a site, all persons are prohibited from leaving that bonfire or BBQ unattended whilst alight and shall completely extinguish that bonfire or BBQ before leaving the fire site.

INTERPRETATION

For the purposes of the above prohibitions, an 'Authorised Person' means a Constable, a Police Community Support Officer or a person authorised by Waverley Borough Council.

EXEMPTIONS

Nothing in Section A, shall apply to:

a). Premises authorised by a premises licence to be used for the supply of alcohol;

b). Premises authorised by a club premises certificate to be used by the club for the supply of alcohol;

c). A place within the curtilage of premises within paragraph (a) or (b)

d). Premises which by virtue of Pt 5 of the Licensing Act 2003 may at the relevant time be used for the supply of alcohol or which, by virtue of that Part, could have been so used within 30 minutes before that time;

e). A place where facilities or activities relating to the sale or consumption of alcohol are at the relevant time permitted by virtue of a permission granted under S115 of the Highways Act 1980 (highway related uses);

f). Council-operated licensed premises- (i) When the premises are being used for the supply of alcohol, or (ii) Within 30 minutes after the end of a period during which the premises have been used for the supply of alcohol.

OFFENCES

a) In respect of the activities listed in Section A above, namely the consumption of alcohol in a public place, it is an offence if a person:
    a. Refuses to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer in order to prevent public nuisance or disorder;
    b. Continues to drink, consume or otherwise ingest alcohol when asked not to do so by an Authorised Person;
    c. Fails to surrender any alcohol in his or her possession when asked to do so by an Authorised Person;
    d. Consumes alcohol following a verbal warning by an Authorised Person to stop;
    e. Continues to drink alcohol when asked to stop by an Authorised Person, or;
    f. Fails to surrender any alcohol in their possession when asked to do so by an Authorised Person.

Where a person fails to comply with a requirement to cease consuming alcohol (or anything which the Authorised Person reasonably believes to be alcohol) or does not surrender to the Authorised Person, any open containers of alcohol in their possession, they commit an offence under section 63 of the Act. A person guilty of an offence under Section 63 is liable on summary conviction to a fine not exceeding level 2 on the standard scale or, if in receipt of a Fixed Penalty Notice, to a penalty of a maximum of £100.

b) In respect of the activities listed in Section B above, namely the use of drugs, psychoactive substances or other intoxicating substances in a public place, it is an offence if a person:
    a. Ingests, inhales, injects, smokes or otherwise uses any drugs, psychoactive substances or other intoxicating substances;
    b. Continues to ingest, inhale, inject, smoke or otherwise use any drugs, psychoactive substances or other intoxicating substances when asked by an Authorised Person to stop;

c. Fails to surrender any drugs, psychoactive substances or other intoxicating substances when asked to do so by an Authorised Person.

c) In respect of the activities listed in Section C above, namely anti-social behaviour, it is an offence if a person:
   a. intentionally or recklessly, shouts, swears, screams, is verbally abusive or acts in a manner to cause, or likely to cause, harassment, alarm or distress to any person.
   b. acts or incites others to act in an anti-social manner that is likely to cause harassment, alarm or distress.

d) In respect of the activities listed in Section D above, namely lighting bonfires or BBQ's, it is an offence if a person:
   a. Lights a bonfire or BBQ on land owned or managed by Waverley Borough Council without the prior consent of the Council in writing.
   b. Leaves a bonfire or BBQ unattended whilst alight;
   c. Fails to fully extinguish a bonfire or BBQ before leaving the fire site.

e) If, without reasonable excuse, a person is found to be in breach of any of the prohibitions or requirements in respect of activities B to D above, they will commit a criminal offence for which the maximum penalty upon summary conviction is a fine not exceeding level 3 on the standard scale.

f) A person will commit an offence if they incite or encourage others to commit any act prohibited by this Order'.

FIXED PENALTIES

a) An Authorised Person may issue a fixed penalty notice (FPN) of £100 to anyone they have reason to believe has committed any of the offences as described above.

b) A FPN is a notice offering the person to whom it is issued the opportunity of discharging any liability to conviction for the offence by payment of a fixed penalty to a local authority specified in the notice.

c) Where a person is issued with a FPN under this section in respect of an offence;
   i) No proceedings may be taken for the offence before the end of the period of 14 days following the date of the notice, and
   ii) The person may not be convicted of the offence if the person pays the fixed penalty before the end of that period.

d) A FPN will give reasonably detailed particulars of the circumstances alleged to constitute the offence, it will state the period during which proceedings will not be taken for the offence; it will specify the amount of fixed penalty; it will state the name and address of the person to whom the fixed penalty may be paid and specify the permissible methods of payment.

Appendix 1 – Restricted Area applicable to Sections A, B and C (with red boundary line)

Appendix 2 – Restricted Areas applicable to Section D

Site Name	Locality	Town
Alfold Common	Alfold	Cranleigh
Baynards	Cranleigh	Cranleigh
Bedlow Lane open space	Cranleigh	Cranleigh
Cranleigh Common & High Street	Cranleigh	Cranleigh
Cranleigh Mead Open Space	Cranleigh	Cranleigh
Gaston Gate	Cranleigh	Cranleigh
Guildford Road	Cranleigh	Cranleigh
Guildford Road (junction Smithwood Common)	Cranleigh	Cranleigh
Guildford Road (Smithwood Avenue - Common)	Cranleigh	Cranleigh
Guildford Road (Strathavon Close)	Cranleigh	Cranleigh
Lashmere Recreation Ground	Cranleigh	Cranleigh
Lucks Green	Cranleigh	Cranleigh
Queensway	Cranleigh	Cranleigh
Queensway Allotment Gardens	Cranleigh	Cranleigh
Queensway Open Space	Cranleigh	Cranleigh
Smithwood Common Road	Cranleigh	Cranleigh
Summerlands Open Space	Cranleigh	Cranleigh
Dunsfold Common	Dunsfold	Cranleigh
Bulls Head Green	Ewhurst	Cranleigh
Downhurst Road Open space	Ewhurst	Cranleigh
Ellens Green	Ewhurst	Cranleigh
Ewhurst Green	Ewhurst	Cranleigh
Ardarth	Shamley Green	Cranleigh
Bisney Cottage	Shamley Green	Cranleigh
Grist Hill	Shamley Green	Cranleigh
Lords Hill Common	Shamley Green	Cranleigh
Norley Common	Shamley Green	Cranleigh
Shamley Green Common	Shamley Green	Cranleigh
Stroud Common	Shamley Green	Cranleigh
Blackheath Common	Wonersh	Cranleigh
Blackheath Grove	Wonersh	Cranleigh
Phillips Hatch	Wonersh	Cranleigh
Wonersh Common	Wonersh	Cranleigh
Badshot Lea Green	Badshot Lea	Farnham
Badshot Lea Orchard	Badshot Lea	Farnham
Badshot Lea Pond	Badshot Lea	Farnham
Badshot Lea Recreation Ground	Badshot Lea	Farnham
Boundstone Recreation Ground	Boundstone	Farnham
Ten Acres	Boundstone	Farnham

Bourne Recreation Ground	Bourne	Farnham
Burnt Hill A	Bourne	Farnham
Burnt Hill B	Bourne	Farnham
Stream Farm Close/Sturt Walk	Bourne	Farnham
Compton Recreation Ground	Compton	Farnham
Abbots cottages	Dockenfield	Farnham
Abbots cottages Woodland	Dockenfield	Farnham
Bealeswood Common	Dockenfield	Farnham
Beldhams Road Open Space	Farnham	Farnham
Borelli Walk	Farnham	Farnham
Farnham Memorial Ground	Farnham	Farnham
Farnham Park	Farnham	Farnham
Farnham Skate park	Farnham	Farnham
Langham Recreation Ground	Farnham	Farnham
Laurel Grove	Farnham	Farnham
Mardens Recreation Ground	Farnham	Farnham
Middlefield	Farnham	Farnham
Morley Road Recreation Ground	Farnham	Farnham
Paradise Wood	Farnham	Farnham
Roman Way Play Area	Farnham	Farnham
Sheephouse	Farnham	Farnham
Shepherd & Flock	Farnham	Farnham
Snayles Lynch	Farnham	Farnham
St Andrews Churchyard	Farnham	Farnham
Thurbans Play Area	Farnham	Farnham
Weydon Lane Tip	Farnham	Farnham
Frensham Common & Flashes	Frensham	Farnham
Frensham Green & War Memorial	Frensham	Farnham
Peakfield Playing Field	Frensham	Farnham
Hale Recreation Ground	Hale	Farnham
Hale Reeds	Hale	Farnham
Oast House Crescent Recreation Ground	Hale	Farnham
Old Park Close	Hale	Farnham
Park View Estate	Hale	Farnham
Sandy Hill (old BMX track site)	Hale	Farnham
Sandy Hill Open Space	Hale	Farnham
Sandy Hill Top field	Hale	Farnham
Heath End Recreation Ground	Heath End	Farnham
Moons Hill Recreation Ground	Rowledge	Farnham
Rowledge Recreation Ground	Rowledge	Farnham
Runfold Recreation Ground	Runfold	Farnham
Shepherds Way	Tilford	Farnham
Tilford LNR	Tilford	Farnham
Monkton Lane (football ground)	Weybourne	Farnham

Six Bells Allotments	Weybourne	Farnham
Six Bells Grazing land	Weybourne	Farnham
Wentworth Close Play Area	Weybourne	Farnham
Weybourne Allotments	Weybourne	Farnham
Weybourne LNR	Weybourne	Farnham
Weybourne Recreation Ground	Weybourne	Farnham
Westfield Lane	Wrecclesham	Farnham
Wrecclesham Recreation Ground	Wrecclesham	Farnham
Binscombe Open space	Binscombe	Godalming
Broad Acres	Binscombe	Godalming
Long Gore Woodland	Binscombe	Godalming
Longbourne Green	Binscombe	Godalming
Birtley Green	Bramley	Godalming
Birtley road Cemetery	Bramley	Godalming
Chestnut Way Recreation Ground	Bramley	Godalming
Rooks Hill	Bramley	Godalming
Rushett Common	Bramley	Godalming
The Coombes (woodland)	Bramley	Godalming
Elstead Green (Village Green)	Elstead	Godalming
Elstead Moat	Elstead	Godalming
Springfield Estate (inc Quillets)	Elstead	Godalming
Thursley Rd Cemetery	Elstead	Godalming
Westbrook Green	Elstead	Godalming
Broadwater Park	Farncombe	Godalming
Broadwater Park Golf Course	Farncombe	Godalming
Canon Bowrings Recreation Ground	Farncombe	Godalming
Combe Rd Recreation Ground	Farncombe	Godalming
Guildford Rugby Club (Broadwater Park)	Farncombe	Godalming
St Johns the Evangelist Church	Farncombe	Godalming
The Glade Open Space	Farncombe	Godalming
The Oval	Farncombe	Godalming
Aarons Hill open space including woodland	Godalming	Godalming
Bargate Woodland	Godalming	Godalming
Burys Field	Godalming	Godalming
Crownpits Recreation Ground	Godalming	Godalming
Holloway Hill Recreation Ground	Godalming	Godalming
Home Farm Plantation	Godalming	Godalming
Lammas Lands	Godalming	Godalming
Ockford Ridge	Godalming	Godalming
Phillips Memorial Park	Godalming	Godalming
St Peter & St Pauls Churchyard	Godalming	Godalming
Hascombe Recreation Ground	Hascombe	Godalming
Amberley Copse	Milford	Godalming
Shackleford Heath Common	Shackleford	Godalming

Mare Hill Common	Witley	Godalming
Beacon Hill Recreation Ground	Beaconhill	Haslemere
Eight Acres Woodland - West	Beaconhill	Haslemere
Eight Acres Woodland/Play area	Beaconhill	Haslemere
Tilford Road/Marchants Hill	Beaconhill	Haslemere
Chiddingfold Green	Chiddingfold	Haslemere
Chiddingfold Recreation Ground (Coxcombe Lane)	Chiddingfold	Haslemere
Hartsgrove	Chiddingfold	Haslemere
Queens Mead	Chiddingfold	Haslemere
Pathfields	Chiddingfold	Haslemere
Pathfields Close	Chiddingfold	Haslemere
Stephens Field	Chiddingfold	Haslemere
Clammer Hill	Grayswood	Haslemere
Grayswood Common - North	Grayswood	Haslemere
Grayswood Common - nr Grayswood Church	Grayswood	Haslemere
Grayswood Common - South	Grayswood	Haslemere
Grayswood Recreation Ground	Grayswood	Haslemere
St Georges Wood	Grayswood	Haslemere
Aitken house woodland	Haslemere	Haslemere
Border Road Estate Play area	Haslemere	Haslemere
Derby Rd Cemetery	Haslemere	Haslemere
Haslemere Skatepark	Haslemere	Haslemere
Haslemere War Memorial Recreation Ground	Haslemere	Haslemere
Haste Hill Common	Haslemere	Haslemere
High Lane Recreation Ground	Haslemere	Haslemere
Sandrock	Haslemere	Haslemere
Shepherd's Hill	Haslemere	Haslemere
Sicklemill Woodland	Haslemere	Haslemere
St Bartholomews Cemetery	Haslemere	Haslemere
St Bartholomew's Green	Haslemere	Haslemere
St Bartholomews Green (Church Hill Garden)	Haslemere	Haslemere
St Stephen's churchyard	Haslemere	Haslemere
Sunvale Avenue Open Space	Haslemere	Haslemere
Sunvale/Shottermill Cemetery	Haslemere	Haslemere
Weycombe Road Cemetery	Haslemere	Haslemere
Weydown Common	Haslemere	Haslemere
Woolmer Hill Recreation Ground	Haslemere	Haslemere
Woolmer Hill Woodland North	Haslemere	Haslemere
Woolmer Hill Woodland South	Haslemere	Haslemere

THE COMMON SEAL of)
WAVERLEY BOROUGH COUNCIL)
Was hereunto affixed in the presence of)

Authorised Officer

Date: 21st April 2021

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