

**ROBERTO TAMBINI  
CHIEF EXECUTIVE**

*Please reply to:*

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Our ref: LP/OSCTTEE  
Date: 31 August 2010

**NOTICE OF MEETING**

**OVERVIEW AND SCRUTINY COMMITTEE**

**DATE: THURSDAY 9 SEPTEMBER 2010**

**TIME: 7.30PM**

**PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, KNOWLE GREEN, STAINES**

**TO: ALL MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

Ms P.A, Broom (Chairman)  
S.J. Rough (Vice-Chairman)  
Miss M.M. Bain  
Mrs E.M. Bell  
S.E.W. Budd

K. Chouhan  
A.P. Hirst  
H.R. Jaffer  
D.L. McShane  
Mrs I. Napper

Mrs C.E. Nichols  
L.E. Nichols  
Jack D. Pinkerton  
Mrs M.W. Rough  
G.F. Trussler

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**EMERGENCY PROCEDURE**

In the event of an emergency the building must be evacuated. All Members and Officers should assemble on the green adjacent to Broome Lodge. Members of the public present should accompany the Officers to this point and remain there until the Senior Officer present has accounted for all persons known to be on the premises.

**THE LIFT MUST NOT BE USED**

If you would like a copy of this agenda or the attached reports in a larger print please contact Liz Phillis (01784) 446276 or Email [l.phillis@spelthorne.gov.uk](mailto:l.phillis@spelthorne.gov.uk)

## IMPORTANT PUBLIC NOTICE

### **MOBILE TECHNOLOGY – ACCEPTABLE USE**

Use of mobile technology (e.g. mobile telephones, Blackberries, XDA's etc.) at this Committee can:

- Interfere with the Public Address [PA] and Induction Loop systems;
- Distract other people at the meeting;
- Interrupt presentations and debates;
- Mean that you miss a key part of a decision taken.

#### **PLEASE:**

Either switch off your mobile telephone, Blackberry, XDA etc. **OR** switch off its wireless/transmitter connection and sound for the duration of the meeting.

***THANK YOU FOR YOUR CO-OPERATION IN THIS MATTER***

## A G E N D A

Timing		Agenda item	Lead
7.30pm	1.	<b>APOLOGIES</b> To receive any apologies for non attendance	Chairman
	2.	<b>DISCLOSURES OF INTERESTS</b> To receive any disclosure of interests from members in accordance with the Overview and Scrutiny Procedure Rules.	Chairman
	3.	<b>MINUTES Page Nos 6 - 12</b> To confirm the minutes of the meeting held on 6 July 2010 (Copy attached) <i>If any member of the committee has any issues arising from the minutes of the meeting that they wish to raise at the meeting please inform Brian Harris the Assistant Chief Executive 24 hours in advance of the meeting.</i>	Chairman
	4.	<b>MATTERS ARISING FROM THE MINUTES</b> To consider any matter arising from the Minutes <b>(1) Draft Crime and Disorder Scrutiny Procedure Rules</b> To note that the Spelthorne Safer Stronger Partnership will be meeting on 10 September 2010 and at that meeting will be considering the draft Crime and Disorder Scrutiny Procedure Rules. The outcome of the discussion will be sent to members as soon as possible. <b>(2) Performance Information</b> To note that the performance information is no longer a standard item on the agenda but will be circulated separately to members with an invitation to submit questions/comments.	Brian Harris Assistant Chief Executive
	5.	<b>IMPROVEMENT AND DEVELOPMENT COMMITTEE MEETING</b> Page Nos. 13 - 15 The minutes of the Improvement and Development Committee held on 24 March 2010 have been revised and re-circulated for approval. <i>I would remind members that you are only able to take part in receiving the minutes of the meeting if at the time you were a member of that committee.</i>	Brian Harris Assistant Chief Executive
	6.	<b>CALL IN OF CABINET DECISIONS</b> No decisions have been called in for review.	Chairman

	<b>7.</b>	<b>OUTCOME OF ANY REPORTS/RECOMMENDATIONS TO THE CABINET AND COUNCIL</b> To note that the recommendation on the remit of the Overview and Scrutiny Committee was approved as submitted to the Council meeting on 22 July 2010.	Chairman
7.45pm	<b>8.</b>	<b>BUSINESS TRANSFORMATION PROGRAMME UPDATE</b> <b>Page Nos16 - 20</b> To consider the <b>attached</b> briefing paper on the Business Transformation Programme. To support the briefing paper the Business Improvement Manager will attend the meeting to give a presentation <i>Councillor Mrs J.M. Pinkerton</i> the Cabinet member responsible for this matter has been invited to attend the meeting and take part in the discussion.	Diksha Vyas Business Improvement Manager
8.25pm	<b>9.</b>	<b>SPELTHORNE BOROUGH YOUTH PLAN Page Nos 21 - 35</b> To consider the <b>attached</b> briefing paper from the Assistant Chief Executive on progress made with the Youth Strategy. In support of the briefing paper Andy Holdaway the Council's Youth Officer will be in attendance to give a short presentation <i>Councillor Mrs D. Grant</i> the Cabinet Member responsible for this area has been invited to attend the meeting and take part in the discussion	Andy Holdaway Borough Youth Officer  Brian Harris Assistant Chief Executive
8.45pm	<b>10.</b>	<b>WORKFORCE MONITORING Page Nos 36 - 47</b> To consider the <b>attached</b> report of the Assistant Chief Executive	Jan Hunt Head of Human Resources
8.55pm	<b>11.</b>	<b>STREETSCENE SERVICES Page Nos 48 - 49</b> To consider the <b>attached</b> briefing paper on the work undertaken by Streetscene Services.	Jackie Taylor Head of Streetscene
9.10pm	<b>12.</b>	<b>2010 – 11 REVENUE MONITORING REPORT</b> <b>Page Nos 50 - 63</b> To consider the <b>attached</b> report of the Chief Financial Officer	Terry Collier Chief Financial Officer
9.25pm	<b>13.</b>	<b>2010 – 11 CAPITAL MONITORING REPORT Page Nos. 64 - 70</b> To consider the <b>attached</b> report of the Chief Financial Officer	Terry Collier Chief financial Officer
9.50pm	<b>14.</b>	<b>BRIEFING NOTE - PROPOSED ECO PARK UPDATE</b> <b>Page No 71</b> To receive the <b>attached</b> briefing paper from the Assistant Chief Executive on the progress made with the arrangements for the proposed Eco Park, Charlton Lane, Shepperton.	Chairman

10.05pm	<b>15.</b>	<b>CABINET FORWARD PLAN Page Nos 72 - 74</b> A Copy of the latest Forward Plan is <b>attached</b> for consideration If any members of the committee have any issues contained in the Cabinet Forward Plan they wish to look at please inform Brian Harris, the Assistant Chief Executive 24 hours in advance of the meeting with reasons for the request.	Brian Harris Assistant Chief Executive
10.10pm	<b>16.</b>	<b>WORK PROGRAMME 2010/11 Page No 75</b> A draft work programme is <b>attached</b>	Chairman
10.20pm	<b>17.</b>	<b>ANY OTHER BUSINESS</b> If any member wishes to raise an issue at the meeting could you please notify Brian Harris, Assistant Chief Executive on 01784 446249 or email <a href="mailto:b.harris@spelthorne.gov.uk">b.harris@spelthorne.gov.uk</a> 24 hours prior to the meeting otherwise the request may not be accepted	Brian Harris Assistant Chief Executive

## MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE

6 JULY 2010

### Present:

Councillor Ms P.A. Broom (Chairman)

Councillor S.J Rough (Vice-Chairman)

### Councillors:

Miss M.M. Bain

H.R. Jaffer

Mrs M.W. Rough

Mrs E.M. Bell

Mrs C.E. Nichols

Jack D. Pinkerton

K. Chouhan

L.E. Nichols

**Apologies:** Councillors S.E.W. Budd, A.P. Hirst and Mrs I. Napper

### In Attendance:

Mr Murray Litvak – Chairman of the Standards Committee

Councillor R.A Smith-Ainsley – Cabinet Member responsible for Planning and Housing

### 203/10 ELECTION OF CHAIRMAN

**RESOLVED** that Councillor Miss P.A. Broom be elected Chairman of the Committee for the Municipal Year 2010/2011.

The Chairman reported on the series of questions previously submitted by Councillor L.E. Nichols and explained that these matters would be dealt with during the course of the meeting.

### 204/10 APPOINTMENT OF VICE CHAIRMAN

**RESOLVED** that Councillor S. Rough be appointed Vice-Chairman of the Committee for the Municipal Year 2010/2011

### 205/10 OVERVIEW AND SCRUTINY REMIT

The Committee considered the report of the Assistant Chief Executive which was split in to two main areas.

#### **(a) Briefing Paper on Legislation Introduced involving Overview and Scrutiny committees.**

The Committee considered a briefing paper from the Assistant Chief Executive which covered the recent legislation that had been introduced and involved new areas of responsibilities for overview and scrutiny committees. The key areas covered, (1) Councillors Call for Action (2) Collaborative scrutiny working between local authorities in Surrey (3) Petitions and e petitions and (4) Crime and Disorder.

Discussion took place on whether any of the legislation would be revised and whether the forms appended to the report relating to the process to be followed for Councillors Call for Action was statutory or not. It was confirmed that the forms had previously been agreed at a full council meeting and therefore there was a requirement for members to follow the process approved.

**RESOLVED** that:

1. The information set out in the briefing paper be noted;
2. The draft guide for Councillors Call for Action as submitted be adopted; and
3. The draft Crime and Disorder Scrutiny Procedure Rules be referred to the Spelthorne's Safer, Stronger Partnership for comments in accordance with the decision made by Council.

**(b) Overview and Scrutiny Committee Remit**

The second area discussed with the Assistant Chief Executive was the remit for the Committee.

Mr Murray Litvak the Chairman of the Standards Committee had been invited to attend the meeting and take part in the discussion of the item.

The committee were reminded that at the Council meeting held on 29 April 2010 it was agreed that one Overview and Scrutiny Committee be instituted with the initial remit of:

- a. To act as the Council's Overview and Scrutiny Committee under the Local Government Act 2000; and
- b. To take on the responsibilities for Crime and Disorder scrutiny under the Police and Justice Act 2006

In addition it was agreed that the Overview and Scrutiny Committee in consultation with the Standards Committee be asked to advise the Council on the future remit of the committee.

The Committee **recommends to Council** that the attached remit for the Committee be approved.

**206/10 MEETING ARRANGEMENTS**

The Committee discussed arrangements for future meetings including whether there was a need to increase the number of committee meetings to 8 due to the fact that the Council had reduced the number of overview and scrutiny committees.

It was moved by Councillor L.E. Nichols and seconded by Councillor Mrs C.E. Nichols that the number of meetings of the committee be increased to 8 per year. In accordance with the Council's Standing Order 21.4, a recorded vote was requested. The voting on the motion was as follows: The motion was lost

For (3)	Councillors Mrs E.M. Bell, Mrs C.E. Nichols and L.E. Nichols
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Against (7)	Councillors Miss M.M. Bain, Miss Philippa Broom, K. Chouhan, H.R. Jaffer, Mrs M.W. Rough, S. Rough and Jack D. Pinkerton
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It was moved by Councillor Mrs Rough and seconded by Councillor Jaffer that the meetings of the committee are held on 9 September, 2 November 2010 and 1 February and 5 April 2011 with authority being given to the Chairman in consultation with the Lead Officer to arrange additional meetings as and when the need arises.

In accordance with the Council's Standing Order 21.4, a recorded vote was requested. The voting on the motion was as follows

For (7)	Councillors Miss M.M. Bain, Miss Philippa Broom, K. Chouhan, H.R. Jaffer, Mrs M.W. Rough, S. Rough and Jack D. Pinkerton
Against (3)	Councillors Mrs E.M. Bell, Mrs C.E. Nichols and L.E. Nichols

**RESOLVED** that the meetings of the committee be held on 9 September, 2 November 2010 and 1 February and 5 April 2011, with authority being given to the Chairman in consultation with the Lead Officer to arrange additional meetings as and when the need arises.

#### **207/10 DISCLOSURE OF INTERESTS**

No disclosures of interested were made

#### **208/10 MINUTES**

##### ***Performance Management and Review Committee – 2 March 2010***

The minutes of the meeting held on 2 March 2010 were approved as a correct record.

##### ***Improvement and Development Committee - 24 March 2010***

The committee asked that the minutes be amended to include reference to the request from Councillor Mrs C.E. Nichols that a task group to look into the Eco Park be added to the work programme. The committee noted that the minutes would be revised and circulated for ratification.

#### **209/10 MATTERS ARISING FROM THE MINUTES**

No matters were raised.

#### **210/10 CALL IN OF CABINET DECISIONS**

No Cabinet decisions were called in.

#### **211/10 OUTCOME OF ANY REPORTS / RECOMMENDATIONS TO THE CABINET**

The Committee noted that the Cabinet at its meeting on 24 March 2010 had agreed the recommendation from the Improvement and Development Committee to have an option appraisal on the provision of Asset Management Services at Spelthorne.



**212/10 HOUSING AND INDEPENDENT LIVING SERVICES**

The Committee received a presentation covering Housing Options, Housing Benefits and Independent Living Services as well as the performance in the first seven months of the new Choice Based Letting scheme. In support of the presentation members had regard to a report from the Officers.

A Copy of the powerpoint presentation is **attached**.

The Cabinet member responsible for Planning and Housing Councillor R.A. Smith-Ainsley was in attendance and took part in the discussion.

The committee noted the potential changes in housing benefit legislations being introduced in October 2011 and the possible need for a briefing paper to be prepared at the appropriate time for the committee to consider.

The Chairman, Councillor Philippa Broom placed on record her thanks and appreciation to the Housing and Independent Living Services Team for their commitment to the work they undertake.

**RESOLVED** that:

- (1) The report of the officers be received and the action being taken noted;
- (2) The report together with the powerpoint presentation be emailed to all members of the Council for information; and
- (3) An item be included in the work programme covering youth services provisions including housing issues with representatives from Social Services being invited to attend the meeting.

**213/10 ICT SERVICE IMPROVEMENTS BRIEFING PAPER**

The Committee considered a briefing paper on improvements to the Council's ICT services since the last meeting of the ICT Task Group. The committee also discussed whether there was a need to re-establish the ICT Task Group.

**RESOLVED** that:

- (1) The briefing paper be received and the Task Group be re established to continue to monitor service improvement, and look at progress after the summer and review post 2012 options; and
- (2) Councillors Miss M.M. Bain, Mrs E.M. Bell, K. Flurry, Miss N Hyams, L.E. Nichols, Jack D. Pinkerton, Mrs M.W. Rough, H.A. Thomson and the Cabinet member responsible for Communications be appointed to serve on the Task Group for the Municipal Year 2010/2011.

**214/10 REVENUE OUTTURN REPORT 2009 – 2010**

The Committee discussed with the Chief Finance Officer the report covering the provisional outturn position for revenue expenditure for 2009/2010. It was noted that, £14,503m had been spent at net service expenditure level (before investment income, which was £100k better than budget, and use of reserves) against the original budget of £14,568m.

During the course of the discussion the Chief Finance Officer agreed to provide a written response to numerous questions raised by members.

**RESOLVED** that the report of the Chief Finance Officer be noted and written response be obtained for the questions raised.

**215/10 CAPITAL OUTTURN REPORT 2009- 2010**

The Committee discussed with the Chief Finance Officer the report covering the provisional outturn position for capital expenditure for 2009/2010. The committee noted that £1441k had been spent against the original budget of £1,889k.

During the discussion the Chief Finance Officer agreed to provide written responses to the questions raised by committee members.

Discussion also took place on the general format of officers reports submitted and the previous requests for reports being submitted to committee to incorporate the meeting date. The officers agreed to look into this matter.

**RESOLVED** that the current provisional outturn position be noted.

**216/10 CABINET FORWARD PLAN**

The Committee received the Cabinet Forward Plan covering the period over 15 February 2011.

**217/10 WORK PROGRAMME 2010/2011**

The Committee discussed their work programme and noted that the Chairman in consultation with the Lead Officer would continue to review the work programme and identify issues for future meetings.

During the course of the meeting various topics were identified for inclusion in the work programme including a discussion paper on the financial risks due to government changes in legislation such as Housing Benefits, recycling and the Eco Park proposals

In addition the Chairman reminded the committee that if they have any topics they wish to be considered for inclusion in the work programme details should be sent to the Chairman and Brian Harris, Assistant Chief Executive.

In relation to the Eco Park review the Assistant Chief Executive agreed to obtain information about the consultation process and when the matter would be considered by the Cabinet.

**RESOLVED** that the work programme be approved and the action being taken by the Chairman and Lead Officer be noted.

**218/10 PERFORMANCE INFORMATION – KEY PERFORMANCE INDICATORS**

The Committee discussed with the Assistant Chief Executive the performance information for the second year of the new national indicators.

**RESOLVED** to receive the information on performance.

**219/10 ANY OTHER BUSINESS**

**Questions previously raised by Councillor L.E. Nichols.**

It was agreed that the responses to the questions raised by Councillor L.E. Nichols be included within the minutes and are set out below.

Question 1 – A members working group is established to review the proposed “Eco Park at Charlton Lane. Many residents are concerned about the unanswered questions and are expecting their local representatives to take the lead. The former Improvement and Development Committee Chairman had indicated that this would be factored into the future work plan.

Response - This matter is covered under the work programme. However I would remind members that attached to the work programme is a list of items that had previously been identified and which includes the Eco Park.

Question 2 – On the 14 March I wrote to both scrutiny committee chairmen asking for items to be included in the forward plan. Set out below is a copy of the email:

During the Budget debate at the Council meeting on 25 February I highlighted 4 areas where I believe additional scrutiny would be beneficial.

I would like to draw your attention to these areas and ask that they are included in the programmes for scrutiny during the coming year.

The saving on procurement outlined in the Green Book are not in line with the presentation given to the Improvement and Development Committee where it was recognised that they cannot be achieved immediately. A clear list of expected savings should be compiled, including dates, and then this should be regularly monitored with variances explained to members.

Response – I would suggest that this be considered in September by which time we will have a clearer understanding of how the Surrey First procurement work stream is going to drive our procurement efforts and how that may be deliver cashable savings.

Question 3 – The proposals of the Members Task Group did not put any potential value on items identified as a savings. Some attempt should be made to value these and then they should be monitored with regular reports on progress provided to members.

Response – This aspect is for the Leader’s Monitoring Group to consider

Question 4 – Cashable benefits and non cashable benefits. The capital budget records savings against some projects for example a saving of £100,000 over 3 years from the introduction of document management. Where significant non cashable benefits are claimed they should be challenged to translate them into cashable benefits. In general we should monitor the progress of projects to ensure that they are delivering the expected benefits.

Response – Cashable and non cashable benefits are being addressed by the Business Improvement Board which is chaired by Roberto Tambini. The Board already have a prioritised order for implementation of projects and are putting in place proper governance arrangements which include setting out

## Overview and Scrutiny Committee, 6 July 2010 - Continued

robust project plans, identifying resources, identified and firming up benefits realisable, against which delivery will then be monitored. I would suggest that as the officers are currently in the process of doing this, July is too early to consider, but if the Committee feels it is appropriate this could be considered later in the year.

Question 5 – In 2008/09 £1m impairments were included in the accounts - £25 per resident. We should scrutinise the allocation of capital to activities to make sure that the distinction between capital and revenue expenditure is clear from the outset. This would require some detailed consideration of the capital programme before money is spent.

Response – Firstly this question may be trying to pre-empt the role of the independent external auditor who is the final arbiter of whether we are correctly capitalising expenditure. To date they have been happy with our approach. Secondly due to the changed scale and nature of the capital programme combined with the fact that we are having a full revaluation of all assets in 2010/2011 capital expenditure and therefore this is currently not an issue.

**MINUTES OF THE IMPROVEMENT AND DEVELOPMENT COMMITTEE**

**24 MARCH 2010**

**Present:**

Mrs J.M. Pinkerton (Chairman)  
Councillor Mrs M.W. Rough (Vice-Chairman)

Councillors:

Miss M.M. Bain

Miss N.A. Hyams

Mrs C.E. Nichols

K.E. Flurry

H.E. Jaffer

**Apologies:** Councillors Mrs E.M. Bell, Ms P.A. Broom. K. Chouhan, S.J. Fairfax, L.E. Nichols, S.J. Rough and G.F. Trussler

**Cabinet Members in attendance:** The Chairman had invited the following Cabinet Members to attend the meeting and take part in the discussions on those items relevant to their Portfolio.

Councillor F. Ayers Cabinet Member responsible for Community Safety and  
Councillor R.A. Smith-Ainsley Cabinet Member responsible for Planning and Housing.

**81/10 DISCLOSURES OF INTEREST**

No disclosures were made.

**82/10 MINUTES**

The minutes of the meeting held on 14 January 2010 were approved as a correct record.

**83/10 MATTERS ARISING FROM THE MINUTES**

The Chairman reported that in relation to the decision on Minute number 9/10 the Eco Park proposals for Charlton Lane a report on this matter was being submitted to the Cabinet at its June meeting. The feasibility of the report being considered by this committee prior to it going to the Cabinet would be looked into.

Councillor Mrs C.E. Nichols raised again her request for a Task Group to look at the Eco Park proposals to be added to the Committee work programme.

The Committee support the action being taken by the Chairman and agreed that if need be a special meeting of the committee be held or in the event a Task Group being established Councillor Miss N. Hyams indicated her wish to be appointed on to the Task Group

Members were reminded of the discussion held at the last full Council meeting when it was reported that Surrey County Council were in the process of working up detailed proposals with the intention of submitting a planning application in the near future.

The Chairman went on to report that in relation to Minute Number 11/10 the request for feedback and discussion on the work of the Outline Budget Strategy Task Group was not necessary as the matter had been considered at a Joint Scrutiny Committee meeting prior to the recommendations being submitted to the Cabinet.

### **84/10 ICT OUTSOURCING CONTRACT TASK GROUP MEETING -23 FEBRUARY 2010**

An updated next steps report on the outcome of the task group meeting held on 23 February 2010, were circulated at the meeting.

**RESOLVED** to receive and note the information on the outcomes of the Task Group meeting held on 23 February 2010.

### **85/10 ICT PRESENTATION**

The Committee received a presentation from Helen Dunn the ICT Manager on the future direction of ICT in Spelthorne. She outlined the numerous ICT initiatives being introduced and how the service could be delivered post 2012 contract. A copy of the presentation is **attached**.

The main areas of the presentation covered

- Implementing infrastructure 'technology roadmap' aimed at improving the efficiency of its hardware and software
- Contract post 2012 including partnerships and shared services.
- Security issues including the installation of two new network switches (which control the flow of data and network traffic) a new firewall as well as the introduction of encryption of hard discs, external media (USB sticks, CDs and DVDs) and the use of dual factor authentication.
- The migration from Microsoft Office 2003 to 2007 and arrangements for members to receive training via workshops once the laptops had been health checked.
- The software being used to update the Intranet (spelnet) and the website.

The Committee were pleased to learn of the success of the officers on the re accreditation of the Government Connection (CoCo) which means that the council has access to secure email and can send classified documents across the internet to other agencies.

During the discussion the ICT Manager agreed to circulate a copy of the technology roadmap project plan to all members of the committee.

To further assist the committee in the discussion the Chairman, Councillor Mrs Jean Pinkerton had invited the Cabinet Member responsible for this matter, Councillor Smith-Ainsley to attend the meeting and take part in the discussion.

**RESOLVED** to note the information presented to the committee and the action being taken to progress the matter.

## **86/10 CABINET FORWARD PLAN AND ISSUES FOR FUTURE MEETINGS**

The Committee received the Executive Forward Plan covering the period up to 31 December 2010

## **87/10 WORK PROGRAMME**

The Chairman advised members that as this was the last meeting in the Municipal Year arrangements would be put in place for the Chairmen of the two scrutiny committees to meet to develop the work programme for the forthcoming year. In support of this she invited members to put forward suggestions for matters to be considered for inclusion in the work programme.

**RESOLVED** to note and approve the action being taken by the Chairman to progress the work programme for 2010/2011.

## **88/10 ANY OTHER BUSINESS**

Councillor K. Flurry suggested that consideration could be given to introducing a coffee shop in the main reception area of the Knowle Green Council Offices.

## **89/10 EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 4 of Part 1 of Schedule 12a to the Local Government Act 1972.

## **90/10 PROGRESS REPORT AND OPTIONS APPRAISAL ON PROVISION OF ASSET MANAGEMENT SERVICES AT SPELTHORNE BOROUGH COUNCIL.**

The Committee discussed the confidential joint report of the Head of Asset Management and the Business Improvement Manager on the progress of the partnering arrangements for managing and maintaining the council's assets. In support of this the Head of Asset Management gave a powerpoint presentation and responded to questions raised by Members.

To further assist the committee in the discussion the Chairman, Councillor Mrs Jean Pinkerton had invited the Cabinet Member responsible for Asset Management, Councillor Ayers to attend the meeting and take part in the discussion

**RESOLVED to recommend to the Cabinet** that the decision of the Leader of the Council, Councillor John Packman, the Cabinet Member for Assets, Councillor Frank Ayers and the Chief Executive, Roberto Tambini to proceed with a partnering agreement with Runnymede Council be confirmed.

## **91/10 CHAIRMAN'S THANKS**

As this was the last meeting in the current Municipal Year the Chairman, Councillor Mrs Jean Pinkerton, placed on record her thanks and appreciation to her Vice Chairman, Councillor Mrs M.W. Rough, Members of the committee and Officers for their support and contribution to the work of the committee.

## **BUSINESS TRANSFORMATION PROGRAMME UPDATE**

**Overview and Scrutiny Committee: 9 September 2010**

### **Progress Update**

### **Report of the Assistant Chief Executive**

## **REPORT SUMMARY**

### **How does the content of this report improve the quality of life of Borough Residents**

Delivering the Business Transformation Programme will generate cashable savings which can help fund the revenue cost of services provided to residents.

### **Purpose of Report**

To provide Overview and Scrutiny Committee with a progress update on the Council's Business Transformation Programme

### **Key Issues**

- Document management project has commenced
- Customer relationship management project to be deferred to 2011/12
- Website upgrade
- Mobile working pilot

### **Financial Implications**

In the region of £70k per annum cashable savings identified complimented by significant efficiency savings.

### **Corporate Priority**

All

### **Officer Recommendations**

**That the Committee note the report.**

**Report Author: Diksha Vyas, Business Improvement Manager, Tel: 01784 44 6487**

**Area of Responsibility: Terry Collier, Assistant Chief Executive, Tel: 01784 446296**

**Cabinet member: Councillor Mrs Jean Pinkerton.**



## MAIN REPORT

### 1. BACKGROUND

- 1.1 The Business Improvement Programme, since it was established in 2006/7 has exceeded target savings of £500k p.a. achieving a total of **£ 1138k**. As the old Business Improvement has drawn to an end and with the introduction of a permanent Business Improvement Team (of 1.8 FTE), the way in which Business Improvement is delivered within the council has been revamped. The main changes have included a greater focus on efficiency which in turn leads to cashable savings.
- 1.2 The current economic climate dictates that the council must continue to deliver cashable and efficiency savings. The current Business Transformation Programme is now underway and once complete will deliver a minimum of £70,000 in cashable savings coupled with significant efficiency savings across most if not all areas of the council. The programme when complete will also present opportunity to generate a vast amount of additional income by releasing office accommodation space to other organisations.

### 2. KEY ISSUES

#### 2.1 Business Transformation Projects

- 2.2 The current Business Transformation Programme is now underway which contains the following projects.

#### 2.3 Document Management & Scanning (SharePoint)

- 2.4 Although the long term benefit to be derived from the implementation of SharePoint is to develop a corporate approach to information and document management, the short term objectives are to focus on 4 key areas which can be perceived as 'quick wins'. These are:

- (a) to address the issues around the version control, public folder access and manual creation of MAT/Committee reports – this will provide efficiency savings, employee satisfaction and release the time spent on the creation of reports by the secretariats.
- (b) to replicate the functionality of PB views (with a view to improving the process at a later stage) leading to cashable savings.
- (c) to create a SharePoint site for Project Management and replace the Council's current project management system (Work.Together) with this site - this will provide immediate cashable savings.
- (d) to replace the internal room booking system (Artemis) in the short term and external bookings in the longer term which will generate cashable savings

- 2.5 The project on completion will generate a minimum cashable saving of £35k p.a. and will considerably reduce office and server space. This project is also a key enabler to other projects identified in the Transformation Programme such as the Website design and Remote Working both of which will generate cashable savings and/or income opportunities.

#### 2.6 Customer Relationship Management (CRM)

- 2.7 At this point of time the Customer Services Department have access to some back office systems but this requires a separate login and is not integrated to the

CRM. Therefore Customer Services are restricted in the types of telephone queries they are able to resolve. A CRM system which will provide seamless integration to back office systems will provide opportunity for establishing a contact centre.

2.8 Due to resource constraints the Business Improvement Programme Board have agreed to defer this project to the next financial year (11/12). On completion of this project there will be an opportunity to achieve further savings in the region of 40k per annum with a combination of the system consolidation and the potential to release back office staff time by routing more calls through Customer Services.

## 2.9 **Website**

2.10 This project precedes the Intranet project which focused on providing a more user friendly content management system which would enable staff to manage their own content and therefore reducing the impact on staff time in the Communications department.

2.11 The Council has already procured the content management system (CMS) and this project is focused around further developing this system to address the requirements of our residents and staff by providing a new and improved website.

2.12 A number of business problems will be solved by updating our CMS for web and intranet. Namely:

- (a) The content of the web and intranet can be out of date, incorrect or inaccessible. This provides an opportunity to assess existing content and evaluate for inclusion in the future.
- (b) Infrequent users find the current CMS very difficult to use and are therefore deterred from adding content. The web team are consequently pressurised to keep everyone's content up-to-date. Ideally web librarians will be able to easily add or change their own content in the future, saving time for the web team and allowing them to focus on the more strategic tasks (and ultimately more technical) they may have to perform.
- (c) The ability of the public to transact via the web is severely restricted. This project will enable transactions via the web to be carried out more easily and quickly, saving time and cost for a number of service areas in the council.

## 2.13 **Remote Working (Pilot)**

2.14 Remote working was initially explored for the Building Control and Environmental Health teams with a view to reducing paperwork, improving efficiency and effectiveness and providing a better service to our customers. Other local authorities are using mobile and remote working for a number of their teams and visits have been undertaken to a number of Councils using this technology.

2.15 Increased pressure on Spelthorne's budgets has resulted in a greater need to explore ways of reducing our overheads and increasing income. One way of achieving this would be through freeing up space in Knowle Green and leasing this out to external organisations. By enabling more staff to work from locations other than Knowle Green, more space can be made available to generate leasing income.

- 2.16 Spelthorne has a number of small teams of skilled staff, many of whom are working to full capacity. With increased workloads and pressure on resources we need to identify ways of achieving more output from staff, without overloading them. By developing more efficient and effective ways of working (e.g. reducing paperwork) we can potentially achieve this aim.
- 2.17 Even with consolidation of existing office space to minimise wastage, there is a minimum amount of space required for Spelthorne's existing and future staffing needs. More space can be made available if more staff could work from alternative locations such as at home, on-site or other Council buildings. Mobile/remote working has the potential to enable this goal to be fulfilled.
- 2.18 This project has direct linkages with the Council's accommodation strategy/Knowle Green project and would depend on progress with other Business Improvement projects including document management and scanning.
- 2.19 **Housing Options Systems Review**
- 2.20 The Housing Options Service procured the Northgate system in 2006 in preparation for the launch of the Choice Based Lettings Scheme (CBL). This project is focused on reviewing the current system capabilities and to ensuring the system is aligned to current business processes by documenting the Housing Options Teams requirements and processes to ensure best use of the system. A secondary objective is to implement the scanning module which was purchased with the CBL module but is not yet live.
- 2.21 **Programme Governance**
- 2.22 A governance structure has been designed and implemented. The structure is designed to ensure active engagement from Management Team and to provide opportunity for risks and issues to be escalated to Management Team within an acceptable timeframe. The structure includes weekly meetings between individual Project Managers and the Programme Manager (containing weekly highlight reports) to ensure the project is meeting its objectives, is on time and budget and that there are no key risks or issues which require further attention. This information will be consolidated and reported to Management Team on a monthly basis which will provide Management Team the ability to ensure the project(s) is providing the benefit detailed in the individual business cases and that they remain strategically aligned.
- 3. FINANCIAL IMPLICATIONS**
- 3.1 Direct cashable savings totalling in the region of £70k per annum have been identified for the projects set out in the report. This is further complemented by significant efficiency savings by providing opportunity to re-design some of our business processes. Further cashable savings are expected to be identified.
- 4. RISKS AND HOW THEY WILL BE MITIGATED**
- 4.1 As at the end of August 2010, the Business Analyst within the team has left the Council. Management Team are looking at options in response to the situation. There may need to be a review of the programme delivery timescales
- 5. TIMETABLE FOR IMPLEMENTATION**
- 5.1 The programme is now live with commencement of the Document Management, Website & Housing Options System Review projects. The next steps will be as follows:

- (a) To set up a programme environment whereby progress of the projects can be visible to all staff and councillors.
- (b) To finalise Project Board meeting dates and membership (on the Projects which are yet to be initiated).
- (c) To initiate the communications plan.
- (d) To report progress to Scrutiny Committee on a regular basis.

5.2 The programme is expected to be complete by December 2012

**Report Author: Diksha Vyas, Business Improvement Manager, Tel: 01784 44 6487**  
**Background Papers: There are none.**

## SPELTHORNE BOROUGH YOUTH PLAN 2008 – 2012

### BRIEFING NOTE

#### OVERVIEW AND SCRUTINY COMMITTEE: 9 SEPTEMBER 2010

1. **Aim:** To discuss progress made on the Spelthorne Borough Council, [Spelthorne Together Youth Plan 2008 – 2012](#).  
The Youth Plan is set out into six categories, five of which ties in with the national 'Every Child Matters' standards. The sixth category is named 'general' and is more specific to Spelthorne and the role of the Borough Youth Officer and Leisure Team. I have identified below within each area the key successes and where further work is required.  
N.B Relevant paragraph in youth plan is shown in brackets.
2. **Safety**  
Success: Introduction of a recognised ID for young people – Citizen Card (1.3 & 1.9)  
Further work required: Transport for young people (1.8)
3. **Being Healthy**  
Success: More swimming time for young people (2.3)  
Further work required: Arrangements for new temporary 'one off' facilities. E.g. temporary ice rink (2.2)
4. **Enjoying & Achieving**  
Success: Workshops that teach job related skills, Stanwell Skills Bus. (3.3)  
Provide young people with a platform to showcase their talents, Ujam Festival, Youth Awards, Surrey Youth Games. (3.9).  
Further Work Required: Access to youth internet cafes (3.4)
5. **Making a Positive Contribution**  
Success: Greater option of work experience (4.1)  
Further Work Required: N/A
6. **Economic Well Being**  
Success: Workshops that teach job related skills (5.2)  
Further Work Required: Support more careers events in schools (5.3)
7. **General**  
Success: (6.1. 6.2, 6.3. 6.4, 6.5 & 6.7 all ongoing)  
Further Work Required: Youth Website withdrawn as we linked into Surrey wide website 'Go2Do' (6.6)

## **8. General Outline of Youth Work by SBC**

'Youth' is an area that is covered by the majority of the leisure team. Below is an outline of current and most recent events and projects that we have run since the start of the youth plan.

## **9. Youth & Arts**

**Events:** Youth Awards, Ujam Festival, Urban Games (no longer running), Summer Fun Fest, Spelthorne's Got Talent, Live & Direct Gigs, Play day.

**Projects:** Live & Direct, Youth Theatre, Glee workshop, Street Dance, Anti-Smoking DVD, Knives Wreck Lives Campaign, Dance Mats, Creative Communities, Making Surrey, Boys dance, Celebrating Surrey, Arts Clubs, Art Open Days, Out of School Workshops, Resource Centre.

**Community Links:** Spelthorne Community Arts Association, Homestart, Spelthorne Museum, Surestarts Childrens centre's (Buckland & Stanwell), Arts Council England (specific to bids from within Spelthorne).

## **10. Sports & Physical Activities**

**Events:** Surrey Youth Games\*, Sports Awards, Santa Sprint, Staines 10k, Open Weekend (Olympics 2012 prep)

\* This included over 350 young people from Spelthorne participating in 13 sports for a number of weeks before the final teams were chosen and then went on to represent the Borough at the games. Many of the young people who didn't make the final team went on to join a local sports club.

**Projects:** MEND and the MEND Graduate Scheme, Disability Sports Club, Multi Sport Taster Sessions, Boot Camp Fitness Class, Off the Hook (skateboarding), Tennis & Athletics taster sessions. Holiday activities for those with disabilities including waterskiing, canoeing, gymnastics & trampolining, Free swimming for under 16's & over 60's (now withdrawn), Kid for a Quid.

**Community Links:** School Sports partnership, National Governing Bodies, Club Accreditation, Sport England (specific to bids within Spelthorne), helped with funding for specialist sports wheelchairs for local club.

### **Holiday Schemes**

Fun in the Sun (2008), Summer Safe & Youth Theatre (2009) SPLASH & Glee Workshop (2010)

## **11. General Advice**

The leisure team answer general enquiries and provide expert advice on funding, accreditation and training for clubs, organisations and individuals within the borough.

**Andy Holdaway – Youth & Arts Manager, Tel: 01784 446214**



# Spelthorne Borough Youth Plan

**Action Plan****1. Safety****COMPLETED BY THE PARTNERSHIP****DATE****Approved By EXECUTIVE**

<b>Action Point</b>	<b>Milestones</b>	<b>Expected Benefits</b>	<b>Links to Corporate Goals</b>	<b>Responsible Officer</b>	<b>Financial/Staffing Issues</b>	<b>Target Date</b>	<b>Risk/Other issues</b>
1.1 More organised activities in local parks	Increase parks based activities during the year.  Increase in numbers of young people participating	Increased participation in activities afterschool and at weekends.  Reduce levels of obesity and encourage young people into parks.	Younger people  Community Safety  Community Engagement	BYO - SBC  PCSO  CDRP  Faith Sector	Staff Time	ongoing	Ensure facilities/organisations are in parks before initially encouraging young people to access them.
1.2 Investigate further secure internet cafes for younger people	Introduction of a new internet café in the borough. Either in existing provisions or new opportunities	Access available to internet for all young people. Safe and secure staffed cafes to protect young people.	Younger People  Community Safety	Voluntary Groups  SBC/SCC	Staffing  Staff Time	2012	Internet related concerns, hacking etc
1.3 Production of a 'leisure card' to provide discounts on a range of activities within Spelthorne.	Tie in with ID card(1.9) Leisure discounts follow initial launch of the scheme in Dec 2008	Encourage young people to use local facilities. Reduce anti social behaviour by providing subsidised opportunities.	Younger People  Value for Money	SBC - BYO	Staff Time  Private Sector buy in & support	Summer 2009	Buy in from local leisure providers.

<b>Action Point</b>	<b>Milestones</b>	<b>Expected Benefits</b>	<b>Links to Corporate Goals</b>	<b>Responsible Officer</b>	<b>Financial/Staffing Issues</b>	<b>Target Date</b>	<b>Risk/Other issues</b>
1.4 Investigate the feasibility of teenage evenings at night clubs.	1 youth disco per month sept – may.	Enlighten young people that they can enjoy themselves without the need of alcohol. Reduce antisocial behaviour on the streets at weekends	Younger People  Community Safety	SBC - BYO	Staff Time	Ongoing	Concerns from local residents / health groups.
1.5 Implementation of workshops teaching teenagers vocational skills	Reduce NEET by 5% per year.	Create better work opportunities for young people once they have left full time education. Workshops can help them to become more employable.	Younger People  Economic Development	Business Forum  SBC	External Funding Required	Ongoing	Finding skills where jobs are going to be available once young people have completed courses.
1.6 Investigate further security in public buildings	Liaise with SCC	Greater sense of safety in buildings that have higher levels of security.	Community Safety	SCC – Buildings Control	Staff Time – Liaison	Ongoing	Outside of Boroughs remit.  Liaise with SCC
1.7 Work with organisations to support parents of trouble makers .	Reduction of antisocial behaviour from well known sources	Reduce anti social behaviour.	Community Safety	Surrey Police	Staff Time – Liaison	Ongoing	Outside of Boroughs remit  Liaise with Police



Action Point	Milestones	Expected Benefits	Links to Corporate Goals	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
1.8 Investigate further the need for extra buses in Spelthorne. Transport being a major issue for most young people.	Meetings with transport providers to discuss issues within Spelthorne.	Increased safety for all community especially around school times and early evening.	Community Safety Younger People Independent Living	SPYC SBC – BYO Spelthorne Together	Staff Time Funding for transport organisations	Ongoing	Need planned approach to transport issues to provide greater urgency.
1.9 Introduction of recognised ID for young people	Roll out of scheme to all schools within the Borough.	Help young people to prove age. Young people currently unable to prove age on buses, cinema etc	Younger People	SPYC SBC - BYO	Funding – Cards Staff Time	Dec 2008	ID used for wrong reasons.

# Spelthorne Borough Youth plan

## Action Plan

## 2. Being Healthy

COMPLETED BY THE PARTNERSHIP

DATE

APPROVED BY

DATE

		Links to Corporate Goals		Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
Action Point	Milestones	Expected Benefits					
2.1 Encourage young people to use park facilities. Liaise with other organisations in order to make parks safer.	Increase parks based activities during the year.  Increase in numbers of young people participating	Reduce obesity  Reduce antisocial behaviour	Healthy Community  Younger People  Community Safety	SBC – BYO  CDRP	Staff Time  Funding for possible projects	Ongoing	Ensure facilities/organisations are in parks before initially encouraging young people to access them.
2.2 Arrangements for new temporary facilities within the borough. Ice skating, paintballing etc	1 new opportunity per calendar year.	Increase leisure opportunities  Reduce obesity  Reduce antisocial behaviour	Younger People  Community Engagement	SBC – BYO  YDS - YDO	50% Funding secured for Ice rink winter 2008.  Staff Time	Ongoing	Limited space available and thoughts/concerns of local residents need to be taken into account when considering any new initiatives.  Ownership of facilities
2.3 Leisure Centre. More swimming time for young people – not just 'leisure' swim	Liaise with Leisure Centre regarding young peoples usage	Increase leisure opportunities  Reduce obesity  Reduce antisocial behaviour	Younger People  Healthy Community	SBC  SLM	Staff Time	Jan 2009	Pool availability

<p>2.4 Subsidised gym membership for young people.</p>	<p>Increased gym membership for under 18's</p>	<p>Increase opportunities for young people</p>	<p>Younger People</p>	<p>SLM</p>	<p>Staff Time</p>	<p>Ongoing</p>	<p>Emphasis should be placed on sensible workouts – ideally a 'youth personal trainer' could be identified to ensure young people are not damaging muscles etc</p>
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# Spelthorne Borough Youth Plan

## Action Plan

## 3. Enjoying & Achieving

COMPLETED BY THE PARTNERSHIP

DATE

APPROVED BY EXECUTIVE

DATE

Links to Corporate Goals							
Action Point	Milestones	Expected Benefits	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues	
3.1 Implement more exciting activities for young people to encourage them to meet away from streets	2 new activities per year.  Set up to run without the constant support from SBC.	Reduce antisocial behaviour  Create better opportunities	Community Safety  Younger People	SBC – BYO  SCC - YDO	Staff Time Funding sought for new activities.	Ongoing	Limited space available and thoughts/concerns of local residents need to be taken into account when considering any new initiatives.  Ownership of facilities
3.2 Liaise with Youth Development Service over their facilities and what activities they have to offer young people	Please see YDS Service Plan for Spelthorne 2008/9	Create an area where young people are happy to meet and access the opportunities the Youth Development have to offer.	Younger People  Community Engagement	SBC – BYO  SCC - YDO	Staff Time	Dec 2009	Cross over of roles, Borough & County
3.3 Workshops that teach job related skills	3 workshops (6 week courses) per year. Liaise with education providers.	Create better work opportunities for young people once they have left full time education. Workshops can help them to become more employable.	Economic Development	Business Forum	Funding sought for sessions  Education providers	Ongoing	Finding skills where jobs are going to be available once young people have completed courses.

Links to Corporate Goals							
Action Point	Milestones	Expected Benefits	Links to Corporate Goals	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
3.4 Access to youth internet cafes	Introduction of a new internet café in the borough. Either in existing provisions or new opportunities	Access available to internet for all young people. Safe and secure staffed cafes to protect young people.	Younger People  Community Engagement	Voluntary Sector  SBC/SCC	Funding required for equipment	2012	Internet related concerns, hacking etc.
3.5 Subsidised gym membership	Increased gym membership for under 18's	Increase leisure opportunities  Reduce obesity  Reduce antisocial behaviour	Healthy Community  Younger People	SBC/SLM	Staff Time  Funding for subsidy	ongoing	Emphasis should be placed on sensible workouts – ideally a 'youth personal trainer' could be identified to ensure young people are not damaging muscles etc
3.6 Work with educational establishments to identify those in need at a younger age and provide necessary support.	Reduce NEET by 5% per year.	Provide more support for those in need through secondary school. Encourage young person to finish school.  Reduce NEET  Reduce antisocial behaviour	Younger People	SCC Schools	Long term plan	July 2012	General liaison support

Action Point	Milestones	Expected Benefits	Links to Corporate Goals	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
3.7 Work with Connexions on their marketing to young people.	Increased knowledge and visits to connexions centre in Staines	Create a fashionable centre where young people feel happy to access the support on offer	<b>External</b>	SBC – BYO CNXS	Staff Time Liaison with CNXS		General liaison support
3.8 Provide local events to demonstrate what facilities and activities are available within Spelthorne	28 events for young people (0-19) per calendar year. (7 per quarter)	Greater understanding of activities and facilities available within Spelthorne.  Reduce antisocial behaviour  Reduce obesity	Younger People  Healthy Community  Community Safety  Community Engagement	SBC – BYO Leisure Team	Staff Time  Funding allocated from events budget SBC	Ongoing	Can provide bigger events when working in partnerships such as with YDS. (i.e. Music Festival 2008)
3.9 Provide young people in Spelthorne with a platform to perform their talents.	4 'live' audience events per year	Encourage young people to continue their hobbies.	Younger People	SBC – BYO Leisure Team	Staff Time  Funding allocated from events budget SBC		Support from youth related projects – such as Live & Direct

# Spelthorne Borough Youth Plan

Action Plan

4. making a positive contribution

COMPLETED BY THE PARTNERSHIP

DATE

APPROVED BY EXECUTIVE

DATE

Action Point	Milestones	Expected Benefits	Links to Corporate Goals	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
4.1 Greater option of work experience particularly aimed at 16-18 year olds	Reduce NEET group by 5% per year.	Creating work opportunities & experiences.  Reduce NEET  Encouraging young people to work	Economic Development  Younger People	SBC – BYO (liaise)	Staff Time	Ongoing	Availability / buy in from local businesses
4.2 Continue the arts workshops such as Sunbury cross graffiti art	2 arts based project for young people per year	Reduce graffiti 'tagging'  Create ownership by young people over local art work	Younger People	SBC - ADO	Staff Time Funding required for projects	ongoing	Identify appropriate sites
4.3 Implementation of a co-ordinated intergenerational project	Pilot intergenerational project 2009	Greater understanding over different generations needs.  Reduce the intimidation feeling???	Younger people  Independent Living	SPYC  SBC - BYO	Staff Time	Jan 2009	Interest required from both sides

# Spelthorne Borough Youth Plan

## Action Plan

## 5. Economic well being

COMPLETED BY THE PARTNERSHIP

DATE

APPROVED BY EXECUTIVE

DATE

Links to Corporate Goals							
Action Point	Milestones	Expected Benefits	Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues	
5.1 Creation of a job centre for young people, specialising in part time work & work experience. Local drive for jobs for teenagers	Increased knowledge and visits to the connexions centre in Staines.	Creating work opportunities & experiences.  Reduce NEET  Encouraging young people to work	Economic Development  Younger People	CNXS  SBC - BYO	Staff Time Liaison with CNXS	ongoing	Current provision – connexions Staines
5.2 Implementation of pay-as-you-go workshops for trade skills	3 workshops (6 week courses) per year. Liaise with education providers.	Create better work opportunities for young people once they have left full time education. Workshops can help them to become more employable.	Economic Development  Younger People	Business Forum	Staff Time Funding sought for sessions Education providers	2010	Economic stability  Few employers available once experience achieved
5.3 Support more careers events in schools. Workshops on life skills	Attend at least one careers event in each school per school year.	Create better work opportunities for young people once they have left full time education. Workshops can help them to become more employable.	Economic Development  Younger People	SCC – Schools  SBC - BYO	Staff Time	ongoing	Schools not interested



# Spelthorne Borough Youth plan

## Action Plan

## 6. General

COMPLETED BY THE PARTNERSHIP

DATE

APPROVED BY

DATE

		Links to Corporate Goals		Responsible Officer	Financial/Staffing Issues	Target Date	Risk/Other issues
Action Point	Milestones	Expected Benefits					
6.1 Continue to support Youth Council.	40 Youth Councillors regularly attended.  Accurate representation from Spelthorne (all schools)	Provide a voice for young people within Spelthorne.	Younger People  Community engagement	SBC – BYO  SCC - YDO	Officer Time  Funding sought externally for projects.  Budget allocated internally from BYO budget	Ongoing	Loss of interest from young people
6.2 Help to provide 2 major youth council projects per year	Anti-Knife campaign & Ice Rink 2008  Local democracy week	Raise awareness or tackle issues of selected projects	Depending on project  Younger people	SBC - BYO	Officer Time  Funding sought externally for projects.  Budget allocated internally from BYO budget	Ongoing	Support for projects
6.3 Provide support to voluntary sector groups as and when required.	Continue with voluntary sector 'Your Shout' yearly	Share knowledge, support and guidance for all groups that work with young people.  Helping to build on the good work that is currently undertaken by the voluntary sector.	Community Engagement  Younger people	SBC – BYO	Officer Time	Ongoing	Correct and current information must be advised.

6.4 Provide support to Youth related projects from within SBC. (Play, Arts, Sports, Healthy lifestyles etc)	28 youth related events per year from Leisure Services.	Raise awareness of activates and facilities available within Spelthorne for young people.	Community Engagement  Younger People	Leisure Services  SBC - BYO	Officer Time  Events funding from budget. Funding required for extra events.	Ongoing	
6.5 Remain committed to consulting young people on youth related issues from within Spelthorne	Consult on all scenarios that involve young people  3 young people to attend Spelthorne Together	Provide a voice for young people within Spelthorne	Younger people  Community Engagement	SBC - officers	Officer time to conduct consultation	Ongoing	To act upon answers from young people otherwise they will cease to take part in future consultation.
6.6 Continue to support & evolve Spelthorne youth website	Monitor web page with young people adding their articles. Link to other local publications, SBC, SCC Surrey Police. PCT etc.	Provide a voice for young people  A dedicated web site for young people in Spelthorne to highlight events, activities, local issues and what is available.	Younger People	SBC Communications	Ongoing costs – BYO budget	Ongoing	Loss of interest from young people if site is not regularly updated.

<p>6.7 Creation of a professional youth workers network group for within Spelthorne.</p>	<p>Representatives from voluntary groups, SYDS and Borough officers</p>	<p>To help coordinate a planned approach to working within Spelthorne. Help to share knowledge and skills to relevant projects</p>	<p>Younger people Community engagement</p>	<p>SBC - BYO</p>	<p>Officer time</p>	<p>Feb 2009</p>	<p>Buy in from all groups</p>
<p>6.8 Introduce Safeguarding Children training Spelthorne BC induction training. Half day training to be introduced for all staff that are likely to come into contact with young people.</p>	<p>All Spelthorne staff to have undertaken safeguarding children training</p>	<p>To help provide a coordinated and easy-to-follow guide on what to do when faced with a possible child protection issue. Ultimate benefit is to put safety of young people as a high priority.</p>	<p>Younger people</p>	<p>BYO</p>	<p>Linked to induction training</p>	<p>Induction training immediate.  Half day training feb 2009.</p>	

## **WORKFORCE MONITORING**

**Overview and Scrutiny Committee: 9 September 2010**

**RESOLUTION Required**

**Report of the Assistant Chief Executive**

### **REPORT SUMMARY**

#### **How does the content of this report improve the quality of life of Borough Residents**

Staffing issues affecting the recruitment, retention and morale of staff who provide services to the community. If the workforce is representative of the community it may help improve service provision to the wide range of customers.

#### **Purpose of Report**

To report on the diversity of the workforce and recruitment monitoring for the year 2009/10, to note trends and actions taken.

#### **Key Issues**

- Workforce monitoring in accordance with Spelthorne's Single Equality Scheme and legislation
- Make-up of workforce focusing on gender, disability, ethnicity and age
- Monitoring of the recruitment and selection process
- Trends and actions

#### **Financial Implications**

Financial penalties are possible if Spelthorne is found to have discriminated unfairly.

#### **Corporate Priority**

All priorities.

#### **Officer Recommendations**

The Committee is asked to note the workforce monitoring, trends and actions.

**Report Author: Jan Hunt, Head of Human Resources 01784 444264**

**Area of Responsibility: Brian Harris, Assistant Chief Executive 01784 446249**

**Cabinet member: Councillor Vivienne Leighton**

## MAIN REPORT

### 1. BACKGROUND

- 1.1 The Equality Act 2010 has brought together nine separate pieces of legislation into one single Act covering discrimination, including protection of employees and applicants against unlawful discrimination on the grounds of gender, race, disability, age, sexual orientation and religion and belief.
- 1.2 Spelthorne has a combined Single Equality Scheme to cover the previous requirements for separate Race, Disability and Gender Equality Schemes. In 2009 Spelthorne was successful in being recognised at level 3 (Achieving) against the Government's Equality and Diversity Standard.
- 1.3 Public authorities are expected to undertake employment monitoring on a wide range of circumstances including numbers of staff, staff subject to disciplinary action, appointments, promotion, grievances from staff and ceasing employment.
- 1.4 We also monitor the appointments process to check that we are continuing to attract applicants from a wide range of backgrounds. Applicants complete an Equal Opportunities Monitoring Questionnaire, which is detached from the application form prior to shortlisting, so that recruitment decisions are made on the basis of objective information relating to qualifications and experience, with more personal information available for monitoring purposes only.
- 1.5 Monitoring results are considered by the officer Equality and Diversity Group and Management Team and are reported for member scrutiny.

### 2. KEY ISSUES – Workforce

- 2.1 **Staff numbers.** At 31 March 2010 Spelthorne employed 325 people (294.7 full time equivalents). This compared to the establishment of 323.95 full time equivalent if all posts were filled, with a reduction of 7.17 full time equivalent posts in the year to 31.3.10. 234 staff (72%) were at grade 1-6 covering clerical, administrative and operative posts, 74 staff (22.7%) at M1-SM2, for professional and manager posts and 18 (17 posts) (5.23%) at head of service and management team.
- 2.2 **Full and Part time working.** 74% of the workforce works full time (241 staff) and 26% (84 people) work part time. There are similar numbers of male and female staff working full time (50.6% male and 49.4% female), with the majority of part time staff women (88% female, 12% male). The independent living service has the greater proportion of its workforce working part time, with few full time posts in that area.
- 2.3 **Gender.** The workforce is split between 40.6% male and 59.4% female staff. See [Appendix A](#).
- 2.4 A greater proportion of female staff are at the lower levels in the organisation. At grades up to Scale 6 the gender split is 63% female / 37% male. At the professional and managerial grades there is a more even split of 51% female and 49% male. At senior levels (Management team and heads of service) it is 59% male and 41% female, although with small numbers there is the potential for a single appointment to make a significant difference to the proportions. This is demonstrated by the change to the gender split at senior level following the retirement of one of the male Assistant Chief Executives at the end of March 2010, so that the gender split at senior level from 1 April 2010 is 50/50.

- 2.5 **Disability.** 15 staff are noted as having a disability (13 from self-declaration and 2 identified by HR as meeting the criteria for 'automatic' inclusion as disabled). This is 4.62% of the workforce, compared to census data that shows that around 10% of the working age population in Spelthorne is disabled. Thus staff with disabilities are under-represented in our workforce.
- 2.6 **Ethnicity.** Spelthorne uses the ethnic classifications used in the 2001 census. The workforce is predominately of white ethnicity, with 93.5% describing themselves as White, with 6.5% from other ethnic backgrounds. See [Appendix B](#) for details.
- 2.7 These figures can be compared with the population make up of the Borough. The 2001 census figures showed that 94.3% of the local population described themselves as White with 5.7% from other ethnic groups. This indicates that the workforce is broadly in line with the ethnic make-up of the population at the last census. However current indications are that 9.5% of the Spelthorne population is now from other ethnic groups.
- 2.8 **Age.** Spelthorne employs people in all age ranges, with a very high proportion (almost 66%) at 40 years old or over, although it is encouraging to see that just over 16% of the workforce are aged 30 or under. See [Appendix C](#).
- 2.9 **Length of Service.** Spelthorne has a wide span of service length with 40% of staff having under 5 years service and only 14% having over 15 years service. The high level of staff with shorter service reflects higher turnover in the early years in part due to people moving on if they decide that working in local government is not for them or leaving for promotion elsewhere. Lower levels of staff with very long service reflects changing employment patterns with flatter structures, fewer people remaining with one employer throughout their working life and the effect of restructures and redundancies. See **Appendix C**.

### 3. MONITORING OF THE RECRUITMENT PROCESS

- 3.1 Applications for advertised vacancies are monitored for gender, ethnicity, disability and age. The results of recruitment monitoring for the year April 2009 to March 2010 are shown in [Appendix D](#).
- 3.2 Monitoring shows the number of applications received, numbers shortlisted and appointments made. There were no complaints of unfair discrimination or treatment received in the period under review, and there is no evidence to suggest that any differences are due to unfair discrimination on any grounds other than suitability for the post applied for.
- 3.3 All vacancies advertised externally are advertised on [www.surreyjobs.info](http://www.surreyjobs.info) a specialist e-recruitment portal developed with other public sector partners in Surrey which links to the [www.jobsgopublic.com](http://www.jobsgopublic.com) national recruitment network, with traditional press media now used in few cases. There were a total of 1050 applications for 42 adverts with 45 appointments made. There was a strong field of candidates for most posts, with smaller numbers of applicants for more specialist posts and for internal appointments.
- 3.4 There was an even mix of internal and external adverts, contrasting with the situation in most years where the great majority of posts are advertised externally. Internal adverts typically result in fairly small numbers of applicants, yet there was still an increase in overall applications received (1050 compared to 961 in 2008/9).

- 3.5 **Gender.** Applications were received from 391 men (37.2% of applicants) and 659 women (62.7% of applicants).
- 3.6 Overall a greater proportion of female applicants were shortlisted and appointed, with 9 men appointed (20% of appointments) and 36 women appointed (80% of appointments). At senior management level there was 1 appointment filled by a woman (Head of Streetscene post).
- 3.7 **Disability.** We continue to receive relatively small numbers of applications from applicants declaring a disability, slightly increased compared to last year (40 applications, 3.8% of applicants compared to 17 applications last year). 12 of the disabled applicants were shortlisted (6% of applicants) as they met the essential criteria of the post they had applied for, with one appointment (2.2% of appointments).
- 3.8 **Ethnic minority.** Overall 30.3% of applicants (319 applications) were from ethnic minority applicants. Of these 34 (17.2% of shortlisted applicants) were shortlisted and 5 appointed (11.1% of all appointments). The proportion of ethnic minority applicants shortlisted and appointed was therefore significantly less than the proportion of applications received. There is no evidence of any unfair discrimination.
- 3.9 **Age.** Applications were received from all age ranges, with all ages shortlisted and appointed. It is encouraging to see that almost 30% of appointments were of younger people between 18 and 30 years old, helping to balance the age of the workforce.
- 3.10 **Promotion.** Existing staff can apply for all vacancies, with some restricted to internal applicants only. During the year 2009-10 11 staff were promoted. 4 (36%) were male and 7 (64%) female, 10 of the staff promoted were from a White British background with 1 (9%) from a black (other) background.
- 3.11 **Secondment.** One secondment to Surrey County Council commenced and is ongoing, with a member of staff from the asset management service assisting with the review of public sector assets. Thus a review of the usage of Spelthorne assets was undertaken at an early stage which will assist in the identification of any savings arising.
- 3.12 There have also been opportunities for temporary cover arrangements to cover sickness and maternity absence and while posts were vacant. Flexible use of staff continues for particular projects.

#### 4. OTHER WORKFORCE MONITORING

- 4.1 **Grievance proceedings.** There were no formal grievances.
- 4.2 **Disciplinary proceedings.** There were 12 formal disciplinary cases, 11 were White British (91%) with 1 from a White and Black African background (8%).
- 4.3 **Leaving employment.** Turnover in 2009/10 was at 12.2%, with 40 permanent staff leaving Spelthorne. See [Appendix E](#) for comparison with earlier years. Most were from a White British background (87.5%), with 3 describing themselves as White Other (7.5%), 1 Asian (2.5%), and 1 from a White and Black African background (2.5%). The majority (21) of leavers resigned voluntarily to take up opportunities elsewhere, a voluntary turnover rate of 6.4%.
- 4.4 **'Managed' turnover** includes dismissals including redundancies, ill-health and planned retirements. Managed turnover was at 5.2 % compared to 2.4% the

previous year with 2 retirements at age 65, 7 redundancies, 1 ill-health retirement, 5 dismissals and 2 end of temporary contracts. There were also 2 deaths in service. 15 of these staff were from a White British background (94% of managed leavers), with 1 from an Asian background (6%).

- 4.5 **Requests to work beyond Normal Retirement Age.** 10 staff requested to remain at work beyond age 65, 9 of which were agreed. This is an increase compared to only 4 requests in 2008-9. The government has indicated that they intend to remove the default retirement age of 65 from October 2011. It will then be unlawful to prevent an individual from working beyond age 65 and employments will continue until the individual chooses to retire or the employer takes formal action to bring it to an end (e.g. on grounds of redundancy, capability or ill health).
- 4.6 **Employment Tribunal cases.** There were no employment tribunal cases lodged in 2009/10.
- 4.7 **Workforce monitoring not currently undertaken.** We do not currently collect data or monitor for religion / belief or sexuality.

## **5 ACTIONS DURING 2009-10 AND PLANS FOR 2010-11**

- 5.1 Following the award of Level 3 of the Equality Standard in March 2009 an officer Equality and Diversity group, chaired by Assistant Chief Executive Liz Borthwick, has met regularly to review diversity issues arising including recruitment arrangements. The group will be reviewing the provisions of the Equality Act 2010 and identifying action required. The Act will be implemented by way of regulations, so the full provisions and timetable is not yet confirmed.
- 5.2 We are accredited to use the 'Positive about Disabilities' symbol (the 2 ticks symbol) on our recruitment adverts and literature confirming that Spelthorne is committed to good practice in employing and retaining disabled people. Disabled applicants who meet the essential criteria of a job are guaranteed an interview. However, applicants declaring a disability continue at a low level.
- 5.3 We have surveyed all staff to ensure that staff records are up to date, in particular in relation to whether staff consider themselves disabled, and all staff declaring a disability confirmed that they receive appropriate support for their particular circumstances.
- 5.4 We support existing staff returning to work following recovery from illness / surgery, including workplace assessments and appropriate support. Some existing staff classify themselves as 'disabled' on their return to work. HR have also started to record instances where staff could be considered as disabled (for example when cancer is diagnosed) and this confirms that some people prefer not to classify themselves as disabled for employment purposes.
- 5.5 We continue to provide work experience placements for disabled adults who are updating skills for employment at Queen Elizabeth's College, and for disabled students at local secondary schools.
- 5.6 We have provided work experience for a number of Year 10 students from local secondary schools and for a number of undergraduates so that they can experience the broad range of employment opportunities available in local government.



5.7 Staff training and development for the year has included workshops to ensure that staff involved in the recruitment and selection process understand the need to advertise carefully and select staff for interview and appointment on relevant objective grounds.

## **6. WORKFORCE TRENDS**

6.1 The overall proportion of male / female staff remains similar to previous years with the proportion of female staff at senior levels remaining above average (compared with the national BVPI data published up to March 2008).

6.2 The proportion of disabled people in the workforce remains similar to previous years. There appears to be a reluctance to declare a disability, even in those cases that are deemed to be automatically considered disabled, such as cancer and MS.

6.3 The number of staff from an ethnic minority background has remained in line with the working age population of Spelthorne from the last census. However this is no longer in line with current population projections which show that almost 10% of the Spelthorne population is now from an ethnic minority background.

6.4 Spelthorne continues to employ people in all age ranges, with an overall ageing workforce, although an encouraging number of younger staff continue to be appointed.

6.5 An increasing number of staff wish to remain at work beyond the normal retirement age of 65, with 90% of requests agreed in 2009-10. This trend is likely to continue in the future as rising state retirement ages and a possible removal of the default retirement age changes expectations on the length of the working life. This may have a significant effect on employment patterns in the future and the age range of staff.

6.6 Turnover has increased to 12.2%, from 7.9% in 2008/9, which was the lowest level for many years. Voluntary turnover has increased slightly but remains at a fairly low level (6.4%), a significant reduction from the 12.5% in 2007/8, reflecting reduced opportunities due to the economic downturn and individuals' preference not to seek alternative employment in these circumstances.

6.7 Managed turnover increased to 5.2% from 2.4% the previous year, partly as a result of an increase in redundancies due to restructure as the council seeks to reduce costs.

6.8 Management Team continue to manage the establishment and vacancies to maximise the opportunities for budget reductions. There has been a significant change in recruitment patterns due to the council's financial situation and the external economic downturn. The proportion of posts advertised internally only and filled from within the existing workforce has increased, providing opportunities for development and succession. The Members Budget Task Group supported this approach, also noting that internal promotion could open up further opportunities for savings.

6.9 Although vacancy numbers remained lower than in previous years (41 compared to 55 in 2007/8 , 46 in 2008/9) the number of applications continued to increase significantly in the current economic situation, with applications for admin posts and other 'general' work receiving very high responses. There were 1050 applications in 2009/10 compared to 961 in 2008/9, 803 in 2007/8 and 639 in

2006/7. This increases the management time required throughout the recruitment process.

- 6.10 The majority (around 95%) of applications received are now submitted electronically as applicants increasingly expect to pick up adverts and apply for positions online. Use of e-recruitment enables us to attract applications from a wide background while continuing to contain advertising expenditure.

## **7. OPTIONS ANALYSIS**

- 7.1 No options – report is for information.

## **8. PROPOSALS**

- 8.1 To note the monitoring data and workforce statistics in this report, the action taken and trends.

## **9. BENEFITS AND SUSTAINABILITY**

- 9.1 A diverse workforce reflects the community and ensures Spelthorne has access to a wide range of experiences and backgrounds to assist service delivery.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no financial implications of this report, although there are resource implications from the recruitment activity and for gathering monitoring data. There could be financial penalties if Spelthorne is found to have discriminated unfairly.

## **11. LEGAL IMPLICATIONS / OTHER CONSIDERATIONS**

- 11.1 Spelthorne must comply with the requirements of all employment legislation and with specific public sector equality duties. Spelthorne has achieved level 3 of the Equality Standard, which requires that effective monitoring and review of diversity is undertaken.
- 11.2 Applicants or employees who believe that they have been unfairly discriminated against or have suffered a detriment on the grounds of their race, gender, disability, age, sexual orientation, religion / belief or working arrangements can claim against Spelthorne at Employment Tribunal. Equal opportunities awards are potentially unlimited and the Council's reputation could be damaged in the event of any successful claims.

## **12. RISKS AND HOW THEY WILL BE MITIGATED**

- 12.1 The risk of discrimination claims is mitigated by training, development and briefing of staff involved in recruitment, selection and the management of staff, and by ensuring that employment procedures set out requirements and expectations.

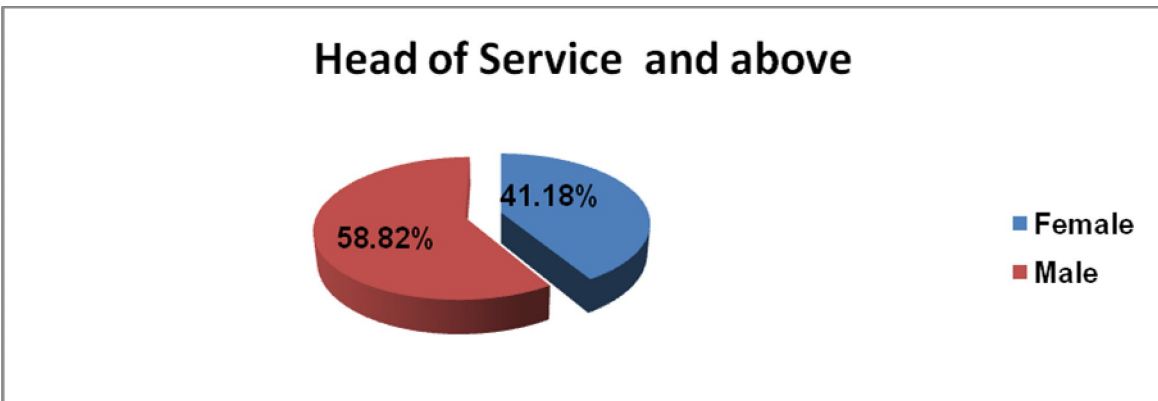
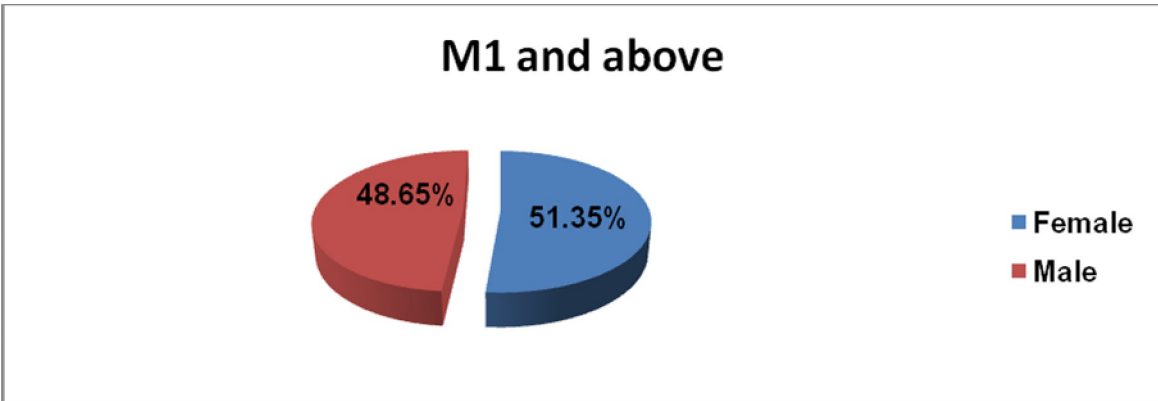
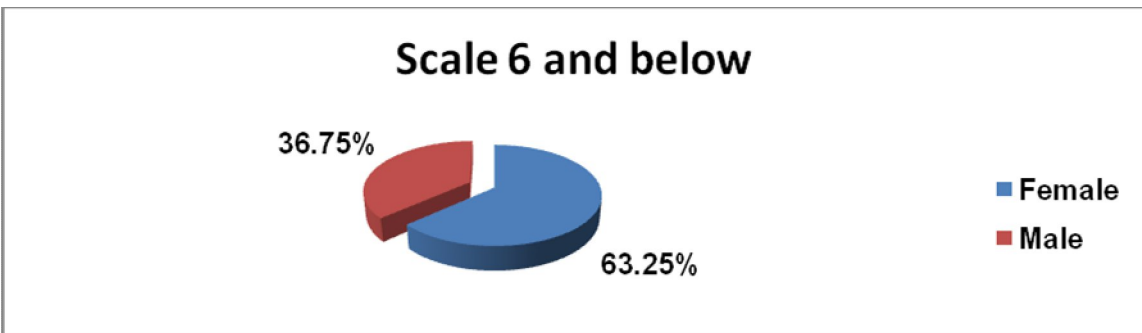
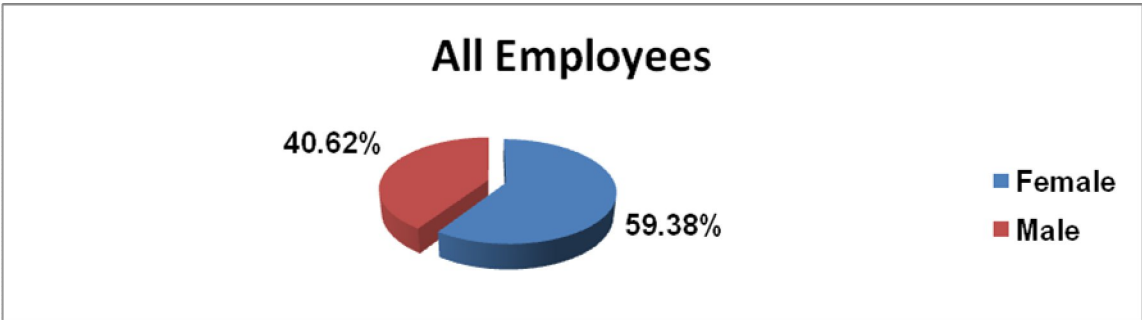
## **13. TIMETABLE FOR IMPLEMENTATION**

- 13.1 Employment monitoring and the actions above are ongoing.

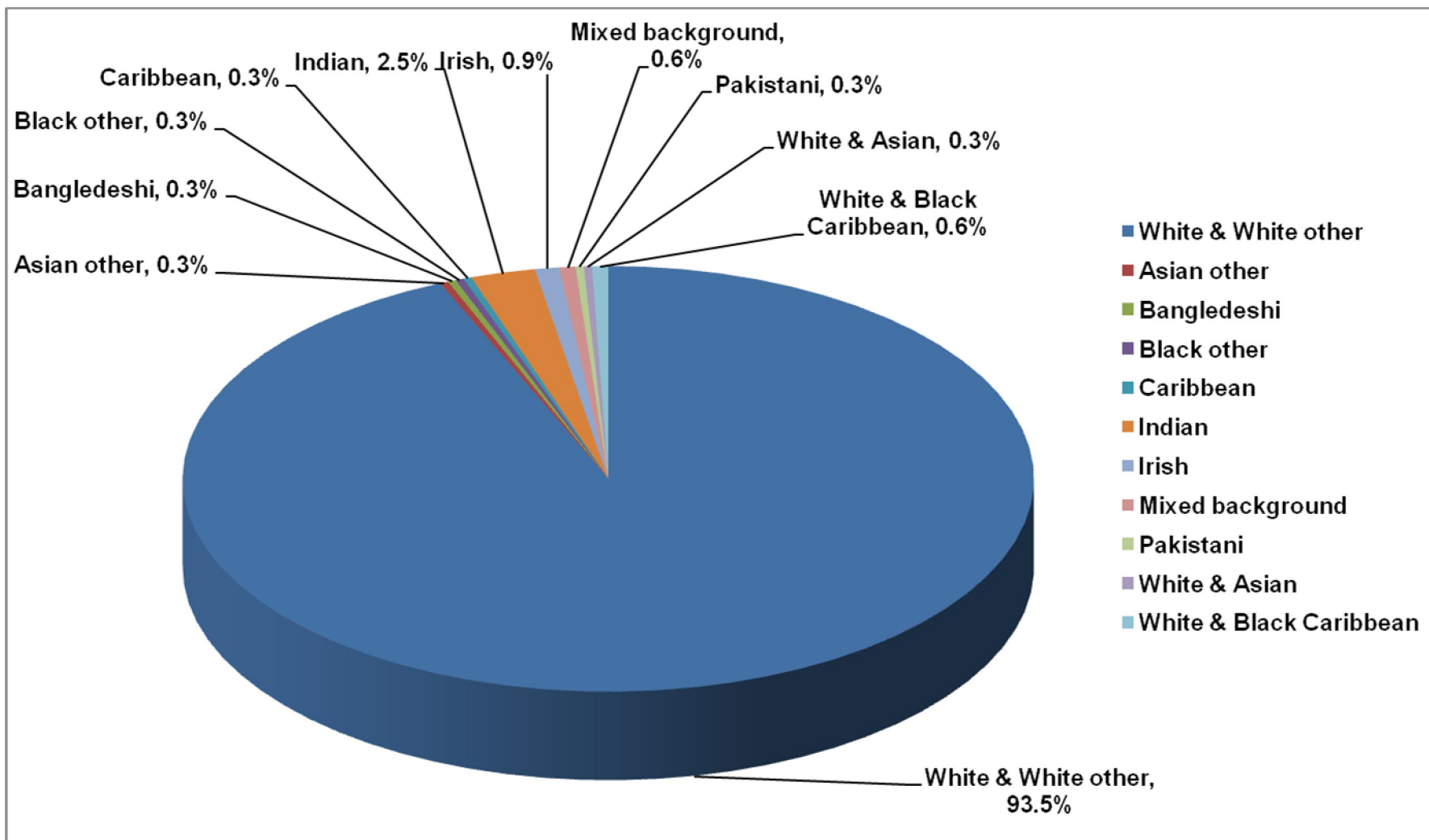
**Report Author: Jan Hunt, Head of Human Resources**

**Background Papers: There are none.**

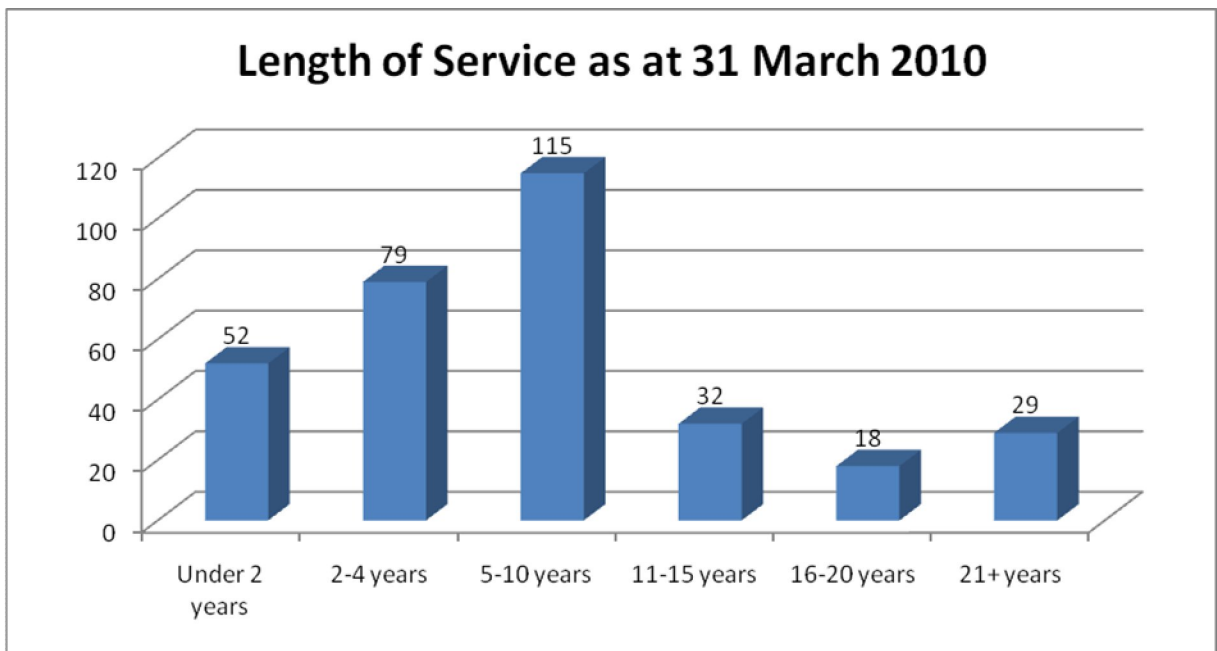
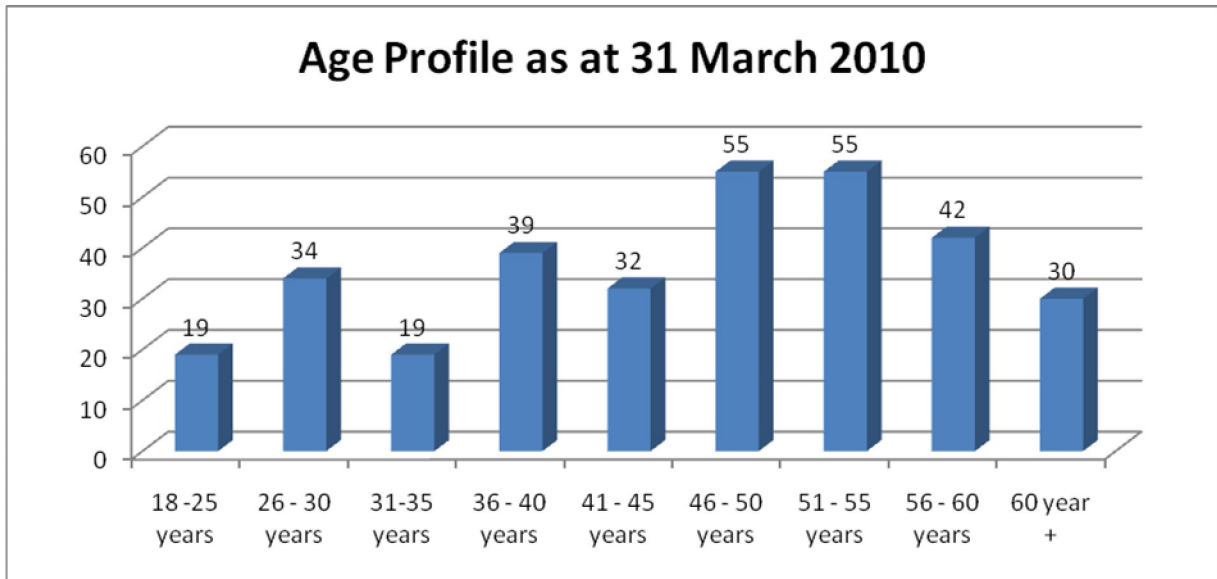
### Gender Split of Spelthorne Employee



Ethnic Background of Spelthorne Employees – 31 March 2010

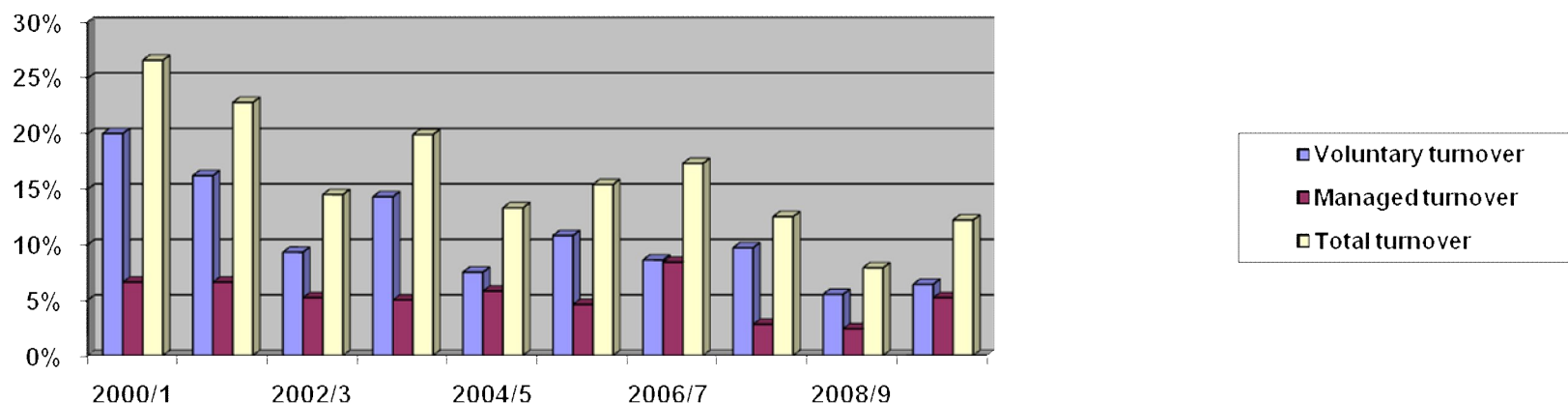


**Age Profile and Length of Service**



## Turnover

Turnover up to 31 March 2010 is at 12.2%, with 6.4% voluntary turnover, 5.2% managed turnover and 0.6% deaths in service. This is an increase in overall turnover over the previous year with a slight increase in voluntary turnover and significant increase in managed turnover. Voluntary turnover remains low.



There were 40 leavers in 2009/10, 21 voluntary leavers, 17 managed leavers (2 retirements at age 65, 1 ill-health retirement, 7 redundancies, 5 dismissals, 2 end of temporary contracts), and 2 deaths in service. Permanent staff and longer term temporary posts/staff are included in the figures, but not short term temporary cover.

Voluntary turnover rates are the more significant indicator, representing the loss of staff that we would have expected to continue working for us, and now need to replace. The current level of voluntary turnover remains low, with concern when it approaches 15%.

Managed turnover includes redundancies, efficiencies, retirements and other dismissals. The proportion of managed leavers has increased significantly, with each dismissal requiring a significant amount of manager and HR time to manage.

## Overview and Scrutiny Committee: 9 September 2010

### Briefing paper from the Head of Streetscene

#### 1. ENFORCEMENT

- 1.1 We have 5 enforcement officers covering the borough who deal with monitoring of all Streetscene front line services as well as taking enforcement action under the CNE Act and parks by laws including illegal moorings. To date we have:
- (a) Prosecuted 1 used car dealer for selling vehicles illegally from the highway
  - (b) Issued 4 fixed penalty notices for littering
  - (c) Prosecuted for driving a pony and trap in a park
  - (d) Issued over 20 warning notices to illegally moored boats.
  - (e) Issued 10 warning notices for littering/fly tipping

#### 2. REFUSE COLLECTION

- 2.1 We are slowly moving the difficult properties across on to AWC with the ultimate aim of reducing the number of weekdays that we collect from difficult properties. Our last estimation of the numbers is that there are approximately 41000 domestic domestic residential properties in Spelthorne, we estimate that 3800 of these are not on the AWC service. Of this 3800 there are approximately 2000 properties that cannot be put on to the AWC service without structural change to property.

#### 3. STREET CLEANSING

- 3.1 All of our Street Cleansing works around specific areas; we have 5 town centre sweepers and 6 litter pickers who work within their zone. This method has proved to be effective over past years as it encourages employees to take ownership of their area and deal with issues as and when they arrive rather than waiting for specific instructions. Working this way has reduced the number of litter related enquiries that we receive. This approach has also enabled us to achieve better scores for NI 195 inspections which are well within the targets set.

#### 4. REFUSE/RECYCLING/GARDEN WASTGE COLLECTIONS

- 4.1 We now operate 2 separate garden waste schemes with numbers reaching above 6200; our ultimate aim is to reach full capacity of 8000 which we would hope to achieve during 2011.
- 4.2 There are no issues with the collection of rubbish and recyclables and we are being more pro-active on issues such as side waste. There appears to be quite a high rate of contaminated recycle bins which is being addressed through marketing.

#### 5. SPELRIDE

- 5.1 We operate 5 buses offering Day Centre transport during the period 9 – 11am and 2 – 5pm and Dial a Ride transport between 11am and 12pm providing over 2000trips per month to elderly and disabled residents. Passenger scheduling moved across to Elmbridge from 1 April and despite some initial issues which we are working to resolve the service is operating as normal.

## **6. GROUND MAINTENANCE CONTRACT**

- 6.1 The contract has been in place for over a year and there are very few, if any, issues. The contract is monitored by the Cabinet Member for the Environment as well as the Enforcement Officers. Complaints re un-cut grass are very few and far between and residents appeared to have accepted it. BBQ's and the subsequent aftermath continue to be an issue in undesignated areas and we are currently looking at ways to combat this ongoing problem.

## **7. SPELTHORNE IN BLOOM**

- 7.1 Despite the restructure at the Depot and the loss of the Nursery staff, we have entered into a new phase of 'In Bloom' which is being successfully managed and run by Lotus Landscapes. There has been no drop in basket sponsorship and the scheme has been well supported by a number of County Councillors and some Borough Councillors.

## **8. HIGHWAY VERGE MAINTENANCE**

- 8.1 We are in our third year of operation and are receiving very few if any complaints about highway verges. This year we took on the maintenance of roundabouts, creating safe working areas around the perimeter so that work can be undertaken safely without the need for expensive traffic management. This work has already commenced with Squires roundabout in Halliford being the first and Knowle Green being the second with the added advantage that the roundabout is planted with low maintenance foliage.
- 8.2 The team also tackled the Crooked Billet roundabout which falls under the responsibility of the Highways Agency, this was a very successful day with a lot of rubbish & fly tipping removed, along with hedge & grass cutting.
- 8.3 Weed spraying was carried out throughout the borough during April and the die back of the weeds was evident, the weeds will be sprayed once more this year towards the end of the growing season.

**Contact: Jackie Taylor Head of Streetscene 01784 446418**



## **2010-11 Revenue Monitoring Report**

**Overview and Scrutiny Committee: 9 September 2010**

### **Resolution Required**

**Report of the Chief Financial Officer**

### **EXECUTIVE SUMMARY**

#### **How does the content of this report improve the quality of life of Borough Residents**

This report shows the Authority's revenue spend figures and how resources were spent on providing services for residents for the period April to July 2010.

#### **Purpose of Report**

To provide Members with the Revenue spend figures

#### **Key Issues**

- The actual spend to date, at net expenditure at service level, shows that we have spent £2.302m against the full year original budget of £13.851m.
- The Interest earnings for the period amounted to £137k and the full year earning's forecast is £391k
- Loss of Government grants totalling £149,000 affecting planning development control and economic development.
- Despite the loss of the above grant, the forecast projected outturn variance is currently estimated as a £23k underspend.

#### **Financial Implications**

As set out within the report and appendices

#### **Corporate Priority**

All 12 Priorities.

#### **Officer Recommendations**

**Overview and Scrutiny Committee are asked to note the report**

**Contact: Terry Collier, Chief Financial Officer (01784 446296)**

**Cabinet Member: Cllr Vivienne Leighton**

## MAIN REPORT

### 1. BACKGROUND

- 1.1 The purpose of this report is to update Members on the revenue spend position as at the 31 July 2010.
- 1.2 To inform Members of the reasons for the variances identified against the budget agreed in February 2010.
- 1.3 In the Budgets agreed for Heads of Service it is always anticipated that there will be budget variances from the original budget. This ensures that the Authority meets any change in the needs of the service to adapt to any unexpected changes which happen in the period.

### 2. KEY ISSUES

- 2.1 In [Appendix A \(to follow\)](#) the actual spend is £2.302m against the full year budget of £13.851m.
- 2.2 [Appendices B1 to B9](#) gives a summarised breakdown of the revenue spend by portfolio Area, firstly in overall terms and then breaking each portfolio down by cost centres
- 2.3 Major provisional outturn variances, to the original budget together with officer comments on more significant expenditure / income variances are as follows:

(a) Economic Development

Cost Centre	Comment	Significant Variance
Car Parks	Costs of temporary staff to cover vacant permanent positions exceed vacant post savings.	£105k adverse
	Increased pay and display, season ticket and on and off street enforcement income.	£20k favourable
Staines Town Centre	Income better than budget	£40K favourable
Staines Market	Income less than budget	£12k adverse
Economic Development	Loss of government grant	£49k adverse

(b) Planning and Housing.

Cost Centre	Comment	Significant Variance
Building Control	The income budgets were increased for 10/11, but activity levels are lower than in previous years, resulting in lower fee income.	£23k adverse

Housing Benefits admin	Vacancies for 5 months of the year.	£14k favourable
Housing Benefits payments	Better overpayments recovery than anticipated	£174k favourable
Private Sector Leasing	The present PSL scheme has come to an end, resulting in no spend for 1011.	£66k favourable
Land Charges	Higher income due to more activity	£29k favourable
Development Control	Loss of housing/ planning delivery grant and lower fee income, as not many large applications being received.	£100k adverse

(c) Health and Independent Living

<b>Cost Centre</b>	<b>Comment</b>	<b>Significant Variance</b>
Community Care admin	Staff vacancies	£9k favourable
Meals on Wheels	Temp Staff to cover long term sickness	£13k adverse
Spelride	Temp Staff employed as a result of a delay in the setting up of the partnership with Elmbridge.  Increased use of the service.	£13k adverse  £13k favourable
Environmental Health admin	Staff vacancies	£61k favourable
Rodent & Pest Control	Increased fees from Stray dogs	£3k favourable

(d) Environment

<b>Cost Centre</b>	<b>Comment</b>	<b>Significant Variance</b>
Streetscene Management and Support	Staff vacancies  Contribution from A2D towards Stanwell community warden costs (see community safety)	£49k favourable  £17k favourable
Refuse collection	Staff Vacancies  Increased hire of Green waste bins.	£35k favourable  £84k favourable
Depot	Costs of security patrols and increased business rates.	£14k adverse

Environment Services admin	Staff vacancy.	£10k favourable
Street Cleaning	Staff vacancies	£20k favourable
Recycling	Lower collection costs	£46k favourable
	Lower recycling credits	£50k adverse

(e) Young People and Cultural Services

Cost Centre	Comment	Significant Variance
Grounds Maintenance	Staff Vacancies Changes to the structure of the nursery.	£60k favourable
Parks Strategy	Drop in football, lettings, licence & Lammas car park income.	£38k adverse

(f) Communications and Engagement

Cost Centre	Comment	Significant Variance
Business Improvement	Staff Vacancy	£18k favourable
Taxi Licensing	Fewer applications received	£11k adverse

(g) Community Safety

Cost Centre	Comment	Significant Variance
Community Safety	A2D contribution now reflected within Streetscene management and support.	£14k adverse
Knowle Green	Airtrack public inquiry income will not be achieved this year.	£26k adverse
Responsive Maintenance	Increased maintenance	£20k adverse

(h) Resources

Cost Centre	Comment	Significant Variance
Audit	Staff Vacancies	£16k favourable
	Loss of partnership income from Surrey Heath Borough Council.	£33k adverse
Legal	Higher Legal and court costs	£21k adverse
	Increased fee income	£29k favourable

Customer Services	Temp post made permanent	£17k adverse
Corporate Management	Valuation fees relating to Stanwell new start.	£17k adverse
	Venue hire and funding from Surrey, Safer, stronger communities board	£11k favourable
Council Tax	Reimbursement of legal costs	£10k favourable
	Temp staff costs and overtime payments to cover increased workload.	£15k adverse

### 3. PROPOSALS

Overview and Scrutiny Committee are asked to note the current revenue spend position.

### 4. BENEFITS AND SUSTAINABILITY

- 4.1 Careful monitoring of the budgets enables greater transparency of budget problems and action to be taken when required on areas identified as areas of concern
- 4.2 A systematic approach to budget monitoring will hopefully alleviate problems of major discrepancies not being highlighted until year end.
- 4.3 Constant monitoring of the budgets enables Heads of Service to be held more accountable for their budgetary spend and any major unidentified variations which occur.

### 5. FINANCIAL IMPLICATIONS

- 5.1 As set out within the report and appendices.

### 6. LEGAL IMPLICATIONS / OTHER CONSIDERATIONS

- 6.1 There are none

### 7. RISKS AND HOW THEY WILL BE MITIGATED

- 7.1 A projected balanced outturn depends on Management Team, Heads of Service and all budget managers managing their budgets within the parameters that were originally agreed and achieving where necessary corresponding growth and savings within those budgets. Careful monitoring of the budgets on a monthly basis ensures that any problems or anomalies are identified and investigated at an early stage.
- 7.2 Any necessary corrective action on major budget variations, which cannot be remedied within the Service, are reported to MAT immediately in order to ensure that as much time and opportunity is had to enable the position to be rectified quickly within the current financial year.

### 8. TIMETABLE FOR IMPLEMENTATION

- 8.1 Bi monthly reports are produced for Management Team.

**Report Author:** Adrian Flynn 01784 444268

**Background Papers:** There are none

## **2010/11 CAPITAL MONITORING REPORT**

**Overview and Scrutiny Committee: 9 September 2010**

### **Resolution Required**

**Report of the Chief Financial Officer**

### **EXECUTIVE SUMMARY**

#### **How does the content of this report improve the quality of life of Borough Residents**

Money spent on capital schemes enables the Authority to ensure that residents are able to have an improved standard of living and facilities.

#### **Purpose of Report**

To provide Performance Management and Review Committee with the spend figures for the period April to July 2010 on the Capital Programme.

#### **Key Issues**

- The current position shows that we have spent £449 k to date against an original budget of £2,204k and against a revised budget of £2,767k.
- The spend for the period of 449k is 20% of the original budget and 16% of the revised budget. The corresponding figures for the previous year covering the same period was an outturn of 495k which was 24% of the original budget and 21% of the revised budget.

#### **Financial Implications**

As set out within the report and appendices

#### **Corporate Priority**

All 6 Priorities.

#### **Officer Recommendations**

**Overview and Scrutiny Committee are asked to note the report.**

**Report Author: Adrian Flynn Senior Accountant 01784 444268**

**Contact: Terry Collier, Chief Financial Officer (01784 446296)**

**Portfolio Holder: Cllr Vivienne Leighton**

## 1. BACKGROUND

- 1.1 The purpose of this report is to update Overview and Scrutiny Committees on the capital spend against the budget position of schemes which have been included in the Capital programme.
- 1.2 To inform Overview and Scrutiny Committee of the reasons for variances.

## 2. KEY ISSUES

### 2.1 Capital

- (a) Attached, as **Appendix A**, is the current spend to date on capital covering the period April to July 2010.
- (b) For the period ending 31 July 2010, capital expenditure £0.449m (20%) of the original budget and (16%) of the revised budget.
- (c) The equivalent spend in the corresponding period of the previous year was £0.495m.

### 2.2 Whilst it is still relatively early in the financial year, the following significant variances are worth noting:

- (a) Verge maintenance equipment actual spend £63k against budget of £60k, excess spend to be funded from virement from wheelie bins provision.
- (b) Business transformation projects (Internet (GOSS); document management; mobile working and customer relationship management (CRM) project initiation is in progress of being completed and approved by the Business Improvement Board to ensure there are clear measurable deliverables and resources available to deliver, hence the reason for the very limited spend to date. Due to resource constraints it is likely that the CRM solution (160k) will need to be scheduled for 2011-12.
- (c) Area Regeneration projects whilst only £14k spend/committed in first four months, the delivery of the project works to be undertaken in the autumn are anticipated to bring the spend up to Budget.

## 3. PROPOSALS

- 3.1 Overview and Scrutiny Committee note the current spend position.

## 4. BENEFITS AND SUSTAINABILITY

- 4.1 Careful monitoring of the budgets enables greater information on the likely outturn position which enables improved treasury management interest forecasts as predicted underspends or slippages can be incorporated when calculating the likely outturn position for investment income.

## 5. FINANCIAL IMPLICATIONS

- 5.1 Any under spend on the approved capital programme enables the Authority to invest the monies to gain additional investment income or can be used to fund additional schemes identified.

**6. LEGAL IMPLICATIONS/OTHER CONSIDERATIONS**

- 6.1 Schemes which are currently incomplete require a budget carry forward, may have contractual obligations which could leave us liable to litigation if they are not allocated the funds to complete the works.

**7. RISKS AND HOW THEY WILL BE MITIGATED**

- 7.1 Projected outturns are based on the best knowledge of the Heads of Service at a given point in time and may change if there is a major change in circumstances. Regular monitoring and updating of the projections will enable these changes to be picked up and corrective action taken in a timely manner to ensure that necessary corrective can be taken.

**8. TIMETABLE FOR IMPLEMENTATION**

- 8.1 Bi-monthly monitoring reports are prepared for Management Team and incorporate revised actual and projected outturn figures.

**Report Author: Adrian Flynn Senior Accountant: 01784 444268**

**Background Papers: There are none.**



## Briefing Note - Eco-Park Proposal Update

### Overview and Scrutiny Committee: 9 September 2010

#### 1. BACKGROUND

- 1.1 Surrey Waste Management, SITA UK and Surrey County Council are currently preparing a planning application proposal to develop a World Class Waste Solution facility at the current waste site at Charlton Lane, Shepperton.
- 1.2 This proposal is to include an Anaerobic Digester which will have the capacity to process 40,000 tonnes of food waste; and the construction of advanced thermal treatment (batch oxidation system gasification) facility which will be able to process 60,000 tonnes of residual rubbish.

#### 2. CONSULTATION

- 2.1 Public consultation on this proposal began in March 2010 and has consisted of newsletters, press releases and public exhibitions. In June the first meeting of the Community Liaison Group was held with representatives from residents associations and chaired by a local councillor. Further correspondence including a monthly newsletter will soon begin to be distributed.
- 2.2 SBC – weekly updates, communication plan, and regular meetings.

#### 3. PROPOSAL

- 3.1 Issues that have been highlighted through the public consultation have largely been focussed on: Site choice, Air pollution and dispersal, Traffic movements, Water discharge.
- 3.2 The issues highlighted will be thoroughly reviewed and scrutinised by Spelthorne Council officers as part of our statutory consultee role in the planning application process.

#### 4. TIMETABLE

Date	Meeting
6 September	Councillor Briefing by Dr Lynne Hack and Ian Boast (SCC)
9 September	Community Liaison Group (CLG)
17/18 September	Public Exhibition
21 September	SCC Local Committee in Spelthorne
19 October	Overview and Scrutiny Committee –Councillor Philippa Broom Chairman
End of October	Planning application to be submitted
12 January 2011	Planning Committee

**OVERVIEW AND SCRUTINY COMMITTEE**

**WORK PROGRAMME**

Meeting date	Topics
2 November 2010  Crime and Disorder Scrutiny Committee	Review the Spelthorne Safer Stronger Partnership Board and Action Plan
1 February 2011	Procurement Action Plan  Capital and Revenue Monitoring reports  Partnerships  Reports from Task Groups  Cabinet Forward Plan  Work Programme
5 April 2011	Capital and Revenue Monitoring reports  Reports from Task Groups  Cabinet Forward Plan  Work Programme