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Simon Young, Solicitor
Head of Legal and Democratic Services



COMMUNITY AND WELLBEING COMMITTEE

Monday 9 October 2017 at 7.30 pm

Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Community and Wellbeing Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Barry Nash (Chairman)
Councillor Tony Axelrod (Vice-Chairman)
Councillor Rekha Bansil
Councillor Kate Chinn
Councillor Hannah Dalton

Councillor Jane Race
Councillor Humphrey Reynolds
Councillor Jean Steer
Councillor Clive Woodbridge
Councillor Tella Wormington

Yours sincerely

A handwritten signature in black ink, appearing to read "S Young".

Head of Legal and Democratic Services

For further information, please contact Tim Richardson, 01372 732122 or trichardson@epsom-ewell.gov.uk

AGENDA

1. QUESTION TIME

To take any questions from members of the Public.

Please note: Members of the Public are requested to inform the Democratic Services Officer before the meeting begins if they wish to ask a verbal question to the Committee.

2. DECLARATIONS OF INTEREST

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any item of business to be considered at the meeting.

3. MINUTES OF THE PREVIOUS MEETING (Pages 3 - 8)

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Committee held on 13 June 2017 (attached) and to authorise the Chairman to sign them.

4. SHOPMOBILITY (Pages 9 - 14)

The Committee is asked to consider the findings of this Shopmobility review, to confirm if Epsom & Ewell Borough Council wishes to continue to operate the service and to agree to release funds from the repairs and renewals fund to purchase some new mobility scooters.

5. BUDGET TARGETS FOR 2018/19 (Pages 15 - 20)

This report informs the Committee of the Council's revenue budget targets presented to the Strategy & Resources Committee. The report seeks support for changes to services and any further guidance on the preparation of the Committee's service estimates for 2018/19 and the following two financial years.

6. CORPORATE PLAN: PERFORMANCE REPORT ONE 2017 TO 2018 (Pages 21 - 40)

This report provides an update against our Key Priority Performance Targets for 2017 to 2018, under our new Corporate Plan.

7. OUTSTANDING REFERENCES (Pages 41 - 44)

The references to Officers outstanding as at 9 October 2017.

8. EXCLUSION OF PRESS AND PUBLIC (Pages 45 - 46)

The Committee is asked to consider whether it wishes to pass a resolution to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involves the likely disclosure of exempt information as defined in paragraphs 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

9. SELF MANAGED ALLOTMENTS (Pages 47 - 54)

This report will not be published because the meeting is likely to be closed to the press and public in view of the nature of the business to be transacted/nature of the proceedings. The report deals with information relating to the business affairs of the Council and the public interest in maintaining the exemption currently outweighs the public interest in disclosing the information.

**Minutes of the Meeting of the COMMUNITY AND WELLBEING COMMITTEE held
on 13 June 2017**

PRESENT -

Councillor Barry Nash (Chairman); Councillor Tony Axelrod (Vice-Chairman);
Councillors Rekha Bansil, Kate Chinn, Hannah Dalton, Jane Race,
Humphrey Reynolds, Jean Steer, Clive Woodbridge and Tella Wormington

In Attendance:

Absent:

Officers present: Rod Brown (Head of Housing and Community), Ian Dyer (Head of Operational Services), Gillian McTaggart (Head of Corporate Governance), Russell Blackmur (Business Development Manager), Danielle Brown (Business Advisor), Debbie Firmo (Environmental Control Officer) (Items 1-5 only), Rachel Jackson (Licensing, Grants and HIA Manager) (Items 1-5 only), Teresa Wingfield (Senior Accountant) and Tim Richardson (Democratic Services Officer)

1 DECLARATIONS OF INTEREST

No declarations of interest were made by Councillors in items on this agenda.

2 QUESTION TIME

No questions were asked or had been submitted.

3 MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 21 March 2017 were agreed as a true record and signed by the Chairman.

4 PRIVATE SECTOR HOUSING GRANTS ASSISTANCE POLICY

The Committee received a report proposing a private sector housing grants assistance policy.

Members of the Committee expressed their support for the proposed policy and that they were pleased that it would be available to vulnerable residents. During consideration of the Policy, the following matters were noted:

- a) Availability of services to residents who would not qualify for assistance under the Policy. The Committee was informed that the Council's Home

Improvement Agency (HIA) provided a range of assistance to residents who would not qualify for a grant under the policy. This included providing assistance in finding contractors to undertake privately funded works.

- b) Publication and awareness of Policy. The Committee was informed that the Policy would be published on the Council's website, and be featured in both e-Borough Insight and Borough Insight magazines to raise awareness of its availability. Councillors' assistance in raising awareness of the Policy would be welcomed by officers, but it was requested that information regarding it not be disseminated until the Policy had been fully launched. The Committee noted that there were no plans to increase staffing levels as a result of the introduction of the Policy, so it would be necessary to ensure that the service wasn't over-stretched, and that all grants issued could be administered within existing resources.
- c) Repayment of grants in the event of a property sale. The Committee was informed that grants over £1,000 would be registered as a legal charge against the adapted property, and that repayment of that sum would be sought if the property was sold within 10 years of the works being undertaken. This process would be operated with sensitivity however, and a decision on whether to require repayment would be considered on a case-by-case basis.
- d) Minimum age of applicants. The Committee was informed that all applicants for a grant under the Policy would need to be 18 years of age, or older.

Following consideration, the Committee:

- (1) Agreed to approve the Private Sector Housing Grants Assistance Policy.

5 USE OF ADVERTISING AROUND THE BOWLING GREENS

The Committee received a report setting out a proposal that Home Ground Bowling Clubs be granted approval to place advertising around their bowling greens, to provide financial assistance to the clubs.

The following matters were considered:

- a) Pilot at Gibraltar Recreation Ground bowling green. The Committee was informed that it was intended to run a pilot of advertising at Gibraltar Recreation Ground initially, to identify whether it created any difficulties.
- b) Procedure for approving advertising. The Committee was informed that the bowling clubs would be responsible for identifying advertisers and agreeing a fee with them, but that the nature of all advertising would require the approval of the Council's Head of Operational Services prior to being installed.

Advertising would be approved for a period of one year and included in the annual licence issued to the bowling club by the Council.

- c) Location and nature of advertising. The Committee was informed that advertising would be located around the outside of the bowling greens, facing inwards. Officers anticipated that small, local businesses were most likely group to be interested in their use. It was also felt that they would primarily be used by sponsors of the clubs.
- d) Implications for officer workload capacity. The Head of Operational Services informed the Committee that the administration of the advertising arrangements (including their inclusion within annual licences for the bowling clubs) could be managed within existing resources.

Following consideration, the Committee:

- (1) Agreed to grant permission for advertising around bowling facilities which are directly managed by the Council, as set out in the report.

6 CORPORATE PLAN: YEAR-END PERFORMANCE REPORT 2016 TO 2017 AND PROVISIONAL TARGETS FOR 2017 TO 2018

The Committee received a report providing a year-end update against the Council's Key Priority performance targets for 2016-17, and provisional targets for 2017-18.

The following matters were considered:

- a) Performance during 2016-17. The Committee noted that during 2016-17, it had achieved 12 of its targets and not achieved 4. The reasons for not achieving the 4 targets were detailed within the Committee report and had been considered at length at meetings during the previous year.
- b) Households in emergency nightly paid temporary accommodation – 2017-18 target. The Committee noted that the number of households currently in emergency nightly paid temporary accommodation was near to 40, but that the target had been set higher than that, at 50. The Head of Housing and Community informed the meeting that the number of households needing temporary accommodation was affected by factors largely outside the Council's control, and that given this, it was felt that 50 was a realistic target. It was Officers' intention to deliver below the target however.

The Committee noted that a target of 50 was lower than that set in 2016-17, which had been 60. It was also noted that some of the remaining households were very challenging to find permanent accommodation for, either due to the number of family members (which made it difficult to find a sufficiently sized property), or due to alcohol/drug issues.

- c) Leisure development strategy – 2017-18 target. Members noted that the delivery of Epsom and Ewell's entry into the Surrey Youth Games was a target for 2017-18 and considered whether other activities (such as the Round the Borough Hike & Bike events) should also be included as

targets. It was noted that whilst not listed as performance targets, the Round the Borough Hike & Bike would still be held.

The Vice-Chairman informed the Committee that the Council's Leisure Developments Team consisted of only two officers, who already faced significant workload pressures to deliver the events currently scheduled.

It was noted that the Chairman would look into whether there were any other elements of the work undertaken to support the Leisure Development Strategy which would be appropriate to include as Key Priority performance targets for 2017/18.

- d) Operational Management Plan for King George V recreation ground (Poole Road). A Member of the Committee enquired whether an Operational Management Plan for King George V recreation ground would be produced. The Head of Operational Services informed the meeting that two new operational management plans would be written each year, with Rosebery Park and Ewell Court Park to be completed this year. A plan for King George V recreation ground would be included within the targets for 2018-19.

Following consideration, the Committee:

- (1) Noted the performance reported for 2016-17 in Annexe 1 to the report and did not identify any areas of concern.
- (2) Reviewed and agreed the targets for 2017 to 2018 as detailed in Annexe 2 to the report.

7 OUTSTANDING REFERENCES

The Committee noted the outstanding references detailed in the Annexe to the report.

8 EXCLUSION OF PRESS AND PUBLIC

As there were no members of the Press or public present, the Committee did not pass a resolution of exclusion.

9 UPDATE ON CHARGING PROTOCOL - JUNE 2017

The Committee received a report describing the use of charging protocols for the Council's Venues during the 2016-17 year.

Following consideration, the Committee:

- (1) Noted the use of the charging protocols in 2016-17.
- (2) Agreed to the continued use of the protocols.

10 DATE OF NEXT MEETING - 9 OCTOBER 2017

The Chairman reminded the Committee that the date of its next meeting had been changed to Monday 9 October 2017 at 19.30 hours, due to a clash with the Epsom and Ewell Sports Awards on the original date.

The meeting began at 7.30 pm and ended at 8.35 pm

COUNCILLOR BARRY NASH (CHAIRMAN)

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SHOPMOBILITY

<u>Report of the:</u>	Head of Customer Services&Business Supt.
<u>Contact:</u>	Joy Stevens / Richard Chevalier
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/a
<u>Annexes/Appendices (attached):</u>	None
<u>Other available papers (not attached):</u>	Environment Committee Minutes and Agenda October 2016

REPORT SUMMARY

The Committee is asked to consider the findings of this Shopmobility review, to confirm if Epsom & Ewell Borough Council wishes to continue to operate the service and to agree to release funds from the repairs and renewals fund to purchase some new mobility scooters.

RECOMMENDATION (S)

That the Committee considers the findings of the shopmobility report and agrees the following:

- 1. To continue running the shopmobility service.**
- 2. To release funds from the repairs and renewals fund, estimated to be a maximum of £8,500, to purchase six new mobility scooters.**
- 3. To release £12,000 of the remaining repairs and renewals fund back to the Epsom & Ewell Borough Council general fund.**
- 4. To reduce the amount transferred to the repairs and renewals fund from £3,000 to £1,500 per annum.**

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 In making a decision the Committee should consider the balance of delivering further efficiency savings and cost reductions whilst supporting the community and promoting healthy and active lifestyles for users of the shopmobility service.**

2 Background

- 2.1 Epsom & Ewell Borough Council provide a discretionary shopmobility service at the Ashley Centre car park between 9:00am and 4:30pm, seven days a week.
- 2.2 The service allows visitors to Epsom with mobility challenges to hire an electric mobility scooter or a manual wheelchair for the duration of their visit to the retail outlets in Epsom.
- 2.3 The service currently has four 4-wheeler scooters, two 3-wheelers scooters and five manual wheelchairs.
- 2.4 New scooters were last purchased in 2009 and the six existing scooters are now becoming increasingly unreliable and tired in appearance. Continued use will raise health and safety concerns for the users as well as reputational damage if the scooters breakdown.
- 2.5 The cost of a new scooter is approximately £1,400 but the Council would need to go through a procurement tender process. The fleet of six scooters could be replaced with three 3-wheeler scooters and three 4-wheeler scooters for an estimated £8,500.
- 2.6 There is currently an annual charge of £21 for membership to the service, which entitles the member to unlimited use of the service throughout the year. Members can call in advance to reserve scooters or wheelchairs.
- 2.7 Mobility scooters and wheelchairs can also be hired by non-members at a cost of £5 per visit.
- 2.8 The service currently has 74 members. The table below shows the usage levels for both motor scooters and wheelchairs in 2016/17.

Date Used	Total	Members	Non-members	Mobility Scooter	Wheelchair
April 16	134	125	9	94	40
May 16	145	135	10	113	32
June 16	135	132	3	95	40
July 16	140	128	12	105	35
August 16	144	127	17	112	32
September 16	132	124	8	97	35
October 16	151	143	8	121	30
November 16	152	147	5	113	39
December 16	140	131	9	110	30
January 17	108	104	4	79	29
February 17	115	106	9	92	23

March 17	145	137	8	121	24
TOTAL	1641	1539	102	1252	389

2.9 In the table above the following can be seen:-

2.9.1 93.8% of visitors were members. 6.2% were non-members

2.9.2 76.3% use a mobility scooter. 23.7% use a wheelchair

2.9.3 The figures would suggest that on average each member would appear to use the service 21 times per year. In reality some members use the service once a month whereas others can use it as much as four or five times a week.

2.10 The income and expenditure for operating the shopmobility service in the last five years can be seen below:-

Year	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Income	(£1,131.60)	(£1,685.03)	(£1,652.66)	(£1,614.66)	(£1,818.00)
Expenditure	£1,615.35	£372.96	£1,706	£963.14	£1,235.50
Revenue	£483.75-	(£1,312.07)	£53.34-	(£651.52)	(£582.50)

2.11 Over the last five year period, the operating cost of the service shows a small revenue surplus of £2,000.

2.12 One hidden cost not included in the figures above is the officer time required to issue and return scooters and wheelchairs to the customers. If each visit required approximately six minutes of the officer's time then this cost would be in the region of £2,000 per year.

2.13 The expenditure figure includes a sum of £340 per year to service the scooters and wheelchairs. Replacement parts are an additional cost. Due to the age of the scooters then the cost for replacement parts is likely to increase substantially.

2.14 In addition to the expenditure included in the table above, £3,000 per annum is currently being transferred from the Shopmobility revenue budget code to a repairs and renewals reserve fund. This is to pay for new scooters or wheelchairs when required.

2.15 The total sum currently in the repairs and renewals reserve fund is £28,245.

3 Shopmobility services offered by other local authorities

- 3.1 Epsom & Ewell Borough Council are one of only a few boroughs in Surrey who offer this non-statutory service to their residents. Below is a table of shopmobility service offered by nearby Councils:-

Shopmobility		Operated by
Elmbridge	No service	
Guildford	£3.50 single, £20 for the year	Council
Mole Valley	Tues and Thurs only.	Charity
Reigate & Banstead	The Belfry in Redhill runs a service £10 per year or £2 for guest.	Private
Runnymede & Spelthorne	£6 daily use or £25 year + £2.50 each use.	Charity
Surrey Heath	No Shopmobility service	
Tandridge	No Shopmobility service	
Waverley	No Shopmobility service	
Woking	£5 daily use or £15 per year + £3 each use	Charity
Sutton	£6.50 daily hire only	Charity

4 Retailer Consultation

- 4.1 In July 2016 Epsom & Ewell Borough Council undertook a retailer consultation. Two of the questions in the report specifically related to the shopmobility scheme.
- 4.2 When asked “how useful do you find the Shopmobility scheme to your business”, most responses were ‘neutral’ (42%, n=27). 24% (n=15) found it ‘very useful/useful’ and 35% (n=23) ‘little use/not useful’.
- 4.3 The vast majority of respondents said ‘No’ to sponsoring a Shopmobility scooter (98%, n=78).
- 4.4 The full results of the retailer consultation were reported to Environment Committee in October 2016.

5 Other considerations

- 5.1 Officers have enquired about the possibility of EEBC leasing scooters for an agreed period, rather than purchasing them. The cost of this would be approximately £150 per scooter per month, in effect meaning that after nine months a saving would have been made by purchasing a scooter.

6 Proposals

- 6.1 The Committee is asked to consider both the revenue, capital and manpower costs of offering the service alongside the benefits for the users of the service.

- 6.2 If the Committee wishes the service to continue, the following recommendations are made:
 - 6.2.1 Up to six new scooters be purchased from the repair and renewal fund at a cost approximating £8,500
 - 6.2.2 That £12,000 be released from the repair and renewal fund back to the Council's general fund.
 - 6.2.3 At the end of each financial year £1,500 be transferred to the shopmobility repair and renewal fund rather than the current arrangement of £3,000.
- 6.3 If the Committee wish for Epsom & Ewell Borough Council to cease to operate the service then further considerations would need to be made.
- 6.4 Please note, since this report was prepared, an accident occurred and some of our existing scooters were damaged. It appears that they may have been damaged beyond repair. At the time of writing the matter has been passed to our insurers, and a claim for all or some of the costs of acquiring new scooters may be made against the car driver's insurance.

7 Financial and Manpower Implications

- 7.1 Some financial savings could potentially be made by closing the service but these would need to be measured against the impact of not offering the service.
- 7.2 If the service continues to operate using the existing equipment then costs for repairs are likely to increase.
- 7.3 **Chief Finance Officer's comments:** There is currently a balance of £28,245 held on the Corporate Repairs and Renewals fund for the Shopmobility Service. The expenditure proposed to replace the current fleet and the £12,000 contribution to General Fund balances would reduce this to £7,745.
- 7.4 Reducing the annual contribution to the reserve by £1,500 per annum would result in a net revenue expenditure budget of £1,500 for 2018/19.

8 Legal Implications (including implications for matters relating to equality)

- 8.1 The Council has a general duty under the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- 8.2 Having 'due regard' means consciously thinking about all three aims of the general duty as part of the decision making process at all levels. This means that equality issues must influence the decisions the Council takes both as an employer and as a deliverer or commissioner of services.

- 8.3 ***Monitoring Officer's comments:*** *The legal issues have been addressed in the body of the report. If there was a proposal not to continue the service, the equality implications of such a proposal would require further assessment.*

9 Sustainability Policy and Community Safety Implications

- 9.1 None for the purposes of this report.

10 Partnerships

- 10.1 Enabling visitors to Epsom with physical challenges to use the retail outlets, businesses or medical facilities within Epsom.

11 Risk Assessment

- 11.1 If the service continues to operate using the existing equipment then there is the likelihood of increased repair costs until such time as the equipment is no longer fit for purpose.
- 11.2 If the service continues to operate using the existing equipment there is an increased risk of an insurance claim being made from an accident or injury suffered on the scooter due to wear and tear.

12 Conclusion and Recommendations

- 12.1 That the Committee agrees to continue to operate the shopmobility service.
- 12.2 That the Committee agrees to release funds from the repairs and renewals fund, estimated to be a maximum of £8,500, to purchase six new mobility scooters.
- 12.3 That the Committee agrees that £12,000 of the remaining repairs and renewals fund is released back to Epsom & Ewell Borough Council's general fund.
- 12.4 That the Committee agrees to reduce the amount transferred to the repairs and renewal fund from £3,000 to £1,500 per annum from the end of 2017/18.

WARD(S) AFFECTED: (All Wards);

BUDGET TARGETS FOR 2018/19

Report of the:	Head of Financial Services
Contact:	Brendan Bradley, Teresa Wingfield
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Annexes/Appendices (attached):	None
Other available papers (not attached):	Budget Targets Report to Strategy & Resources Committee 26 September 2017. Policy Book 2017/18 Medium Term Financial Plan Corporate Plan

REPORT SUMMARY

This report informs the Committee of the Council's revenue budget targets presented to the Strategy & Resources Committee. The report seeks support for changes to services and any further guidance on the preparation of the Committee's service estimates for 2018/19 and the following two financial years.

RECOMMENDATIONS

That the Committee:

- (1) Notes the implications of the budget targets presented to the Strategy & Resources Committee;
- (2) Supports the changes to services and savings identified in section 3.3 of this report and that these are included within the budget presented to this Committee in January 2018;
- (3) Supports in principle the future savings options as set out in 3.3 of this report for further work and inclusion in the Medium Term Financial Strategy;
- (4) Considers how additional savings can be generated to address the Council-wide funding gaps of £90,000 in 2018/19 as identified in section 3 of this report.

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 The Medium Term Financial Strategy and Efficiency Plan aims to maintain the financial health of the Council whilst delivering the priorities in the Corporate Plan.

2 Background

- 2.1 At its meeting on 26 September 2017, the Strategy & Resources Committee will consider the following General Fund budget targets:

- estimates are prepared including options to reduce organisational costs by £588,000 subject to government grant announcement, to minimise the use of working balances and maintain a minimum working balance of £2.5 million in accordance with the medium term financial strategy;
- that at least £200,000 additional revenue is generated from an increase in discretionary fees and charges, based on minimum overall increase in yield of 3.0%;
- that a provision for pay award is made of £228,000 that represents an increase to the staffing budget of 1.5%;
- That further savings and efficiencies be identified to address the budget shortfalls of £90,000 in 2018/19, £577,000 in 2019/20 and £791,000 in 2020/21;
- That the Capital Member Group seek to limit schemes included within the capital expenditure programme that enable the retention of agreed minimum level of capital reserves.

3 Proposals

- 3.1 The budget targets outlined above (£588,000) include operational and efficiency savings across the organisation in 2018/19 of £405,000. This Committee has previously agreed savings of £71,000 for 2018/19 and details of these specific savings are listed in para 3.3 – 3.4 below. Efficiency savings and income generation of £16,000 have also been identified by officers in 18/19 making the total savings for this Committee of £87,000.
- 3.2 The delivery of all these savings, will assist the Council in being able to deliver its services in a sustainable way in the future with no reliance on the Council's limited working balances.
- 3.3 The savings for this Committee in 2018/19 are listed below in the following tables. Any known changes to these savings based on recent decisions are also listed below.

Table 1 - Savings agreed in principle for this Committee	2018/19 £'000
Venues Service Review – Ebbisham Centre	52
Issuing Licences for professional users of parks	10
Allotments – self managed	4
Introduce vending in parks	5
Total	71

NB – some of these decisions were made subsequent to last year's budget targets report

This Committee also agreed in principle a number of savings listed below which contribute to the funding shortfall in future years.

Table 2 – Future years savings (Identified from existing lists)	2019/20 £'000
Amalgamation of street care, rangers and downs keepers	77
Vending in parks	5
Reduction in homelessness costs	122
Total	204

- 3.4 Subject to the savings agreed for this Committee in paragraph 3.3 and the discretionary fees and charge increases required from paragraph 2.1, this still leaves the Council with a budget deficit of £90,000 for 2018/19 as reported to Strategy and Resources Committee on 26 September 2017. Further savings are therefore still required by Committees to address the funding gap through:

3.4.1 Efficiency savings – officers will continue to review service delivery to identify any further efficiencies, income streams and economies of scale.

3.4.2 Income generation – The Capital bid process will include schemes that have the potential to generate future income streams for the Council. Income generation savings from properties are also being developed.

3.5 It is proposed that Officers continue to undertake reviews throughout the year and during the budget setting process to help deliver a balanced budget for 2018/19. If necessary, a list of proposals will be presented to members of this Committee with suggestions of how to reduce the Council-wide £90,000 shortfall for 2018/19.

4 Capital

4.1 The capital programme agreed in February 2017 can be found in the Policy Book 2017/18.

4.2 The capital programme review for 2018-19 is under way. The Capital Member Group will meet this month to review draft bids. However, no new capital receipts have been obtained, therefore any additional bids will need to be funded from reprioritising existing approved schemes.

5 Financial and Manpower Implications

5.1 Decisions on a pay settlement for April 2018 are not required prior to the budget being agreed however, resource constraints will need to be taken into account in any pay award.

5.2 The financial outlook for 2018/19 and four year plan was detailed in the report - Budget Targets Report to Strategy & Resources Committee 26 September 2017.

5.3 The 2018/19 budget figures will change throughout the budget setting process as managers and accountants review budgets and trends.

5.4 **Chief Finance Officer's comments:** All budget proposals set out in this report are planned for within the Council's MTFS.

6 Legal Implications (including implications for matters relating to equality)

6.1 The Council will continue to fulfil its statutory obligations on all services provided.

6.1 **Monitoring Officer's comments:** It will be important to ensure that changes to services are implemented in ways which ensure that the Council continues to comply with its statutory obligations. It is also important that changes to fees and charges are implemented in accordance with the relevant statutory procedures.

7 Sustainability Policy and Community Safety Implications

7.1 Any implications will be addressed in the review of service budgets.

8 Partnerships

8.1 Partnership issues will be identified in the preparation of service budgets.

9 Risk Assessment

9.1 Risks will be assessed in the budget review process.

10 Conclusion and Recommendations

10.1 The current budget strategy involves continuing to deliver efficiency savings and generate extra service income whilst reviewing service levels so that service costs can be reduced as needed to achieve a balanced budget year on year.

10.2 This report identifies the impact of the budget targets on this Committee's budget. It also provides an opportunity for the Committee to give guidance on the preparation of the service estimates and savings options for 2018/19 and 2019/20.

10.3 The Committee will receive service estimates on 23 January 2018.

WARD(S) AFFECTED: (All Wards);

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CORPORATE PLAN: PERFORMANCE REPORT ONE 2017 TO 2018

<u>Report of the:</u>	Head of Corporate Governance
<u>Contact:</u>	Adama Roberts
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	Annexe 1 – Performance Report One 2017 to 2018
<u>Other available papers</u> (not attached):	Corporate Plan 2016 to 2020

REPORT SUMMARY

This report provides an update against our Key Priority Performance Targets for 2017 to 2018, under our new Corporate Plan.

RECOMMENDATION (S)




- (1) That the Committee considers the performance reported in Annexe 1 and identifies any areas of concern.**
- (2) That the Committee considers the actions that have been proposed or taken where performance is currently a concern as shown in table 3.1.**

1 Background

- 1.1 The Council has a four-year Corporate Plan for the period 2016 to 2020.
- 1.2 The Corporate Plan sets out the Council's vision together with its four Key Priorities. The four Key Priorities are underpinned by 19 Key Priority Objectives and measured against 66 Key Priority Performance Targets.
- 1.3 The delivery of the Corporate Plan will be captured in the performance reports, which are based around Committee cycles and details what will be done, what the targets are and how these will be measured. The desired key outcomes have also been outlined in the Corporate Plan. An annual year-end report will be produced to highlight delivery against the Corporate Plan.

2 Corporate Plan: Delivery against Key Priority Performance Targets set

- 2.1 This report tracks the progress against the Key Priority Performance Targets previously agreed by the Committee. On the whole performance is good as shown in the table below. Consideration should be given to any Key Priority Performance Target where performance is currently a concern as shown in table 3.1.

Performance status		
Key to reporting status		Number
	On track/achieved	14
	Slightly off track not a major concern or slippage	2
	Off track or unlikely to be achieved for projected year	0
Total		16

3 Actions identified for the Key Priority Performance Target where performance is currently a concern

- 3.1 There are no Key Priority Performance Targets where performance is currently a concern for the purpose of this report.

4 Financial and Manpower Implications

- 4.1 **Chief Finance Officer's comments:** None for the purposes of this report.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 **Monitoring Officer's comments:** There are no legal implications arising from this report. The implications around each individual target are considered as those targets are considered and action is taken.

6 Sustainability Policy and Community Safety Implications

- 6.1 There are no particular community safety implications for the purpose of this report.

7 Risk Assessment

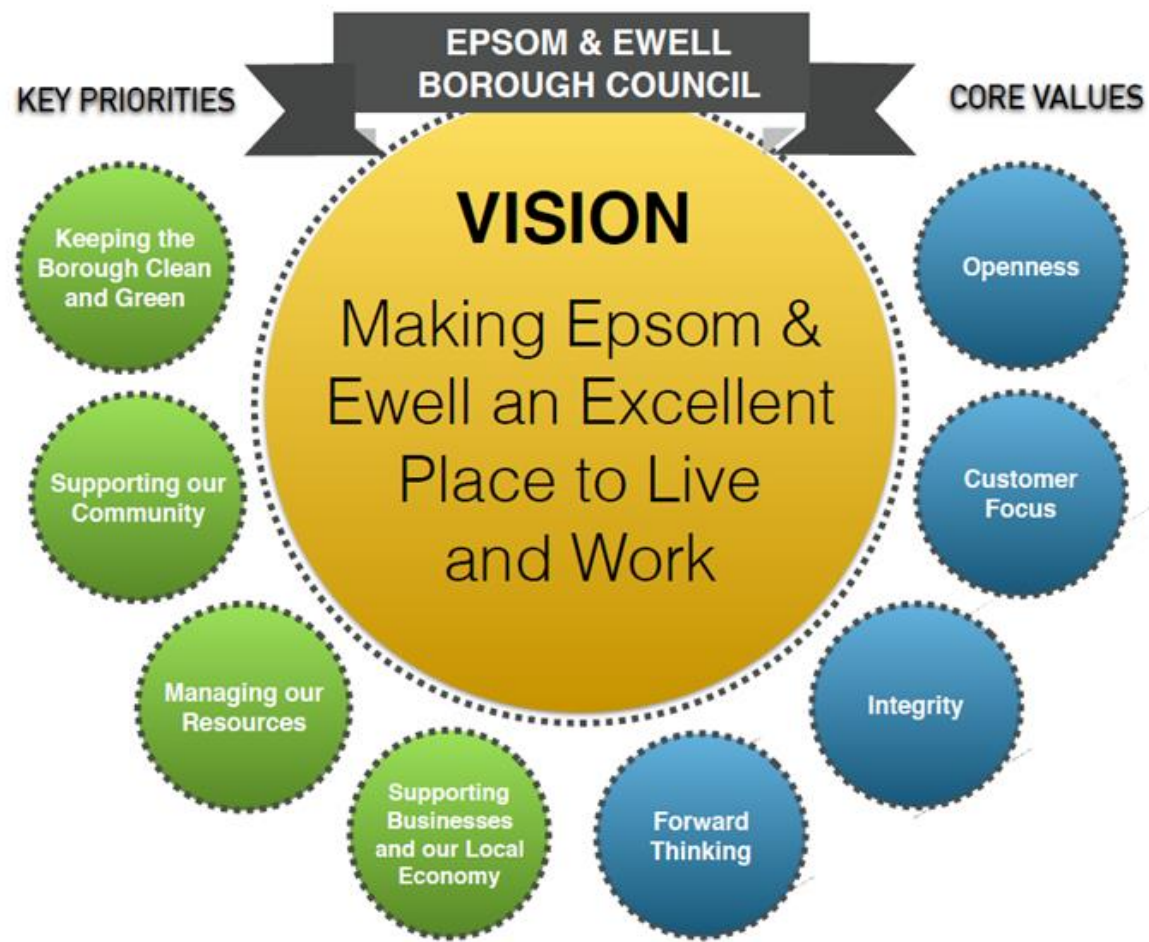
- 7.1 Actions have been identified for those Key Priority Performance Targets where performance is currently a concern.

8 Conclusion and Recommendations

- 8.1 The Committee is requested to consider the performance reported and identifies any areas of concern.
- 8.2 The Committee is requested to consider the actions that have been proposed where performance is currently of concern.

WARD(S) AFFECTED: ALL

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Corporate Plan: Key Priority Performance Targets
Community & Wellbeing Committee – Performance Report One 2017/2018

Keeping our Borough Clean and Green

We will do this by:

Providing quality parks, nature reserves and other public spaces that are safe, pleasant and well maintained

Accommodating sustainable development whilst protecting the green belt in accordance with Policy

Introducing a premium weekly waste and recycling service as standard for all residents and encourage more household waste to be recycled

Keeping the streets and public spaces clean and tidy

Taking action to reduce graffiti, littering, flytipping, flyposting illegal, advertising and dog fouling




KEY OUTCOMES




- Management plans for all major parks and public spaces
- Premium weekly recycling and waste service as standard for all residents introduced from Spring 2017
- Recycling clubs with local schools


KEY SUCCESS MEASURES

- External accreditation for our major parks and public spaces
- Delivery of the Biodiversity Action Plan
- Increase in recycled household refuse
- Street cleanliness assessment

Performance status

Key to reporting target status		Number
	On track/achieved	14
	Slightly off track not a major concern or slippage	2
	Off track or unlikely to be achieved for projected year	0
Total		16

Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Providing quality parks, nature reserves and other open spaces that are safe, pleasant and well maintained	Maintain external accreditation to recognise the quality of: <ul style="list-style-type: none"> Alexandra Recreation Ground Ewell Court Park Rosebery Park 	Ian Dyer Head of Operational Service	31 March 2018	April to Sept: Earlier in the year we entered Alexandra Recreation Ground, Ewell Court Park and Rosebery Park in to the Green Flag Scheme. Judging took place in June and all our entries have been successful. We will soon be flying the Green Flag in all these sites.	
				Oct to Dec:	
				Jan to March:	
	Produce an Operational Management Plan for: <ul style="list-style-type: none"> Rosebery Park Ewell Court 	Ian Dyer Head of Operational Service	31 March 2018	April to Sept: Rosebery Park Management Plan has been completed and we are now starting work on Ewell Court.	
				Oct to Dec:	
				Jan to March:	
	Local Biodiversity Action Plan (LBAP): <ul style="list-style-type: none"> Undertake the scoping exercise for a Borough-wide veteran tree survey Complete inspections and compile the data on veteran trees for two wards 	Mark Berry Head of Place Development	31 October 2017	April to Sept: Progress with veteran tree/Heritage Asset mapping is as follows: the desk or scoping exercise is approx. two thirds completed. The exercise has shown that there are hundreds of trees to check right across the borough. A significant amount of officer time will be needed to investigate and determine the status of the currently mapped possible veteran trees. The reason that we chose just two Wards is that we knew from the start that the whole borough was likely to take several years and the scoping exercise is confirming that it's a bigger task than predicted.	
			31 March 2018		
				Oct to Dec:	
				Jan to March:	

Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Providing quality parks, nature reserves and other open spaces that are safe, pleasant and well maintained	Complete refurbishment of: <ul style="list-style-type: none"> Tennis courts in Alexandra Recreation Ground Basketball courts in Alexandra Recreation Ground Rosebery Park pond 	Ian Dyer Head of Operational Service	30 September 2017	April to Sept: The three Tennis and one basketball courts have been successfully resurfaced in Alexandra Rec. The works took three weeks and the contractor Sovereign Sports will be cleaning up site and leaving on 06/09/17. The courts will be locked and unavailable for the next three weeks whilst the surface settles. The contractor will return in three weeks time depending on the weather to apply surface coating markings, to fit new nets and posts. All works to date have been carried out successfully within budget and agreed timescales without issues.	
			31 March 2018		
			31 March 2018	Rosebery Park pond has been delayed slightly due to completion of fire risk assessments. A documentation and specification for tender is currently been prepared. The documents will be issued out to tender by 15 September, with a start on site at end of October 2017. Although slightly delayed this meets requirements for less disturbance to wildlife and its best that works are not carried out during school summer holidays.	
				Oct to Dec:	
				Jan to March:	

Supporting our Community

We will do this by:

Supporting and enabling the
delivery of affordable homes

Helping those at risk of homelessness

Promoting healthy and active lifestyles,
especially for the young and elderly

Encouraging and supporting
volunteering initiatives

KEY OUTCOMES

Increase supply of homes to
meet local needs

Residents supported from
becoming homeless

Implement the Leisure
Development Strategy



KEY SUCCESS MEASURES

Delivery of affordable homes

Long term empty properties
brought back into use



Reduction in homelessness
Increase our supply of temporary
accommodation

Deliver the targets within the
Leisure Development Strategy


Supporting our Community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Supporting and enabling the delivery of affordable homes	Secure two additional residential properties to be used as temporary emergency accommodation and ensure occupation within one month of completion or after works completed	Rod Brown Head of Housing & Environmental Services	31 March 2018	April to Sept: A lack of suitable properties at the right price currently but positive discussions had about acquiring several properties which may come to fruition within the year.	
				Oct to Dec:	
				Jan to March:	
Helping those at risk of homelessness	At least 15 households accommodated through the private sector leasing (PSL) scheme	Rod Brown Head of Housing & Environmental Services	31 March 2018	April to Sept: PSL scheme launched and two landlords ready to be signed up and a number of leads of other landlords interested in participating. This will lead to two households being accommodated.	
				Oct to Dec:	
				Jan to March:	


Supporting our Community – Key priority

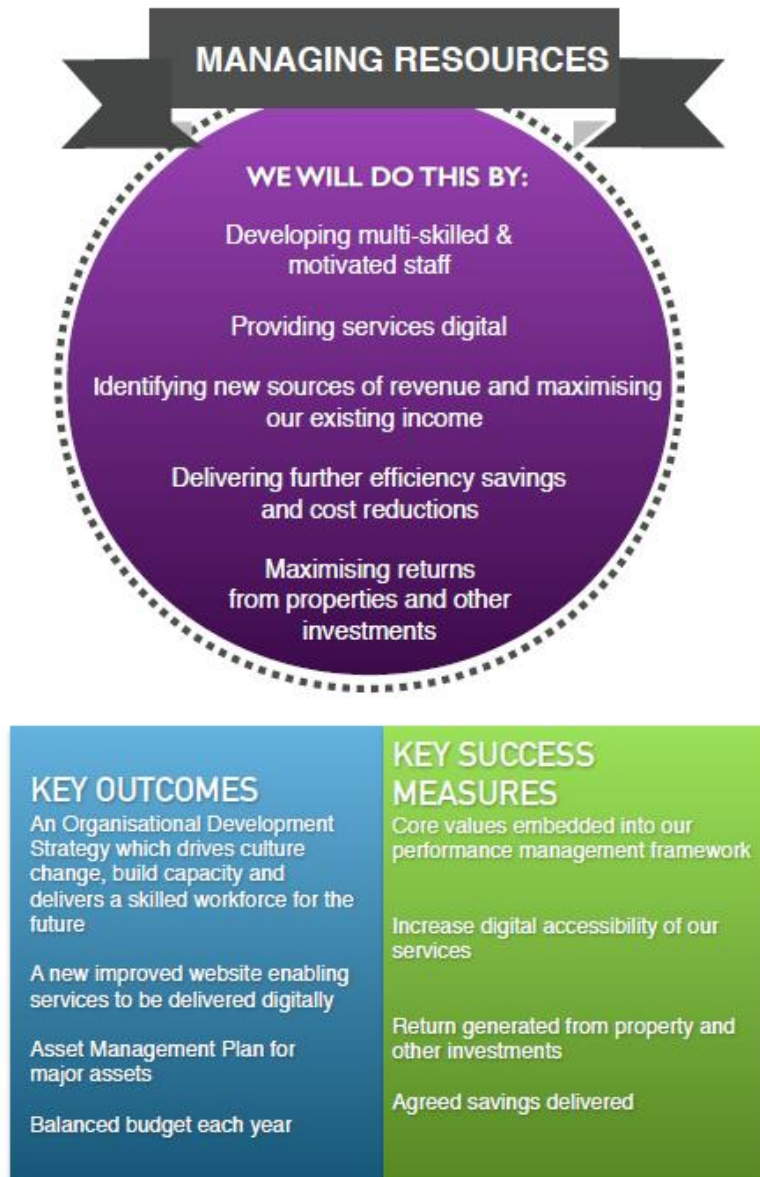
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:																																																				
Helping those at risk of homelessness	Have no more than 50 households living in emergency nightly paid temporary accommodation per month	Rod Brown Head of Housing & Environmental Services	31 March 2018	April to Sept: We have 33 households in B&B. Year to date, this has reduced by 37% when compared to last year (n=54) and by 17% when compared to April (n=41). However, it should be noted that this figure is not likely to get any lower. However, the team will continue to implement measures agreed to improve it as much as possible.	<div>G</div>																																																				
				Oct to Dec:																																																					
				Jan to March:																																																					
<div><h3>Emergency temporary accommodation admissions</h3><table><thead><tr><th>Month</th><th>Admissions</th><th>Discharges</th><th>Net at end of month</th></tr></thead><tbody><tr><td>April</td><td>6</td><td>2</td><td>41</td></tr><tr><td>May</td><td>8</td><td>8</td><td>41</td></tr><tr><td>June</td><td>1</td><td>4</td><td>38</td></tr><tr><td>July</td><td>6</td><td>10</td><td>34</td></tr><tr><td>August</td><td>-</td><td>-</td><td>-</td></tr><tr><td>September</td><td>-</td><td>-</td><td>-</td></tr><tr><td>October</td><td>-</td><td>-</td><td>-</td></tr><tr><td>November</td><td>-</td><td>-</td><td>-</td></tr><tr><td>December</td><td>-</td><td>-</td><td>-</td></tr><tr><td>January</td><td>-</td><td>-</td><td>-</td></tr><tr><td>February</td><td>-</td><td>-</td><td>-</td></tr><tr><td>March</td><td>-</td><td>-</td><td>-</td></tr></tbody></table><p>■ Number of households placed into emergency temporary accommodation during month ■ Number of households moved out of emergency temporary accommodation during month ▲ Net number of households in emergency temporary accommodation at end of month</p></div>						Month	Admissions	Discharges	Net at end of month	April	6	2	41	May	8	8	41	June	1	4	38	July	6	10	34	August	-	-	-	September	-	-	-	October	-	-	-	November	-	-	-	December	-	-	-	January	-	-	-	February	-	-	-	March	-	-	-
Month	Admissions	Discharges	Net at end of month																																																						
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Supporting our Community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Promoting healthy and active lifestyles, especially for the young and elderly	Leisure development strategy: <ul style="list-style-type: none"> Deliver Epsom & Ewell entry into the Surrey Youth Games (SYG) 	Sam Beak Leisure Development Manager	31 July 2017	April to Sept: There were 557 young people from Epsom & Ewell registered for the SYG 2017. This compared to 523 in 2016. We had 60 volunteer and coaches representing 15 local sports clubs and organisations who helped to deliver free taster sessions. Team Epsom & Ewell came 2nd and retained the Highest Team Entry Award for the 10th consecutive year. A presentation evening to celebrate the achievements of Team Epsom & Ewell was held at Epsom Playhouse where over 300 guests attended. Target achieved.	
	Community & Wellbeing Centre: <ul style="list-style-type: none"> To obtain approval for a programme of refurbishment work at the Community & Wellbeing Centre and carry out the works Increase membership by a further 55 Promote increased use by under 55s by holding at least three taster sessions/activities 	Andrew Lunt Head of Venues & Facilities	31 March 2018	<p>April to Sept: This is currently on target. Improvement options are being costed and engineers are being consulted to determine the viability of building an extension on the property.</p> <p>The membership of the centre currently stands at 650 against the membership at the start of April which was 672. This reduction is fairly typical for this time of year and the centre team predict an increase in numbers of the coming months.</p> <p>Work on taster sessions/activities will commence in October.</p> <p>Oct to Dec:</p> <p>Jan to March:</p>	

Supporting our Community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Promoting healthy and active lifestyles, especially for the young and elderly	Implement new FlexiRoute system	Ian Dyer Head of Operational Services	28 February 2018	<p>April to Sept: Work completed to date include: Training on FlexiRoute; driver and vehicle profiles; menu profile; clients profiles and fares profiles for transport; client and fare profiles for meals at home.</p> <p>Scheduled work include:</p> <ul style="list-style-type: none"> • Meals at home route for the borough by end of September • Day centre and vulnerable adults clients profiles • by October • Payment methods for pay on booking by end of September • Implementation of payment system once testing completed • Training with Customer Services tbc • Go live date to be agreed with Finance and Customer Services • Route planner training date tbc. <p>Further development has been needed with regards to the direct debit payment and how it will work with our financial system this is on target.</p> <p>Oct to Dec:</p> <p>Jan to March:</p>	G

Supporting our Community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Promoting healthy and active lifestyles, especially for the young and elderly	To establish a health and wellbeing officer group (by 30 June 2017) which will: <ul style="list-style-type: none"> • Conduct a workforce health and wellbeing gap analysis • Health and well-being strategy with agreed targets reported and approved by the committee • Implement the 2017/18 targets in our Health and Wellbeing Strategy 	Rod Brown Head of Housing & Environmental Services	30 August 2017	April to Sept: A health and wellbeing officer group has been established and an initial meeting was held on 06/06/17. Gap analysis underway and it's likely to be completed later this year.	
			31 January 2018		
			31 March 2018		
				Oct to Dec:	
				Jan to March:	

Supporting our Community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Promoting healthy and active lifestyles, especially for the young and elderly	To adapt the Wellbeing Centre to accommodate a high-needs day care facility for eight clients	Ian Dyer Head of Operational Services	31 March 2018	<p>April to Sept: The works are scheduled to start on the 4 September subject to planning permission for a period of five weeks. The current clients that use the Wellbeing Centre have all been informed of the changes and the new model.</p>	
				<p>We have secured a room with Roseberry housing so that we can commence the new model from the 4 September until the building works are completed. Surrey County Council Adult Social Care team are aware of the new model. Promotion of the new higher needs day care took place at the Golden day's festival on the 9 July.</p>	
				<p>Oct to Dec:</p> <p>Jan to March:</p>	



Managing our resources – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Delivering further efficiency savings and cost reductions	Playhouse: <ul style="list-style-type: none"> Complete a service review and submit report to Audit, Crime and Disorder and Scrutiny Committee (23 November 2017) and Community Wellbeing and Committee (23 January 2018) 	Andrew Lunt Head of Venues & Facilities	23 November 2017 23 January 2018	April to Sept: The playhouse service review is currently on target. The consultation has been concluded and the results are being analysed The working group will commence drafting their final report in mid-September 2017.	
				Oct to Dec:	
				Jan to March:	

Supporting Businesses and our Local Economy

We will do this by:

Supporting a comprehensive retail, commercial and social offer

Maintaining strong links with local business leaders and representative organisations

Supporting developers to bring forward the development of town centre sites

Delivering an affordable Economic Strategy

Promoting our Borough as an excellent place to do business

KEY OUTCOMES

High quality/innovative building design

Improved transport infrastructure

Visual appearance of the town/shopping centres enhanced




KEY SUCCESS MEASURES

Businesses attending the Business Leaders' meetings

Delivery of Plan E to improve traffic flow into Epsom Town Centre

Delivery of the Economic Development Strategy Action Plan

Space for start-up/incubator businesses to grow and expand

Supporting Businesses and our Local Economy – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2017/18	Responsible officer	Achieved by:	Latest progress:	Status:
Supporting a comprehensive retail, commercial and social offer	Completion of three storey Houses in Multiple Occupation (HMO) inspection due within the year	Rod Brown Head of Housing & Environmental Services	31 March 2018	April to Sept: Three inspections complete from eight scheduled. It is anticipated that this target will be achieved by year end.	
				Oct to Dec:	
				Jan to March:	
	To complete the refurbishment of 24 South Street, including one retail unit	Rod Brown Head of Housing & Environmental Services Mark Shephard Head of Property	31 March 2018	April to Sept: Planning application has been submitted and due to go to next available planning committee for decision. It is anticipated that work will commence on site from December 2017.	
				Oct to Dec:	
				Jan to March:	
Promoting our Borough as an excellent place to do business	To produce and up to date marketing strategy and action plan for: <ul style="list-style-type: none"> Ewell Court House Bourne Hall 	Andrew Lunt Head of Venues & Facilities	31 December 2017	April to Sept: Work has commenced, - previous strategies are being analysed to determine their strengths/weaknesses and to inform the structure of the new strategy. Market characteristics and buyer behaviour are also being investigated to determine which promotional/advertising channels would be most effective	
				Oct to Dec:	
				Jan to March:	

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OUTSTANDING REFERENCES

Report of the: Head of Legal and Democratic Services
Contact: Tim Richardson
Urgent Decision?(yes/no) No
If yes, reason urgent decision required: N/A
Annexes/Appendices (attached): **Annexe 1 – Outstanding References**
Other available papers (not attached):

REPORT SUMMARY

This report lists the Committee's outstanding references as at 9 October 2017.

RECOMMENDATION (S)

(1) That the outstanding references detailed in the Annexe be noted.

Notes

WARD(S) AFFECTED: All

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The following references to Officers are outstanding as at 9 October 2017:-

Reference No.	Date of reference/item	Title and nature of report back	Officers	Report due	Position at last meeting	Current Position
1	Social Ctee 29/10/15 Min 19	Shopmobility (Consideration of a more detailed cost benefit analysis of this service)	Head of Customer Services & Business Support	November 2016	Report pending	Report on this agenda

Annual reports

The Committee will receive the following reports annually:

Date of Reference/item	Title and nature of annual report	Responsible Officer	Next report to be received
26/03/12 Min 41	Pricing flexibility authorisation procedure – annual report	Head of Venues and Facilities	June 2018

Annual updates

Members of the Committee will receive the following information updates annually. These will be provided via email and Members Update.

Title and nature of update	Responsible Officer	Month annual update will be provided each year
Annual report on allotments	Head of Operational Services	November
Annual report on Bourne Hall Museum	Head of Venues and Facilities	June

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EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to consider whether it wishes to pass a resolution to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

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